



# **PLC-Pedia: List of Partners 2015-2016**

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**Compiled and created by the Pediatric Links with the Community Program**

**Department of Pediatrics, University of Rochester ~ Rochester, New York**

**The Community Resource Guide will be updated annually**

*Next updated version will be available August 2016*

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## Alphabetical Guide to Site Listings

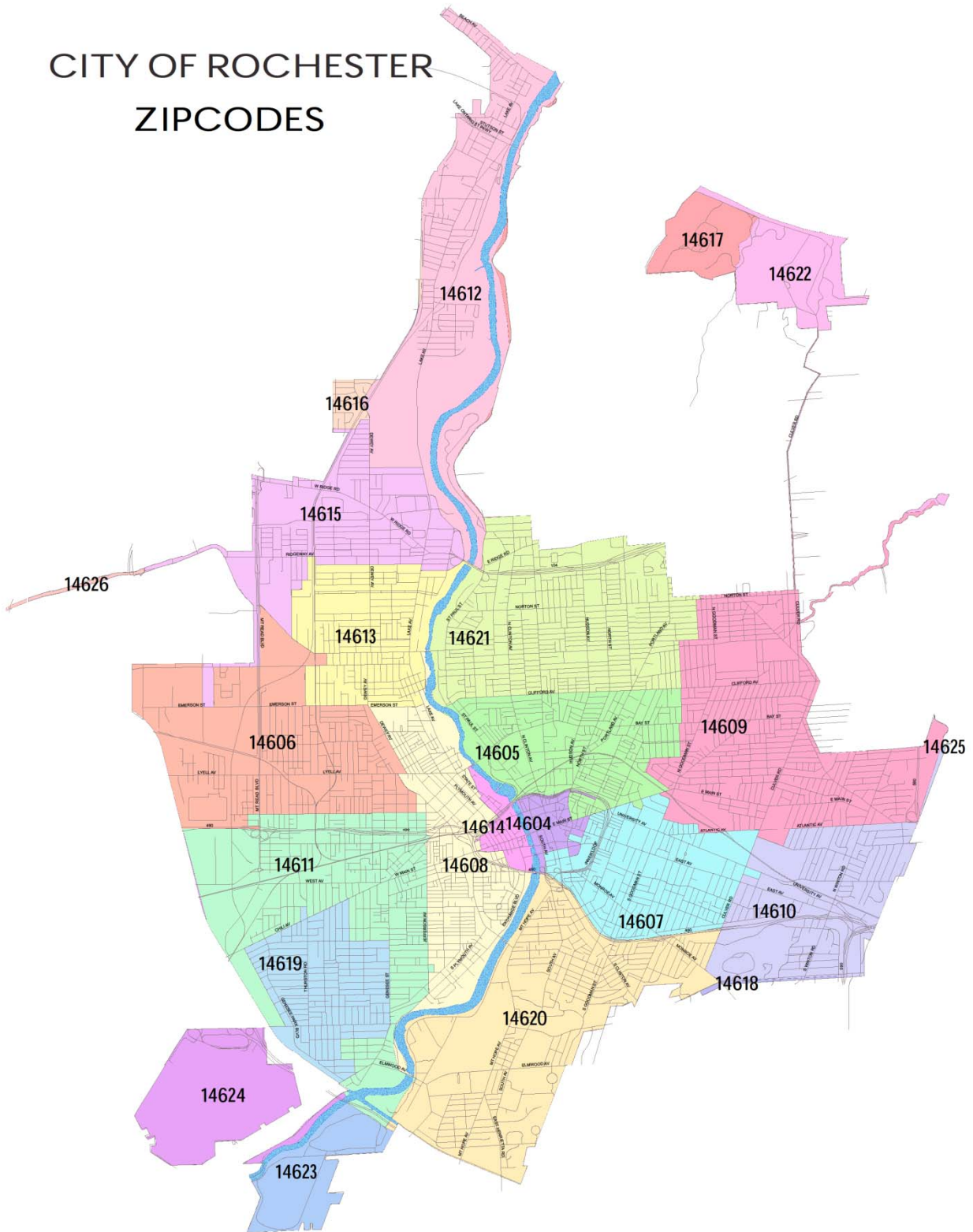
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## Guide to Quadrant by Zip Codes

<u><i>Zip Codes</i></u>	<u><i>Quadrants</i></u>
14534	<i>Southeast</i>
14580	<i>Northeast</i>
14604	<i>Southeast</i>
14605	<i>Northeast</i>
14606	<i>Northwest</i>
14607	<i>Southeast</i>
14608	<i>Southwest</i>
14609	<i>Northeast</i>
14610	<i>Southeast</i>
14611	<i>Southwest</i>
14612	<i>Northwest</i>
14613	<i>Northwest</i>
14614	<i>Southwest</i>
14615	<i>Northwest</i>
14616	<i>Northwest</i>
14617	<i>Northeast</i>
14618	<i>Southeast</i>
14619	<i>Southwest</i>
14620	<i>Southeast</i>
14621	<i>Northeast</i>
14622	<i>Northeast</i>
14623	<i>Southwest</i>
14624	<i>Southwest</i>
14625	<i>Northeast</i>
14626	<i>Northwest</i>

# CITY OF ROCHESTER ZIPCODES





## **2-1-1/LIFE LINE, a program of Goodwill of the Finger Lakes**

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422 South Clinton Avenue, Rochester, NY 14620-1198

**Contact:** Shye Louis, Manager  
**Telephone:** 585-758-1119 (Admin)  
**Fax:** 585-760-8260  
**Website:** [www.211lifeline.org](http://www.211lifeline.org)

### **What is 2-1-1/LIFE LINE?**

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 reach comprehensive information and referral services for our region. We were the first operating 2-1-1 service in New York State and serve as the hub site for 2-1-1 services in our 13 county region 2-1-1 Finger Lakes 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.

### **What services are provided?**

2-1-1/LIFE LINE provides 24-hour, seven day a week access to trained counselors ready to provide information and referrals to human service agencies and programs throughout the area and respond to questions about mental health issues, suicide and crisis counseling, emergency food, shelter, clothing, or other health and human service needs, connecting callers to local organizations and resources that can best meet those needs. 2-1-1/LIFE LINE is a confidential service, accredited through the Alliance of Information & Referral Systems (AIRS) and as a crisis center through the American Association of Suicidology (AAS). Eligible staff members have received individual certification as Certified Information & Referral Specialists (CIRS) or Certified Resource Specialists (CRS) through AIRS.

In addition to our core services 2-1-1/LIFE LINE also serves as:

- Answering point for regional calls to the National Suicide Prevention Lifeline
- Overflow calls for the National Veterans Crisis Line (national coverage)
- Back-up Center for the Veterans Chat Service (national/international coverage)
- Facebook Chat Initiative for users identified with crises (national coverage)
- National Suicide Prevention Lifeline Crisis Chat (national coverage)
- Rochester Community Mobile Crisis Team Intake
- Finger Lakes CPEP Mobile Crisis Team Intake
- NYS Cancer Services Program (statewide)

## **2-1-1/LIFE LINE, a program of Goodwill of the Finger Lakes**

422 S. Clinton Ave, Rochester, NY 14620-1198-*Mailing Address only cannot publish physical address:*

- Goodwill of the Finger Lakes' 2-1-1/LIFE LINE Contact Center is an Accredited Information and Referral Program through the Alliance of Information & Referral Systems and an Accredited Crisis Center through the American Association of Suicidology.
- Provides suicide/crisis intervention hotline services and comprehensive information & referral to community health and human services agencies.

### **Goals:**

- Increase awareness about a variety of issues facing individuals and families in the community.
- Learn about resources available for basic needs (food, shelter, etc.)
- Learn about resources available for mental and physical well-being.
- Learn about resources for legal assistance, employment, assisting older adults, family/youth/children and other community organizations

### **Methods:**

- Overview of organization
- Spend time observing calls and chats at the 2-1-1/LIFE LINE Contact Center.
- Interview Telecounselor between calls about their experiences
- Review reading material provided about crisis intervention and basic needs during any downtime

### **Evaluation:**

- Written and verbal feedback from residents regarding this PLC experience.
- Written and verbal feedback regarding resident participation.





## **9-1-1 Rochester Emergency Communications Dept.**

321 West Main Street, Rochester, NY 14608

**Contact:** Richard W. Rusho, Quality Improvement Coordinator Emergency Communications  
**Telephone:** (585) 279-1146  
**Fax:** (585) 528-2265  
**Cell:** (585) 752-5946  
**Website:** [www.911rochester.com](http://www.911rochester.com)

### **When you dial 9-1-1:**

Most phones have the capability to dial into 9-1-1. 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 with in 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. 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.**

**Calls Are Answered:** The telecommunicator answering your 911 call determines the type of service needed using a proven and efficient interview process. They provide initial help if necessary and then immediately contact the appropriate emergency agency to dispatch assistance.

The telecommunicator is the first link in the medical Survival Chain, providing Pre-Arrival and Post-Dispatch instructions to callers with a medical emergency. Critical procedures such as CPR, airway management and childbirth, just to name a few, can be started before more advanced help arrives.

The telecommunicator uses a system of Computer Aided Dispatch. Together with a touch screen telephone interface, information about the caller's location and phone number is available for verification by the telecommunicator.

A telecommunicator is a Public Safety employee who asks questions to determine the who, what, where, how and why (as well as what should/can/might be done) in a multitude of circumstances, in which the caller often mistakenly assumes that the answers are obvious.

The telecommunicator knows that action taken based on incomplete or inaccurate information can endanger callers, victims and the responders.

That is why he or she must make sure answers to questions are clear, complete and precise. If an answer is "far", the telecommunicator must ask: "how far?" If an altercation is at the "door", the telecommunicator must ask: "Which door?" and "How many doors are there?" You can help by being as precise and exact as possible when providing information during a 911 call. Once the telecommunicator has analyzed the situation, the call is immediately routed by computer to a dispatcher for the appropriate emergency response (Police, Fire or EMS) to provide the service(s) needed.

**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):

In the City of Rochester a call is considered a report if the event occurred 5 minutes or more prior to the 911 call and if any suspects have left the scene. In all other towns of Monroe County a call is a report if the event occurred 15 minutes or more before the call.

## **9-1-1 Rochester Emergency Communications Dept.**

321 West Main Street, Rochester, NY 14608

When you dial 9-1-1 (most phones have the capability to 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).

### **Goals:**

- Learn how the highly trained staff always strives to provide the best service possible to the public.
- Understand how 911 works and what happens when you dial 911.

### **Methods:**

- Receive an overview of the 911 services, and tour the local facility.
- Observe /participate in the dispatching of 911 calls.

### **Evaluation:**

- Written and verbal feedback from residents regarding this PLC experience.
- Written and verbal feedback regarding resident participation.



## **Action for a Better Community, Inc. Head Start Program**

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550 East Main Street Rochester, NY 14604

**Contact:** Debbie Ajewole, Health Coordinator  
**Telephone:** (585) 325-5116 x3302  
**Fax:** (585) 232-6058  
**Website:** [www.abcinfo.org](http://www.abcinfo.org)

### **What is Action for a Better Community, Inc.?**

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. Since its beginning, ABC has aided thousands of individuals and families to move from public assistance and/or the ranks of the working poor to a gainfully employed, tax-paying status. In the coming years, it is envisioned that ABC's programs will play an even more critical role in the community's response to poverty and welfare reform.

### **What is Head Start/Early Head Start?**

Head Start is a federal program for low-income families. Head Start is a quality early childhood program that serves pregnant women and children from birth through age 5. This program is guided by federal standards that regulate services to both children and their families. The early childhood program is geared to address all of the learning domains of these children and to help them grow physically, mentally and socially

### **What is the history of Action for a Better Community, Inc., Head Start/Early Head Start Program?**

Head Start began under L.B. Johnson during the War on Poverty in 1965. Action for a Better Community, Inc. is the umbrella organization for Monroe County Head Start. Early Head Start began as a program under Action for a Better Community in 1998 and serves pregnant women and children from birth to 3 in center based as well as home based programs. Head Start/Early Head Start has grown from a small program to a program with 5 grantee sites serving approximately 1450 children from birth to 5 years of age.

### **Who receives services here?**

Head Start early childhood program is a free program that serves pregnant women and children from birth to 5 year olds from low income families. 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.

**What services are provided?**

After entrance, the child receives screening in health issues, vision and hearing, fine and gross motor ability, cognitive ability and a behavioral screening (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.

**Are there other related programs offered by Head Start? (other opportunities for collaboration in Head Start program)**

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.

## **Action for a Better Community, Inc. Head Start Program**

550 East Main Street, Rochester, NY 14604

### **Goals:**

- Learn about developmental risk factors for children.
- Understand the value of environmental stimulation and early intervention.
- Advocate for increased availability of Early Intervention, Head Start, and preschool services.

### **Methods:**

- Interact with children, families and teachers in Head Start.
- Participate in one of the following activities based upon the needs of the Head Start Program.
- Teach one 20 minute health education topic to children (topic will be determined by the school curriculum).
- Provide either blood pressure measurement, vision, or hearing screening for children in the program.

### **Evaluation:**

- Written and verbal feedback from residents regarding this PLC experience.
- Written and verbal feedback regarding resident participation.



## **Association for the Blind and Visually Impaired: Goodwill**

500 South Clinton Avenue, Rochester, NY 14620

**Telephone:** (585) 232-1111

**Fax:** (585) 232-7074

**Website:** [www.abvi-goodwill.org](http://www.abvi-goodwill.org)

### **What is ABVI Goodwill?**

The Association for the Blind and Visually Impaired: Goodwill Industries of Greater Rochester, Inc. responds to the needs of people who are blind or visually impaired through enhanced programs and services for people of all ages. They provide 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."

### **What is the history of ABVI Goodwill?**

- ABVI-Goodwill's history dates back to the early 1900s when a group of graduates of the New York State School for the Blind had a dream that all people who are blind or visually impaired could lead full, productive lives. In 1911, these pioneers made the decision to form an agency to serve the local blind population and in 1913 the Association for the Blind was incorporated.
- Throughout the years, the Association for the Blind provided for a dramatically increased demand for services, education and training which emphasized the capabilities and contributions of people who are blind or visually impaired.
- In 1994, ABVI became a member of Goodwill Industries International, an affiliation that has enhanced our ability to offer employment opportunities for individuals who are blind or visually impaired while also generating vital resources to help fund our mission. Goodwill was established in 1902 to improve quality of life for people with disabilities and other disadvantages such as welfare dependency, barriers to employment, or lack of work experience.
- Today, ABVI-Goodwill has evolved into one of the most dynamic not-for-profit organizations in the Greater Rochester and Finger Lakes region with a service area that extends to nine counties, including Monroe, Wayne, Ontario, Livingston, Steuben, Yates, Seneca, Schuyler and Chemung.

## **What services are provided?**

- **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.



**Association for the Blind and Visually Impaired-Goodwill**  
500 South Clinton Ave, Rochester, NY 14620 **(ABVI-Goodwill)**

Provides programs and services for people who are blind or visually impaired.

**Goals:**

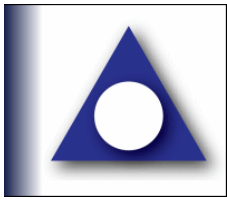
- Learn about the population who receives services from ABVI-Goodwill.
- Understand the needs and strengths of blind/visually impaired children, adults and seniors.
- Learn about the various programs and services that ABVI-Goodwill provides.

**Methods:**

- Tour of facilities and overview of organization.
- Spend the morning shadowing low vision specialists performing vision rehab evaluations.

**Evaluation:**

- Written and verbal feedback from residents regarding this PLC experience.
- Written and verbal feedback regarding resident participation.



805 Blossom Road, Rochester, NY 14610

**Contact** Public Outreach Volunteer  
**Telephone:** (585) 288-0540  
**Website:** Local: <http://aisrochester.org>  
National: <http://www.al-anon.alateen.org/>

### **What is Al-Anon?**

Al-anon offers strength and hope to friends and families of problem drinkers. It is estimated that each alcoholic affects the lives of at least four other people...alcoholism is truly a family disease. No matter what relationship you have with an alcoholic, whether they are still drinking or not, all who have been affected by someone else's drinking can find solutions that lead to serenity in the Al-Anon/Alateen fellowship. The Al-Anon family groups are a fellowship of relatives and friends of alcoholics who share their experience, strength and hope, in order to solve their common problems. We believe alcoholism is a family illness, and that changed attitudes can aid in recovery.

### **What is the history of this program?**

Two recovering alcoholic men started Alcoholics Anonymous (AA) in the 1930's. Bill and Dr. Bob used each other as support and spirituality to maintain sobriety. Al-Anon was born out of AA, and is nearly as old. The relatives of recovering alcoholics realized that knowing someone who was in recovery was also challenging. Many people wrote into the main AA clearinghouse wanting help. Because the disease of alcoholism affects the whole family, they decided to meet and follow the same AA principles to their lives. Most of the founding work can be attributed to the AA's founders' wives, Lois and Anne.

Teenage children in the families of alcoholics soon realized that their problems differed from those of adult members. In 1957, Alateen grew out of this need. A 17-year-old boy, whose father was in AA and mother in Al-Anon, had been fairly successful in trying to solve his problems by applying the AA steps and slogans. With his parents' encouragement, he asked five other teenagers with alcoholic parents to join him in forming a group to help other teenagers. The idea caught on, and the number of groups began to grow.

### **Who receives services here?**

Anyone who knows someone who's drinking is a problem. In the past the only requirement for membership is that there is a problem of alcoholism in a relative or friend. Some members find Al-Anon helpful even though there is not a problem of alcoholism, but a problem of drug abuse or other addictions.

### **What services are provided?**

Al-Anon members give each other support and encouragement by listening to each other and sharing their experiences, strength and hope with one another. Sponsors are available to discuss issues on a one-to-one basis. Telephone lists are provided of people who are available for support when a meeting isn't offered. Al-Anon is an anonymous program where only first names are used to protect anonymity and allow members to feel safe sharing.

**Are there other related programs offered by this group?**

Alcoholics Anonymous (AA). Although a separate entity we cooperated with AA and follow the same steps, traditions and principles. There are some meeting places in the Rochester Area that offer AA meetings as well as Al-Anon and Alateen. [www.aa.org](http://www.aa.org) and <http://www/rochester-ny-aa.org/>.

## **Al-anon/Alateen**

805 Blossom Road, Rochester, New York 14610

Al-Anon offers strength and hope for friends and families of problem drinkers.

### **Goals:**

- Learn how Al-anon has been offering strength and hope for friends and families of problem drinkers.
- Understand the process of how someone would get referred to this organization and how a person can benefit from the services offered.

### **Methods:**

- Observe and participate in a Twelve-Step meeting.

### **Evaluation:**

- Written and verbal feedback from residents regarding this PLC experience.
- Written and verbal feedback regarding resident participation.



**Contact:** Michele Tufano – Event Manager  
**Address:** 1595 Elmwood Avenue, Rochester, NY 14620  
**Email:** [nylungexpo@LungNE.org](mailto:nylungexpo@LungNE.org)  
**Phone:** (585) 442-4260  
**Website:** [www.LungNE.org](http://www.LungNE.org)

**Our Mission:** The American Lung Association is the leading organization in the Northeast working to save lives by improving lung health and preventing lung disease.

**Our Vision:** A world free of lung disease.

Healthy lungs and clean air for all.

Our mission is to save lives by improving lung health and preventing lung disease. We achieve this through clean air and tobacco control advocacy efforts at both the state and local level; asthma education for families and schools; smoking prevention and cessation services; and research to treat, prevent and cure lung diseases.

### About the American Lung Association

- The American Lung Association is the oldest voluntary health organization in the United States. Founded in 1904 to fight tuberculosis, our mission has expanded to fight all lung diseases through research, education and advocacy.
- American Lung Association's website: [www.lung.org](http://www.lung.org)
- Local website: [www.LungNE.org](http://www.LungNE.org)
- Our local social media sites include Facebook: [www.facebook.com/lungne](http://www.facebook.com/lungne), Twitter: [twitter.com/lungne](http://twitter.com/lungne), Instagram [www.instagram.com/lungne](http://www.instagram.com/lungne) YouTube: [www.youtube.com/lungne](http://www.youtube.com/lungne), Pinterest: [pinterest.com/lungne](http://pinterest.com/lungne) and Flickr: [www.flickr.com/photos/lungne/](http://www.flickr.com/photos/lungne/)
- LungHelpline: 1-800-LUNG USA (1-800-586-4872) (The purpose of the Helpline is to answer questions by patients and the general public concerning lung diseases, help with quitting smoking, and other medical/health related questions)

## AMERICAN LUNG ASSOCIATION OF THE NORTHEAST

The American Lung Association of the Northeast is one of nine chartered associations of the American Lung Association and serves Connecticut, Maine, Massachusetts, New Hampshire, New York, Rhode Island and Vermont. The national office reviews each charter annually prior to issuing the annual charter. Nationwide, the Lung Association has more than 550 staff and more than 429,000 volunteers working in communities across the country to achieve our mission.

The association is governed by a 24 member Board of Directors from across the region. The current Chair of the Board is Brian Simonds, RRT, MBA.

The American Lung Association of the Northeast offers programs and services across the region and has offices located in:

Connecticut (East Hartford)

Maine (Augusta)

Massachusetts (Waltham, Springfield)

New Hampshire (Manchester)

New York (Albany, NYC, White Plains, Hauppauge, Rochester, Buffalo)

Rhode Island (Providence)

Vermont (Williston)

The American Lung Association of the Northeast provides services and programs to save lives by improving lung health and preventing lung disease through research, education and advocacy. In addition, we raise funds through special events throughout the year and across the region. Some of these events include bike treks, stair climbs, galas, walks and events sponsored by other groups to benefit the Lung Association. Information on upcoming events is included on our website.

### Advocacy and Public Policy

The American Lung Association of the Northeast is committed to fighting for your right to breathe clean and healthy air. We do this by working with federal, state and local leaders on issues that impact your lung health – creating smokefree environments, enhancing tobacco prevention and control programs, reducing air pollution, and improving health care. We are helping our states become healthier places to live in.

Join the Lung Action Network and become an e-advocate. Sign up at [www.LungNE.org/publicpolicy](http://www.LungNE.org/publicpolicy).

### Education and Programs

We serve communities throughout the Northeast by providing numerous educational and support programs that help children and adults prevent and manage lung disease. These programs include:

- Open Airways For Schools<sup>®</sup> – an award winning school-based curriculum that educates and empowers children through a fun and interactive approach to asthma self-management. It teaches children with asthma ages 8 to 11 how to detect the warning signs of asthma, avoid their triggers and make decisions about their health.
- Freedom From Smoking<sup>®</sup> – specifically designed for adults who want to quit smoking. The program teaches the skills and techniques that have been proven to help smokers quit. Freedom From Smoking is available as a group clinic, an online program and a self-help book. [www.ffsonline.org](http://www.ffsonline.org)
- Not On Tobacco (N-O-T)<sup>™</sup> – helps teens 14 to 19 stop smoking, live healthier, and improve their life-management skills. [www.notontobacco.com](http://www.notontobacco.com)

- Better Breathers Clubs – Better Breathers Clubs are American Lung Association support groups that promote self-management of COPD and other chronic lung diseases. Led by volunteer facilitators, Better Breathers offer a sense of belonging and hopefulness and improve quality of life.
- Lung HelpLine – a toll-free hotline (1-800 LUNGUSA) staffed by respiratory therapists and registered nurses to answer lung health questions.
- Healthy Choices, Healthy Lungs -a collection of free, online resources that can help teach children about healthy lungs, asthma, clean air, and the dangers of tobacco use. For more information, please visit [lungne.org](http://lungne.org).
- Medical & Scientific Branch The Medical & Scientific Branch is a resource for information and networking for health professionals working in lung health related fields in the northeast. The purpose of the Medical & Scientific branch is to provide expert input to and involvement in our mission work, improve patient care through offering continuing medical education and training opportunities, and to encourage and support lung disease research efforts. Membership to the MSB is free and open to all health professionals in the northeast. More info can be found at [lungnemed.org](http://lungnemed.org).
- Champ Camp for Kids with Asthma - 8 to 12-year-olds experience the excitement and fun of a week-long, co-ed summer camp in a safe, medically supervised environment at Coutts-Moriarty Camp on Lake Salem in Derby, Vermont.

The American Lung Association of the Northeast has contracts with the New York State Department of Health Tobacco Control Program for four Community Partnerships and one Cessation Center. The purpose of these programs is to conduct population based interventions aimed at reducing tobacco use and creating a tobacco-free norm in New York through policy and environmental change. Strategies include increasing the price of tobacco products, smoking bans and restrictions, media campaigns, healthcare system interventions and community mobilization. The Community Partnerships are:

- **Tobacco Action Coalition of Long Island (TACLI)**-Hauppauge office
- **POW’R Against Tobacco (POW’R)**-White Plains office
- **Tobacco Action Coalition of the Finger Lakes (TACFL)**-Rochester office
- **Smoking and Health Action Coalition of Monroe County (SHAC)**-Rochester office
- **POW’R Cessation Center (POW’R CC)** -White Plains office.

The Lung Association also houses the **Rhode Island Tobacco Control Network (RITCN)**, an advocacy-focused collective of stakeholder groups and opinion leaders working together to advance data-driven policy change at the local and state levels to reduce tobacco use in the state. The RITCN provides both the forum and infrastructure through which local and statewide tobacco control organizations and advocates develop and pursue a common tobacco control policy change agenda

The Lung Association also has contracts with the NYS Department of Health for three Asthma Control Program Coalitions. The purpose of these coalitions is to support asthma control through community based, sustainable systems approach, in a variety of settings such as: primary care, schools, daycare and clinics, using key elements of the Chronic Care Model. The asthma coalitions are:

- **Asthma Coalition of Long Island (ACLI)**-Hauppauge office
- **Hudson Valley Asthma Coalition (HVAC)**-White Plains office
- **Asthma Coalition of Queens**-Hauppauge office

**Signature Reports:** The American Lung Association releases several nationwide reports throughout the year dealing with lung health.

- **State of Tobacco Control-** Every January, grades are assigned to each state regarding how well residents are protected from the burden of tobacco use. Grades are assigned in four key areas that we know help smokers quit and prevent youth from using tobacco: funding for tobacco prevention programs, smokefree air laws, cigarette tax rates, and access to smoking cessation treatments. Visit [stateoftobaccocontrol.org](http://stateoftobaccocontrol.org) for info.
- **State of the Air-** Every April, we release our annual county-by-county report card for the air quality in every county in the country that has an air monitor. The grades are given based on the number of days that soot (particulate matter) and smog (ozone) reached unhealthy levels. The report also provides the number of especially vulnerable people in each community. More information can be found at [stateoftheair.org](http://stateoftheair.org).
- **Disparities in Lung Health Series-** The Lung Association has released a series of reports that attempt to address the needs of those populations that are disproportionately affected by lung disease. These include: “[Taking Her Breath Away: The Rise of COPD in Women](#), [Tobacco Use in Rural Communities](#), [State of Lung Disease in Diverse Communities 2010](#), [Too Many Cases, Too Many Deaths: Lung Cancer in African Americans](#), [Smoking out a Deadly Threat: Tobacco Use in the LGBT Community](#), [Missed Opportunities: Influenza and Pneumonia Vaccination in Older Adults](#), [The Burden of Asthma on Hispanics](#). The series could be found at <http://www.lung.org/lung-disease/disparities-reports/>
- **Helping Smokers Quit-** This state-by-state report outlines how various health insurance plans cover (or don’t cover) FDA-approved medications and counseling for smokers trying to quit and what barriers exist to accessing those insurance benefits. The report is released annually at <http://www.lung.org/stop-smoking/tobacco-control-advocacy/reports-resources/helping-smokers-quit-state.html>

**Research:** Our quest to find cures and new and improved treatments for lung disease uses a multi-faceted approach to discovery. The American Lung Association Nationwide Research Program supports both the basic and applied sciences related to lung health. Locally, we offer grants for work aimed at the prevention and treatment of lung disease and fund Asthma Clinical Research Centers (ACRC).

The ACRC network is the most in depth program of its kind conducting clinical trials involving large numbers of subjects, and plays an important role in asthma research. Read about some of the [major findings](#) of ACRC research.

ACRC locations in the Northeast:

- [Northern New England Consortium](#) located in Vermont
- Children’s Hospital at Westchester Medical Center and New York Medical College
- New York Consortium
- North Shore-LIJ Medical Center

**Development Opportunities:** The American Lung Association raises funds through online giving, direct response, corporate and foundation philanthropy, and local events, including a climb program. The most well-known effort is the annual Christmas Seals® campaign, the oldest direct mail program in the U.S.

If someone wants to learn about our events, they can learn more at: [www.LungNE.org/events](http://www.LungNE.org/events)

**Annual Report to the Public:** The national American Lung Association produces an annual report to the public featuring accomplishments and nationwide finances for the past fiscal year including information on the American Lung Association of the Northeast. A copy of the annual report is available online at [www.LungNE.org](http://www.LungNE.org).



## **The American Lung Association**

1595 Elmwood Avenue, Rochester, NY 14620

### **Goals:**

- Learn about the services provided for smoking cessation
- Learn about the Tobacco Advertising, Sponsorship and Promotion

### **Methods:**

- Meet with Michele Tufano
- Tour facilities
- Mini-orientation

### **Evaluation:**

- Written and verbal feedback from residents regarding this PLC experience
- Written and verbal feedback regarding resident participation



## ArcWorks

2060 Brighton Henrietta Townline Rd, Rochester, NY 14623

**Contact:** Jackie Crego, Outreach Coordinator    **E-Mail:** [jcrego@arcmonroe.org](mailto:jcrego@arcmonroe.org)  
**Telephone:** (585) 698-1320 (Main), (585) 672-2228  
**Fax:** (585) 770-1580  
**Website:** [www.arcmonroe.org](http://www.arcmonroe.org)

### What is CAC?

Community Arts Connection is a non-traditional day habilitation service that utilizes the arts to facilitate the achievement of person centered goals, including social, emotional and cognitive goals. 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.

One of the goals of the 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.

### What is Ballantyne?

Ballantyne Day Services provides services to individuals with intellectual and other developmental disabilities and age related conditions including dementia. Through meaningful, failure-free, customized activities, we work to maintain abilities and promote individuals' overall quality of life. Our services are offered in a safe environment that is relaxing and designed to foster success.

Promoting health and wellness of body and mind, 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.

### What is Arc Works?

ArcWorks is a division of the Arc of Monroe County. It 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.

## **What are the benefits of such a setting?**

The Arc of Monroe County has been providing a variety of programs and services for over 3,500 individuals with intellectual and/or developmental disabilities and their families in the Rochester community for over 50 years.

The Arc works to enhance the quality of life and self-esteem of individuals in our programs, providing them with meaningful social development, supported employment, residential community living and enrichment opportunities. The Arc is funded in part by the NYS Office for People with Developmental Disabilities. The Arc also receives funding from Adult Career and Continuing Education Services-Vocational Rehabilitation (ACCES-VR).

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.

A wide array of services are offered through the Arc for individuals with intellectual and/or other developmental disabilities such as independent living opportunities in our group homes and residences, volunteer opportunities in the community, unique and creative individualized day services programs, job training is offered through our ArcWorks facility and placement through our JobPath Program..

## **Additional Services Provided:**

- Day Services Programming (Fairport, Lambert Campus, Community Arts Connections, E. Henrietta and Ballantyne Day Services)
- 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

**Day Programs**

- Ballantyne Day Services
- Community Arts Connection

**Sheltered Employment Program (A Division of the Arc of Monroe County)**

ArcWorks is a division of the Arc of Monroe County. It is a sheltered employment program that provides vocational training and support to adults with developmental disabilities and/or intellectual challenges.

**Goals:**

- Learn about the needs of the developmentally disabled population served by ArcWorks.
- Understand the referral process.
- Learn about the various services and programs offered through Arc Works and at the Arc of Monroe County.

**Methods:**

- Tour and receive an overview of our facility and the services provided.
- Participate in various activities with the individuals served in the program, such as
  1. One on one interaction with participants in their production areas or classroom
  2. Visit and participate in Day Lite, or classroom activity.
  3. Meet with the program RN to learn more about the individual's we provide services for and medical concerns specific to this population.
  4. Q&A session with staff and/or program participants.

**Evaluation:**

- Written and verbal feedback from residents regarding this PLC experience.
- Written and verbal feedback from Arc of Monroe Staff to PLC regarding resident participation.



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3300 Monroe Avenue, Suite 319 Rochester, NY 14618

**Telephone:** (585) 264-1480

**Fax:** (585) 264-1517

**Website:** <http://www.arthritis.org/about-us.php>

### **What is the Arthritis Foundation?**

The Arthritis Foundation is the only national not-for-profit organization that supports the more than 100 types of arthritis and related conditions. The foundation helps people take control of arthritis by providing public health education; pursuing public policy and legislation; and conducting evidence-based programs to improve the quality of life for those living with arthritis.

### **What is the history of this program?**

Founded in 1948, with headquarters in Atlanta, the Arthritis Foundation has multiple service points located throughout the country. The Arthritis Foundation is the largest private, not-for-profit contributor to arthritis research in the world, funding more than \$380 million in research grants since 1948.

### **What services are provided?**

The Arthritis Foundation offers information and tools to help people live a better life with arthritis. Whether it's advice from medical experts to specialized arthritis self-management or exercise classes, the Arthritis Foundation has the solution. The Arthritis Foundation offers services such as Aquatic, Tai Chi and other exercise programs in addition to a self-help group education program.

## **Arthritis Foundation**

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3300 Monroe Avenue, Suite 319 Rochester, NY 14618

National outreach program to educate and support individuals with arthritis and their families.

### **Goals:**

- Learn about our unique programs geared to individuals living with Arthritis.
- Understand the importance of active outreach, in addition to traditional prevention and educational strategies.

### **Methods:**

- Meet with the leaders of the Arthritis Foundation to get an overview of the services geared to individuals living with Arthritis.
- Sit in on a support group meeting and have the opportunity to learn first-hand from the families that utilize this service.

### **Evaluation:**

- Written and verbal feedback from residents regarding this PLC experience.
- Written and verbal feedback regarding resident participation.



## **Baby Love**

555 Avenue D, Rochester, NY 14621

**Contact:** Nikki Spring, Social Worker

**Telephone:** (585) 339-3200 (then select appropriate extension)

### **What is Baby Love?**

Baby Love is a prenatal outreach program that works with pregnant women and their families in obtaining health care services and promoting healthy behavioral choices. Services are provided by Social Workers and Outreach Workers. Baby Love is funded by United Way, the Monroe Plan for Medical Care, and MVP Option.

### **What is the history of this program?**

Founded in 1988, Baby Love is an outreach program administered by URM Strong Hospital's Social Work Division that works with health care, insurance and community providers in effort to reduce Neonatal Intensive Care Unit (NICU) admissions, promote healthy birth outcomes, and enhance family stability. Baby Love started in the Northeast Quadrant based on birth outcome data, but since has expanded to provide services to the City of Rochester and in some circumstances into the County area. While the program has experienced some changes in funding and eligibility, the core services remain the same.

### **Who receives services here?**

Pregnant women of all ages who reside in Monroe County, and may be at risk to a poor birth outcome d/t medical and/or psychosocial risks.

#### ***Baby Love / Monroe Plan / MVP***

- Serves women and teenagers living in Monroe County with Blue Choice Option, Child Health Plus medical insurance. Clients with MVP must have the Medicaid managed care option.
- Clients must be referred before their 30th week of pregnancy.
- Baby Love remains active until the mother's postpartum appointment and the infant's initial well child care visit are completed (approximately 2 months after delivery).
- Clients receive a psychosocial assessment from a Social Worker, who works closely with the Outreach Worker to develop a treatment plan that addresses the client's needs and reduces barriers to care.

### ***Baby Love/Right from the Start***

The newest Baby Love Initiative, (funded by United Way) accepts pregnant women into the program with the same goals and services as noted above. In addition, they will also be able to receive in home parenting instruction from the Parents As Teachers program, a nationally recognized evidence based model to promote child development teaching and healthy attachment.

The PAT program engages with families prenatally and can stay connected with families until the identified child enters school.

In addition, BL RFTS focuses on linking clients who are identified as having behavioral health needs with the appropriate treatment to promote stability and well bring in the home.

### **What services are provided?**

- Social Work assessment and services
- Referral for and coordination with prenatal, pediatric and community service providers
- Assistance with obtaining prescriptions for the infant, mother, children or household as needed
- Supportive home visits and contacts
- Crisis intervention
- Prenatal and Parent education
- Transportation



555 Avenue D, Rochester, NY 14621

Baby Love is a prenatal outreach program designed to improve pregnancy outcomes, reduce the incidence of NICU admissions and low birth weight infants.

**Goals:**

- Develop a better understanding of the challenges faced by families who are living in poverty, including obstacles that may interfere with compliance in securing, attending and following up with health care appointments and treatment recommendations.
- Increase awareness of community systems, resources and services frequently utilized by the population served.

**Methods:**

- Meet with a Baby Love Outreach Worker and/or Social Worker to discuss the program services, goals, methods, and experiences unique to the outreach role.
- Participate in one half day of home visits with a Baby Love Outreach Worker and/or Social Worker.

**Evaluation:**

- Written and verbal feedback from residents regarding this PLC experience.
- Written and verbal feedback regarding resident participation.



## Bethany House

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1111 Joseph Ave., Rochester, NY 14621

**Contact:** Donna Ecker, Director  
**Telephone:** (585) 454-4197  
**Fax:** (585) 730-8042

### What is Bethany House?

Bethany House is a Catholic Worker House of Hospitality sheltering homeless women with their children. They shelter, feed and clothe the women who come from experiences of eviction, rape, abuse, imprisonment, abandonment, and illness of both mind and body. Bethany House is supported solely through individuals, churches, and charitable groups.

### What is the history of this program?

Bethany House is founded on the principles of the Catholic Worker Movement, a lay movement started in the 1930's. It is not part of an organized body, rather, an autonomous group believing in the idea of providing hospitality, shelter, and support for the poor and homeless. Bethany house was established in 1977 and in the fall of that year opened its doors to homeless women and children. St. Bridget's Church donated the house. Their mission for the past 18 years: *"Our commitment remains to serve those who have often remained invisible and forgotten homeless women and children."*

### Who receives services here?

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.

### What services are provided?

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.

- **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.

### Are there other related programs offered by this group?

- 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.

## **Bethany House**

1111 Joseph Ave., Rochester, NY 14621

Shelter for homeless women and children.

### **Goals:**

- Learn about the increasing numbers of homeless mothers and children in Rochester.
- Understand the impact of homelessness on the health and well-being of children.
- Advocate for affordable housing for women and children.

### **Methods:**

- Tour the facility and meet with staff.
- Interact with mothers and children who reside at Bethany House.

### **Evaluation:**

- Written and verbal feedback from residents regarding this PLC experience.
- Written and verbal feedback regarding resident participation.



## **Mental Health Association /Better Days Ahead**

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320 N. Goodman St., Suite 202, Rochester, New York 14607

### **Meeting Groups:**

PEACE Teen Support Group, 320 N. Goodman St., Rochester  
Parents of Teens Support Group, 320 N. Goodman St., Rochester  
Hispanic Support Group, 320 N. Goodman St., Rochester  
Families Helping Families, YMCA, 444 East Main St, Rochester

**Contact:** Renee Jacobs, Director of Operations x133

**Telephone:** (585) 325-3145

**Fax:** (585) 325-3188

**Website:** [www.mharochester.org](http://www.mharochester.org)

### **What is the Better Days Ahead Family Support Group?**

The Better Days Ahead provides support and advocacy for families who have children with emotional or behavioral challenges.

### **What is the history of this program?**

This program is a service of the Mental Health Association of Rochester/Monroe County. The Mental Health Association offers information and referrals to existing mental health and community services, self-help group services, educational programs and advocacy on issues relating to mental health/illness.

### **Who receives services here?**

The services provided are for families who have children with emotional or behavioral challenges. There are several monthly support groups offered to the participants. These support groups are located at the Mental Health Association.

### **What services are provided?**

- Understanding and support by phone or in person, in groups, or individually.
- Advocates assisting with school issues including Committee on Special Education (CSE meetings), barriers to services, and advocacy with individual service providers.
- Referral to a wide range of services, not just in the mental health system, but also preventive services and support in schools.
- Information about new services, changes to education law, and budget changes which might affect the family.
- Coping strategies which can help parents and families to handle stress in the home more effectively.
- Parenting classes using promising practice models.
- Teen support group run by peers for teens with a mental health diagnosis.

**Are there other related programs offered by this group?**

Free transportation and free respite care for children during support group meetings.  
Access to the on-call staff person- 8am – 10pm M-F, 10am – 10pm weekends and holidays.  
Call 325-3145 x131 for on-call person and their phone number. This extension can be accessed even after office hours by punching in phone number during the recorded message.

### **Mental Health Association/Better Days Ahead Family Support Network**

320 N. Goodman St., Suite 202, Rochester, 14607 (585) 325-3145 x133 (585) 325-3188 fax

Self-help group for parents of children with behavioral, emotional, mental health or trauma problems

#### **Goals:**

- Appreciate parental stresses and fears with regard to children who have behavioral and psychosocial problems.
- Understand the impact developmental and psychosocial issues have on families and their interpersonal relationships.
- Advocate for parental self-help groups.

#### **Methods:**

- Observe roundtable discussion by parents.

#### **Evaluation:**

- Written and verbal feedback from residents regarding this PLC experience.
- Written and verbal feedback regarding resident participation.



## **The Boys & Girls Club of Rochester**

500 Genesee Street, Rochester, New York 14611

**Contact:** Cara Cupolo  
**Telephone:** (585) 645-3972-Ext.103 Cara  
**Fax:** (585) 328-5863  
**Website:** [www.bgclubrochester.org](http://www.bgclubrochester.org)  
**Email:** [ccupolo@bgcrochester.org](mailto:ccupolo@bgcrochester.org)

### **What is the Rochester Boys & Girls Club?**

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.

### **What is the history of this program?**

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.

### **Who receives services here?**

The recreation center is open to all youth in the Rochester Area including those developmentally disabled. The participants of the Boys & Girls Club are 85% African-American, 10 % Latinos and 5 % other ethnicity and nationality groups. The majority of children and teens fall between the ages of 6-15. The annual membership fee is \$15.00.

### **What services are provided?**

- |                               |                                 |   |
|-------------------------------|---------------------------------|---|
| - Arts & Crafts               | - King of the Hill              | - BASIK to Power                              |
| - Biddy Basketball            | - Cheerleading                  | - Passport to Manhood                         |
| - Respite Summer Camp         | - Cheerleading                  | - Girls Step Team                             |
| - Cooking/Nutrition           | - Club Service                  | - Photography                                 |
| - Indoor Soccer League        | - Torch Club                    | - Book Club                                   |
| - Keystone Club               | - SMART Girls                   | - SMART Moves                                 |
| - Summer Vacation Camp        | - Fleet Bank                    | - Kids on Track                               |
| - Games-Room                  | - Tutoring                      | - Science Enrichment Program                  |
| - Instruction/Clinic          | - Center                        | - CYO Basketball League                       |
| - Computer Learning Center    | - Avant-Guard                   | - Off Site After School Recreational Programs |
| - Accelerated Reading Program | - Weight Training               |   |
|                               | - Medicaid Service Coordination |   |
|                               | - Family Support Services       |   |

**The After School Corporation at School 29** - Provides an opportunity for children in grades kindergarten through 5<sup>th</sup> to participate in activities such as recreation, the arts, education enhancement, computers and field trips. Monday through Friday at 3:00 PM – 6:00 PM. Developmentally disabled children enrolled in our family support services also participate in these activities. Similar programs and activities exist with Franklin High School.

**Are there other related programs offered by this group?**

- “At the Movies” reading/writing enhancement
- “Power Hour” Tutorial
- Annual Award Event
- Bowl-A-Thon Event
- Gilbert G. McCurdy Scholarship
- National Fine Arts Exhibit Program
- National Photography Contest
- Youth of the Year Scholarship
- Time-To-Read



500 Genesee Street, Rochester, NY 14611

Quality programs and services for youth development up to age 18 years.

**Goals:**

- Learn of the wide array of activities offered to children in Rochester.
- Understand the challenges in obtaining after-school care in a safe, well-supervised, stimulating environment.
- Advocate for continued public and private funding that support such community-based clubs.

**Methods:**

- Tour the club, observe activities and interact with youth.
- Assist in after-school tutoring and reading program.

**Evaluation:**

- Written and verbal feedback from residents regarding this PLC experience.
- Written and verbal feedback regarding resident participation.



# Building Healthy Children

## Building Healthy Children

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187 Edinburgh St, Rochester, NY 14608

**Contact:** Jessica Luciano-Bath, LMSW

**Telephone:** (585) 275-2991x213

**Fax:** (585) 454-2972

### What is Building Healthy Children?

Building Healthy Children (BHC) is a collaborative between Mt. Hope Family Center, Strong Pediatrics, and Strong Social Work. It is a partnership to serve teen mothers and their children. BHC was designed to learn more about relationships between moms and their babies and to evaluate and determine which forms of services are most helpful. Funded by the Monroe County Department of Human Services and the United Way, BHC was developed as a primary preventive program that combines three evidence-based practices (i.e. Parents as Teachers, Interpersonal Psychotherapy, and Child-Parent Psychotherapy). The long-term goal of the program is to decrease the number of families entering the child welfare system through Child Protective Services.

### What is the history of Building Healthy Children?

BHC began working with families in August of 2007. The program was developed to bring expertise in the areas of engagement of hard to reach populations, coordinated health and social/emotional/educational services, evidence-based parenting education, parent-child attachment and maternal depression therapy, and teen support services under one umbrella to assure that the complex and multiple service needs of vulnerable families are addressed effectively. The project was designed to evaluate a preventive intervention for teen parents and their young children.

*Primary objectives of the program include the following:*

- To prevent child maltreatment and foster care placement for infants and toddlers from young impoverished families.
- To improve family functioning and parent-child interactions through a service model designed to treat parental depression, improve family relationships, and teach parenting skills.
- To evaluate the effectiveness of the program.

### Who receives services here?

We are targeting services towards young families whose children receive pediatric care at Strong Pediatrics, Highland Family Medicine, Anthony L. Jordan Health Center, and Rochester General Pediatric Associates, and Culver Medical Group. Eligibility: Must receive pediatric care at one of the five pediatric practices, no more than 2 children in the family with both children being under age 3, mother must have been under age 21 when her first child was born, low income families (TANF eligible), no current CPS involvement or prior CPS indicated reports, no involvement with Preventive services.

## **What services are provided?**

There are a variety of services offered depending on the needs of the family. Each family will have an outreach worker who will provide supportive home visits, assistance with transportation & concrete needs, referral for other services, etc. They will also have a Social Worker who will follow their progress/needs through their outreach worker and who will complete an initial psychosocial assessment, this Social Worker will also follow them in the pediatric clinic and will be the connection between BHC services and the pediatric clinic/providers. Depending on the needs of the family, they are also eligible for several other services offered by BHC. These services include assistance with education and employment goals and participation in any of the three evidence-based practices offered by BHC.

*These three practices include:*

**Parents as Teachers** – a research based and nationally recognized curriculum that teaches parents how to identify their children’s developmental needs as well as the skills to address these needs themselves.

**Interpersonal Psychotherapy** – a focused, time limited, manualized form of treatment that addresses interpersonal issues associated with depression. Home or center based and provided by a Licensed Social Worker.

**Child-Parent Psychotherapy** – focuses on the parent-child relationship and the impact that the mother’s representations of her relationship history exert upon her current care giving of her child.

**Goals:**

- Learn about services provided by BHC.
- Understand the obstacles faced by families who are experiencing numerous stressors (including lack of transportation to appointments, lack of resources, lack of support, etc.) and how this stress can impact them.
- Gain a better understanding of the situations/environments many of the families receiving pediatric care are living in and how they are impacted.
- Understand the importance of the collaboration between pediatric providers and service providers in the community.

**Methods:**

- Accompany outreach workers and/or social worker on home visits.
- Debrief with social worker & outreach workers regarding home visits, families needs, etc.
- Meet with social worker to discuss services provided by BHC.

**Evaluation:**

- Written and verbal feedback from residents regarding this PLC experience.
- Written and verbal feedback regarding resident participation.



Cameron Community Ministries  
48 Cameron Street  
Rochester, NY 14606



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## Cameron Community Ministries

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48 Cameron Street, Rochester, New York 14606

**Contact:** Jennifer Muniga, Executive Director

**Email:** [cameronyouth@gmail.com](mailto:cameronyouth@gmail.com)

**Telephone:** (585) 254-2697

**Fax:** (585) 254-5582

**Website:** [www.cameronministries.org](http://www.cameronministries.org)

### What is Cameron Community Ministries?

Cameron Community Ministries is an urban ecumenical outreach ministry based in Northwest Rochester. Cameron is supported by a wide variety of religious and secular organizations. Their mission is to meet the needs of families that live in poverty, to be responsive and proactive, and to recognize the dignity of each person. Cameron Community Ministries hopes to foster increased self-esteem and significant life changes among all of their program participants.

### What is the history of this program?

Cameron Community Ministries is housed in the former Lyell Avenue Baptist Church. The church itself was closed due to dwindling membership, and in 1984, outreach programs were started by the Faith Community. The ministry is a primary mission site supported jointly by the Baptist and Presbyterian, however all in need are served, without regard to their beliefs. We receive support and volunteer efforts from many different faith groups, businesses, organizations and individuals.

We operate a Hot Lunch program that serves a hot noon meal from Monday to Saturday. We are the most consistent meal program in a three zip code area. All are welcomed with no referral or requirements.

In 1994, we were the first site of Kids Café, an evening meal program organized by Foodlink specifically for children. Our Kids Café serves dinner to youth under the age of 18 five days a week Monday to Friday. Last year, we served more than 4,000 meals.

Both our meal programs are supported by generous donations of food and annual cash contributions from Foodlink that partly support staff costs. Both programs are also supported by hundreds of volunteers each year who prepare, serve, and clean up after meals.

### Who receives services here?

Open to any individuals living in Rochester, New York. Most of their clients are from the 10-block radius, where nearly 90% of families live in poverty. Our client profile is an almost even mix of African-American, Latino, and Euro-American families.

### **What services are provided?**

**Kids Café** - Provides evening suppers for children and youth from 5:00 - 5:30 PM Monday thru Friday.

**Hot Lunch Program** - Provides over 30,000 meals per year, six days per week to adults and children who are in need (Monday thru Saturday from 11:00 AM - 12:30 PM).

**After School Tutoring Program** - Adult volunteers assist 1<sup>st</sup> - 6<sup>th</sup> graders with homework. They also provide tutoring to enrich reading and language arts skills. This program operates Monday thru Thursday afternoons from 2:30 - 5:00 PM.

### **Are there other related programs offered by this group?**

- Sunday Celebration Dinner & Worship
- Summer Safe Haven Youth Program
- Clothing House
- Food Pantry
- Bike Repair and Referrals

48 Cameron St, Rochester, NY 14606

Meals for hungry children in Kids Café. Tutoring children after school and working with kids in the summer safe haven. Meals for hungry adults.

**Goals:**

- Learn about hunger and food assistance programs.
- Advocate for programs which enhance nutrition for children and adults.
- Understand children and adults living in poverty and their health and behavioral issues.

**Methods:**

- Prepare and serve lunch in Hot Lunch Program Monday – Friday 9:00am-1:30pm.
- Serve a dinner meal to children at the Kids Café (4:45-5:30) or a lunch meal to neighborhood residents.
- Talk with children formally about health and nutrition issues.
- Be available to adults during lunch to answer health related questions.
- Assist in recreation in the summer safe haven and stay to serve Kids Café supper.
- Tutor in the after school program and stay to serve Kids Café supper (2:30-5:00).

**Evaluation:**

- Written and verbal feedback from residents regarding this PLC experience.
- Written and verbal feedback regarding resident participation.



## **Camp Broncho-Power Asthma Camp**

1445 Portland Avenue- @RGH, Suite 201, Rochester, New York 14621

**Contact:** Gina Lord, Pediatric Health Educator

**Telephone:** (585) 922-3756

**Fax:** (585) 922-5033

### **What is the Camp Broncho-Power?**

Established in 1994, Camp Broncho-Power is a three-day/two-night camp that is designed to be a fun and educational experience to improve the management of asthma. Educational sessions promote the understanding of asthma, and activities are geared to improve a child's confidence with his/her asthma in a setting that is full of games, crafts, and fun! Approximately 60-70 children attend the overnight camp each summer.

### **What is the history of this program?**

The program was established in answer to the community need for a camp that would take children with asthma. Children had been told they could not attend camps due to their asthma. Children with moderate to severe asthma are given priority, as these children need teaching and fun in a safe environment.

Camp Broncho-Power is held at Camp Piperwood, a girls scout camp, which is located in a scenic woodland area in Fairport, NY.

### **Who receives services here?**

The program is for children between the ages of 6 and 11 years old who have asthma.

The cost of the camp is free for qualified campers or on a scholarship basis for all children. The camp operates during the summer months the 4<sup>th</sup> week from Tuesday through Thursday.

### **What services are provided?**

- Educational asthma sessions
- Interactive activities to build confidence such as:
  - Arts & Crafts
  - Active games
  - Geocaching
  - Hiking
  - Swimming
  - Sports

### **Are there other related programs offered by this group?**

The camp staff is comprised of physicians, nurse practitioners, nurses, respiratory therapists, health educators, social workers, and pharmacists, along with many specially trained volunteers.



## **Camp Broncho-Power**

1445 Portland, Ave, Suite 201, Rochester, NY 14621

Three-day, two-night camp for children, ages 6-11, with moderate to severe asthma who attend the Rochester General Hospital Pediatric Ambulatory Care Center.

### **Goals:**

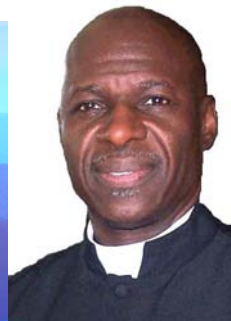
- Recognize the need for a camp specially designed to offer a fun-filled educational opportunity for children with asthma.
- Identify educational opportunities for children in a non-traditional setting.
- Participate actively with a chronically ill population and recognize barriers to care and how to overcome them.

### **Methods:**

- Provide supervised medical care for children with asthma in a camp atmosphere.
- Promote self awareness of asthma and participate in the education of campers with the goal to understand asthma and lead an active, healthy life.

### **Evaluation:**

- Written and verbal feedback from residents regarding this PLC experience.
- Written and verbal feedback regarding resident participation.



Bishop David J. Singleton Founder of COLCINC

### **Celebration of Life Community Breakfast**

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506 Jay Street, Rochester, NY 14606

**Contact:** Bishop David Singleton

**Telephone:** (585) 262-6420

**Fax:** (585) 262-2216

**Email:** [hmrcolc@yahoo.com](mailto:hmrcolc@yahoo.com)

#### **What is Celebration of Life Community (CLC)?**

Celebration of Life Community, Inc. was established for the purpose of linking individuals with resources and services. Moreover, CLC supports the advocacy, launching and maintenance of efforts for the holistic betterment, promotion and support of individuals, children, families and communities.

#### **What services are provided?**

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.

Celebration of Life Community, Inc. was established for the purpose of linking individuals with resources and services. Moreover, CLC supports the advocacy, launching and maintenance of efforts for the holistic betterment, promotion and support of individuals, children, families and communities.

**Goals:**

- Learn about a continuing forum for building linkages throughout our greater community with a wide cross section of individuals and entities for the purpose of city and regional transformation.
- To understand how to link individuals with resources and services.
- To observe and better understand the ways in which you foster community leadership.

**Methods:**

- Participate and observe in a neighborhood building/community organizing breakfast meeting.
- Participate and observe in an after-school tutoring program.

**Evaluation:**

- Written and verbal feedback from residents regarding this PLC experience.
- Written and verbal feedback regarding resident participation.



## The Charles Settlement House

Serving Northwest Rochester for 90 Years

### Charles Settlement House

445 Jay Street, Rochester, New York 14608

**Contact:** Scott Benjamin

**Telephone:** (585) 277-0810

**Website:** [www.charlessettlementhouse.org](http://www.charlessettlementhouse.org)

#### What is Charles Settlement House?

Charles Settlement House is a neighborhood based human service agency that has been serving residents of northwest Rochester of all ages for over 95 years. The agency mission is “to provide and access critical human services for residents in the northwest neighborhoods of Rochester, while encouraging personal growth and fostering community development, leading to a sustainable self sufficient and improved quality of life.”

Charles Settlement House has a volunteer Board of Directors with 20 seats and employs a staff of approximately 20 (full-time, part-time, and seasonal) with an agency budget of approximately \$1 million. Funding sources include United Way of Greater Rochester, governmental grants, rental income derived from other non-profit organizations co-located at our community center, corporate and foundation support, and individual donations.

The organization provides core services directly to neighborhood residents in five major areas: youth development, family services, senior adult services, and neighborhood capacity building.

#### What is the history of this program?

Charles Settlement House was founded in 1917 by Miss Harriet Barry and a group of Catholic lay women as an affiliate of the Catholic Charities. These women assisted Italian, and later German, immigrants to settle in the community. The agency is named after Charles Barry, the father of the founder. It was originally located on Magne Street (now West Broad Street). In 1919, Charles House relocated to 445 Jay Street, a site the agency still operates out of, and began receiving Community Chest funding.

At the outset, the settlement provided health services until St. Mary's and General Hospitals provided this service and as a place of worship until St. Francis of Assisi Church was built in 1929. Early programs included English, Citizenship, Nutrition, and Homemaking classes to help the newcomer adjust to his environment. Early social development programs, still an important component of agency programs, included clubs and classes for grade school youth, teens, and adults and summer programs for youth. In 1965, a Neighborhood Development Program to encourage citizen participation through Neighborhood Associations, and a family casework service were added. Senior services and a nutrition center were added in 1972 as that need was identified in the community.

The agency was incorporated separately from Catholic Charities in 1978, and soon after events began that would bring major change to the agency and the community. In the early 1980s, Charles Settlement House was part of a wide scale community-based planning study.

The results of the study indicated that there were significant human service needs in portions of northwest Rochester (north of Lyell Avenue) and that those areas were unserved and underserved in terms of programs and services to address the needs.

The Board of Directors of Charles Settlement House felt it was their duty to review the findings of the study carefully and determine what, if anything would be the appropriate response of the agency. An Advisory Board was established to represent both community groups and areas of needed expertise. The group worked for six months and produced a report that called for two things: the expansion of the present building and services at 445 Jay Street, and the establishment of a new site for delivery of human services in or near the Edgerton neighborhood.

Based on the recommendation of United Way, Charles Settlement House combined with the other five Rochester settlement houses that were in similar need of renovated and/or expanded facilities, to pursue a systems approach to realizing this potential. The United Neighborhood Centers of Greater Rochester Foundation (UNCGRF) was established and it was charged to raise 20 million dollars to fund the various capital projects. Funders also indicated that there would be no new program funding in the foreseeable future, so Charles House was challenged to look at innovative ways of bringing additional programs and services to the neighborhood where they could be accessed by community residents. Sixteen metropolitan wide human service agencies were called together to discuss the possibility of a collaborative venture. Six agencies, with Charles House as lead, formed the Northwest Collaborative. Original members included Action for a Better Community, Family Service of Rochester, Hillside Children's Center, Monroe County Department of Social Services, and the Urban League of Rochester. The goal of the Community Center is to provide coordinated, comprehensive services to neighborhood resident's right in the neighborhood.

Many sites were examined as possible locations for the Community Center to be built north of Lyell Avenue. Finally a property was acquired on Parkway Avenue (originally the Gioia macaroni plant) and in late 1995 construction began. The Charles House Community Center opened in January 1997. The opportunity to purchase a building right next to the 445 Jay Street site provided the ideal location for an Activity Center. The Jay Street sites were renovated and the Activity Center opened in 1996.

### **Who receives services here?**

The core service areas and program targets include youth development, family and senior adult services and community organization.

### **What services are provided?**

The Service Center (445 Jay Street) houses the agency's Family Services program. It is designed for services that involve one-on-one work with individuals or families. The Activity Center (431 Jay Street) is the site for the group work programs: after school and evening programs for school age youth and teens, community/neighborhood meetings, etc. The Community Center (71 Parkway) houses some Charles House administrative offices, the Charles Settlement House Senior Center, the Notre Dame Learning Center, and the City's Northwest Neighborhood Service Center. By the end of 2014, it is expected that CSH programs at Jay Street will also be moved to the Parkway location.

### Youth Development

- After School Program
  - Literacy, STEM, Photography Club, Step Team, sports, arts & crafts
  - Community service and leadership development
- Teen Programs
  - Reinvesting in Youth; Re-entry, Teen Club
  - Photography and video projects
  - Service Learning
  - Socialization skills

### Family Services

- Emergency Service & Family Stabilization Network
- Case management
- Food pantry and clothing closet

### Senior Services

- Senior Center
- Weekday breakfast and lunch
- Socialization, games, trips, exercise and other activities
- Satellite nutrition program at Dunn Towers

### Neighborhood Building/Community Organizing

- Charles House Neighbors in Action (CHNA)
- Neighborhood outreach
- Fiduciary for Sector 3 and other neighborhood organizations

### **Are there other related programs offered by this group?**

The Charles Settlement House collaborates with: Unity Family Medicine at Orchard Street, Sector Planning, Emergency Service & Family Stabilization Network, Youth Services Quality Council, After-hours Telemedicine Site, Foodlink, etc.

## **Charles Settlement House**

445 Jay Street, Rochester, NY 14611

### **Goals:**

- Learn about the developmental needs of the local youth, along with the needs of families and seniors.
- To understand how to improve the quality of life for neighborhood residents.
- To observe and better understand the ways in which you can provide human services, encourage personal growth, and foster community leadership, in this case, specifically in the northwest area of Rochester.

### **Methods:**

- Receive overview of the facility and meet with the staff.
- Participate and observe in neighborhood building/community organizing activities.
- Participate and observe in the senior center.
- Participate and observe in an after school program.

### **Evaluation:**

- Written and verbal feedback from residents regarding this PLC experience.
- Written and verbal feedback regarding resident participation.

## **Childhood Lead Poisoning Prevention Program**

111 Westfall Road, 8<sup>th</sup> Floor, Room 844 Rochester, New York 14620

**Contact:** Paul Hunt, Senior Public Health Sanitarian  
**Telephone:** (585) 753-5087  
**Fax:** (585) 753-5025

### **What is the Childhood Lead Poisoning Prevention Program?**

The Childhood Lead Poisoning Prevention Program provides a number of services related to reducing the incidence of lead poisoning. Our fundamental activity, required by NYS law, is case management of children with elevated blood lead levels. For children with a venous blood lead level  $\geq 15$  ug/dL, case management includes referrals to Public Health Sanitarians to check the child's primary and secondary residence. Sanitarians also follow up on the correction of violations at the property or check vacant properties with violations periodically to insure they do not become reoccupied.

The City of Rochester implemented a lead paint ordinance in mid 2006, incorporating paint inspections as part of the Certificate of Occupancy process. Monroe County grants have helped subsidize City inspections. NY State continues to direct funding towards Primary Prevention – promoting counties to implement activities that may help prevent children from exposure to lead in the first place. Public Health Sanitarians and outreach staff are involved in field activities that are geared towards getting the message out regarding lead hazard control and the Healthy Home concept.

### **What is the history of this program?**

The Childhood Lead Poisoning Prevention Program, established in 1970, is part of the Health Department and provides direct public health services and leadership towards the promotion of improved health status for individuals, families, the environment, and the community.

### **Who receives services here?**

This service is provided for the residents who live in Monroe County. Many current initiatives are targeted towards high risk zip codes within the City of Rochester.

### **What services are provided?**

- Maintains a database registry of more than 90,000 children who have been tested for elevated blood lead levels through Monroe County.
- Provides medical case management and educational outreach to families for all children with blood lead levels greater than or equal to  $8\mu\text{g/dL}$ .
- Works closely with physicians/health centers to assure timely medical follow-up of children with lead poisoning.
- Also works with individual Pediatricians to increasing screen rates of one and two year old children.
- Investigates homes to identify sources of lead for children with elevated blood lead levels.
- 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.
- 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, and exhibitions.

- Provides EPA Accredited Renovation, Repair and Painting training classes for all individuals conducting the lead hazard control work. This class is Free.
- We anticipate continuation of the NYS Healthy Neighborhood Grant – a program that currently uses outreach workers to visit households in high risk zip codes and provide education regarding the home environment – asthma, fire safety, mold, lead, rodents, roaches, etc. Free supplies are provided to the resident for their participation. Some follow-up visits are required to see if the participant made any changes because of the visit.

We have continued a NYSDOH sponsored Lead Primary Prevention Grant. We currently are working on a number of initiatives to encourage the Primary Prevention Model. These initiatives include:

- Inspection/education for expectant mothers
- Inspection/education for infants, children <1 year old
- Inspection/education for refugee families with children in partnership with Catholic Family Services
- Inspection of limited number of properties occupied with families who receive temporary assistance from Monroe County.
- Inspection/education for children with confirmed BLL's between 8 and 14.9

## **Childhood Lead Poisoning Prevention Program**

111 Westfall Road, Room 844, Rochester, NY 14620

Staff geared towards a common goal of minimizing lead hazards to children. As active caseload decreases, lead message is conveyed in conjunction with other home environmental concerns that impact the health and safety of our community.

### **Goals:**

- Learn about the environmental risk factors for lead exposure.
- Learn how different entities interplay to address an environmental health issue.

### **Methods:**

- Participate in one half day with the lead program staff with a field activity.
- Recognize environmental risks for lead poisoning.

### **Evaluation:**

- Written and verbal feedback from residents regarding this PLC experience.
- Written and verbal feedback regarding resident participation.

# New York State Unified Court System

## Children's Center

Hall of Justice, 99 Exchange Blvd., Rochester, New York 14614

**Contact:** Eileen Whitney - Director  
**Telephone:** (585) 371-3540  
**Fax:** (585) 371-3582  
**Website:** [www.courts.state.ny.us](http://www.courts.state.ny.us)

### What is the Children's Center?

The Children's Center was developed in 1995 as a safe place for children whose parents were attending court. The Children's Center is a full drop-off child care center that sees over 3,500 children each year. There is a 3 to 1 adult to child ratio, and no more than twelve children are allowed in the Center at one time. 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.

### Who receives services here?

New York State Children's Centers serve an at-risk group of children and families. The Children's Center sees children while their parents are at court.

### What services are provided?

The mission of the Center has grown to include three separate complementary functions:

- 1) Provide a physical and emotional safe-haven for children while their parents are in court
- 2) Provide a resource for the court
- 3) Provide a setting in which families can be linked to needed services.
  - Children with indication of developmental delays are referred to community agencies for follow-up such as Early Intervention.
  - WIC, Temporary Assistance and Medicaid applications are completed and submitted
  - Enrollment site for Head Start

## **Children's Center**

Hall of Justice, 99 Exchange Blvd, Rochester, NY 14614

The Center is a drop-off childcare center for children whose families are at court.

### **Goals:**

- Learn about the children and families who attend family court.
- Understand the needs and strengths of children and families attending court.
- Understand the importance of active outreach for at-risk families.

### **Methods:**

- Participate in one half-day session at the Children's Center. The experience will involve interacting with the children as they play in the Center. It will also include observations of children's developmental assessments and feedback to parents. The differences in the social and emotional development of children in the court and the general community will also be discussed.

### **Evaluation:**

- Written and verbal feedback from residents regarding this PLC experience.
- Written and verbal feedback regarding resident participation.



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## **Project Empower/Coffee Connection**

681 South Avenue, Rochester, NY 14620

**Contact:** Joy Bergfalk, Executive Director  
**Cell Phone:** (585) 315-7826  
**Office Phone:** (585) 442-2180  
**Fax:** (585) 697-0919  
**Website:** [www.ourcoffeeconnection.net](http://www.ourcoffeeconnection.net)

### **What is Coffee Connection?**

The Coffee Connection is a retail shop and non-profit corporation that serves as a pre-employment training center for women in recovery from substance abuse. Their product comes from Peruvian farmers who are growing coffee in place of the coca plant, which produces cocaine. It has become part of the solution to the chronic unemployment, poverty, abuse and displacement that women in recovery suffer. They form a new alliance between these women and the farmers that create a demand for this new crop. The Coffee Connection has almost 3 locations open, working with 30-35 women. Around 10 women are now employed.

### **Who receives services here?**

Women from Rochester who are in recovery from substance abuse and have the need to move from 'welfare to work,' but who may have many difficulties in doing so. Some of these difficulties are lack of training, being in recovery from drug and alcohol addiction, child care problems, domestic violence issues, lack of transportation, and sometimes homelessness.

### **What services are provided?**

The women at Coffee Connection learn skills such as customer service, cash balancing, and coffee making, as well as soft skills conflict resolution, establishing boundaries with coworkers, and better forms of communication. We provide sober support, advocacy, and the opportunity to learn employment skills beyond entry level skills. We are creating an *Intern to Employee* model to employ the creative women that are here. Some are planning to have their careers with us.

## **Project Empower/Coffee Connection**

681 South Ave, Rochester, NY 14620

### **Goals:**

- Learn about the women who work at Coffee Connection.
- Understand the needs of these women and how Coffee Connection helps them reach their goals.
- Understand the importance of 'fair trade' for Peruvian farmers and how Coffee Connection is helping Peruvian farmers grow coffee in place of the coca plant, which produces cocaine.

### **Methods:**

- Sit in on a group discussion.
- Receive an overview of the organization and learn about services provided.

### **Evaluation:**

- Written and verbal feedback from residents regarding this PLC experience.
- Written and verbal feedback regarding resident participation.



The  
**COMMUNITY  
PLACE** of GREATER  
ROCHESTER, INC.

*Strengthening Community, One Person, One Family at a Time.*

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## **The Community Place of Greater Rochester, Inc.**

57 Central Park, Rochester, NY 14605

**Contact:** Isaac L. Bliss, Program Manager

**Telephone:** (585) 327-7200 Ext. 118

**Fax:** (585) 546-8839

**Website:** [communityplace.org](http://communityplace.org)

### **What is The Community Place of Greater Rochester?**

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

The Community Place serves residents in Northeast Rochester. We have three neighborhood centers (500 Carter Street – 14621, 57 Central Park – 14605, and Parsells Avenue – 14609). Our mission is to provide neighborhood-based programs, services, and resources which strengthen the Greater Rochester community, one person, and one family at a time.

### **What is the history?**

The Community Place of Greater Rochester Formed in 2001, with the merger of three settlement houses with long traditions of service to the Rochester community: Lewis Street Center; Genesee Settlement House; and Eastside Community Center. The roots of these agencies stretch back 100 years - the predecessor of Lewis Street Center, the Association for Practical Housekeeping, was formed in 1907.

### **What services are provided?**

Community Place deliver a variety of high-quality, cost-effective health and human service programs to people of all ages.

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.



## **The Community Place of Greater Rochester, Inc.**

57 Central Park, Rochester, NY 14605

The Community Place provides neighborhood-based programs, services, and resources which strengthen the Greater Rochester community, one person, one family at a time.

### **Goals:**

- Learn of the wide array of services offered to children and families in the Rochester area.
- Understand how the Community Place offers the same health, economic, and social opportunities for all involved in the program.
- Advocate for building stronger neighborhoods, a stronger community and a stronger Rochester.

### **Methods:**

- Meet with the Director of Organizational Advancement for an overview and tour of the various centers.
- Participate in various program activities.

### **Evaluation**

- Written and verbal feedback from residents regarding this PLC experience.
- Written and verbal feedback regarding resident participation.

3111 Winton Rd. South, Rochester, NY 14623

**Contact:** Alyssa Gupton, LCSW – Assistant Director  
**Telephone:** AG: (585) 214-1333  
**Fax:** (585) 214-1207  
**Website:** [www.lifetimecare.org](http://www.lifetimecare.org)

### **What is CompassionNet?**

CompassionNet is a special program that recognizes the stress that is placed on the whole family when a child is diagnosed with a potentially life-threatening condition. CompassionNet works through dedicated case managers and nurse practitioners to help families navigate the health care system. The goal of the program is to reduce suffering by: 1) assisting families with the emotional, social, financial, and spiritual challenges associated with a child's condition, and 2) helping families cope effectively with a child's illness and treatment.

### **What is the history of the program?**

CompassionNet began as a partnership between Lifetime Care and Excellus Blue Cross Blue Shield. The founders of this program saw a need to provide better care for seriously ill children and their families, and so they began traveling around the country to examine existing models of pediatric hospice/palliative care. The resulting CompassionNet, founded in November 2001, is a conglomerate of the best parts of the models studied. CompassionNet is funded by Excellus BlueCross BlueShield.

### **Who receives services here?**

To be eligible, a child must a) be diagnosed with a condition that places the child at significant risk for not reaching adulthood (age 21), OR b) have acute exacerbation of a chronic illness that places the child at immediate risk. Additionally, the child must be 21 years of age or younger and be currently enrolled in a health insurance product managed by Excellus BlueCross BlueShield.

### **What services may be provided?**

- Coordination among providers
- Advocacy
- Links to community resources
- Emotional support for child, parents, siblings, and significant others
- Problem solving and assistance for:
  - Transportation
  - Prescription costs
  - Co-pay costs
  - Family dynamics
  - Home care
  - Respite care

3111 Winton Rd. South, Rochester, NY 14623

A program for families with children facing a potentially life-threatening condition

**Goals:**

- Learn about the challenges facing families of children with life-threatening conditions
- Understand the needs of the whole family
- Observe/participate in the multidisciplinary team meetings, experiencing and learning the various resources used for the care of these children and their families

**Methods:**

- Meet the staff
- Interact with case managers
- Attend Pediatric Palliative Care Interdisciplinary Team Meeting (CompassionNet and Lifetime Care Peds Pal Team) to learn about community supports and collaboration for families and gain perspective on how families cope in their own environments

**Evaluation:**

- Written and verbal feedback from residents regarding this PLC experience
- Written and verbal feedback regarding resident participation



## **CP Rochester's Augustin Children's Center**

3399 Winton Road South, Rochester, New York 14623

**Contact:** Stacey Calvin or Tina Bennett  
**Telephone:** (585) 334-6000 x1200 or x1321  
**Fax:** (585) 334-1646  
**Web Site:** [www.cprochester.org](http://www.cprochester.org)



### **What is CP Rochester's Augustin Children's Center?**

CP Rochester's Augustin Children's Center is an accessible, modern, fully-staffed, and well-equipped facility conveniently located on Winton Road South in Henrietta. It is both an award-winning early intervention facility for children with disabilities from birth to age three, as well as a preschool for children with and without disabilities from age three to five. The Center boasts a number of features not offered by other providers such as a warm-water indoor pool, large gymnasium with stage, outdoor exploratory classroom, large playground with 'safe surface,' and fully-integrated classrooms and programs.

### **What is the history of this program?**

CP Rochester has been providing services to children and adults for over 67 years.

### **What services are provided?**

The Center provides early intervention services such as special education, speech, social work, and occupational/physical therapy to children with a wide range of disabilities from birth to age three. Parents, Service Coordinators, teachers, and therapists work together to create individual plans for each child.

As a universal pre-kindergarten provider, CP Rochester's Augustin Children's Center provides preschool services to children of all abilities. Our classes of 12 children each are fully-integrated (six children with disabilities and six children without disabilities). Each classroom is led by a master's level special education teacher and three classroom Paraprofessionals. We offer weekly physical education and swim opportunities to every child through our certified, adapted PE program.

The Center provides therapeutic services and evaluations to preschool children with disabilities from age three to five. These services include: Special Education, Physical Therapy, Speech Therapy, Occupational Therapy, Assistive Technology, Social Work/Family Support, Pool Therapy, and Music Therapy.

**Are there other related programs offered?**

We have a parent support group held in the evening once a month. The agency has a wide range of services including on-site clinics for children and adults, recreation programs, respite programs, day treatment programs, service coordination, adult residential opportunities and more.

## **CP Rochester/Augustin Children's Center**

3399 Winton Road South Rochester, NY 14623

### **Goals:**

- Learn about the integrated preschool program and/or the early intervention program.
- Learn about the wide range of services that are provided for the special education students and their families.
- Learn when and how to refer children for evaluations and who would do these evaluations by recognizing some of the early signs/ presenting symptoms that a child may have a developmental delay requiring some intervention.

### **Methods:**

- Meet with staff, tour facilities and discuss the methods used to address special needs children and how the integrated preschool program and/or the early intervention\* developmental group works for those children.
- Spend time in various classrooms and during special activities with the children throughout the visit.

### **Evaluation:**

- Written and verbal feedback from residents regarding this PLC experience
- Written and verbal feedback regarding resident participation.

\*Early intervention developmental groups meet only in the afternoon.



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## **Crestwood Children's Center**

2075 Scottsville Rd, Rochester, NY 14623

**Contact:** Hillside Children's Foundation  
**Telephone:** (585) 256-7515  
**Fax:** (585) 256-7510  
**Website:** [www.hillside.com](http://www.hillside.com)

### **What is Crestwood Children's Center?**

Crestwood Children's Center is an affiliate of the Hillside Family of Agencies and is a provider of child welfare, behavioral health special education, and family development services. Crestwood offers an array of behavioral and mental health services to children ages birth to 26 years and their families.

### **What is the history of this organization?**

Crestwood was founded in 1887 as the Infant Summer Hospital treating infants and toddlers with Infant Summer Fever (cholera infantum). In 1928, the name was changed to Convalescent Hospital for Children and the hospital served children/adolescents with chronic orthopedic, heart and other health problems. In 1958, the hospital changed its focus to treatment of children's mental health. In 1991, the hospital's name changed to Crestwood Children's Center. In 1999, Crestwood became an affiliate of the Hillside Family of agencies.

### **Who receives services at Crestwood Children's Center?**

Children/Youth and their families in need of residential, outpatient, or day services for significant mental health issues are served by Crestwood. Crestwood also has Family Resource Centers that offer early childhood education and parent training programs in Rochester neighborhoods. Crestwood serves families in Monroe and surrounding counties.

### **What services are provided?**

- Child Welfare
- Behavioral Health
- Family Development Services
- Special Education

## **Crestwood Children's Center**

2075 Scottsville Rd. Rochester, NY 14623

### **Goals:**

- Learn about child and family treatment options for a myriad of child welfare, mental health, community and school based services.
- Understand how to access HFA services for children and families.

### **Methods:**

- Tour site.
- Visit residential treatment site(s) and meet clinical managers.

### **Evaluation:**

- Written and verbal feedback from residents regarding this PLC experience.
- Written and verbal feedback regarding resident participation.





## Crisis Nursery of Greater Rochester

201 Genesee Park Blvd. , Rochester, NY 14619

**Contact:** Faith Davignon  
**Telephone:** (585) 235-5750  
**Fax:** (585) 235-5750  
**Website:** [www.cngr.org](http://www.cngr.org)

### What is Crisis Nursery of Greater Rochester?

The Crisis Nursery of Greater Rochester is a not for profit organization dedicated to helping children and families in times of crisis. The Nursery provides a safe, nurturing environment for children from newborns up to age ten whose families are in crisis. While the nursery's focus is on young children we are licensed to care for children from birth up to 17 years old. The Crisis Nursery's primary goal is to provide temporary care for children at risk of abuse and neglect, while offering support services to families and caregivers. Children can live at the nursery short term and be, cared for by a trained staff and child care workers.

### What is the history of Crisis Nursery of Greater Rochester?

After several surveys and a focus group, the need for a crisis-care facility was evident. The Nursery Board of Directors formed the Crisis Nursery of Greater Rochester in 2000. Since 2000 the Nursery has grown to serve an increasingly large portion of Rochester community families. We opened our doors in 2006 and have served approximately 546 children.

### Who receives services here?

The Crisis Nursery works with families who are experiencing crises. Our focus is on children from newborns up to age ten; however we do also care for children from birth up to 17 years old.

### What services are provided?

The Crisis Nursery of Greater Rochester is not a permanent solution – it's a way to bridge the gap between a crisis and a long-term plan to address the underlying issues. The Nursery works with a variety of agencies such as DHS, law enforcement, substance abuse treatment providers, and other resources to support children and their families. The Nursery provides ongoing care to children on a short term basis.

## **Crisis Nursery of Greater Rochester**

201 Genesee Park Blvd., Rochester, NY 14619

The Crisis Nursery of Greater Rochester is a not for profit organization dedicated to helping children and families in times of crisis.

### **Goals:**

- Learn about the need for support for families in crisis in our community.
- Learn about the reasons for referral to the crisis nursery.

### **Methods:**

- Tour the nursery and interview the staff.

### **Evaluation:**

- Written and verbal feedback from residents regarding this PLC experience.
- Written and verbal feedback regarding resident participation.



For Medically Fragile Children

## Daystar for Medically Fragile Children

700 Lac De Ville Blvd., Rochester, NY 14618

**Contact:** Kim Condon, Executive Director  
**Project Supervisor (s):** Dianne Clar, Director of Program and Family Engagement  
**Telephone:** (585) 385-6287  
**Fax:** (585) 383-0033  
**Website:** [www.daystarkids.org](http://www.daystarkids.org)

### What is Daystar?

Delivering structured, inclusive early educational enrichment programs, specialized developmental services, family training and support services, and skilled nursing care, and staffed with teams of certified special education teachers, licensed therapists, and RN-level pediatric nurses, Daystar developed its multidisciplinary core services model in alignment with key federal and statewide policy priorities. Modeled on pediatric step-down programs operating in other states (CA, OH, FL, PA, DE), Daystar embodies best practices in comprehensive care coordination, family-centered supports, least restrictive environment standards for post-acute care, and case management principles to ensure efficiencies in the delivery of its healthcare services, minimize the drain on inpatient resources, and provide families with the broad range of supports they need to fulfill their child's psychosocial, developmental, and healthcare goals. Daystar serves as an effective discharge plan for high-needs pediatric cases, thereby alleviating pressures on precious inpatient resources in the Neonatal and Pediatric Intensive Care Units (NICU/PICU). 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.

### What is the history of the program?

Founded in 1988, Daystar is New York State's only Pediatric Day-Respite Center - the vanguard for comprehensive, center-based services for families charged with the responsibilities of managing and caring for their child's special healthcare and developmental needs. With a daily operating capacity to serve up to forty medically fragile children (40 FTE's) and their families across three dedicated classrooms, Daystar is Monroe County's only year-round, full-day program available for children with critical healthcare needs who are as young as six months of age. Daystar delivers unmatched continuity and care coordination to support children from the time they are discharged from the hospital, sustaining them through the most crucial period of their early development, and enabling them to successfully transition into kindergarten at age five, while empowering their families with the skills, knowledge and resources they need to support and maintain their child's continued health and progress.

### Who receives services here?

- To become eligible for services, children must meet Daystar's medical acuity requirements and are between the ages of six months and five years old. Of those enrolled in 2014:

- 70% of all enrollees are younger than 18 months of age at enrollment
- Majority of enrollees are male: 66% Male, 34% Female
- Demographics: 51% African American, 37% Caucasian, 3% Asian, 3% Bi-racial, 6% Other
- Participants represent 13 separate school districts within Monroe County, with approximately half (54%) residing within the Rochester City School District

#### **Evidence-Based Risk Factors:**

Seventy-two percent (72%) live in households that meet or exceed federal poverty standards  
Sixty-nine percent (69%) of all families are employed, indicating a high percentage of working poor households who depend on Daystar's services to enable them to resume and maintain their employment and economic independence at a time when their family's resources are most challenged by their child's special healthcare and developmental needs.

- ✓ Thirty-one percent (31%) reside in single parent households
- ✓ Fifteen percent (15%) reside with a non-parental guardian and/or are in foster care
- ✓ Twenty-seven percent (27%) are involved with Monroe County's Child and Family Services (Preventive, Child Protective, and/or Foster Care Services).

#### **Special Healthcare/ Developmental Needs:**

- Eligible enrollees represent a wide range of primary diagnoses and on average, have 3.6 diagnoses per child. Examples of the most prevalent primary diagnoses among enrollees include but are not limited to: gastroenterology disorders (59%), neurology (59%), seizure disorders (26%), pulmonary complications (24%), extreme prematurity (24%), and visual impairment (15%).
- While medical acuity informs eligibility for Daystar's services, 74% of all enrollees also have significant developmental disabilities requiring additional specialized therapeutic support services.
  - On average, Daystar enrollees are approved for three (3) types of related therapy services each – services that are provided on-site and reinforced throughout each child's program each day, providing unmatched, consistent opportunities for children to practice and master their foundational skills from infancy until entering school.
- Ninety-seven percent (97%) of all enrollees qualify for and receive Early Intervention services on-site at Daystar.
  - In June, Daystar hosted more than 350 separate Early Intervention sessions, provided by forty-four separate EI therapy partners.

For communities bearing the costs associated with emergency medical care, preventable readmissions, or public assistance provided to families for whom maintaining employment becomes too challenging while caring for their medically fragile child, Daystar presents a universal solution to a mounting community issue.

#### **What services are provided?**

Association with Daystar can alleviate stress for the fragile infants and family as Daystar provides:

- Expert skilled pediatric nursing
- Inclusive learning environment
- Unmatched 2:1 child to teacher ratio
- Affordable day-rates for all incomes
- Year-round, full-day structured group and individualized enrichment programs
- Preschool wrap-around services
- Music therapy
- Specialized therapeutic services

## **Daystar For Medically Fragile Children, Inc.**

700 Lac De Ville Blvd., Rochester, NY 14618

### **Goals:**

Garner hands-on experience in a center based, adaptive learning environment designed to support medically fragile children with special healthcare and developmental needs:

- Employing non-verbal communication strategies
- Engaging multiple children with differentiated learning styles
- Participate in guided observations of children's therapy sessions and group therapeutic services
- Learn about adaptive technologies and equipment to enhance each child's learning experience
- Participate in Daystar's Special Early Education Development Strategies (SEEDS) Program

Maintain the health status and learn strategies to enhance care-coordination for children with complex medical diagnoses and special needs:

- Link medical diagnoses with developmental impacts
- Preventive care model to mitigate re-hospitalization and emergency admissions

Gain invaluable perspective on the challenges that families with medically fragile children face in transitioning their child from acute care to a community-based setting:

- Family Centered Approach & Service Delivery Paradigm
- Challenges around care coordination
- Transitional care needs
- Funding challenges and lack of community supports for medically fragile children
- Navigating disparate systems of support
- Social determinants and risk factors for children in lower-income families (access to transportation, medication compliance, housing challenges, nutrition, etc.)

### **Methods:**

- Meet with management to learn more about Daystar's operations and strategic goals, including community partnerships
- Participate in a family social hour gathering and hear firsthand testimonials from family members on the challenges in managing the care of their medically fragile child across disparate systems of support
- Shadow Daystar's nursing team and participate in case conference meetings to review medical care plans for children enrolled in Daystar
- Observe Education team deliver developmentally appropriate group and individual learning sessions
- Observe Early Intervention therapy providers deliver specialized therapy services

### **Evaluation:**

- Written and verbal feedback from residents regarding this PLC experience.
- Written and verbal feedback regarding resident participation.

## Early Intervention Program

Monroe County Early Intervention Program, 691 St. Paul Street, 4<sup>th</sup> Floor, Rochester, New York 14605

**Contact:** Ann Marie Stephan, Special Children's Services Administrator  
Early Intervention & Preschool Special Education Programs

**Referrals Intake:** (585) 753-5437(KIDS)

**Telephone:** (585) 753-5240

**Fax:** (585) 324-1754

### What is the Early Intervention Program?

The Early Intervention (EI) program is a national program that provides many different types of early intervention services to families of eligible infants and toddlers with disabilities and suspected developmental delays. In New York State, the Department of Health is the lead state agency responsible for the Early Intervention program. Early Intervention is a partnership on several levels -- between state and local government agencies, and with community agencies, and health care providers which work to identify children who would benefit from developmental services.

### What is the history of this program?

In 1975, federal legislation was signed into law, providing rules or guidelines for special education services throughout the United States. Known as The Education for all Handicapped Children act (5-21 yrs.), PL 94-142 mandates free, appropriate public education to all children, between the ages of **three and twenty-one**, with handicaps. It assures that the educational rights of these children are protected, and that their education is provided in a way that meets their special needs. Since then, this act has been updated and enhanced. In 1986 PL 99-457 mandated **preschool** special education services and made services to younger children optional. In 1990 the act was renamed Individuals with Disabilities Education Act (IDEA) and mandated services to **all** children. Monroe County's program began in 1993.

### Who receives services here?

All children under three years of age who have a disability or developmental delay are eligible for the Early Intervention program. A disability means that a child has a diagnosed condition that often leads to problems in development (such as Down Syndrome, autism, cerebral palsy, vision impairment, or hearing impairment). A developmental delay means that a child is delayed by at least 33% one area of development, or 25% or more in two areas, including:

- Physical development
- Cognitive development
- Communication (understanding and using words)
- Social-emotional development (relating to others)
- Adaptive development

A referral to the program can be made by anyone, as long as the parent does not object. The evaluation team determines eligibility. Once the child is eligible, the parent, evaluator and Initial Service Coordinator meet to determine services. The guardian and the child must be residents of Monroe County to participate, which is voluntary.

**What services are provided?**

Services include service coordination, evaluation, home visits, speech, physical and other therapies, child development group, Social Work services, family support groups, and transportation assistance to EI services. Monroe County contracts with about 15 agencies and 36 independent providers to deliver these services.

**Are there other related programs offered by this program?**

The Local Early Intervention Coordinating Council (LEICC) is an advisory council which provides advice and assistance to the Early Intervention Program. The council consists of parents, provider representatives, community agencies that service EI families, and CPSE Chairs.

The program also offers developmental monitoring services to children at risk of developmental delay. An Ages and Stages Questionnaire is mailed to the parent to complete at different age intervals. If there are concerns, the parent contacts EI.

691 St. Paul Street, 4<sup>th</sup> Floor

Evaluation and coordination of needed services for infants and toddlers with diagnosed disabilities or developmental delays, including behavioral issues.

### **Goals:**

- Learn to assess children with developmental concerns, when and how to refer to Early Intervention and other appropriate resources.
- Understand the importance of collaboration between members of the early intervention multidisciplinary team.
- Advocate for increased availability of early intervention, preschool services, and parental education programs.

### **Methods:**

- Participate in a home visit or tour a provider agency with an early intervention service coordinator.
- Review of Early Intervention informational material.

### **Evaluation:**

- Written and verbal feedback from residents regarding this PLC experience.
- Written and verbal feedback regarding resident participation.



1650 South Avenue, Suite 300, Rochester, New York 14620-3091

**Contact:** Mike Radell, Community Educator, Parent Family Network  
**Telephone:** (585) 442-4430 x2741  
**Fax:** (585) 442-6305  
**Web site:** <http://www.epiny.org>

### **What is the Epilepsy-Pralid Inc.?**

Epilepsy-Pralid Inc. is a non-profit human services agency that helps individuals and families of all cultures affected by epilepsy, traumatic brain injury, and related disabilities to manage and cope with their disorders by providing epilepsy education, information and referral, service coordination, vocational and residential services.

### **What is the history of this program?**

The Epilepsy Foundation and Pralid were founded by parents in search of common answers to their concerns about epilepsy and brain injury. The two agencies merged in 2012 and are governed by a voluntary Board of Directors, the agency is an affiliate of the national Epilepsy Foundation, a member of the United Way of Greater Rochester, of the Epilepsy Coalition of New York State, and of the Al Sigl Center. The agencies original goal of reducing the stigma and discrimination associated with epilepsy and brain injury remains a large part of today's mission. Funding is provided by Medicaid, Office of Mental Retardation and Developmental Disabilities (OMRDD), Vocational and Educational Services for Individuals with Disabilities (VESID), Finger Lakes Developmental Disabilities Service Office, Monroe County Office of Mental Health, Wayne County, United Way of Greater Rochester, Epilepsy Foundation, fundraising events, grants, private contributions and bequests.

### **Who receives services here?**

Services are available to people with epilepsy, traumatic brain injury and related disabilities. Support programs are offered for family and friends of people with disabilities; education and information presentations are offered to community organizations, businesses, and schools.

### **What services are provided?**

- Public education presentations and education to schools, civic groups, businesses and agencies
- Community and Family Support Services
  - Counseling and Support Groups
  - Community Residential Habilitation and Day Habilitation
  - Service Coordination
  - STRESSpite
  - Parent and Family Network Program
  - Family Reimbursement
  - Independent Living Skills Training and Home & Community Support Services
  - Community Integration Counseling

- Traumatic brain injury services and Nursing Home Transition & Diversion Medicaid Waiver services including support groups, independent living skills training and home and community support services, service coordination and community integration counseling
- Camp EAGR, a residential camp for children 8-15 years old with epilepsy and their siblings
- Residential Services including Howitt House Apartments, Mendon, Pinnacle, Reeves, Sheila's House, Slocum, Wagner, Woodruff for 24-hour support; Supportive Apartment Program for on call support
- Employment Services assisting people with disabilities in finding and maintaining employment. School-to-Work is an employment program designed to help with the transition from the school environment to the work environment; job coaches start working with the students in their sophomore year, developing and refining the student's job searching and job retention skills.

**Are there other related programs offered by this organization?**

HOPE Mentoring Program (Helping Other People with Epilepsy)

Our mission is to ensure that people with seizures are able to participate in all life experiences; and will prevent, control and cure epilepsy through services, education, advocacy and research.

**Goals:**

- Understand scope of services Epilepsy-Pralid, Inc. offers.
- Understand how to access these services.
- Develop awareness of population Epilepsy-Pralid, Inc. serves.

**Methods:**

- Meet with Epilepsy-Pralid, Inc. Community Relations Associate and the agency Social Worker.
- Observe and/or participate in the Parent & Family Network Meeting and Adult Support Group.

**Evaluation:**

- Written and verbal feedback from residents regarding this PLC experience.
- Written and verbal feedback regarding resident participation.

## **Family Resource Centers of Hillside Children's Center: Peter Castle Family Resource Center**

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555 Avenue D, Rochester, New York 14621

**Contact:** Linda James, Supervisor  
[Ljames@hillside.com](mailto:Ljames@hillside.com)

**Telephone:** (585) 339-3200 x 3214

**Fax:** (585) 339-3219

### **What is Peter Castle Family Resource Center?**

The Peter Castle Family Resource Center works in partnership with families to foster the development of young children and to inspire the growth of parents as their child's most valuable teacher.

### **What is the history of this program?**

Since 1981, Family Resource Centers has provided effective programs that strengthen families in and throughout the city of Rochester. The Peter Castle Family Resource Center opened in the early '90's in the northeast, behind the Lincoln Branch Public Library. Baby Love program of URM's Social Work division continues to co-locate in this space, as part of our partnership in Parents As Teachers – Right From the Start.

### **Who receives services here?**

The services are open to families with young children and focus on helping families to identify and build upon their strengths. The majority of services are provided to families living primarily within the neighborhood of the Center, coming from diverse backgrounds.

### **What services are provided?**

**Parenting Education groups** – interactive sessions for parents of young children, with topics such as child development, discipline, early literacy, communication skills, sexuality education, problem-solving and stress reduction. Also includes the research based models: *The Incredible Years* and *Effective Black Parenting Program*.

**Pre-Kindergarten Program** – in conjunction with the Rochester City School District, the center is a site for 4-year-old children to attend this state-wide initiative designed to prepare children for successful entry into school in a full-day program.

**Preschool Early Childhood Education sessions** – two and a half hour sessions with developmentally appropriate activities and an emphasis on social skills for 3-year olds.

### **Are there other related programs offered by this group?**

- Parents As Teacher – Right From the Start providing personal visits, group connections, developmental screenings, and linkage to community resources
- Groups specifically for fathers and for kinship caregivers
- The following neighborhood-based center is located in the southwest area of Rochester:  
Southwest Family Resource Center - Bishop Kearney Bldg., 2<sup>nd</sup> fl., 89 Genesee St. 14611  
585-436-0370

## **Family Resource Centers of Hillside Children's Center:**

### **Peter Castle Family Resource Center**

555 Avenue D Rochester, NY 14621

Neighborhood-based family support program: parent education and preschool programs for children.

#### **Goals:**

- Learn about the many activities, programs, and services offered to the parents and children of this Northeast community
- Appreciate community-based approaches for teaching families about parenting, typical child development, family empowerment, and parent advocacy in a supportive group setting.
- Advocate for continued strength-based programs which support family empowerment, parent leadership, and early childhood development.

#### **Methods:**

- Interact with children, parents and Center staff.
- Participate in Center activities (preschool classroom for 4 year olds or early childhood education for 3 year olds, parent group discussion, parent/child interaction events).
- Provide health education when appropriate in the parent group setting or classroom.

#### **Evaluation:**

- Written and verbal feedback from residents regarding this PLC experience.
- Written and verbal feedback regarding resident participation.

## **Family Resource Centers of Hillside Children's Center: Southwest Family Resource Center**

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89 Genesee Street, Bishop Kearney Bldg., 2<sup>nd</sup> floor Rochester, NY 14611

**Contact:** April Baker, Family Development Coordinator

**Telephone:** (585) 436-0370 x301

**Fax:** (585) 436-0482

### **What is the Family Resource Centers of Crestwood Children's Center?**

The Family Resource Centers of Crestwood Children's Center is an organization that works to foster the development of young children and inspire the growth of parents as their child's most valuable teacher.

### **What is the history of this program?**

Since 1981, Family Resource Centers has provided effective programs that strengthen families throughout the city of Rochester. The Southwest Family Resource Center continues to serve as a model of education and support to the families in the nearby neighborhoods.

### **Who receives services here?**

The services are available to all families of young children living in the City of Rochester, but particularly those in the surrounding vicinity of the center.

### **What services are provided?**

#### **Neighborhood-based family support and home-visiting programs**

**Parenting Education groups** – interactive sessions for parents of young children, addressing topics such as child development, discipline, early literacy, communication skills, sexuality education, problem-solving and stress reduction. Also includes the research based models: The Incredible Years and Effective Black Parenting Program.

**Pre-Kindergarten Program** – in conjunction with the Rochester City School District, the center is a site for 4-year-old children to attend this state-wide initiative designed to prepare children for successful entry into school in a full-day program.

**Skip Generations** – educational support groups for grandparents and other relatives who are the primary caregivers of children whose parents are unable to assume responsibility for them. A peer mentoring home visiting program is also offered to kinship care providers.

### **Are there other related programs offered by this group?**

Home visiting program: *Parents As Teachers – Right From the Start* offering personal visits, group connections, screenings, and linkage to community resources

The following neighborhood-based center is located in the northeast area of Rochester:

**Peter Castle Family Resource Center - 555 Avenue D, 14621 - 585-339-3200**

**Family Resource Centers of Hillside Children's Center:  
Southwest Family Resource Center**

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89 Genesee Street, Bishop Kearney Bldg., 2<sup>nd</sup> floor

Neighborhood-based family support program: parent education and preschool programs for children.

**Goals:**

- Learn about the many activities, programs, and services offered to the parents and children of this Southwest community, including grandparents raising their grandchildren.
- Appreciate community-based approaches for teaching families about parenting, typical child development, family empowerment, and parent advocacy in a supportive group setting or in the context of a home visit using the *Parents As Teachers* curriculum.
- Advocate for continued strength-based programs which support family empowerment, parent leadership, and early childhood development.

**Methods:**

- Interact with children, parents and Center staff.
- Participate in Center activities (preschool classroom for 4 year olds, parent group discussion, family socials, parent/child interaction events).
- Provide health education when appropriate in the parent group setting or classroom.

**Evaluation:**

- Written and verbal feedback from residents regarding this PLC experience.
- Written and verbal feedback regarding resident participation.



## **Foodlink**

1999 Mt. Read Blvd, Rochester NY 14615

**Contact:** Terra Keller  
**Telephone:** (585) 328-3380 x 131  
**Fax:** (585) 328-9951  
**Website:** [www.foodlinkny.org](http://www.foodlinkny.org)

### **What is Foodlink?**

Foodlink is the Feeding America regional food bank, which rescues and redistributes nearly 18 million pounds of food annually to a network of 500 member agencies in a 10-county service area: Allegany, Genesee, Livingston, Monroe, Ontario, Orleans, Seneca, Wayne, Wyoming, and Yates Counties. The efforts to end hunger go beyond meal distribution through Foodlink's food hub and its dozens of food-related programs. By increasing the amount of healthy food available to the network, fostering new food access channels and improving food literacy, Foodlink addresses the root causes of hunger.

### **What is the history of this program?**

1978 – As an employee of Action for a Better Community, Tom Ferraro “rescues” Thomas English Muffins (enough to fill a school bus!)  
1979 – Genesee Valley Regional Food Clearinghouse (GVRFC) begins partnership with Wegmans Food Markets  
1980 – Tom helps found the national food bank network, today known as Feeding America  
1983 – GVRFC incorporates as an independent charity  
1988 – Wegmans donates a building on West Avenue to GVRFC to greatly expand warehouse space  
1991 – GVRFC is renamed Foodlink  
1993 – Foodlink begins one of the first Kids Cafe programs in the nation  
1999 – Foodlink moves to 936 Exchange Street, donated by the Kolko Family  
2001 – Foodlink establishes a Community Kitchen, known today as Freshwise Kitchen, to raise the bar of institutional food service  
2008 – Foodlink proudly celebrates 30 years  
2011 – Foodlink becomes a lead partner with Share Our Strength in the national Cooking Matters program  
2012 – Foodlink headquarters moves to 1999 Mt Read Boulevard

### **Who receives services here?**

The Foodlink food bank works with area food retailers, manufacturers, and wholesalers to acquire, sort, store, and redistribute food to our member programs, namely soup kitchens, shelters, and emergency food pantries. In addition, Foodlink provides food to hundreds of non-emergency programs such as group homes and senior centers, helping non-profits agencies save vital dollars on their food budget so their scarce resources can be redirected to their programs.



## **DONORS**

Most of the food we distribute comes from manufacturers, food drives, growers, packers, processors, retailers such as Wegmans Food Markets, and the USDA.

## **FOODLINK**

We safely acquire, handle, store, and redistribute food.

### **AGENCIES**

- Food Pantries provide clients with free food.
- Shelters provide food to their residents, often times the homeless, or abused women and children.
- Soup Kitchens provide prepared meals to hungry people.
- Other Feeding Sites such as after-school programs, rec centers, senior centers, and summer lunch sites.

\*All Foodlink member agencies are 501(c)3 nonprofits

## **INDIVIDUALS**

About 200,000 people in our region rely on food from the Foodlink network each year. This is why we come to work each day.

## **What services/programs are provided?**

- Food banking: redistribute food to emergency agencies
- Purchasing Co-op: provide food to non-emergency agencies (like group homes and day cares) to alleviate their food budget
- Mobile Pantry
- Backpack Program
- Kids Cafe & Summer Meals
- Value Added Processing
- Food access programs: Curbside Market, Farm Stands, Healthy Corner Store Initiative, Garden Project, Community Gardens
- Nutrition Education: Cooking Matters, Cooking Matters at the store, Just Say Yes to Fruits & Vegetables, KidsCAN
- SNAP Outreach
- Workforce Development
- Food Safety Training
- Finger Lakes Regional Volunteer Center

1999 Mt. Read Blvd, Rochester NY 14615

**Goals:**

- Learn about child and family treatment options for a myriad of child welfare, mental health, youth development, juvenile justice services, community and school based services.
- Understand how to access HFA services for children and families.

**Methods:**

- Tour site.
- Attend morning meeting (rounds).
- Visit residential treatment site(s) and meet clinical managers.

**Evaluation:**

- Written and verbal feedback from residents regarding this PLC experience.
- Written and verbal feedback regarding resident participation.



## **Gilda's Club Rochester**

255 Alexander St. Rochester, New York 14607

**Contact:** Mary Casselman

**Telephone:** (585) 423-9700

**Fax:** (585) 423-9072

**Website:** [www.gildasclubrochester.org](http://www.gildasclubrochester.org)

### **What is Gilda's Club Rochester?**

Whether you are a person with cancer, a family member or a friend, Gilda's Club Rochester is a "clubhouse" where men, women and children can share their hopes and fears, their wisdom and information, and come together to learn how to live with cancer whatever the outcome. Gilda's Club provides a warm and welcoming site for the cancer support community.

### **What is the history of this program?**

When Gilda Radner, in treatment for advanced ovarian cancer, visited a cancer support community in Los Angeles, she suddenly discovered that she was not alone. She found she shared the same fears that no one, not even caring family and friends, could possibly understand. By sharing her confusion about treatments, relationships, sexuality; and the thousands of other challenges faced by other people with cancer, Gilda reclaimed her sense of humor, the essence of which had never deserted her. As she put it, "I joined an elite club that I'd rather not belong to." Inspired by what she encountered in that support community, Gilda Radner was determined to create more places for those whose lives are affected by cancer to congregate and support one another.

### **Who receives services here?**

Anyone whose life is affected by cancer—whether it is themselves, or a family member or friend with cancer—can join Gilda's Club and participate in the many support groups and other activities available there.

### **What services are provided?**

At Gilda's Club members can relax and talk freely among friends, away from the pressures of daily life and without having to be guarded or 'act normal' about having cancer - at Gilda's Club cancer is normal. The clubhouse is a non-institutional environment that is warm and welcoming. They provide personalized programs that enable and encourage members to manage and enjoy day-to-day living. When cancer happens, it happens to the whole family and its social network. Gilda's Club encourages family and friends to become members, as well as those living with a cancer diagnosis. Programs are offered free-of-charge to everyone. Gilda's Club complements the fine medical treatment and care available in our community--social and emotional support is as essential as medical care. Support groups, dinners, arts and craft workshops, and play time for children are some of the many programs and activities that are available for members of Gilda's Club Rochester.

## **Gilda's Club Rochester**

255 Alexander Street, Rochester, New York 14607

### **Goals:**

- Learn how Gilda's Club provides a meeting place for men, women and children living with cancer, along with their family and friends.
- Understand how men, women and children living with cancer can join with others to build social and emotional support as a supplement to medical care.

### **Methods:**

- Meet with the leaders of Gilda's Club to get an overview of the services, which offers support and networking groups, lectures, workshops and social events in a non-residential, homelike setting.
- Sit in on a support group meeting and have the opportunity to learn first-hand from the families that utilize this service.

### **Evaluation:**

- Written and verbal feedback from residents regarding this PLC experience.
- Written and verbal feedback regarding resident participation.



## **Grace Community Village, Inc.**

121 Driving Park Avenue, Rochester, New York 14613

**Contact:** Lesley DeLong, Director

**Telephone:** (585) 458-5927 x102

**Website:** [www.followmetograce.org](http://www.followmetograce.org)

### **What is Grace Community Village, Inc.?**

The mission of Grace Community Village, Inc. (GCV) is to offer the means to economic, intellectual, physical, and creative wellness to residents in Northwest Rochester. Grace Community Village, Inc. works in partnership with the spiritual support of Grace United Methodist Church to promote Christian values of health and wellness in the community.

### **What is the history of the organization?**

GCV was formed in 2002 to support the surrounding neighborhood and its residents. In September 2002, GCV initiated a Kids Café program. Two years later the program was extended to include homework assistance before the meal and other activities after the meal. In the 06-07 academic year a reading focus was added which included extra reading tuition, computer reading classes and an opportunity to read to others in our children's library. This program was discontinued in June 2012.

2003 saw the beginning of the Youth Empowerment Production Program for youth ages 12 – 16. This program teaches students how to create, design market information to their peers about information to their peers about issues that affect their lives as teens. Videography is used as the vehicle of the information. Students learn how to use cameras, lighting, create story lines, and add graphics and text to their videos.

Since 1998, Wares & Wearables, a large thrift shop, is open twice a week and sells men's, women's and children's clothing, household goods, linens, books and knick-knacks at very low prices. The store is open on Friday and Saturday mornings.

Deacon's Table serves a free breakfast every Saturday morning to neighborhood residents from 9:00 – 10:30am. Between 120 and 180 are typically served a full meal that could include breakfast sandwiches, sausage, bacon, home fries, juice, fruit, grits, hot and cold cereal, toast, etc. Once a month, community dinners are served. All are welcome.

### **Who receives services here?**

Families and children in and around Northwest Rochester are eligible for services.

### **What services are provided?**

See activities described above.

**After school program for children, including Kids Café**

**Goals:**

- Learn about childhood hunger and food assistance programs.
- Advocate for programs which enhance nutrition for children.
- Provide opportunities for exercise during the 5 - 6pm period (sports, dancing, games, etc.).

**Methods:**

- Talk with children about health and nutrition issues as directed by PLC Coordinator.

**YEPP (Youth Empowerment Production Program)**

**Goals:**

- Learn about teen health issues and concerns.
- Communicate how to eat and live a healthy life.
- Provide useful information and contacts to teens.

**Methods:**

- Talk with teens about health and nutrition issues as directed by PLC Coordinator.
- Provide guidelines, details and contacts for teens regarding the medical aspects of drugs, STDs, etc.
- Career opportunities for teens in the medical field.

**Evaluation:**

- Written and verbal feedback from residents regarding this PLC experience.
- Written and verbal feedback regarding resident participation.



## **Health CARE for the Homeless**

89 Genesee Street, Rochester, New York 14611

**Contact:** Chrystal Jenkins, MD, Health Reach Program, Unity Health System  
**Telephone:** (585) 368-3720  
**Email:** [cjenkins@unityhealth.org](mailto:cjenkins@unityhealth.org) or [Chrystal.Jenkins@rochesterregional.org](mailto:Chrystal.Jenkins@rochesterregional.org)

### **What is Health Care for the Homeless?**

Unity Health System offers many community-based outreach programs for the vulnerable and at-risk residents in the communities we serve. The Health Care for the Homeless Program provides comprehensive health care services for the homeless or those at-risk for homelessness. Services are provided in a caring and compassionate manner.

### **Who receives services?**

Men, women and children who are homeless or at-risk for homelessness.

### **What services are provided?**

Services provided at shelters and other locations in Rochester for men, women, and children include:

- Health assessments, treatment, referral, and coordination with primary care providers
- TB screening
- Substance abuse evaluations, counseling, and referrals for treatment
- Mental health evaluations, counseling, and referrals for treatment
- Dental evaluation and referrals for treatment
- Housing
- Job training
- Nutrition counseling
- Prenatal and HIV outreach
- STDs/HIV and AIDS education, counseling, and testing
- Support and education for shelter staff
- Coordination with other community services - soup kitchens, food cupboards, etc.

### **Partners in the Program**

Partners in the Health Care for the Homeless Program include ABW, Catholic Family Center, Cancer Services Program of Monroe County, Center for Youth Dimitri House, Grace House, House of Mercy, Monroe County Health Department, Open Door Mission, Out of Darkness, RAIHN, Rochester Technical Group (Dental Lab), Salvation Army, St. Mary's Church, Volunteers of America, YWCA.

**Mobile Medical Unit -- Health care and more**

In conjunction with HealthReach, a Mobile Medical Unit (MMU) provides outreach services and helps the underinsured and uninsured, including homeless individuals and families within a 100-mile radius of Rochester. Services are provided on the MMU at community sites on a regular basis and at health fairs. The services of the MMU are provided by the Health Care for the Homeless team, with a special emphasis on veterans' services.



Unity Health System offers many community-based outreach programs for the vulnerable and at-risk residents in the communities we serve. The Health Care for the Homeless Program provides comprehensive health care services for the homeless or those at-risk for homelessness. Services are provided in a caring and compassionate manner.

### **Goals:**

- Learn about insufficient access to medical care for the homeless or the at-risk for homelessness.
- Understand the resources of many community-based outreach programs for the vulnerable and at-risk residents in the communities we serve for under or uninsured children and families.
- Advocate for comprehensive health care services for the homeless or those at-risk for homelessness.

### **Methods:**

- Provide supervised comprehensive health care services for the homeless or those at-risk for homelessness.
- Interact with multidisciplinary teams to refer services for this special population.

### **Evaluation:**

- Written and verbal feedback from residents regarding this PLC experience.
- Written and verbal feedback regarding resident participation.



## Hillside Family of Agencies

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1183 Monroe Avenue, Rochester, New York 14620

**Contact:** Greg Reynolds, Operations Manager  
**Telephone:** (585) 256-7686  
**Fax:** (585) 256-7555  
**Website:** [www.hillside.com](http://www.hillside.com)  
**Email:** [greynold@hillside.com](mailto:greynold@hillside.com)

### What is Hillside Family of Agencies (HFA)?

Hillside Family of Agencies (HFA) is a leading provider of child welfare, mental health, youth development, juvenile justice, adoption, special education, safety net and developmental disabilities services to children and families across Central and Western New York and Maryland. Our intent is to be the leader in translating research into effective practice solutions.

### What is the history of this organization?

Hillside was founded as an orphanage in 1837 with charitable funds donated by many of Rochester's foremost families and civic leaders, beginning with the admission of nine children from Rochester's almshouse. Today Hillside's 2,700 employees serve more than 12,000 families annually at over 40 sites across Western and Central New York, and Maryland.

### Who receives services at HFA?

HFA is family focused, providing a myriad of services in community, school-based, residential settings. HFA serves children and young adults (from birth to age 26) and families with special needs such as mental health, behavioral, educational, or developmental challenges. Unique programs are designed for runaway/homeless teens. Additionally, HFA serves families experiencing extreme life circumstances which may result in their children being placed for adoption, families or individuals looking to us for adoption support, or to potentially adopt a child, teen or siblings.

In all areas, we specialize in youth development.

### What services are provided?

- Adoption
- Early Intervention
- Preventive and Outreach
- Therapeutic Foster Care
- Short and Long-term Residential Services
- Day Treatment
- Juvenile Justice Services
- Developmental Disabilities Services
- Youth Development

**Hillside Family of Agencies 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

**Central Services Access and Information Hub** - Hillside's Integration Center - 24 hours a day, 7 days a week, provides direct access to all services, youth and parent support, crisis counseling, and is the general Hillside "help desk." American Sign Language (limited), Spanish, and access to all language services are available at (585) 256-7500.

## **Hillside Family of Agencies (HFA)**

1183 Monroe Avenue, Rochester, NY 14620

### **Goals:**

- Learn about child and family treatment options for a myriad of child welfare, mental health, youth development, juvenile justice services, community and school based services.
- Understand how to access HFA services for children and families.

### **Methods:**

- Tour site.
- Attend morning meeting (rounds).
- Visit residential treatment site(s) and meet clinical managers.

### **Evaluation:**

- Written and verbal feedback from residents regarding this PLC experience.
- Written and verbal feedback regarding resident participation.



## **Holy Childhood**

100 Groton Parkway, Rochester, NY 14623

**Contact:** Donna Dedee, President and Chief Executive Officer  
**Telephone:** (585) 359-3710  
**Fax:** (585) 359-3722  
**Email:** [ddedee@holychildhood.org](mailto:ddedee@holychildhood.org)  
**Website:** <http://www.holychildhood.org/index.htm>

### **What is the 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.

### **What is the history of this program?**

Holy Childhood was founded in 1946 by educators and community leader visionaries who believed in the value of every person regardless of their abilities. Sister St. Mark McMahon saw the need for a special class for children who were being ignored by the traditional education system. This was long before New York State had mandated that children with IQ's below 50 be accepted into the educational system. With two small classes of 30 "slow learners", the School Of The Holy Childhood was begun. Education and vocational training were the focus of these classes. Academic subjects were taught at each student's level, pace and ability. This focus remains the same today, although many different programs had been added, such as foodservice, ceramics, life skills and woodworking. Over the years we've outgrown several different facilities and have seen tremendous growth in all areas to become the multi-faceted agency that we are today. Holy Childhood includes the Jimmy W. Wilmot Adult Day Training Program for adults with developmental disabilities and the Helen H. Heller Health Center, which addresses medical, therapeutic and psychological needs of children and adults. A Board of Directors oversees the Agency. Sister Seraphine Herbst served as teacher and administrator for 50 years. Donna Dedee is currently our President and CEO.

### **What services are provided?**

The Holy Childhood offers comprehensive and therapeutic services to children ages five to twenty-one in their School Program. Also, the Jimmy W. Wilmot Adult Day Training Program provides vocational training and sheltered employment for adults with developmental disabilities. The adult program is designed to prepare program participants for community employment. To help achieve this goal, we offer training in prevocational skills, woodworking, food service, and facilities maintenance.

In addition the adult program has a Transitional DayHab program. Developed to provide specialized transition services to help people w developmental disabilities ease into adult life with skill, confidence, and maximum independence; this is designed for new school graduates who require approximately 18 months to further develop life skills, mobility training, and vocational kills in community.

The Health Center offers comprehensive diagnostic and treatment services to both the student and adult population of Holy Childhood.

These services include physical examinations, state-mandated health screenings (including vision, hearing and scoliosis), emergency first aid, the administration of medications and illness assessment. The Health Center staff also includes occupational therapists and speech language pathologists who provide services for students in and out of the classrooms.

100 Groton Parkway, Rochester, NY 14623

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.

### **Goals:**

- Learn about services provided to children and adults with developmental disabilities.
- Understand the referral process.
- Learn about the various services and programs for children and adults with developmental disabilities offered through School of the Holy Childhood for maximum independence and integration in the community through individualized programs and services.

### **Methods:**

- Meet with staff, tour facilities and discuss with staff methods used to address special needs of children and adults.
- Observe students across age and developmental levels.

### **Evaluation:**

- Written and verbal feedback from residents regarding this PLC experience.
- Written and verbal feedback from the School of the Holy Childhood to PLC regarding resident participation.



## **IPA/Navigator Program in Monroe and Livingston County**

1099 Jay Street, Bldg. J Rochester, NY 14611

**Contact:** Kim Y. Wynn, Program Manager  
**Telephone:** (585) 613-7662  
**Fax:** (585) 613-7671  
**Website:** [www.ccsi.org/navigator-program.aspx](http://www.ccsi.org/navigator-program.aspx)

### **What is the In Person Assistor/Navigator Program?**

IPA/Navigator Program is New York State grant funded program that places trained and certified Navigators throughout our community to provide in-person application assistance to individuals, families and small businesses seeking health insurance through the New York State of Health Marketplace. Navigators provide education on the Affordable Care Act and health insurance plans offered through the New York State of Health.

### **Who is involved?**

As lead agency, CCSI contracts with Community Agencies in Monroe and Livingston County. The agencies include: Anthony Jordan Health Center, Livingston County Department of Health and Unity Health Systems. Navigators are available to meet with individuals, families and small businesses at various locations throughout the community. Locations are as follows:

- Anthony Jordan Health Center- 82 Holland Street, Rochester, NY 14605
- Brown Square Health Center, -322 Lake Avenue, Rochester, NY 14608
- Center for Community Health, 46 Prince Street, Rochester, NY 14607
- Coordinated Care Services, 1099 Jay Street Bldg J, Rochester NY 14611
- Geneseo Parish Outreach Ctr, 4520 Genesee Street Rt 63, Geneseo, NY 14454
- Livingston County Health Department, 2 Murray Hill Drive, Mt. Morris, NY 14510
- Livingston County DSS, 1 Murray Hill Drive, Mt Morris, NY 14510
- Mercy Outreach Center, 142 Webster Avenue, Rochester, NY 14609
- Oak Orchard Community Health Center, 300 West Avenue, Brockport, NY 14420
- St. Joseph's Neighborhood Center, 417 South Avenue, Rochester, NY 14620
- Unity Health System, 500 Island Cottage Road, Greece, NY 14613
- Threshold, 151 Parsells Avenue, Rochester, NY 14609
- Unity Health System, 125 Indigo Creek, Rochester, NY 14626
- Wilson Health Center, 800 Carter Street, Rochester, NY 14621
- Woodward Health Center, 480 Genesee Street, Rochester, NY 14611
- Workforce Development - Government Center, 6 Court Street, Geneseo, NY 14454

### **How to schedule an appointment**

To schedule an appointment with a trained and certified Navigator, please call our appointment line at (585) 613-7662. Coverage will begin January 1, 2015. However, if you need insurance before January 1st, you can still call (585) 613-7662 to schedule an appointment to discuss what insurance coverage you may qualify for.

**For more information, visit the following websites:**

[www.ccsi.org/navigator-program.aspx](http://www.ccsi.org/navigator-program.aspx)

[www.nystateofhealth.ny.gov](http://www.nystateofhealth.ny.gov)



## **IPA/Navigator Program**

1099 Jay Street, Bldg J, 1st floor

IPA/Navigator Program is New York State grant funded program that places trained and certified Navigators throughout our community to provide in-person application assistance to individuals, families and small businesses seeking health insurance through the New York State of Health Marketplace. Navigators provide education on the Affordable Care Act and health insurance plans offered through the New York State of Health.

### **Goals:**

- To learn about the facilitated enrollment process.
- To learn how to identify families that may qualify for insurance programs.
- To learn where in the community certified navigators are located.

### **Methods:**

- Participate in an appointment with a certified navigator.
- To shadow the certified navigators as he/she completes the application after the client leaves the office.

### **Evaluation:**

- Written and verbal feedback from residents regarding this PLC experience.
- Written and verbal feedback from the certified navigator regarding resident participation.



## ***SPIRITUS CHRISTI PRISON OUTREACH***

*"To visit men and women in prison and journey with them as they re-enter the community."*

### **Jennifer House**

934 Culver Road, Rochester, New York 14609

**Contact:** Dellenna Harper, Director / Kimberly Valentine, House Manager  
**Telephone:** (585) 288-1074  
**Fax:** (585) 288-0479  
**Email:** dellennaharper@yahoo.com / kvalentine169@yahoo.com  
**Website:** [www.spirituschristi.org/outreach/prisonoutreach.html](http://www.spirituschristi.org/outreach/prisonoutreach.html)

### **What is Jennifer House?**

The Jennifer House is a residential facility created under the Spiritus Christi Prison Outreach Women's Program. The Jennifer House provides shelter and a structured residential program for women upon their release from prison, jail, inpatient and the streets.

### **What is the history of this program?**

Spiritus Christi Prison Outreach's philosophy is to visit women and men in prison and/or jail and to assist and support the process of re-entry into the community. The women's program led to the creation of Jennifer House as a newly established residential program in 2002.

### **Why is such a program needed?**

The rate of women in prisons has grown tremendously in recent years. Across the country, two-thirds of the imprisoned women have children under the age of 18 years, and many are the single parents in the household. During that period of time when women are in jail or prison, many will lose their jobs, their residences and belongings, and even their children. Insurance does not become active until 45 days. This may cause women to be pushed back into criminal activities. Many women in prison have problems with substance abuse, and while in jail awaiting sentencing they are not entitled to chemical dependency treatment or professional/mental health counseling. In addition, many women in prison also carry psychological diagnoses and are treated with multiple pharmaceuticals while incarcerated. The women are often released without these medications, and are forced to come off of them "cold turkey". There is a great need for accessible, affordable, safe housing for women and their children, preferably in a supervised and structured setting.

### **Who receives services here?**

Spiritus Christi Prison Outreach works with the prison administration to promote safe groups within the prison and establish community resources for the inmates. Jennifer House is available specifically for women who are released from jail and their children. Jennifer House also works closely with local chemical dependency inpatient facilities to provide housing to women in need and link them to additional resources in the community as needed.

## **What services are provided?**

**Women's Program** - Provides, by visitation in jail, a support group for sharing experiences and incorporating opportunities to start recovery. The group addresses the problems of criminal conviction, and seeks to reduce the rates of incarceration and recidivism among women. The program visits over 500 women in jail a year, and offers case management for 100 of the women. The program facilitates access to basic and essential needs for the women being released from jail, such as housing, food, chemical dependency treatment, and mental health counseling. (Only jail)

**Jennifer House** - Following the group experience, 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.

**Support Group** - Facilitates an ex-offenders (women) support group in the Rochester community including providing childcare and transportation.

## **Are there other related programs offered by this group?**

**Men's Program** - Provides weekly group meeting among the inmates to foster relationships and discusses their experiences. At their release, the outreach workers assist in obtaining the essential needs and resources to continue their recovery.

**Legislative Reform** - Educates parishioners and the community of Rochester about justice issues and meets with legislative representative to discuss in reforming the criminal justice system.

934 Culver Road, Rochester, NY 14609

The Jennifer House is a residential facility created under the Spiritus Christi Prison Outreach Women's Program. The Jennifer House provides shelter and a structured residential program for women upon their release from prison, jail, impatient and the streets.

**Goals:**

- Learn about challenges facing mothers and children who are released from prison or jail, etc in Rochester.
- Understand the impact of incarceration on the health and well-being of children.
- Advocate for safe groups and program facing women in children who have been in jail or prison.

**Methods:**

- Tour the facility and meet with staff.
- Interact with mothers and children who reside at Jennifer House.
- Participate in a group discussion, related to issues, with residents of Jennifer House and a Community Pediatrician.
- Attend a Women's Program at the Jennifer House.

**Evaluation:**

- Written and verbal feedback from residents regarding this PLC experience.
- Written and verbal feedback regarding resident participation.



## **Lakeside Child & Family Center**

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75 Stutson Street, Rochester, New York 14612

**Contact:** Cristine Cook  
**Telephone:** (585) 663-3670  
**Fax:** (585) 621-1709

### **What is Lakeside Child & Family Center?**

LCFC is a day care center serving children 6 weeks old to 10 years old. We also have a Rochester city School District Universal Pre-K program.

### **What is the history of this program?**

Under several names, LCFC has been serving the Charlotte area of Rochester for over 20 years.

### **Who receives services here?**

- Daycare for children 6 weeks to 10 years old
- Free U Pre-K

### **What services are provided?**

- Non-profit daycare includes wrap-around care and summer programs for school age children. LCFC is open all year except holidays, 6:30 a.m. – 6:00 p.m., Monday – Friday.
- The pre-k class follows the RCSD High Scope learning curriculum. This consists of developmentally appropriate activities with an emphasis on social skills and kindergarten readiness.
- Monthly parent-child interaction events and family socials with a focus on early childhood development and the importance of play.
- Center Advisory Council that includes parent participation.

### **Are there other related programs offered by this group?**

- Onsite speech, hearing and vision evaluations/services/therapy for children.
- Early Intervention – referral for service
- Other referrals for services as needed

75 Stutson Street, Rochester, NY 14612

Neighborhood-based daycare and preschool program for parents and children.

**Goals:**

- Learn about the many activities, programs, and services offered to the parents and children of this Northwest community.
- Appreciate different approaches for teaching families about parenting, normal child development, family empowerment, and parent advocacy.
- Advocate for continued strength-based programs which support family empowerment, parent leadership, and early childhood development.

**Methods:**

- Interact with children, parents and Center staff.
- Participate in Center activities (preschool classroom, parent group discussion, family socials, parent/child interaction events, daycare, etc.).
- Provide health education when appropriate and participate in Health Fair.

**Evaluation:**

- Written and verbal feedback from residents regarding this PLC experience.
- Written and verbal feedback regarding resident participation.



## **Lifespan of Greater Rochester**

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1900 Clinton Ave. S. Rochester, New York 14618

**Contact:** Paul L. Caccamise  
**Telephone:** (585) 244-8400 x115  
**Fax:** (585) 244-9114  
**Website:** [www.lifespan-roch.org](http://www.lifespan-roch.org)

### **What is Lifespan of Greater Rochester Inc.?**

Lifespan is the largest non-profit social agency in Monroe County dedicated exclusively to serving older adults. Lifespan helps older adults and their caregivers take on both the challenges and opportunities of longer life.

### **What is the history of Lifespan of Greater Rochester Inc.?**

#### **1970s**

**1971:** The organization now known as Lifespan was originally called the Monroe County Council on Aging. It was started in 1971 to provide planning for countywide services for the elderly and to advocate on their behalf. Within one year the agency began to provide direct services, and it was renamed Regional Council on Aging (RCOA). One of the first programs was the Retired and Senior Volunteer Program (RSVP), a federally funded project designed to recruit and place older Americans in volunteer positions within other nonprofit organizations.

**1975:** An additional service for the active older adults was begun with the GROW Employment Service to assist job seekers age 45 and older.

**1976:** Another major step in expansion was the addition of the Garson Meyer Service Center in response to a University of Rochester Dept. of Preventative Medicine needs assessment of elderly downtown residents.

#### **1980s**

The early 1980s was a time of growth within the agency. RCOA added programs including Home Safety and Security to serve homeowners in the City of Rochester and the Monroe County Long-Term Care Ombudsman program to provide advocacy services for the residents of nursing homes. Other new programs included Breaking the Sound Barrier for the hearing impaired, an Elder Craft Shop to help older crafters sell their goods and a Financial Counseling service to help families plan for the costs of long-term care. GROW expanded, adding a Dislocated Worker program, a Displaced Homemaker Center (subsequently known as the Women in Transition Services) and services to the low-income unemployed with Job Training Partnership Act (JTPA) funds.

**1986:** The Elder Abuse Prevention Program (EAPP) was initiated to assist financially, physically and emotionally abused seniors and their caregivers. In that same year, a demonstration project to help adults with developmental disabilities retire from goal-driven programs and workshops was started, as was Home Help for Seniors to provide non-medical home support services in the suburbs.

## **1990s**

Another service for the frail elderly, the Financial Management program, was transferred to RCOA from another agency. It trains volunteers to help older adults with monthly bill paying and budgeting. In 1994 the agency changed its name to “Lifespan.”

The Scams, Fraud and Consumer Protection program was started to provide vulnerable older adults with educational presentations about current scams and prevention techniques, as well as intervention in alleged scam cases.

**1995:** Lifespan recognized eldercare as an explosive issue and chose to model a new approach for human service agencies by entering a collaborative relationship with a competitor, Catholic Family Center. The agencies launched Eldersource to give older adults and caregivers one number to call for information, guidance and consultation on eldercare, as well as to provide community-based care management.

Lifespan launched an annual Celebration of Aging event. Our first guest speaker, Julia Child, attracted 725 people. An annual attendance of over 1,300 people in recent years makes this one of Rochester’s largest nonprofit events.

To close a large service gap, Lifespan began a Guardianship Program that assumes responsibility for all personal care, health and financial decisions for incapacitated, older adults.

**1997:** The agency took a leadership role in exploring ways to improve the quality of life in nursing homes. What began as a two-day meeting in Rochester, followed by funding to pilot culture change environments in two area nursing homes, has evolved into the creation of the Pioneer Network, a leading nationwide advocacy organization dedicated to the long-term care culture change movement, an approach to aging and residential care that is life-affirming, satisfying, humane and meaningful.

Lifespan called attention to the fact that elder abuse is a growing, but hidden, problem. The agency secured state funding to expand intervention services to ten area counties and to launch a public awareness campaign.

Lifespan also joined with St. John Fisher College to provide a Gerontology Certificate Program designed specifically for individuals who work with older adults.

## **2000s**

**2000:** Lifespan moved to two new locations – our main office moved to 1900 S. Clinton Avenue in Brighton and our Senior Center to the Sibley Building in downtown Rochester.

**2001:** The Daisy Marquis Jones Foundation awarded Lifespan a three-year \$300,000 grant to pilot a Geriatric Addictions Program (GAP) The program addresses some of the unique needs of older adults who are alcohol and/or drug addicted by allowing for home-based treatment using a method called harm reduction.

**2002:** Lifespan asked a local advertising agency to assist in the launch of a new branding campaign. Lifespan adopted Take it on! as our branding slogan and as our promise to consumers. Lifespan, the Al Sigl Center and several collaborating agencies received a grant from the B. Thomas Golisano Foundation to launch Future Care Planning Services (FCPS) to provide one-on-one planning services for persons with disabilities and their aging caregivers.

**2003:** Lifespan moved to fill a long identified gap in services for older adults – a lack of convenient, volunteer-based transportation. On behalf of a consortium of local volunteer transportation providers, Lifespan received a grant to launch a recruitment effort aimed at dramatically increasing the pool of volunteer drivers.



Lifespan also began a long-term partnership with the University of Rochester School of Medicine and Dentistry Department of Psychiatry. The SHARE Alliance has explored ways to integrate mental health screening and care for older adults into the agency's community-based programs. The partnership has resulted in significant changes in assessment and care management protocols for the agency. It has also resulted in the launch of the PEARLS in-home depression treatment program at Lifespan and in several research projects.

**2004:** Lifespan secured a federal grant to convene a first in the nation Statewide Elder Abuse Action Agenda. Lifespan released a report of the Summit results, *Target: Elder Abuse*.

Lifespan formed the New York State Coalition on Elder Abuse to help implement the Action Agenda created during the Summit and to increase awareness of elder mistreatment in NY. The Coalition is a multidisciplinary, statewide network of individuals, private organization and public agencies working together to protect elders from abuse, neglect and financial exploitation.

**2005:** Lifespan acquired the Deaf and Hard of Hearing program from another agency. The service provides reasonably priced sign language interpreters – the only such service operated locally by a non-profit organization.

Lifespan also acquired the Partners in Caring/Faith in Action program which recruits congregations and congregation volunteers to provide non-medical caregiving services (such as meal preparation and light chores) for frail older adults.

The Monroe County Office for the Aging awarded Lifespan the contract for the Health Insurance Information and Counseling Assistance Program (HIICAP). Program staff and trained volunteers provide expert guidance about health insurance options and help people understand medical bills.

The Ombudsman Program, which recruits and trains volunteers to act as advocates for residents of nursing and adult homes, expanded by assuming responsibility for Livingston and Genesee counties. In 2007 Lifespan took over the program in Yates County and in 2008 Wyoming County was added. Wayne County was also added later. Lifespan now operates the Ombudsman Program in eight western New York counties.

The Home Energy Assistance Program (HEAP), for persons 60 and older, moved to Lifespan providing financial assistance for qualified seniors to offset high energy bills and making services more accessible to the target population, resulting in faster processing for households in emergency situations.

In November of **2007**, Lifespan began hosting Information & Inspiration, a series of free workshops for caregivers, and for older adults the following May.

Lifespan received a grant from the NYS Children and Family Trust Fund to coordinate the first statewide elder abuse prevalence study in the nation. Cornell University and NYC Department for the Aging (DFTA) partnered with Lifespan in this groundbreaking research.

Lifespan introduced a new Peace of Mind Planning service to help older adults organize all their important legal, financial and medical information to ensure that they, and their families, are prepared for the unexpected.

**2008:** Lifespan launched SAFER, a personal emergency response system, in partnership with Doyle Medical Monitoring.

**2009/2010:** With funding from Rochester Primary Care Network, a Falls Prevention Project began in Lifespan's Wolk Older Adults Center.

The Boomer Mentors initiative was funded by Rochester Area Community Foundation to recruit members of the baby boomer generation as mentors for students in the city school district. A grant from the Greater Rochester Health Foundation enabled a partnership of Lifespan, Catholic Family Center and Medical Motor Service to hire a mobility specialist who can help older adults arrange for transportation to medical and other appointments.

**2011/2012:** The Centers for Medicare and Medicaid Services (CMS) awarded Lifespan a \$1.6 million contract to test a hospital to home care transition model to reduce hospital readmissions for high risk Medicare Fee for Service beneficiaries.

Lifespan formed the Finger Lakes ID Theft Coalition as one of ten awardees of the National Identity Theft Victims Assistance project nationwide. Lifespan also is participating in an Administration on Aging grant project which will implement Enhanced Multidisciplinary teams (E-MDTS) focusing on financial exploitation elder abuse cases in New York State in the Finger Lakes region and in Manhattan.

**2013:** Lifespan launched Healthcare Coordination, a program which helps older Medicaid recipients navigate the complexities of the healthcare system. The program is modeled after a similar program that was implemented with positive results in Lifespan's Aging Adults with Developmental Disabilities program.

### **What services are provided?**

Lifespan offers over 30 distinct programs and services. These include:

- **Eldersource** -- Information and guidance by phone about eldercare and disability services. In-home assessment and care management. Caregiver consultation and depression counseling.
- **Financial services** – in home budgeting/bill paying by trained volunteers. Power of attorney and legal guardianship services on a fee-for service basis.
- **Health Insurance Information and Assistance Counseling Program (HIICAP)** – Information and advocacy regarding Medicare.
- **Home Safe Home** – Free home fall safety assessments and minor home medications.
- **Falls Prevention (A Matter of Balance)** – Evidence-based program to help older adults manage concerns about falling and increase physical activity.
- **Elder Abuse Prevention** – Investigation and intervention in cases of physical, emotional abuse, neglect, and financial exploitation.
- **Fraud, Scams & ID Theft Prevention** – educational presentations about current scams and ID theft. Intervention in scam, ID theft cases.
- **Ombudsman-** Advocacy/problem resolution for residents of nursing homes and adult care facilities in seven counties.
- **Geriatric Addictions** – In-home intervention in cases of alcohol, drug and prescription drug abuse.
- **Aging Adults with Developmental Disabilities:** case management and day hab programs for older adults (over 45) with developmental disabilities.
- **Employment Services** – Employment program for low income older adults.
- **Volunteerism** – Volunteer opportunities for older adults in not-for-profit agencies throughout Monroe and Livingston Counties.
- **Senior Centers** – Lunch, educational activities, social events at four sites: downtown Rochester, the Maplewood YMCA, the Eastside YMCA and the Westside YMCA.
- **Give-A-Lift** – Recruits and places drivers with volunteer-based transportation programs throughout Monroe County.
- **Gerontology Certificate Program** – 120 hour certificate program in conjunction with St. John Fisher College.

- **Educational workshops** – Workshops on aging issues and services for professionals and the general public.
- **Sign Language Interpreting** – ASL interpreting for persons who are deaf or hard of hearing.
- **HEAP (Home Energy Assistance Program)** – Federally funded program that assists eligible households meet home energy costs. (HEAP at Lifespan accepts applications from persons 60 or older.)
- **Living Healthy**—evidence-based educational series for persons living with chronic diseases.
- **Matter of Balance** —evidence-based falls prevention program.
- **Healthcare Coordination** – guidance and assistance for older Medicaid recipients around managing the healthcare system and keeping appointments.

## **Lifespan of Greater Rochester Inc.**

1900 Clinton Ave. S. Rochester, NY 14618

Lifespan is the largest social agency in Monroe County providing non-medical services to help older adults and caregivers take on both the challenges and opportunities of longer life.

### **Goals:**

- Awareness of the services and programs available at Lifespan and in the community for older adults, family members and those who care for them.
- Understanding of the elder caregiving issues which may be facing parents they encounter in their pediatric practice.
- Understanding of the aging issues confronting grandparents caring for pediatric patients in their practice.
- Resource material and awareness of where to seek help around geriatric social services needs and care.

### **Methods:**

Possible activities include:

- Meetings with program managers and staff at Lifespan and Eldersource to learn about aging services and the aging services network.
- Shadowing of staff on visits to clients.
- Time with older adults participants at Lifespan's senior centers or developmental disability day habilitation (day hab) program.
- Attendance at case conferences, e.g., Elder Abuse Enhanced Multidisciplinary Team, Ethics Committee.
- Attendance at educational sessions, e.g., Gerontology Certificate Program, community presentations, Information and Inspiration workshops (May and November).
- Attendance at health promotion program sessions: A Matter of Balance, Living Healthy (Chronic Disease Self Care Management).

### **Evaluation:**

- Written and verbal feedback from residents regarding this PLC experience.
- Written and verbal feedback regarding resident participation.



## **Lifetime Care –Home Health Agency**

3111 Winton Road S., Rochester, NY 14623

**Contact:** Nancy Horn  
**Telephone:** (585) 214-1000  
**Website:** [www.lifetimecare.org](http://www.lifetimecare.org)

### **What is Lifetime Care – Home Health Agency?**

Lifetime Care is the area's largest, most experienced home health care service agency. Established in 1960, the agency now serves over 30,000 patients per year in eight counties in the Central New York region. Lifetime Care delivers compassionate, personalized care for recovering and restoring of health, improving quality of life, and maintaining independence in the home and home-like settings of all adults and children who are ill, injured, dying or grieving.

### **What services are provided?**

- Skilled nursing including many different specialties
- Daily home monitoring
- Rehabilitation services, including physical and occupational therapy and speech/language pathology
- Infusion therapy
- Medical social work offering links to community-based services
- Home health aides to help with activities of daily living, if necessary
- Lifetime Care also provides hospice care in Monroe, Wayne and Seneca Counties

### **What health insurance plans cover these services?**

Lifetime Care accepts most major insurance plans including: Medicare, Medicaid, Excellus BlueCross BlueShield, MVP, United Healthcare and many other health insurance plans.

## **Lifetime Care – Home Health Agency**

3111 Winton Rd. S. Rochester, NY 14623

### **Home health nursing visits.**

Lifetime Care provides passionate caring and personalized care through a wide array of home care services, offering patients independence and convenience. Lifetime Care is the primary agency providing pediatric home care in Rochester and the surrounding area. Our hospice care provides peace, comfort, and dignity to those in the late stages of terminal illness.

### **Goals:**

- Learn about the variety of medical and educational services provided through home health nursing and what constitutes an appropriate referral for home services.
- Understand the barriers to health maintenance and disease treatment for children living at, or near the poverty level and for those with chronic disease or disability.
- Advocate for legislation that supports home-based health care services.

### **Methods:**

- Participate in one half-day of home visits with a community health nurse.
- Work as member of an interdisciplinary team.

### **Evaluation:**

- Written and verbal feedback from residents regarding this PLC experience.
- Written and verbal feedback regarding resident participation.



## **Managing Autism Together Today, Inc. (MATT)**

PO Box 16471, Rochester, NY 14616

**Contact:** Kevin Schoenl  
**Telephone:** (585) 750-4426  
**Website:** [www.managingautism.org](http://www.managingautism.org)

### **What is Managing Autism Together Today, Inc. (MATT)?**

**Managing Autism Together Today, (MATT)**, is a volunteer, 501( c )3 not-for-profit organization focused on supporting parents who are concerned that their child may be diagnosed with Autism Spectrum Disorder, (ASD), and the parents with children already diagnosed. MATT's mission is to make it easier for families to locate and use the community resources that are available to their special needs children in the Greater Rochester New York area, so that these children can live happy, healthy, and productive lives.

### **What is the history of MATT?**

My wife and I founded MATT 2010, and named the organization after our son, Matthew, who was diagnosed with ASD in 2009. After going through a very difficult time following the diagnosis of our son and what it means to have a child with special needs, how it has affected our lives, and working our way through the system, we decided to go a step further to make such a difficult time easier for others.

### **What services are provided?**

#### **MATT's Website:**

MATT provides free advertising for organizations and businesses that are potential resources for families affected by ASD. Please visit [www.managingautism.org](http://www.managingautism.org) for information about MATT's Monthly and Annual Events, Community Resources, Frequently Asked Questions, Local Seminars on ASD-related Topics, Parent & Family Support, Recreational & Social Opportunities.

#### **MATT's Monthly Events:**

##### **Family Fun Night: 2<sup>nd</sup> Wednesday Every Month, (Private Event Hours 6-8pm)**

NEW HOURS, 5:30pm-7:30 pm, this event is hosted at Bounce-It-Out, 3300 Monroe Avenue #200, Rochester, NY 14618, (585)267-7777. Ages 0-2 years old - \$6.00 (1-12 months - Free of charge with paid sibling) 3 to 10 years old - \$10.00. Parents, nannies, babysitters, respite providers, and other supervising adults are welcome free of charge.

*\*Please Pre-register with MATT prior to attending your first time.  
[Click here for Registration Form:](#)*

For families with children with ASD, their siblings, friends & our supporters ages 0 to 10 years old. Your children will enjoy 10 HUGE inflatables and over 16,000 square feet to keep them jumping, sliding, and climbing for hours.

**Dad's Night Out: 3rd Thursday every month, 7pm**

**Mom's Night Out: 4th Wednesday Every Month**

These informal social events are a great opportunity to meet other local parents that share the same experience of navigating life with a child who has been diagnosed with ASD. These events allow us to learn from each other's experiences, and make it easier for the parents who are just beginning this process of learning about autism. Parents with children of all ages, from toddlers to teens, and beyond are welcome to attend.

**MATT's Annual Events:**

**Annual Autism Spectrum Connection Fair:**

This is a free community event that will connect parents who have children with Autism Spectrum Disorder with over 60 + agencies, businesses, and organizations in the Rochester, New York area that provide autism services, support, and information including:

- Alternative communication devices
- Childcare services and assistance
- Early Intervention Services
- Dental and medical care providers with experience with special needs children
- Music, occupational, physical, and speech therapies
- Parent advocacy and support
- Recreational, social, & wellness activities for individuals with Autism Spectrum Disorder and their families

And much more...

The Autism Spectrum Connection Fair is an informative and fun-filled family day where parents/guardians will have an opportunity to interface with representatives from a variety of invaluable businesses and organizations in the Greater Rochester, NY area that provide services and support to those affected by ASD. In addition, this event will be an opportunity for special needs children and their siblings to enjoy bounce houses, carpet bowling, face-painting, sports mascots, and a variety of other activities for children of all ages that attend with their parents.

**Annual MATT-o-ween Bowling Event**

This event helps to advance social skills and allow children the opportunity to have a fun, safe trick-or-treating experience.



## **Managing Autism Together Today, Inc. (MATT)**

PO Box 16471, Rochester, NY 14616

MATT's mission is to make it easier for families to locate, obtain, and use the community resources that are available to their special needs children in the Greater Rochester New York area, so that these children can live happy, healthy, and productive lives.

### **Goals:**

- Gain an understanding from parents/caregivers who have a child with Autism Spectrum Disorder, (ASD) some of the concerns, successes, and areas for improvement in services/relationships between the medical professionals and patients with ASD.
- Learn how MATT connects parents/caregivers who have children with ASD with other local families that share similar experiences, and with the community resources that may provide opportunities for them and their families.

### **Methods:**

- MATT will provide opportunities for residents to interact with children with ASD in a social/recreational setting.
- MATT will provide opportunities for residents to have conversations with parents/caregivers who have children with ASD in a social/recreational setting.

### **Evaluation:**

- Written and verbal feedback from residents regarding this PLC experience.
- Written and verbal feedback regarding resident participation.



## **Mary Cariola Children's Center**

Al Sigl Center, 1000 Elmwood Avenue, Rochester, New York 14620

**Contact:** Shannon Mullins, Education and Training Supervisor  
**Telephone:** (585) 271-2897 x 1461 or (585) 271-0761 for operator  
**Fax:** (585) 442-3143  
**Website:** [www.marycariola.org](http://www.marycariola.org)

### **What is the Mary Cariola Children's Center?**

Mary Cariola Children's Center is a local, private, non-profit agency serving children and families in Monroe County, New York and surrounding areas. The center provides the highest quality individualized services for children with developmental delays, and especially for those with complex or multiple disabilities. The center is dedicated to excellence in family-centered, educational, residential, therapeutic and community support services and to developing program initiatives for emerging populations of children with special needs.

### **What is the history of this program?**

The Mary Cariola Children's Center was founded in 1949 by Mrs. Mary A. Cariola, and the parents and friends of children with severe and multiple handicapping conditions. In 1952, the Day Care Training Center for Handicapped Children was incorporated as a not-for-profit agency. In 1977, a new Certificate of Incorporation expanded the mission to include residential services, and the agency name became the Mary Cariola Children's Center, in honor of its founder.

### **Who receives services here?**

Children who range in age from 3 to 21 receive individually prescribed educational and therapeutic programs at the center. Traditionally, the majority of the children served had severe mental retardation with multiple physical disabilities. Today, the center serves an increasing number of children with complex behavior management needs including those with a diagnosis on the autism spectrum.

### **What services are provided?**

- Preschool Program (3-5 years) – Referrals via school district
- School Age Program (5-21 years) Referrals via school district
  - Provides instructional services to children with severe and complex mental and physical disabilities.
  - Provides comprehensive prescriptive behavior management programs in educationally and environmentally controlled environments for students with significant behavioral challenges in addition to unique learning needs.
- The Residential Program (6-21 years) - Provides full-time care in a family setting to small groups of children with multiple disabilities and behavior management needs.

**Are there other related programs offered?**

- Occupational, Physical, Speech, Music, Vision, and Behavior therapy
- Specially Designed Physical Education
- Transition Program
- Social Work and Nursing Services
- Adaptive Equipment Workshop
- Medicaid Service Coordination Program

## **Mary Cariola Children's Center**

1000 Elmwood Avenue, Rochester, NY 14620

Mary Cariola Children's Center serves hundreds of children with developmental delays and complex or multiple disabilities, from birth to 21 years of age. In specialized residences and classrooms, individual programs are created to meet each child's needs. At M.C.C.C., all children have the opportunity to live and learn the way that best suits their abilities.

### **Goals:**

- Learn about services provided to children with developmental delays.
- Learn when and how to refer children for evaluations and who would do these evaluations by recognizing some of the early signs/presenting symptoms that a child may have a developmental delay requiring some intervention.
- Learn how children have come to be at Mary Cariola.

### **Methods:**

- Meet with staff, tour facilities and discuss with staff methods used to address special needs of children.
- Staff will point out children with particular syndromes and etiologies.
- Observe students across age and developmental levels.

### **Evaluation:**

- Written and verbal feedback from residents regarding this PLC experience.
- Written and verbal feedback regarding resident participation.



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## **Mary's Place Outreach**

414 Lexington Ave. Rochester, NY 14613

**Contact:** Meg Burkhard  
**Telephone:** (585) 270-8626  
**Fax:** (585) 270-8986  
**Website:** [marysplaceoutreach.org](http://marysplaceoutreach.org)

### **What is Mary's Place?**

Mary's Place is a refugee outreach center that serves newly arrived Americans from many different countries, including Burma, Nepal, Bhutan, Somalia and Sudan.

### **What is the history of Mary's Place?**

Mary's Place began as a clothing closet in 2009, however, it quickly grew into a vibrant community center aimed at serving the increasing number of refugees placed in the Maplewood neighborhood of Rochester.

### **What services are provided?**

We provide a multitude of services for refugees, including case management, ESOL classes, job training, food and clothing distribution, and after-school tutoring.

414 Lexington Avenue, Rochester, NY 14613

**Goals:**

- To understand the challenges facing new refugees coming to Rochester.
- To experience first-hand the services provided by Mary's Place.

**Methods:**

- Assist with English Tutoring.
- Assist with activities youth engagement.

**Evaluation:**

- Written and verbal feedback from residents regarding this PLC experience
- Written and verbal feedback regarding resident participation.



## **Teens Living with Cancer- (TLC)**

### ***A program of Melissa's Living Legacy Teen Cancer Foundation***

1000 Elmwood Avenue Suite 300 Door #1 , Rochester NY 14620

**Contact:** Leah Shearer – Program Coordinator

**Telephone:** (585) 563-6221

**Fax:** (585) 563-6221

**Website:** [www.teenslivingwithcancer.org](http://www.teenslivingwithcancer.org)

### **What is TLC?**

Melissa's Living Legacy Teen Cancer Foundation is a national nonprofit organization dedicated to helping teens live with cancer through resources, support, and advocacy. The Rochester-area-based Teens Living Cancer program provides regular weekly activities for teens, both in the midst of treatment and beyond it. Our vision is that all teens with cancer have opportunities for life-affirming experiences throughout each stage of their disease.

### **What is the history?**

The organization, founded in 2002, honors the inspiring life of Melissa Marie Sengbusch who was 19 years old when she died of acute myeloid leukemia on June 22, 2000. The organization's website – first launched more than ten years ago - was developed as a first-of-its-kind resource for teen cancer patients and their families. Today it receives more than 5,000 unique visitors per month. In 2008 the Teens Living with Cancer program opened its TLC Center at the Al Sigi Center on Elmwood Avenue with convenient proximity to Golisano Children's Hospital (where most area teens and young adult cancer patients are treated).

In April 2012 the organization received national attention for its groundbreaking fitness program for teen cancer patients and a resulting fundraiser featuring Lance Armstrong. That kickboard swimming race ( Eggers vs. Armstrong) has raised \$75,000 for the organization, helping to launch a chapter of TLC in Buffalo coming in 2013.

### **What services are provided?**

The TLC Center hosts regular activities and programs for teens to help guide them through the challenges of cancer.

It also hosts a parent-networking group to help provide parents with support and resources to navigate their teen's experience. Hospital visits by our program coordinator are regularly available, and usually serve as a newly diagnosed teen's first introduction to the program. In addition to the services we provide to teens and families, we have offered community outreach programs to help educate schools, agencies and service providers on the unique issues teens with cancer face.

## **Teens Living with Cancer- (TLC)**

### **A program of Melissa's Living Legacy Teen Cancer Foundation**

1000 Elmwood Avenue Suite 300 Door #1, Rochester NY 14620

Melissa's Living Legacy Teen Cancer Foundation is a national nonprofit organization dedicated to helping teens live with cancer through resources, support, and advocacy.

#### **Goals:**

- Gain a better understanding of all of the services offered through Melissa's Living Legacy Teen Cancer Foundation.
- Experience some of the obstacles faced by teens and to understand the challenges of cancer.

#### **Methods:**

- Meet with a staff member from Melissa's Living Legacy to learn about the services provided by the program.
- Visit with teens at the center and participate in activities, and possibly attend a hospital visit.

#### **Evaluation:**

- Written and verbal feedback from residents regarding this PLC experience.
- Written and verbal feedback regarding resident participation.





## **The Mended Hearts, Inc.**

**Greater Rochester Chapter No. 50**

Inspiring hope and improving the quality of life  
for heart patients and their families through  
ongoing peer-to-peer support

Mended Hearts [www.mendedheartsrochester.org](http://www.mendedheartsrochester.org)

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**The Mended Hearts, Inc.**

**Contacts:** Sharon Feldman (Mended Hearts),

**Telephone:** (585) 234-1538

Larry Feldman (Mended Hearts), (585) 781-4888

**Websites:** [www.mendedheartsrochester.org](http://www.mendedheartsrochester.org); [www.mendedhearts.org](http://www.mendedhearts.org)

**Monthly Meeting (September.— June):** Jewish Community Center; Senior Lounge;  
1200 Edgewood Av, Rochester, NY 14617

### **What is Mended Hearts?**

Mended Hearts is a [national](#) non-profit organization with over 300 chapters and satellites nationwide that offers hope and encouragement for recovery, and hope for a rich, full life for heart patients, their families and their caregivers. Mended Hearts works to bring together the patients, spouses, family members, friends, and medical professionals who are faced with the realities of heart disease in order to form a network of caring individuals.

### **What is the history of this program?**

Mended Hearts began in 1951 when Dr. Dwight Harken, Chief of Cardio Thoracic Surgery at Brigham Hospital in Boston, saw a need for a support group to help his patients after they had undergone heart surgery. The Greater Rochester Chapter 50 was established in 1966. Mended Hearts, a national nonprofit organization aligned with the American College of Cardiology, has been offering the gift of hope to heart disease patients, their families and caregivers for more than 60 years. Total membership is over 18,000.

### **Who receives services here?**

Designated visitors in the Rochester chapter visit about approximately 1,800 patients a year recovering from heart procedures and surgery at both Rochester General Hospital and Strong Memorial Hospital. Mended Hearts hospital visitors receive significant hospital and Mended Hearts training to ensure good communications with the patients and their families.

### **What services are provided?**

Services include an in-person visiting program, internet visits/phone support, group meetings, a generational outreach program, and an annual national conference.

**Goals:**

- Learn how Mended Hearts works to bring together the patients, spouses, family members, friends, and medical professionals who are faced with the realities of heart disease in order to form a network of caring individuals.
- Understand how Mended Hearts offers hope and encouragement for recovery, and hope for a rich, full life for heart patients, their families and their caregivers.

**Methods:**

- Meet with the leaders of Mended Hearts to get an overview of the services which include an in-person visiting program, internet visits/phone support, group meetings, a generational outreach program, and a national conference.
- Sit in on a support group meeting and have the opportunity to learn first-hand from the families that utilize this service.

**Evaluation:**

- Written and verbal feedback from residents regarding this PLC experience.
- Written and verbal feedback regarding resident participation.



# Mended *Little* Hearts *of Greater Rochester*

A program of The Mended Hearts, Inc.

**Mended Little Hearts, Inc.**

200 Maple Avenue, Victor, NY 14564

**Contacts:** Jennifer Kowal (Mended Little Hearts of Greater Rochester)

**Telephone:** (585) 398-7112

**Websites:** [mendedlittlehearts.org](http://mendedlittlehearts.org); <http://mlhrochesterny.shutterfly.com/>

## **What is Mended Hearts?**

Mended Little Hearts is a program of the Mended Hearts Inc., a non-profit, volunteer-based organization providing hope, help and healing to heart patients and their families since 1951. The Mended Little Hearts program works nationally and in communities to support children with congenital heart defects and their families.

***Our Mission*** The Mended Little Hearts' mission is to provide hope and support to children, families and caregivers impacted by congenital heart defects in order to extend and improve quality of life.

***Our History*** Mended Little Hearts is a program of the Mended Hearts, Inc. Mended Hearts has been providing hope and support to heart patients and their families since 1951, when four heart patients in Boston, Massachusetts came together to discuss their heart surgery experiences. They quickly realized their shared stories provided both hope and healing in spite of their circumstances. In 2004, Mended Hearts local and national leader, Tita Hutchens, recognized the unique need for children with congenital heart defects and their families. The earnest desire to provide support to the "littlest heart patients of all" led to the formation of the first two Mended Little Hearts groups – one in Fresno, California and one in Hollywood, Florida.

## **Who receives services here?**

Designated visitors in the Rochester chapter visit about 2,000 patients a year recovering from heart procedures and surgery at both Rochester General Hospital and Strong Memorial Hospital. Mended Hearts hospital visitors receive significant training to ensure good communications with the patients and their families.

Membership in Mended Little Hearts is free and open not only to parents and caregivers of children with heart defects or heart disease, but also to heart defect survivors, extended family members, healthcare partners, neighbors, friends and anyone else interested in furthering the outreach and support network of Mended Little Hearts.

## **What services are provided?**

Services include an in-person visiting program, internet visits/phone support, group meetings, a generational outreach program, and a national conference.

Since 2004, Mended Little Hearts has provided families and caregivers of children with heart defects and heart disease an outlet through which they can find answers, education, resources and access to local-based peer-to-peer support – building hope for the future. With Mended Little Hearts, children with congenital heart defects (CHD) and their families find strength and understanding from those who share the same experience.

Directly touching the lives of more than 5,000 CHD families in 2010, and indirectly touching thousands more, Mended Little Hearts currently offers several programs and services to help families including

### ***Group Meetings***

Nothing can replace in-person connections with others facing a similar journey. Mended *Little Hearts* group meetings provide invaluable peer-to-peer interaction and a forum for families to make personal connections with each other and the medical community. Children with heart defects can meet others like them, with similar scars, and know that they are not alone. Parents can meet other parents and caregivers who have similar joys, fears, concerns and hopes. [Find a Group](#).

### ***Accredited Visiting***

Mended *Little Hearts* trained and accredited visitors visit with families who have children with congenital heart defects in hospitals, by phone and online. The volunteers are family members who have experienced congenital heart defects firsthand. Visits provide support, information and outreach uniquely delivered by a parent who has experienced open-heart surgery or other heart procedures with their own child.

### ***CHD Awareness Initiatives***

Most people are unaware that congenital heart defects are the most common birth defect in the United States. Mended *Little Hearts* works to promote education and awareness to those who may be impacted by congenital heart defects so they are prepared if their child is diagnosed. The instruction includes signs and symptoms, which has the potential to save lives when parents are able to recognize symptoms in time to help their child. Mended *Little Hearts* also creates awareness of the need to support congenital heart defect research so more children can live healthy lives and become healthy adults.

### ***Health Education to Communities***

Mended *Little Hearts* groups help to educate people in the communities. Cardiovascular professionals and other professionals in the community provide helpful information at Mended *Little Hearts* group meetings, through workshops, seminars and at health fairs. Families receive essential information about treatment options, research innovations, social support resources, and other topics that make navigating the diagnosis of heart defects less frightening.

### ***Ongoing Communication***

Mended *Little Hearts* members interact with families through Internet and phone outreach as well as by providing Web resources. Hospital stays and seclusion in the home can leave families who have children with congenital heart defects feeling helpless and alone. Through Mended *Little Hearts*, caregivers have access to ongoing personal support from people who understand. [Join a Discussion Forum](#).

### ***Advocacy***

Mended *Little Hearts* advocates on issues that help families with CHD, such as newborn screening and advances in research and improved surveillance of those impacted. Read more about Mended *Little Hearts* [Advocacy](#), Congenital Heart Futures Act, and Pulse Oximetry Advocacy.

## **Mended Little Hearts of Greater Rochester**

200 Maple Avenue, Victor, NY 14564

### **Goals:**

- Learn how Mended little Hearts works to bring together the patients, spouses, family members, friends, and medical professionals who are faced with the realities of heart disease in order to form a network of caring individuals.
- Understand how Mended Little Hearts offers hope and encouragement for recovery, and hope for a rich, full life for heart patients, their families and their caregivers.

### **Methods:**

- Meet with the leaders of Mended Little Hearts to get an overview of the services which include an in-person visiting program, internet visits/phone support, group meetings, a generational outreach program, and a national conference.
- Sit in on a support group meeting and have the opportunity to learn first-hand from the families that utilize this service.

### **Evaluation:**

- Written and verbal feedback from residents regarding this PLC experience.
- Written and verbal feedback regarding resident participation.



## Mercy Community Services

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142 Webster Ave, Rochester, New York 14609

**Contact:** Ellen C. Lewis, Site Manager  
**Telephone:** (585) 288-2634  
**Fax:** (585) 288-0252  
**Website:** [www.mercycommunityservices.org](http://www.mercycommunityservices.org)

### What is the Mercy Community Services?

Mercy Outreach Center, a sponsored ministry of the Sisters of Mercy, is committed to making the highest quality health, emotional and spiritual care available to the uninsured and underserved. To meet these needs, the Center uses community resources and collaborates with a broad range of professional and lay volunteers by providing support staff and treatment facilities. This mission is accomplished through the talents of more than 160 volunteers and a staff of 2 full time and 8 part time who together provide access to health care, dental care and other human services for the uninsured and underserved children, women and men of the greater Rochester area. These services are provided free of charge. The Center also networks with various agencies and neighborhood groups to help access services beyond those provided at the Center.

Volunteers include health care professionals include physicians, nurse practitioners, physician assistants, chiropractors, nurses, acupuncturists, massage therapists, dentists, dental hygienists and dental assistants, mammogram technologists and others. Other volunteers include a board of directors, committee members, receptionists, buildings & grounds assistants and attorneys.

### What is the history of this program?

The Center was established in 1977 by Corpus Christi Parish, as a “Drop-In-Center” for people living in the neighborhood. By 1981 it became evident, through sharing with and listening to those in the neighborhood, that an unmet need was health care accessibility. It was at this time that the Center began to focus its energies on providing primary health care for the uninsured with the assistance of the parish, the Northeast community of Rochester and professional medical volunteers. The center was then called Corpus Christi Center. In the mid 1980’s, chiropractic care and basic dental care for the uninsured were added to the services. In 2000, the Center became separately incorporated and a sponsored ministry of the Sisters of Mercy, and continues to serve under the name Mercy Outreach Center.

### Who receives services here?

- Women, children, and men who need primary health care and have no health insurance.
- Persons who have Medicaid who need chiropractic & other care that Medicaid does not cover).
- Women, children, and men who need dental care and have no dental insurance.
- The majority of those served are employed but unable to afford the cost of insurance.
- All services are free of charge, though donations are welcomed.
- No geographic boundaries - all are welcome.

**What services are provided?**

**Health Services:** Internal Medicine, Family Medicine, Pediatric, Dentistry, Ophthalmology, Podiatry, Counseling, Chiropractic, Ear, Nose and Throat, Massage, Reiki, Reflexology, Acupuncture and Health Education.

**Health screenings:** Anemia, Obesity, Diabetes, Tuberculosis, Mammography, Physical Exams, Hypertension, Immunizations, Pregnancy, and WIC Evaluations.

**Are there other related programs offered by this group?**

- Advocacy and Referrals: Food, housing, clothing, and public assistance
- Legal Consultation
- Income Tax Assistance
- Community Support Services: Alcoholics Anonymous; Narcotics Anonymous; Facilitated Enrollment for Medicaid, Child and Family Health Plus

Mercy Outreach Center provides access to primary health care, dental care and advocacy services to the uninsured and underinsured. The center also provides referral services, legal services, housing information and volunteer income tax assistance.

**Goals:**

- Learn about insufficient access to medical care.
- Understand resource and referral issues for under or uninsured children and families.
- Advocate for low income housing, entitlement programs, and basic health insurance.

**Methods:**

- Provide supervised medical care for children and adolescents at the Outreach Center.
- Interact with multidisciplinary teams to promote health for these families.

**Evaluation:**

- Written and verbal feedback from residents regarding this PLC experience.
- Written and verbal feedback regarding resident participation.



## **Monroe County Children's Center**

400 Rush-Scottsville Rd Rush, NY 14543

**Contact:** Cynthia Stoddard  
**Telephone:** (585) 753-5940  
**Fax:** (585) 753-5965  
**Website:** [www.monroecounty.gov](http://www.monroecounty.gov)

### **What is the Monroe County Children's Center?**

The Monroe County Children's Center is a secure detention center for youths ages 10 to 15 who have been remanded by court authority or apprehended by a police officer and are awaiting a court appearance.

### **What is the history of the program?**

The MCCC has occupied its current location since 1971. It is operated by Monroe County DHS and regulated by the New York State Office of Family and Children's Services.

### **Who receives services here?**

Youth ages 10 to 15 that are in the judicial processes, either in Family or Criminal Courts. Children 16 and older may be held at the facility if the offense occurred prior to turning 16.

### **What services are provided?**

MCCC provides custodial care, as well as medical, psychiatric, counseling, and educational services for youth while they are in our care.

400 Rush-Scottsville Rd Rush, NY

**Goals:**

- Learn about the history of the Monroe County Children's Center.
- Understand the needs of the youth who have been remanded by court authority of apprehended by a police officer and are awaiting a court appearance.
- Understand the importance of custodial care, as well as medical, psychiatric, counseling, and educational services for youth while they are in care of the Monroe County Children's Center.

**Methods:**

- Participate in a tour and overview of the Monroe County Children's Center.

**Evaluation:**

- Written and verbal feedback from residents regarding this PLC experience.
- Written and verbal feedback regarding resident participation.

# New York State Unified Court System

## Monroe County Courts

Hall of Justice, 99 Exchange Blvd., 3<sup>rd</sup> floor, Rochester, New York 14614

**Contact:** Jennifer Baer, Program Director  
**Telephone:** Office (585) 371-3437  
**Family Court:** (585) 371-3504  
**Website:** [www.courts.state.ny.us](http://www.courts.state.ny.us)

### What is 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.

### Family Court

Issues that are dealt with in Family Court are different than Criminal Court. Multiple topics include: Adoption, Child Abuse and Child Neglect, Children charged with felony crimes, Foster Care, Custody, Child Support, PINS (Person In Need of Supervision), Juvenile Delinquent, and Others.

**Domestic Violence Intensive Intervention Court (DVIIC)**- Adjudicates all Family Offense intake, dispositions, and trials. In addition to the immediate processing of orders of protection, DVII court also seeks to stop family violence and end family disruption. Judges and staff are specially trained in the dynamics of domestic violence.

### Who receives services in DVIIC?

**Domestic Violence Intensive Intervention Court (DVIIC)** - A family offense petition is filed by someone who claims that a family member hurt or threatened him or her or another member of the family or household. Eligibility for filing in the DVIIC: parties must be married or formerly married, or have a child in common, or related by blood or marriage, or current or former intimate partners.

### What services are provided?

**Domestic Violence Court** - On site services include: The Legal Aid Society, Inc., Alternatives for Battered Women, Court Advocacy Program (CAP), a secure waiting area, Mental Health Services through the Strong Memorial Hospital.

**Family Court Site Visit**

**Goals:**

- Experience the Family Court process/system through first-hand observation.
- Observe all case types of court proceedings.
- Opportunity to speak with the sitting Judge (six Family Court Judges)
- Understand legal policy pertaining to children and adolescents
- Advocate for the legal rights of children and adolescents

**Methods:**

- Receive overview of family court and legal system.
- Observe Family Court case proceedings, including Domestic Violence Court for either a half or whole-day session.

**Evaluation:**

- Written and verbal feedback from residents regarding this PLC experience.
- Written and verbal feedback regarding resident participation.



## Mount Hope Family Center

187 Edinburgh Street, Rochester, New York 14608

**Contact:** Jody Todd Manly, Ph.D.  
**Telephone:** (585) 275-2991  
**Fax:** (585) 454-2972

### What is Mount Hope Family Center?

The Mount Hope Family Center is a nationally recognized institute that has pioneered a community-supported, complete family approach to treatment and prevention. Mt. Hope Preventive Programs provide resources parents and children need to build strong, healthy family and peer relationships. All of the treatment programs are based on evidence-supported curricular.

### What is the history of the program?

The Mount Hope Family Center was founded in 1979 as a center for treatment, prevention, research and training in the area of family dysfunction, including child maltreatment. The Center's first program was a pre-school program for children at risk for maltreatment. Since that time, many other programs have been developed and the Center has grown into a unique setting.

### Who receives services here?

More than 800 children and families in Monroe County who are served annually are seriously at-risk. These families have faced difficult circumstances, such as violence, maltreatment, loss, trauma, poverty, and drug and alcohol abuse. Additionally, services are provided for children who are currently in foster care and those who are at risk for foster placement. Support services also are provided for families who have military involvement and may have stress associated with parental deployment or other military-related challenges.

### What services are provided?

- **Child-Parent Psychotherapy Program (CPP)** - a treatment program for children ages 0-5 and their families designed to improve family functioning by enhancing emotional responsiveness and parent-child relationships, and to prevent child maltreatment and foster care placement. Additional goals include reducing symptoms of trauma and improvement of the child's social and emotional functioning. The program has evidence of program effectiveness that has been published.
- **Interpersonal Psychotherapy for Depression (IPT)** - effective, time-limited treatment for depressed parents to improve depression and enhance functioning. IPT for adolescents is available for teens.

- **Child Therapy-** Cognitive-behaviorally focused treatment for children ages 3-17 who have experienced trauma or who have symptoms of depression, anxiety, or difficulty managing anger. Services for families with family conflict utilizing the Alternatives for Families Cognitive Behavioral Therapy also are available for families with children age 5 or older.
- **PATHS Club After School Program-** Services for school-aged children using a modified PATHS curriculum, an empirically-supported intervention designed to improve appropriate expression of feelings, improved self-control of behavior, and positive interpersonal skills.
- **Parenting Skills Group-** Parent groups using the Incredible Years curriculum that is proven effective and has been endorsed by collaborative group for implementation throughout Monroe County. Targeted parents are those active with CPS and foster care.
- **Building Healthy Children:** A preventive program for teen parents and their infants to prevent child maltreatment and foster placements through an array of programming tailored to meet child and family needs. In partnership with Strong Pediatric and Social Work Departments, RGH, Anthony Jordan, Highland Family Medicine, and Culver Medical Group, other outcomes include ensuring appropriate well child care, immunizations, and developmental screening.
- **Inspiring Possibilities for Teens (IPT)** – This grant project funded through the National Institute of Mental Health (NIMH) is evaluating the efficacy of providing Interpersonal Psychotherapy for Adolescents (IPT-A) as a preventive intervention designed to decrease depressive symptoms and prevent the development of depressive disorders in adolescent girls with and without histories of child maltreatment. The project applies a multiple-levels-of-analysis approach to evaluating IPT-A effectiveness through examining genetic, neuroendocrine, cognitive, and interpersonal domains.
- **Promoting Emotional Adjustment in Children Experiencing challenges (PEACE)** facilitates the provision of services and the evaluation of three evidenced-based, trauma-informed treatments to foster resilience in children who have experienced traumatic events in their lives. Services include Child-Parent Psychotherapy (CPP), Trauma-Focused Cognitive Behavioral Therapy (TF-CBT), and Alternatives for Families Cognitive Behavioral Therapy (AF-CBT). The primary goals for the project are to promote positive child coping, evaluate the effectiveness of the interventions, reduce the risks of further maltreatment and trauma, and improve coordination of trauma services.

### **Are there other related programs offered by this group?**

Mount Hope Family Center provides training to undergraduate and post-graduate students through internship programs and independent study opportunities. Mt. Hope Family Center is part of the National Child Traumatic Stress Network and offers training on the effects of trauma on child development.

Programs that provide the resources parents and children need to build strong, healthy family and peer relationships.

**Goals:**

- Learn about developmental risk factors for children.
- Become familiar with the variety of services offered by the center.

**Methods:**

- Interact with multidisciplinary staff to promote well-being for children and families at the center.

**Evaluation:**

- Written and verbal feedback from residents regarding this PLC experience.
- Written and verbal feedback regarding resident participation.

## **Nazareth College Play Therapy Center for Children and Families**

4245 East Avenue, Rochester, NY 14618

**Contact:** Stephen P. Demanchick, Ph.D., Program Director  
**Telephone:** (585) 389-2545  
**Fax:** (585) 389-5134  
**Email:** [sdemanc8@naz.edu](mailto:sdemanc8@naz.edu)

### **What is the Nazareth College Play Therapy Center?**

Play Therapy is defined as: " the systematic use of a theoretical model to establish an interpersonal process wherein trained play therapists use the therapeutic powers of play to help clients prevent or resolve psychosocial difficulties and achieve optimal growth and development"

*-Association for Play Therapy (2010)* The goals of the program are to provide play therapy services, engage in play therapy research, provide high quality play therapy education, and offer affordable play therapy training for professionals and families.

### **What is the history of the program?**

In August, The Association for Play Therapy (APT) recognized The Nazareth College Play Therapy for Children and Families as one of six approved centers for play therapy education in the country. APT defines play therapy as "the systematic use of a theoretical model to establish an interpersonal process wherein trained play therapists use the therapeutic powers of play to help clients prevent or resolve psychosocial difficulties and achieve optimal growth and development" (Association for Play Therapy, 2009). This honor culminates a two-year planning process that has focused on bringing play therapy service, education, training, and research to the forefront in the Rochester area and beyond.

### **Who receives services here?**

The Play Therapy Center offers affordable play therapy training for children, families, and professionals.

### **What services may be provided?**

The Play Therapy Center provides play therapy services, engage in play therapy research, provide high quality play therapy education, and offer affordable play therapy training for professionals and families. This includes:

**Teaching** – Both the Foundations of Play Therapy and Contemporary Issues in Play Therapy classes are offered at Nazareth College.

**Practice** – We have two fully stocked playrooms with audio/visual observation capabilities. We also have a dedicated sandtray therapy room. Our services are located in Founders Hall at Nazareth College.

**Training** – We offer a wide variety of play therapy workshops 6-7 times a year. Participants can receive APT CEs for most trainings.

**Research** –We are currently working with area schools and agencies to engage in single subject play therapy outcome research.



## **Nazareth College Play Therapy Center for Children and Families**

4245 East Avenue, Rochester, NY 14618

### **Goals:**

- To learn about the Play Therapy Center and how the use of this theoretical model is used in the Rochester community
- Understand how the Play Therapy Center provides play therapy services, engages in play therapy research, provides high quality play therapy education, and offers affordable play therapy training for professionals

### **Methods:**

- Meet with the leaders of the Nazareth College Play Therapy Center to get a full overview of the program
- Accompany a leader on a therapy session and participate in a role-play therapy exercise with therapy students or play therapy with a child

### **Evaluation:**

- Written and verbal feedback from residents regarding this PLC experience
- Written and verbal feedback regarding resident participation

## **Nielsen House**

383 West Ave, Rochester, NY 14611

**Contact:** (585) 328-0801

**Telephone:** Wanda Johnson

### **What is the Nielsen House?**

The Nielsen House is a residential facility under the Spiritus Christi Prison Outreach Program. The Nielsen House provides shelter and a structured residential program for men upon their release from prison, jail, inpatient and the streets.

### **What is the history of this program?**

Spiritus Christi Outreach's philosophy is to visit women and men in prison and/or jail and to assist and support the process of re-entry into the community.

### **Why is such a program needed?**

The rate of men in prisons has grown tremendously in recent years. Across the country, two-thirds of the imprisoned men have children under the age of 18 years. During that period of time, when men are in jail or prison, many will lose their jobs, their residences and belongings, and even their children. Insurance does not become active until 45 days after release. This may cause men to be pushed back into criminal activities. Many men in prison have trouble with substance abuse, and while in jail awaiting sentencing they are not entitled to chemical dependency treatment or professional/mental health counseling. In addition, many men in prison also carry psychological diagnoses and are treated with multiple pharmaceuticals while incarcerated. The men are often released without these medications, and are forced to come off of them "cold turkey." There is a great need for accessible, affordable, safe housing for men, preferable in a supervised and structured setting.

### **Who receives services here?**

Spiritus Christi Prison Outreach works with prison administration to promote safe groups within the prison and establish community resources for the inmates. Nielsen House is available specifically for men who are released from jail.

### **What services are provided?**

**Men's Program-** 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.

**Legislative Reform-** Educates parishioners and the community of Rochester about justice issues and meets with legislative representative to discuss in reforming the criminal justice system.

**Goals:**

- Learn about challenges facing men who are released from prison or jail in Rochester.
- Understand the impact of incarceration on the health and well-being of children.

**Methods:**

- Tour the facility and meet with staff.
- Interact with men who reside at Nielsen House.
- Participate in a group discussion, related to issues, with residents of Nielsen House and a Community Pediatrician.

**Evaluation:**

- Written and verbal feedback from residents regarding this PLC experience.
- Written and verbal feedback regarding resident participation.



## Nurse Family Partnership Program

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691 St. Paul Street, 4<sup>th</sup> floor, Rochester, NY 14605

**Contact:** Beverly Faro, Program Coordinator  
Kathleen Howard-Schoeberl, Program Supervisor  
Heidi Loomis, Program Supervisor  
**Telephone:** (585) 753-BABY (2229)  
**Fax:** (585) 753-5272  
**Website:** [www.monroecounty.gov](http://www.monroecounty.gov)

### What is NFP?

The Nurse Family Partnership Program (NFP) is a voluntary evidence-based nurse home visiting program that improves the health, well-being and self-sufficiency of low-income first-time parents and their children. From pregnancy to the child's 2<sup>nd</sup> birthday, specially trained nurses visit regularly with the mothers, fathers and extended family members to achieve the goals of improving pregnancy outcomes, improving child health and development and improving parents' economic self-sufficiency.

### What is the history of this program?

The program was developed by Dr. David Olds and Dr. Harriet Kitzman at the University of Rochester in the 1970's after testing a model for nurse home visits to a rural community in Elmira, NY. Since then, the program has been rigorously tested for three decades using ongoing, longitudinal, randomized, controlled trials. The three particular trials have been in Elmira 1977, Memphis 1988 and Denver with very impressive outcomes. NFP is the most rigorously tested program of its kind, and research has proven that when implemented with fidelity, the following results have occurred: (please go to [www.nursefamilypartnership.org](http://www.nursefamilypartnership.org) to review full details):

- Improved pregnancy outcomes, including 31% fewer closely spaced (less than 6 months) subsequent pregnancies.
- Improved child health and development, including a 48% reduction in child abuse and neglect.
- Increased self-sufficiency of the family, including a 20% reduction in the use of welfare.
- Improvement in the child's school readiness with improvements in language, cognition and behavioral regulation.
- Reduced juvenile delinquency and criminal activity.

### Who receives services here?

NFP serves low-income (using federal poverty guidelines), first-time mothers and their children by providing nurse home visitation services beginning early in pregnancy and continuing through the first 2 years of a child's life. Women voluntarily enroll as early as possible in pregnancy, but no later than 28 weeks gestation.

### What services are provided?

Services that are provided fall into five domains: Personal Health, Environmental Health, Life Course Development, Maternal Role and Friends and Family (relationships). The program also will provide referrals to meet client needs on an individual basis.

## **Nurse Family Partnership (NFP) Program**

691 St. Paul Street, 4<sup>th</sup> Floor, Rochester, NY 14615

The Nurse Family Partnership (NFP) is a voluntary evidence-based nurse home visiting program that improves the health, well-being and self-sufficiency of low-income, first-time parents and their children. From pregnancy to the child's second birthday, specially trained nurses visit regularly with the mothers, fathers and extended family members to achieve the goals of improving pregnancy outcomes, improving child health and development and improving parents' economic self-sufficiency.

### **Goals:**

- Learn about how the Nurse-Family Partnership has been working in the Rochester Community with the support of members throughout the community.
- Review the evidence upon which the program is based, and recent local program outcomes
- Understand the key components of the NFP program as it is delivered by nurses in Monroe County
- Understand the program goals and referral process in order to advocate for improved pregnancy outcomes, improved child health and development, improved maternal life course development for families utilizing this community service.

### **Methods:**

- Receive an overview of all the services offered to families from a staff member.
- Accompany a nurse on a home-visit if desired to observe the program in action.

### **Evaluation:**

- Written and verbal feedback from residents regarding this PLC experience.
- Written and verbal feedback regarding resident participation.



## **Planned Parenthood**

114 University Avenue, Rochester, New York 14605

**Contact:** Rachael Phelps, M.D., Director  
**Telephone:** (585) 546-2771 x360  
**Fax:** (585) 454-7001  
**Website:** [www.pprsr.org](http://www.pprsr.org)

### **What is Planned Parenthood?**

Planned Parenthood of the Rochester/Syracuse Region's mission is to empower individuals to take responsibility for their sexual and reproductive health by providing health care, support for survivors of sexual assault, education and advocacy. Our vision is a supportive community where individuals are guaranteed access to sexual and reproductive health care, and trusted to make responsible decisions free of coercion and fear. We believe sexuality is an essential, lifelong aspect of being human to be celebrated with respect and openness. We also believe access to family planning and abortion is essential to protecting the health and well-being of women and their families.

### **What is the history of this program?**

Planned Parenthood is the nation's leading sexual and reproductive health care provider and advocate. Planned Parenthood is one of the nation's leading providers of high-quality, affordable health care for women, men, and young people, and the nation's largest provider of sex education. For nearly 100 years, we've worked to improve women's health and safety, prevent unintended pregnancies, and advance the right and ability of individuals and families to make informed and responsible choices.

Planned Parenthood also works with partner organizations worldwide to improve the sexual health and well-being of individuals and families everywhere. Planned Parenthood has 71 independent local affiliates that operate nearly 750 health centers throughout the United States, providing high-quality services to women, men, and teens. Planned Parenthood often is the only source of family planning for a large proportion of the women we serve.

### **Who receives services here?**

Planned Parenthood provides sexual and reproductive health care, education, and information to nearly five million women, men, and adolescents worldwide each year. Planned Parenthood health centers focus on prevention: 97% of our clinical services are preventative and primary reproductive health care and 3% are abortion services. Nationally, Planned Parenthood services help prevent more than 684,000 unintended pregnancies each year. Planned Parenthood provides 585,000 Pap tests, 640,000 breast exams, and nearly 4.5 million tests and treatments for sexually transmitted infections, including HIV, each year. Planned Parenthood affiliates also provide educational programs to more than one million young people and adults each year.

**Are there other related programs offered by this group?**

**Educational Services** – A staff of educators is available to present programs and professional training for community and church groups, schools and human service professionals on a variety of topics related to human sexuality.

**Rape Crisis Service** – A team of trained personnel is available 24 hours a day to assist victims of sexual assault, their family and loved ones. The team provides support and information during medical care, police interviews, and court appearances. The Rape Crisis Service is also available for past victims of sexual assault or incest who need someone to talk with.

114 University Avenue, Rochester, NY 14605

Counseling for women with unplanned pregnancies.

**Goals:**

- Learn about the issues involved in counseling a woman with an unplanned pregnancy about her options of childbirth, abortion, and adoption.
- For the women who choose abortion, learn how to compare and contrast medical and surgical abortion so that the woman can choose the most appropriate method for herself.

**Methods:**

- Observe options counseling sessions with a trained counselor.
- Observe consenting process for both medical and surgical abortion procedures.

**Evaluation:**

- Written and verbal feedback from residents regarding this PLC experience.
- Written and verbal feedback regarding resident participation.





*trust. healing. justice.*

## **REACH Program**

1 Mount Hope Avenue, Rochester, NY 14620 (The Skalny Building)

**Contact:** Ann Lenane  
**Telephone:** (585) 935-7821  
**Fax:** (585) 935-7804

**Contact:** Kimberly Levitsky, LCSW  
**Telephone:** (585) 935-7835

**Contact:** Alana Salisbury, Administrative Assistant  
**Telephone:** (585) 935-7802

### **What is the 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.

### **What is the history of this program?**

The REACH Program was established in 1993 in response to a request from both the medical and legal communities for specialized expertise of in the area of the physical and sexual abuse of children. The REACH program continues as a part of the Golisano Children's Hospital at Strong Pediatric Outpatient services.

### **What services are provided?**

A REACH visit may include:

- A psychosocial assessment of the child and family by a social worker. During the psychosocial assessment, a social worker meets with the family to gather information, discuss the child's history and address the family's concerns
  - An interview provided by the social worker who also speaks with all professionals involved with the child's care as it relates to the referral (may include the pediatrician, law enforcement officials, child protective services, and school personnel).
  - A medical evaluation by a medical provider.
- Referral to counseling services
  - Full written documentation to the appropriate professional individuals (e.g.: pediatrician, attorney, child protective services, law enforcement official, or private therapist).
  - Members of the REACH team testify in court when necessary.

Bivona Child Advocacy Center, 275 Lake Avenue, 14608

Specialized clinic for children who may have suffered physical or sexual abuse.

**Goals:**

- Learn how to conduct a thorough history and examination for cases of possible abuse.
- Understand the importance of clear, careful documentation for such cases and the importance of communication of medical information to agencies such as Child Protective Services and Law Enforcement.
- Advocate for programs which provide comprehensive treatment of abused children and their families.

**Methods:**

- Participate in the evaluation of patients at the clinic.
- Observe child interviews by trained staff.
- Observe medical evaluations
- Review appropriate documentation for possible physical and sexual abuse evaluations.

**Evaluation:**

- Written and verbal feedback from residents regarding this PLC experience.
- Written and verbal feedback regarding resident participation.



## **Refugee Health Program**

Anthony Jordan Health Center/Brown Square, 322 Lake Ave, Rochester, NY 14608

**Contact:** Roksolana Kuchma, MD, MBA; Medical Director  
**Telephone:** (585) 254-6480

### **What is the Brown Square Refugee Health Program?**

Our Refugee Health Program, founded in 2005 by Louise B. Bennett, M.D. and located at Brown Square Health Center, is the primary health care provider for refugees resettling in Rochester. We provide family oriented health care by serving the entire family in one location. Our providers are board certified in family medicine or internal medicine/pediatrics. This provides us with flexibility to care for all members of the family which is paramount to offering complete primary health services to families resettling from abroad.

This program focuses on providing comprehensive medical care to both newly arrived and existing resettled families from around the world. Through collective experience of the medical staff, families receive tailored care that is specific for their needs. To facilitate seamless interactions between providers and families, Anthony Jordan Health Center employs interpreters from major resettled communities, who are capable of bridging medical, cultural and social gaps.

We also work with other organizations assisting refugees including the Catholic Family Center, Rochester City School District and its ESOL programs, Family Learning Center, Strong Memorial Hospital, NY State Refugee Health Program, Monroe County's TB and Immunization Programs, Empire Justice, many faith-based organizations and students from the University of Rochester's Medical School, UR School of Public Health, Nazareth College and Rochester Institute of Technology.

In 2012, we completed a 3 year project with AmeriCorps VISTA/Rochester Youth Year to promote health education among refugee women. Due to its success the program continues with collaboration between Brown Square and medical students at University of Rochester, School of Medicine and Dentistry.

### **What is the history of this program?**

Brown Square Health Center cared for resettled communities for over 30yrs, starting with initial wave of refugees from Vietnam. It continues to provide services through decades to refugees/immigrants/asylum seekers from all the corners of the world.

### **What services are provided?**

- Comprehensive medical care of the entire family, including Obstetrics and Geriatrics
- Dental services
- Mental health care management to link patients with mental health providers, in addition to pediatric mental health provider
- On-site laboratory and pharmacy services
- Financial counseling and affordable medical care

## **Refugee Health Program (NYSDOH)**

Anthony Jordan Health Center/Brown Square, 322 Lake Avenue, Rochester, NY, 14608

### **Goals:**

- Learn about the highlights of the NYSDOH Refugee Health Program and how it collaborates with providers and resettlement agencies.
- Become familiar with the overseas medical screening process, including class A and B conditions.
- Understand the unique health needs of refugees.
- Understand the resettlement process, both locally and nationally.

### **Methods:**

- Review overseas and domestic health examination paperwork.
- Discussion and Q&A on “Refugees: Who are they and how do they get here?”

### **Evaluation:**

- Written and verbal feedback from residents regarding this PLC experience.
- Written and verbal feedback regarding resident participation.



## **Regional Early Childhood Direction Center**

15 Linden Park Rochester, NY 14625

**Contact:** Beth Grier-Leva, Director  
**Telephone:** (585) 249-7817  
**Fax:** (585) 249-7816  
**Website:** [www.monroe.edu/recdc](http://www.monroe.edu/recdc)

### **What is the Regional Early Childhood Direction Center – (RECDC)?**

RECDC provides information, support and referral assistance to families and providers who may be seeking information i.e. child development, social emotional and/or behavioral issues, or who have concerns about a child with a known disability, possible delays in development, or who may be at risk for developmental delays.

### **What is the history of this program?**

RECDC has been providing services to families and providers since 1978. We are part of a network that includes 13 other Early Childhood Direction Centers (ECDC's) across NY State. The ECDC's are grant funded programs under the NY State Education System.

### **What services are provided?**

#### **Information and assistance in areas such as:**

- Topics relating to child development, latest research, and best practices
- Up to date information on special education policy laws, and regulations, parent rights, referral and evaluation process
- Developmental delays, diagnoses, or disabilities
- Programs, resources and services for children and families

#### **Free Workshops :**

For parents and programs serving young children, on a variety of topics including but not limited to...

- Special education law, referral, evaluation, services and transition process
- Disabilities, inclusion, and strategies for working with children with special needs
- Understanding behavior and strategies to positively address behavioral challenges
- Typical development, including social emotional development, recognizing delays
- Parent involvement, culture and enhancement of parent/provider relationships

#### **Classroom Consultation and Technical Assistance:**

- For all programs and agencies serving young children

## **Regional Early Childhood Direction Center**

15 Linden Park Rochester, NY 14625

The Regional Early Childhood Direction Center, funded by NY State Education Department, provides information, training and technical assistance for families and providers of children birth to 5.

### **Goals:**

- Understanding development in all areas of learning during the first five years
- Understanding of the need to screen children early for developmental delays to ensure that children receive needed services as soon as possible
- Awareness of the many resources available that provide information and assistance for children and families in need

### **Methods:**

- Observe and interact with young children who are enrolled in early childhood programs or family childcare situations.
- See first-hand how providers assist children in the achievement of developmental skills how to spot red flags for delays in development.
- Review evidence based screening tools that are quick and easy to administer.
- Talk with providers about how they share information with families regarding their child's development.
- Learn how to refer families as needed to the appropriate agencies.
- Visit agencies that assist families in the referral and evaluation process as well as those who serve children and families in need of specialized services.

### **Evaluation:**

- Residents will have the opportunity to provide verbal feedback regarding their experiences and to complete written evaluations that will indicate whether or not (and to the degree) goals of this collaboration have been met. Since this is a new collaboration, this information will be extremely helpful in improving and further development of experiences provided.
- The Direction Center will in turn provide verbal and written feedback regarding the degree of resident participation that occurred during their experience with Regional Early Childhood Direction Center.



## **Rochester City Police Dept. Ride-Alongs**

Clinton Section Ride-Along Program, 630 North Clinton Avenue, Rochester, NY 14605

Genesee Section Ride-Along Program, 1099 Jay Street, Rochester, NY 14611

### **Contacts:**

**East Division:** Commander Korey Brown

**Telephone:** (585) 428-9800

**Fax:** (585) 428-7420

### **Sections of Town:**

**Genesee:** Sgt. Brian Disalvo

**Lake:** Sgt. Henry Favor

**Central:** Sgt. Robert Wetzel

**Clinton:** Sgt. Flamur Zenelovic

**Goodman:** Sgt. Daryl Gaston

**West Division:** Commander Tony McMullen

**Contact:** Lieutenant Joseph Hayes

**Telephone:** (585) 428-8830

**Fax:** (585) 428-9803

**Website:** [www.rochesternypolice.com](http://www.rochesternypolice.com)

## **What is The Rochester Police Department?**

The Rochester Police Department is an award-winning agency staffed by uniformed and civilian professionals committed to reducing crime and violence in our community. The Rochester Police Department will deliver effective and responsive law enforcement services to all citizens of the City of Rochester in a fair and equitable manner. As an integral part of the Rochester community, we are committed to communicate with those we serve and to join with them in establishing priorities to enhance the quality of life for the entire community.

## **Special Programs**

### **Crimestoppers**

Crimestoppers encourages individuals to call in with information regarding felony crimes and wanted felony fugitives in the Rochester area. Crimestoppers will keep a caller's identity anonymous and pay rewards of up to \$1,000 for information that leads to an arrest and indictment of the suspect.

Crimestoppers airs on a local television station a Crime of the Week and three (3) wanted felons from the Rochester area. Crimestoppers also publishes wanted felony fugitives in the Gannett Newspaper. In addition, Crimestoppers oversees the Drug and Gun Hotlines.

### **Drug Hotline: (585) 428-6000**

This program was established to solicit information on known and unknown drug locations and dealers in the City of Rochester. The information received is then forward to the Narcotics Unit for follow-up investigations. Callers are given the opportunity to remain anonymous or give their name and telephone number so that the investigator can contact them if needed or desired. The phone is staffed by graduates of the RPD Citizen Police Academy Monday - Saturday, 4:00 PM to 10:00 PM. Other time's calls are transferred to the RPD dictaphone system.

**Gun Hotline: (585) 428-6000**

This Hotline is intended for citizens to call and give information regarding those individuals in our community that they know to possess or deal in illegal firearms. The Gun Hotline is staffed as is the Drug Hotline.

**PAC-TAC**

The Police and Citizens Together Against Crime (PAC-TAC) Program has existed in one form or another in Rochester since 1973. Initially, officers and volunteer citizens patrolled neighborhood streets on foot, being attentive to potential criminal activity and interacting with residents and merchants. Eventually this program has evolved to its present form, in which citizens patrol their own neighborhoods in pairs. While a police officer is not walking with the volunteers, they are supervised by an on-duty patrol officer or crime prevention officer as they walk their neighborhoods. All volunteer citizens receive extensive training and are issued distinctive clothing (usually a shirt or jacket), a flashlight and a portable radio which has all of the frequencies that patrol officers use. If the volunteers spot criminal activity, or are in need of other assistance, they can summon an officer via radio. In addition to foot patrols, some patrol sections have bike patrol PAC-TAC as well. Contact the Crime Prevention Officer in your local NET office for more information and or an application.



## **Rochester City Police Department Ride-Alongs**

*East Division Ride Along:*

**Address:** 630 North Clinton Avenue, Rochester, NY 14605

*West Division Ride Along:*

**Address:** 1099 Jay Street, Rochester, NY 14611

### **Goals:**

- Learn about the effective and responsive law enforcement services to all citizens of the City of Rochester.
- Understand how the Rochester Police Department's goals are to make Rochester a safer city, reduce the fear of crime and work in partnership with the community.
- Observe/participate in a ride-along with men and women who reflect the Rochester community and work under the motto "Serving With Pride."

### **Methods:**

- Meet the local leaders in the city of Rochester Police Department.
- Interact with many different leaders in law enforcement.
- Go out on a ride-along and observe the Rochester Police Department on the front lines and how they are advocates for the community.

### **Evaluation:**

- Written and verbal feedback from residents regarding this PLC experience.
- Written and verbal feedback regarding resident participation.



## **Rochester Committee on Refugee Resettlement**

Brown Square Health Center 322 Lake Avenue, Rochester, NY 14608

**Contact:** Louis Bennett, MD

**Telephone:** (585) 672-1722

### **What is Rochester Committee on Refugee Resettlement (RCORR)?**

RCORR is an alliance of professionals from a broad array of organizations concerned about refugee resettlement and well being in Rochester. It includes individuals from academia, medicine, mental health, the Department of Health and Human Services, the city school district, social work, faith-based organizations, community-based organizations, and volunteers who work with refugee families.

### **What is the history of this program?**

**RCORR** was founded in 2005 and has been meeting to discuss ongoing issues related to refugee well being.

### **Who benefits by this organization?**

Individuals who provide services and/or support to refugee individuals and families. Topics discussed cover the entire range of needs from school issues, employment, navigation of systems (SSI, DSS, and medical system), medical care, mental health, health and safety and a wide variety of other issues that the community identifies as crucial topics to discuss. RCORR meetings are a perfect opportunity to connect with those in field and to brainstorm ideas on how to improve services and access.

### **What services are provided by RCORR?**

RCORR does not directly provide services, but works with the agencies that provide direct medical, educational, and social work services. Main mission of RCORR is to bring agencies and individuals who provide assistance to refugees and their families together for development of organized and systematic processes for helping refugees with their needs.

RCORR promotes cultural competency in the community on refugee culture.

## **Rochester Committee on Refugee Resettlement**

Office of Community Medicine, Rochester General Medical Group, 222 Alexander St, Suite 2500,  
Rochester, New York 14607

### **Goals:**

- Become familiar with major players active in the refugee resettlement community.
- Develop comfort and experience working in a community organization.
- Understand the process of how refugees are resettled locally and nationally.
- Be able to advocate for refugee families.
- Become familiar with problems refugee families face in resettlement in order to better meet their healthcare needs as a provider.

### **Methods:**

- Attend monthly meetings of RCORR.
- Work on projects with resettlement organizations such as Anthony Jordan Health Center and Catholic Family Center.
- Become involved in community and refugee related activities such as picnics, needs assessment projects, tutoring and helping individual refugee families.

### **Evaluation:**

- Written and verbal feedback from residents regarding this PLC experience.
- Written and verbal feedback regarding resident participation.



## **Rochester School for the Deaf (RSD)**

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1545 St. Paul Street, Rochester, NY 14621

**Contact:** Paul A. Holmes  
**Telephone:** (585) 336-5854  
**Fax:** (585) 336-5880  
**Email:** [pholmes@rsdeaf.org](mailto:pholmes@rsdeaf.org)  
**Website:** [www.rsdeaf.org](http://www.rsdeaf.org)

### **What is RSD?**

Offering New York State registered educational programs awarding advanced placement and Regents high school and Individual Education Program diplomas. Rochester School for the Deaf is one of America's premier schools specializing in the education of children with hearing loss. Founded in 1876, RSD is a privately owned school. With support from New York State, RSD has provided deaf and hard of hearing individuals and their families in Western and Central New York State with educational and vocational programs, outreach services, and cultural support for over 130 years.

### **Who receives services here?**

Approximately 130 students from Western and Central New York State, covering 45 school districts in 10 counties, attend RSD's infant, preschool, elementary, middle, high school and residential treatment facility programs. Of these: 75% commute, 25% live on campus on weekdays, 69% are White, 12% African American, 12% Hispanic, 7% Asian and 35% have multiple disabilities. RSD students participate in: intramural and interscholastic programs, scouting, outdoor education and out-of-classroom learning activities and student clubs for computers, dramatic arts, crafts and martial arts.

### **What services are provided?**

Rochester School for the Deaf is an active community partner providing: an after school program for students from RSD and other schools, a supported employment program for adults with hearing loss, sign language classes, workshops and even major events open to the public including 5K River Ramble and the Adventures in Education Program.

## **Rochester School for the Deaf (RSD)**

1545 St. Paul Street, Rochester, NY 14621-3197

### **Goals:**

- Learn about the educational services provided to children who are deaf, deaf-blind, or physically disabled.
- Understand the challenges in educating and providing services to children who are deaf, deaf-blind, or physically disabled.
- Learn how children have come to be at Rochester School for the Deaf.

### **Methods:**

- Tour the facility, observe classrooms and interact with students.

### **Evaluation:**

- Written and verbal feedback from residents regarding this PLC experience.
- Written and verbal feedback regarding resident participation.

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## **Rural/Metro Medical Services**

811 West Avenue, Rochester, NY 14611

**Contact:** Tonya Holmes, Office Manager  
**Telephone:** (585) 530-1225  
**Website:** [www.ruralmetrorochester.com](http://www.ruralmetrorochester.com)

### **What is Rural Metro Medical Services?**

Contracted Emergency Medical Services Provider for the City of Rochester

### **What is the history of the program?**

- Originally National Ambulance and Oxygen Service, has been serving Rochester and the surrounding communities since 1954.
- Has been the City contract ambulance since 1988, responding to over 97,000 calls for service each year, predominately 911 emergency calls in the City of Rochester.
- Became part of Rural/Metro Medical Services, a multi-national corporation, in 1997.
- Accredited by the Commission on Accreditation of Ambulance Services (CAAS).

### **Who receives services here?**

The residents of the City of Rochester, Monroe County, and any facility or communities contracted with Rural/Metro for emergency and/or non-emergency medical treatment and transport.

### **What services are provided?**

- Emergency and non-emergency transport of sick and injured people to Emergency departments and other departments and facilities as necessary.
- Specialty Care Transport of critically ill patients between hospitals
- Stand-by medical services for special events, such as Corn Hill, Park Avenue, and Lilac Festivals
- Special Operations services in support of local law enforcement tactical teams and fire department hazardous materials response teams.

### **Are there other related programs offered by this group?**

- Ride-alongs are offered to all students in EMS related programs as well as medical students and Emergency Medicine residents.
- Training programs are available in American Heart Association programs (Advanced Cardiac Life Support, BLS CPR, and Pediatric Advanced Life Support), Advanced Medical Life Support, Emergency Pediatric Care (EPC), and other professional medical education disciplines.

811 West Avenue, Rochester, New York, 14611

**Goals:**

- Learn about the leading provider of emergency and non-emergency medical transportation services and other safety-related services to municipal, residential, commercial and industrial customers in approximately 400 communities throughout the United States.
- Understand how Rural/Metro Medical Services offers a wide range of medical transportation and safety services, not only to communities, but also to the private sector.

**Methods:**

- Receive overview of all of the services Rural/Metro offers in the Rochester community.
- Participate in a ride-along with medical service workers to fully understand and witness how families utilize the services of Rural/Metro Medical Services.
- Contact Capt. Lance Hester at the above e-mail address for scheduling details.

**Evaluation:**

- Written and verbal feedback from residents regarding this PLC experience.
- Written and verbal feedback regarding resident participation.



## **Society for the Protection and Care of Children (SPCC)**

148 South Fitzhugh Street, Rochester, NY 14608

**Contact:** Jessica Brumbaugh, LMSW (Evaluation & Program Director)

**Telephone:** (585) 325-6101 X249

**Fax:** (585) 325-6960

**Website:** [www.spcc-roch.org](http://www.spcc-roch.org)

### **What is SPCC?**

Originally established to promote children's rights (which is still a focus of this non-profit agency today), SPCC's mission is the following: We are a **society** of experts who respectfully partner with families, advocating for the health, safety and **protection** of children. We **care** about healing and strengthening relationships within the family, as we empower parents to support their **children**. Healing the past, Nurturing the future. **We are SPCC.**

### **What is the history of the program?**

SPCC of Rochester, NY was founded in September 1875, just five months after the first SPCC was established in New York City. The creation of both organizations was prompted by the case of a small child named Mary Ellen who lived with abusive guardians in New York City. Since there were no child welfare agencies at that time, a group of concerned neighbors brought Mary Ellen's situation to the attention of the New York Society for the Prevention of Cruelty to Animals. Mary Ellen's case was eventually brought to the attention of the court, and on April 9, 1874 she was removed from her guardians' custody. The court determined that Mary Ellen's needs would be best met in the care of a family in Rochester, NY, "a setting where she could...make mud pies, go to charming birthday parties and become a normal child."

### **Who receives services here?**

Currently, SPCC has two in-home counseling programs, a supervised visitation program, a WIC-related Vendor Management program and the Finger Lakes WIC program, which together serves over 8,000 individuals in Monroe, Wayne, Ontario, Yates and Seneca counties each year.

### **What services are provided?**

The Family Trauma Intervention Program (FTIP) provides therapeutic services for children and their families who have experienced some type of trauma, including homicide, domestic violence, or other serious forms of abuse. Through in-home counseling, trained therapists address issues of trauma and/or loss for both children and their parents. General goals of the program include child well-being and relationship repair. Attachment theory and psychodynamic theoretical underpinnings are woven into a variety of evidenced based and trauma informed practices. Case management services are also made available when there are basic needs unmet.



Teen-Age Parent Support Services (TAPSS) offers individual in-home and group counseling for pregnant and parenting teens and their partners. Case management is provided to address issues such as housing, healthcare, education, employment and parenting. Weekly groups offer support, education, socialization and parenting skills training. Job readiness workshops and paid internship experiences are also offered throughout the year. This program is home-based, utilizing the evidenced-based model Parents As Teachers, which is a nationally recognized model for successful parenting.

The Supervised Visitation and Exchange Program (SVP) offers referred families' safe visits and/or exchanges in a respectful and supportive environment, balancing the need for safety and security with the need for quality time between non-custodial parents and their children. A therapeutic component is also being offered as appropriate. All visits and exchanges take place at the Monroe County Visitation Center at 451 E. Henrietta Rd.

**Are there other related services offered by this group?**

SPCC operates a WIC-related Vendor Management program and the Finger Lakes WIC program out of offices in Canandaigua, Newark, Pen Yan and Waterloo. Finger Lakes WIC provides nutrition education and counseling to eligible families in Eastern Monroe, Wayne, Yates, Seneca and Ontario Counties.

## **Society for the Protection and Care of Children (SPCC)**

148 South Fitzhugh Street, Rochester, NY 14608 – main office

451 E. Henrietta Rd., Rochester, NY 14620 – Visitation Center (SVP program)

### **Goals:**

- Learn about the children and families who participate in SPCC programs.
- Learn about the many services offered by SPCC.

### **Methods:**

- Tour facilities (main office or Visitation Center).
- General overview of services/programs offered at SPCC.
- Observe a supervised visit at the Visitation Center or sit in on a teen parent support group or workshop. (please check with agency contact for group dates/times)

### **Evaluation:**

- Written and verbal feedback from residents regarding this PLC experience.
- Written and verbal feedback regarding resident participation.



1650 South Avenue, Rochester, NY 14620

**Contact:** Courtney Dolan  
**Telephone:** (585) 546-1700  
**Fax:** (585) 546-7069  
**Website:** [www.starbridgeinc.org](http://www.starbridgeinc.org)

### **What is Starbridge?**

Starbridge was formed by the merger of two legacy agencies: The Advocacy Center and LDA Life and Learning Services. Both agencies were founded by people who wanted better opportunities for their loved ones with disabilities. We partner with people with disabilities, their families, and others who support them, to realize fulfilling possibilities in education, employment, health, and community living. Together we work to transform communities to include everyone.

### **What services are provided?**

#### **Education:**

- Our **Educational Services** consultants work with students of all ages, families, and educators to strengthen students' skills and keep them engaged in school and their communities.
- Our **Parent Centers** and **Advocacy** programs provide workshops, information, and resources to families as they navigate general and special education systems and policies.

#### **Employment**

- Our **Employment Services** offer ways to develop or increase skills, search for jobs, succeed on the job, and manage your benefits while working.

#### **Community Living**

- Our **Service Coordination** department assists individuals with developmental disabilities and their circles of support in accessing the supports and services they need in the community.
- Our **Fiscal Intermediary** (Self-Directed Services & Supports) service team supports individuals who have a self-directed budget to pay for staff and other supports and services needed at home & in the community.
- We offer **Residential options** to meet each individual's needs and level of independence. Our homes and apartments are located in Brighton, Irondequoit, and Rochester.
- Our **Family Reimbursement Program** is a state-funded Family Support Service that assists families with some of the increased costs or special expenses related to caring for a family member with a developmental disability at home.

## Community Transformation

- The NYS Partners in Policymaking® program is a **leadership development** opportunity for individuals with developmental disabilities and family members.
- Together Including Every Student (TIES) promotes the participation of students and young adults with developmental disabilities in inclusive, organized **extracurricular and community activities** through the support of trained student volunteers.
- Our **disability awareness** and **community-building** programs increase the capacity of community members and professionals to interact with and include individuals with disabilities.
- We provide interactive, informative & inspiring workshops for individuals, families, and the professionals who work with them.

1650 South Avenue, Rochester, NY 14620

Starbridge was formed by the merger of two legacy agencies: The Advocacy Center and LDA Life and Learning Services. Both agencies were founded by people who wanted better opportunities for their loved ones with disabilities. Now together as Starbridge, we partner with people with disabilities, their families, and others who support them, to realize fulfilling possibilities in education, employment, health, and community living. Together we work to transform communities to include everyone.

**Goals:**

- Learn about the children, youth, and families who are supported and served by Starbridge
- Understand the needs and strengths of children and youth with disabilities and suspected disabilities
- Understand the importance of advocacy for and empowerment of children, youth and families with disabilities

**Methods:**

- Visit facility
- Learn about services provided
- Meet with Advocate or Public Education Coordinator

**Evaluation:**

- Written and verbal feedback from residents regarding this PLC experience
- Written and verbal feedback regarding resident participation



## Successful Pathways of YFC

15 Boys Club Pl, Rochester, NY 14608

**Contact:** Kerri Phillips, LMSW

**Telephone:** (585) 235-3248

**Website:** [www.yfcsuccessfulpathways.org](http://www.yfcsuccessfulpathways.org)

### What is Successful Pathways?

Successful Pathways is a ministry of Rochester Youth for Christ formed to equip youth with the skills necessary to move from dependence to independence. We provide support services to teen parents both male and female, as well as providing preventive services to teens that may be at risk for early parenting. The agency directs its services to those who live within the Rochester City limits.

### What is the history of this program?

In 2003, LaShunda Leslie-Smith saw the needs of teenage parents and at risk youth in our community, acknowledged those needs, and developed a program to fill the needs in 2003. A former teenage mother herself, LaShunda knows how difficult it can be to raise a child, without support, at such a vulnerable age. She also knows that with support, teenage parents can pursue and achieve all of their goals and dreams. With little money, and a lot of faith in God, and the help of volunteers, LaShunda opened up her home to teenage parents and at-risk youth, giving hope to those who had lost their way. In 2009 Successful Pathways merged with Rochester Youth for Christ and expanded its services. We have expanded to a full case management, weekly groups, and formal mentoring program.

### Who receives services here?

Teen parents, both male and female and at-risk youth in Rochester.

### What services are provided?

Each participant is assigned to a **Supportive Case Manager** (SCM) The SCM assist their participants with completing a comprehensive assessment and developing an individualized goal plan. Each goal plan must include an educational goal. SCM's monitor school attendance and help in any way to remove hindrances that may prevent the participant from completing educational goals. Emphasis is given to developing the participant spiritually through the SCM process, church integration and spiritually enriching follow-up classes. In addition, each interested participant is matched with a **Mentor**. Mentors are expected to meet with their mentees at least once monthly and have weekly phone contact. Due to the vulnerability of the target population, a commitment of one year is required of the mentor. Mentors are expected to engage the participant within the community, provide a social outlet, model responsible behavior, and serve as additional support to the teen.

***The Real Life Issues Sessions*** (RLI) were formed so that our youth would have a venue to discuss health issues and issues that concern youth. The curriculum emphasizes social skills and is designed to prepare young people to care about themselves, their family, and their community. The participants discuss day to day issues such as friendships, feelings, family, anatomy, and staying healthy. The group gives the participants an opportunity to discuss difficult issues such as sexual abuse, anger, dating, sex, and pregnancy. Participants attending RLI and meeting SCM goals earn boutique bucks for access to our ***Boutiques:*** Teen Boutiques and Children's Place. Along with clothing and hygiene products, participants are able to receive items such as cribs, changing tables, car seats, diapers, etc dependent on availability.

Successful Pathways is a ministry of Rochester Youth for Christ formed to equip youth with the skills necessary to move from dependence to independence. We provide support services to teen parents both male and female, as well as providing preventive services to teens that may be at risk for early parenting. The agency directs its services to those who live within the Rochester City limits.

### **Goals:**

- Gain a better understanding of all of the services offered through the case management department and Christian ministry opportunities at Successful Pathways of YFC.
- Experience some of the obstacles faced by young parents that are discussed in a group session and learn Successful Pathways of YFC theoretical models that empowers the young parents to be responsible and self-sufficient.

### **Methods:**

- Meet with a staff member from Successful Pathways of YFC to learn about the services provided by the program.
- Participate in a Real Life Issues (RLI) session to fully understand the difficult day-to-day issues these youth are dealing with.

### **Evaluation:**

- Written and verbal feedback from residents regarding this PLC experience.
- Written and verbal feedback regarding resident participation.





**TIES(Together Including Every Student)**

**STARBRIDGE-** 1650 South Avenue, Suite 200 Rochester, NY 14620

**Contact:** Kathy Costello, Program Director

**Telephone:** (585) 546-1700

**Website:** [www.TIESProgram.org](http://www.TIESProgram.org)

### **What is TIES?**

TIES (Together Including Every Student) promotes the participation of children and young adults with developmental disabilities in extracurricular and community activities by providing effective support. That support is provided by trained student volunteers.

### **What is the history of TIES?**

TIES began in 1997 by two parents wanting opportunities for their children in inclusive activities. After starting in two school districts in 1997, it is now in 30 school districts.

TIES is a program of Starbridge, and is funded by the Finger Lakes Developmental Disabilities Regional Office and the Western NY Developmental Disabilities Regional Office.

### **What services are provided?**

A student volunteer will accompany the person with the developmental disability to any organized after-school or community activity. Volunteers could provide support at an activity through a recreation center, YMCA, School of Religion, cooking class, Outrigger Canoeing or drumming circle. The volunteer will go through a 50 minute training and then be paired up with a participant. The volunteer will receive an individual support plan with strategies on how to best provide support to the participant.

**TIES(Together Including Every Student)**  
**STARBRIDGE-** 1650 South Avenue, Suite 200 Rochester, NY 14620

TIES (Together Including Every Student) promotes the participation of children and young adults with developmental disabilities in extracurricular and community activities by providing effective support. That support is provided by trained student volunteers.

**Goals:**

- Gain a better understanding of all of the services offered through TIES.
- Experience some of the obstacles faced by young person with a developmental disability.

**Methods:**

- Meet with a staff member from TIES to learn about the services provided by the program.
- Accompany the person with the developmental disability to any organized after-school or community activity.

**Evaluation:**

- Written and verbal feedback from residents regarding this PLC experience.
- Written and verbal feedback regarding resident participation.



## **Trillium Health**

259 Monroe Ave., Rochester, NY 14607

**Contact:** Marcia Famolaro, Associate Director of Volunteer Services

**Telephone:** (585) 545-7200

**Marcia's Telephone:** (585) 210-4188

**Fax:** (585) 244-6456

**Website:** [www.trilliumhealth.org](http://www.trilliumhealth.org)

### **What is 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.

ACHC LogoAIDS Rochester was established 26 years ago as part of the New York State Health Department's network of Community Service Programs (CSPs). The organization started with one staff person and a one room office. By 2009, the agency had 50 staff members dedicated to providing a continuum of prevention and social services for people living with HIV and their loved ones.

### **What services are provided?**

- Comprehensive Medical Care
- Pleasant Street Apothecary
- Laboratory Services
- Nutrition Counseling and Services
- Behavioral Wellness
- Smoking Cessation
- Substance Use and Addiction Counseling
- Harm Reduction Services
- LGBT Healthcare
- Specialized Hepatitis C and HIV Care
- HIV/AIDS Adult Day Health Program
- Peer Support and Support Groups
- Transportation Services
- Care Management Services
- Health Outreach and Prevention Education
- HIV, Syphilis, Chlamydia and Gonorrhea Testing
- Housing Services and Emergency Financial Assistance

### **Volunteer Opportunities:**

Trillium Health utilizes volunteers in numerous different capacities. Due to the required training and medical immunization documentation, we are only able to accept long term volunteers. (3- months or longer). If interested in learning more about our opportunities, please contact Marcia.

259 Monroe Avenue, Rochester, New York 14607

City outreach program to educate and reduce risk for HIV infection

**Goals:**

- Learn about our unique programs geared to individuals living with HIV and prevention programs geared to communities of risk.
- Understand the importance of active outreach, in addition to traditional prevention and educational strategies.

**Methods:**

- Participate in a 2 to 3 hour shift of active outreach with our staff.
- Observe syringe exchange at our inner-city location.
- Students can observe ONLY and cannot be actively involved in this program and agency policies on confidentiality MUST be adhered to.

**Evaluation:**

- Written and verbal feedback from residents regarding this PLC experience.
- Written and verbal feedback regarding resident participation.



## **Visiting Nurse Service of Rochester**

2180 Empire Boulevard • Webster, NY 14580

**Contact:** Jane DeMeis  
**Contact's Telephone:** (585) 787-2233 x8101  
**Referral Telephone:** (585) 787-8338  
**Referral Fax:** (585) 787-9723  
**Website:** [www.VNSnet.com](http://www.VNSnet.com)

### **What is Visiting Nurse Service of Rochester?**

Visiting Nurse Service (VNS) provides patient- and family-centered home care that helps keep patients safe and where they want to be—in their own homes. Our non-profit organization is UR Medicine's home care agency, and leads the way in pioneering new models of care that reduce hospital readmissions and meet patient needs effectively and efficiently.

### **What is the history of Visiting Nurse Service?**

Founded in 1919 as the first home care agency in Monroe County, Visiting Nurse Service has nearly a century of experience to handle all types of medical conditions. Today, the organization provides care to residents of seven counties. Visiting Nurse Service visits patients in Monroe, Wyoming and Livingston counties, and Finger Lakes Visiting Nurse Service (which is a part of VNS) provides care in Ontario, Wayne, Seneca and Yates counties. Our staff of over 250 registered nurses and 550 other employees perform and support more than 650,000 visits to 14,000 patients a year.

### **What services are provided?**

- **Clinical Specialties**  
Cancer Care, Diabetes, Geriatrics, Heart & Lung Care, HIV, Infusion Therapy, Neurological Rehabilitation, Nutrition Evaluation and Counseling, Pain Management, Psychiatric / Mental Health, Rehab (PT, OT, ST), Social Work, Wound / Ostomy / Continence Care  
Nursing and home health aide services are available 24 hours a day, seven days a week.
- **Health Home** – A health home is a new model of care in which providers and community agencies collaborate to serve people with Medicaid coverage and multiple health issues. VNS provides home care services for the Greater Rochester Health Home Network (GRHHN) and Health Home of Upstate New York (HHUNY), and also provides care management for GRHHN.
- **Telehealth** – Remote monitoring enables dedicated nurses to evaluate patients' health statuses daily in addition to nursing visits and has reduced hospital readmissions and ED visits by up to 50 percent.

- **Managed Long Term Care** – In partnership with the best managed long term care plans (MLTC) in the area, we provide in-home services and care management for Medicaid eligible adults of all ages who have a chronic illness or disability and are expected to need home care for at least 120 days.
- **Palliative Care** – This specialized, comprehensive care is focused on providing patients and their families with relief from the symptoms, pain and stresses of a serious illness—whatever the diagnosis. The goal is to improve quality of life for both the patient and the family.
- **Hospice** – Meets the varied and changing needs of terminally ill patients and their families. (Ask for your copy of the clinical eligibility criteria information sheet.)
  - Pain and symptom management / Medication Comfort Care Kit
  - Social Work / Counseling / Pastoral Care / Bereavement
  - 3 levels of care – home, comfort care home and hospital / Leo Center for Caring
  - Hospice-trained home health aides
- **Visiting Nurse Signature Care** – Provides nursing and home health aide services for those who need or want more care than insurance will cover and who are able to pay for home care with their own funds or through long-term care insurance. Also includes medication dispensers and medical alert bracelets/pendants.
- **Meals On Wheels** – Each weekday Meal On Wheels delivers hot, nutritious meals and provides a daily check-in to the homebound, elderly, or ill through a dedicated volunteer force.

## **Visiting Nurse Service of Rochester**

2180 Empire Boulevard • Webster, NY 14580

Visiting Nurse Service (VNS) provides patient- and family-centered home care that helps keep patients safe and where they want to be—in their own homes.

### **Goals:**

- Learn about the medical, nutritional and educational services provided by Visiting Nurse Service.
- Learn how services prevent and reduce hospital admissions, readmissions and ED visits.
- Understand what constitutes an appropriate referral for home care services.

### **Methods:**

- Participate in home visits with professional visiting clinicians and job shadow various programs.

### **Evaluation:**

- Written and verbal feedback from residents regarding this PLC experience.
- Written and verbal feedback regarding resident participation.



**Volunteers of America®**  
Western New York



## **Volunteers of America (VOA)**

214 Lake Avenue, Rochester, NY 14608

**Contact:** Stacy Jo Healy  
**Telephone:** (585) 647-1150 (Contact for other agency- donor, volunteers, retail) Nicole King  
**Fax:** (585) 647-2177  
**Website:** [www.voawny.org](http://www.voawny.org)

### **What is VOA?**

Our mission is to enable people in our community to break the cycle of poverty and reach their full potential. We empower people in our community to rise out of poverty, move toward self-reliance, and reach their full potential. Success is demonstrated through measurable, positive change in the lives of the individuals, families, and communities we serve.

### **VOA Fast Facts:**

Throughout Western and Central New York, Volunteers of America

- serves more than 10,000 individuals a year
- provides 73,000 nights of shelter a year
- provides 164,000 meals a year
- recycles more than 400,000 pounds of textiles, cardboard, and metals

At Volunteers of America of Upstate New York we partner with local agencies and work independently to provide the services needed most in our communities. Every year we serve more than 10,000 people through;

- Residential Services
- Child Care Services
- Community Outreach Programs

We can't do it alone. We count on the caring members of our communities to support us through;

- Volunteer Programs
- Financial Gifts
- Clothing and Household Donations

Throughout Western and Central New York, Volunteers of America serves 200 clients daily, and in the course of a year, VOA provides 73,000 nights of shelter and more than 164,000 meals.



214 Lake Avenue, Rochester, NY 14608

To enable people in our community to break the cycle of poverty and reach their full potential.

**Goals:**

- Learn about the many services which our provided to our community in need.
- Volunteer in many areas, including, but not limited to: Classroom Assistant, Clothing/Food Drive Coordinator, Emergency Food Assistance, Life Skills Group Leader, Parenting Skills Group Leader, Retail Store Helper, and Volunteer Minister/Religious Leader.

**Methods:**

- Receive a tour of the facilities and get an overview of all the programs provided.

**Evaluation:**

- Written and verbal feedback from residents regarding this PLC experience.
- Written and verbal feedback regarding resident participation.



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## **Willow Domestic Violence Center (ABW)**

PO Box 39601, Rochester, New York 14604

**Contact:** Pam Graham, Violence Prevention Education Coordinator

**Office:** (585) 232-5200 ext.239

**Website:** [www.willowdvcenter.org](http://www.willowdvcenter.org)

### **What is Alternatives for Battered Women?**

Willow Domestic Violence Center has provided services for the Greater Rochester community for nearly 40 years. 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.

Our Mission is to prevent domestic violence and ensure every survivor has access to the services and supports needed along the journey to a safe and empowered life.

Our Vision is a community free from domestic violence, *where healthy relationships thrive*.

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.

### **What is the history of the organization?**

Alternatives for Battered Women (ABW) became Willow Domestic Violence Center in 2015.

Our strong roots as Alternatives for Battered Women. We are proud of our nearly 40 year history as Alternatives for Battered Women, an agency that has been at the forefront of the domestic violence movement locally and nationally. Our name has served an important role and helped draw attention to what was hidden in the shadows as “a private family matter.” ABW’s legacy remains our strong foundation.

While the name Alternatives for Battered Women served a specific and important purpose to bring attention to this hidden crime – our mission and our services have evolved.

### **Who receives services here?**

*All are welcome at Willow. We serve everyone.*

Domestic violence knows no boundaries. It affects women and men of all ages, income levels, cultures, religions, races, and sexual orientation—in cities, suburbs, and rural areas.

We all know someone impacted by domestic violence. 1 in 4 women and 1 in 7 men will be a victim of domestic violence in their lifetime.

We are here for you.

Willow Center services are for anyone who may believe they are in a dangerous relationship. Willow Center is also a resource for family, friends, neighbors, co-workers and other service providers who are concerned and want to know what they can do help someone they care about.

**What services are provided?**

Willow Center provides a full-continuum of free and confidential services, including:

- 24/7 Crisis and Support Hotline
- Short-term Counseling
- Court Accompaniment
- 40-bed emergency shelter
- Children's Programming
- Prevention Education & Training
-

## **Willow Domestic Violence Center (ABW)**

PO Box 39601, Rochester, New York 14604

Willow Center is a founding member of the New York State Coalition Against Domestic Violence; the Rochester/Monroe County Domestic Violence Consortium; a member of the National Coalition Against Domestic Violence; and a member of the LGBTQ Domestic Violence Service Providers Network. Willow Center is a United Way of Greater Rochester community agency.

### **Goals:**

- Learn about the emotional, social, economic effects of domestic violence.
- Understand the impact of domestic violence on women and children.
- Advocate for healthier environments for women and children who are victims of domestic violence.

### **Methods:**

- Tour the facility and meet with staff.
- Interact with children in a play group.
- Attend a women's support group session.

### **Evaluation:**

- Written and verbal feedback from residents regarding this PLC experience.
- Written and verbal feedback regarding resident participation.



## WILSON COMMENCEMENT PARK



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### Wilson Commencement Park

251 Joseph Avenue, Rochester, New York 14605

**Contact:** Wanda Acevedo-Director of Programs

**Telephone:** (585) 263-7930

**Fax:** (585) 263-2497

**Website:** [www.wilsoncommencementpark.org](http://www.wilsoncommencementpark.org)

#### What is Wilson Commencement Park?

Wilson Commencement Park's mission is “to provide comprehensive resources and services to low-income single parents and their children so they can develop assets to improve their family stability, increase their economic independence, and strengthen the community.”

#### What is the history of this program?

Wilson Commencement Park (WCP) opened in 1991 with 50 townhouse units located on a secure campus on Joseph Avenue in the City of Rochester. WCP provides transitional housing for single parents and their families. Residents of our housing also receive comprehensive case management services; and our *Communiversity: Life Skills Academy*™ providing a wide range of skills-building evening programming and classes that enhance proficiency in a variety of areas. In 2007, we opened another 18 unit apartment building known as Destiny at Wilson Commencement Park. Also located on the WCP campus is our Early Learning Center (ELC) which serves children from 6 weeks to 12 years in age. Our ELC is accredited by the National Association for the Education of Young Children (NAEYC) - **an honor enjoyed by only 7% of all child-care centers in the United States.** It is the co-location of all our services on one site that allows our families to easily access those they need.

#### What services are provided?

WCP also provides its services to non-residents as well. Many families aware of WCP come to us looking for assistance to resolve a crisis such as an eviction, to locate decent, safe housing or to gain the knowledge to avoid future crises. We have opened our case management and Communiversity to those community clients.

Our essential programming and services are what supports our clients and enables them to break the cycle of homelessness and develop independence. We have a proven track record. Since 1991 when we opened the first 50 units of housing, WCP has served 664 families having 1,227 children. In 2009, we also assisted 718 families from the community.



## WILSON COMMENCEMENT PARK

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The National Center on Family Homelessness prepared a Service and Housing Interventions for Families in Transition Study which analyzed WCP graduates in the previous five to ten years. This study, entitled “Wilson Commencement Park Alumni Study,” was published in April 2008. The study’s key findings documented that:

- Eighty-one percent (81%) of the sample was employed; those who were unemployed reported major personal or family health problems.
- Current wages ranged from minimum wage to over \$25 per hour.
- More than three-quarters of participants had jobs that included standard benefits, and most were working in higher status positions than those held while living at WCP.
- Few relied on public benefits: none of the participants received TANF, 3% received a rental subsidy, 4% received utility assistance, 11% received food stamps, and 24% received Medicaid.
- Ninety-seven percent (97%) of participants were stably housed: Most (71%) were in rented housing, 26% were home owners, and very few (3%) were in doubled up arrangements. Many of the homeowners had histories of homelessness prior to entering WCP.
- All former residents are currently paying rents that are within their means using the standard that no more than 30% of income should go toward rent.
- The vast majority of school-age children (91%) were in an age-appropriate grade level, and only one child over the age of 16 had dropped out of school.

## **Wilson Commencement Park**

251 Joseph Avenue, Rochester, New York 14605

### **Goals:**

- Learn about the holistic approach to family counseling.
- Learn about what makes this program successful and who it serves.
- Understand wide range of services Wilson offers to families.

### **Methods:**

- Tour site.
- Meet with different staff.

### **Evaluation:**

- Written and verbal feedback from residents regarding this PLC experience.
- Written and verbal feedback regarding resident participation.



## **Wilson Foundation Academy**

200 Genesee Street, Rochester, NY 14611

**Contact:** Julie Roselli; Assistant Principal  
**Telephone:** (585) 463-4100  
**Fax:** (585) 935-7465  
**Website:** [www.rcsdk12.org/WilsonFoundation](http://www.rcsdk12.org/WilsonFoundation)

### **What is Joseph C. Wilson Foundation Academy?**

Joseph C. Wilson Foundation Academy is a school within the Rochester City School District. The Wilson Foundation Academy community, students, parents, and faculty are committed to providing a rigorous academic program. We are committed to creating an environment that promotes academic excellence, fosters an active appreciation of multiculturalism, and develops students' sense of personal responsibility.

We ensure that every student is both known and nurtured, and has a firm sense of his or her determined effort.

And for all of us, we envision Joseph C. Wilson Foundation Academy to be a place where we are intellectually challenged, emotionally enriched and supported in such a fundamental way that we become more fully human and true contributors in the broader community.

### **What is the history of Joseph C. Wilson Foundation Academy?**

Wilson Foundation Academy was founded in 2004 as an extension to Joseph C. Wilson Magnet High School. The vision was to have a community of academic excellence, grades 7-12, within one school across two campuses. That vision remains and has expanded to a K-12 model; Joseph C. Wilson Magnet High School and Foundation Academy faculty and staff are committed to creating a learning environment that supports the achievement of its scholars; provides equal access to programs and initiatives; and shares the accountability for the growth and development of each child.

### **What services are provided?**

Joseph C. Wilson Foundation Academy is an International Baccalaureate Candidate School for the Middle Years Programme (MYP). The IBMYP is designed to provide a holistic curricular framework of academic challenges and life skills for capable and motivated students seeking a rigorous educational experience with an emphasis on international-mindedness. We focus our instructional program on the three fundamental concepts of the International Baccalaureate: holistic and inquiry-based learning, cultural awareness, and communication. Teaching and learning is viewed in the context of the IB learner profile to develop cognitive competencies that promote academic excellence, foster an active appreciation of multiculturalism, and develops students' sense of personal responsibility. Importance is based in developing inquiring, knowledgeable and caring young people who help to create a better and more peaceful world through intercultural understanding and respect.



## **Wilson Foundation Academy**

200 Genesee Street, Rochester, NY 14611

Joseph C. Wilson Foundation Academy committed to:

- Establishing a K – 8 academic continuum focused on standards-based core curricular framework that is rigorous, relevant, and culturally responsive;
- Establishing learning conditions that are based on the consistent delivery of student-centered behavioral, academic, and environmental expectations and norms;
- Promoting a school culture focused on service to school, students, parents, and community partners.

### **Goals:**

- Residents will recognize the ‘power’ of play and the role it has in the development of the whole child. They will be able to make connections between play and a child’s self-esteem, understanding of relationships, awareness of cause and effect, social skill development, language acquisition, and emotional stability.

### **Methods:**

- While visiting Kindergarten classrooms, residents will engage in ‘pretend play’ with students in order to facilitate social skill, language, and emotional development.
- Residents will assist in small group activities outlined by the classroom teacher and will organize activities that address healthy living (eating the right foods, exercise, caring for our bodies, etc.)

### **Evaluation:**

- Written and verbal feedback from residents regarding this PLC experience.
- Written and verbal feedback regarding resident participation.

## **Women, Infants and Children (WIC) Program**

Monroe County WIC Program, 691 St. Paul Street, 4<sup>th</sup> Floor, Rochester, New York 14605

**Contact:** Mary Anne French, Program Coordinator  
Gail Smith, Supervising Nutritionist  
Debbie Bonzo, WIC Nutritionist-Waring Rd Office  
Amy Coughlin, WIC Nutritionist-St. Mary's Office

**Telephone:** MF: (585) 753-5637  
GS: (585) 753-5638  
DB: (585) 753-5081  
AC: (585) 753-5196

**Fax:** (585) 753-5272

### **What is the 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)

### **What is the history of this program?**

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.

### **Who receives services here?**

WIC identifies and serves low income, pregnant and breastfeeding women, as well as infants and children up to five years old. To qualify for WIC, the participant must fulfill the following guidelines:

- Live in New York State
- Meet the income guidelines outlined by the federal government
- Have a health or nutritional risk

### **What services are 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), established in 1992, provides additional coupons to WIC participants to purchase New York State grown fresh fruits and vegetables at participating farmers' markets. FMNP is funded through a congressionally mandated program in the WIC appropriation. The program has two goals: To provide fresh, nutritious, unprepared, locally grown fruits and vegetables, from farmers' markets to WIC participants who are at nutritional risk; and to expand consumers' awareness and use of farmers' markets.
- Referral to other community health/social services
- Basic Health Education

## **Women, Infants and Children (WIC) Program**

691 St. Paul Street, 4<sup>th</sup> Floor Rochester, NY 14605

Monroe County supportive services and supplemental nutrition program for infants and children up to age 5, and women who are pregnant, post-partum, and breast-feeding.

### **Goals:**

- Learn about the WIC program and how to identify families that qualify for assistance.
- Understand the breadth of counseling and nutritional education provided by WIC.
- Advocate for programs that provide financial assistance to families in need and promote nutrition education.
- Gain a better understanding of the breastfeeding support services provided by WIC.

### **Methods:**

- Meet with a WIC program staff member for an overview of the WIC program.
- Visit the WIC office.

### **Evaluation:**

- Written and verbal feedback from residents regarding this PLC experience.
- Written and verbal feedback regarding resident participation.