

Important Contacts for Children and their Families

(all numbers in 585 area code unless otherwise specified)

Advocacy/Legal Assistance

Empire Justice Center 454-4060
JustCause 232-3051
LawNY, Inc. 325-2520
Legal Aid Society 232-4090
Rochester Housing Authority 697-6100

Asthma

American Lung Assoc. of NYS 1(800) 586-4872
Monroe County Department of Public Health – Indoor Air Quality 753-5075

Cancer Programs

Cancer Support Community Rochester 423-9700

Child Abuse

NYS Mandated Reporting | CPS 1-800-342-3720
Referral and Evaluation of Abused Children (REACH)/Bivona 935-7802
Society for Protection and Care of Children (SPCC) 325-6101

Child Care

Child Care Council, Inc. 654-4720/1-800-743-KIDS (5437)
Crisis Nursery of Greater Rochester 235-5750
Daystar Kids 385-6287
IBERO American Action League, Inc. 256-8900
YMCA 263-4283 (Carlson Childcare Center, East Main St.) Can give info for other Y childcare locations

Clothing

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

Community Development

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

Disabilities Benefits

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

Domestic Violence/Intimate Partner Violence

RESTORE Sexual Assault Services 546-2777 Hotline 546-2777
Saathi of Rochester 234-1050
Society for Protection and Care of Children (SPCC) 325-6101
Willow Domestic Violence 232-5200/24 hr hotline 222-SAFE (7233)
TTY Line: 232-1741, 24 hour text line 222-SAFE (7233)

Education/Development

ABC Head Start 325-5116 x2
Bureau of Employment Skills Training (Job Training) 428-6342
CP Rochester 334-6000
Early Intervention 753-KIDS (5437) Option-1
IBERO American Action League, Inc. 256-8900
Mary Cariola Children's Center 271-0761
Rochester City School District 262-8100
Rochester City School District Special Education Parent Support Hotline 262-8220
School of the Holy Childhood 359-3710
The Arc of Monroe 271-0660
Universal Pre-K Information 262-8140
Volunteers of America 647-1150

Environmental Health

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

Furniture

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

Formula

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

Financial Assistance

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

Food Cupboards

Bethany House 454-4197 (St. Bridget Dr.)
Cameron Community Ministries 254-2697
Foodlink 328-3380
Open Door Mission 454-6696 156 N. Plymouth Av. (After Hours call 423-1825)
Salvation Army 987-9540 (Liberty Pole) 527-9566 (West Ave).

Health Insurance:

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

Facilitated Enrollment (to help patients apply for health insurance)

Coordinated Care Services, Inc. (CCSI) 328-5190 or 613-7662
IBERO American Action League, Inc. 256-8900
LawNY, Inc. 325-2520
St. Joseph's Neighborhood Center 325-5260

Family Planning Benefit Program (Free Family Planning Services):

https://www.health.ny.gov/health_care/medicaid/program/longterm/familyplanbenprog.htm

MEDICAID:

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

Homeless Resources

211 Lifeline: 2-1-1
Monroe County Emergency Housing Unit (16-17 years old) 753-6000
<https://www2.monroecounty.gov/youth-runaway.php>
After Hours Placement Line: 442-1742
Regional Health Reach- Healthcare for the Homeless: 368-3720
Open Door Mission: Email rcintron@opendoormission.com for immediate housing needs; 454-6696

Housing/Shelters

Bethany House (women and children) 454-4197
Bright Star Community 603-8650
Center for Youth Services (kids and teens) 473-2464
Family Promise of Greater Rochester 506-9050
Hillside (homeless children and teens) 24-hour hotline: 256-7500
Hope House for Women Salvation Army 697-3430 (press 4)
House of Mercy 546-2580
Jennifer House 288-1074
Monroe County Emergency Housing Unit (16-17 years old)
After Hours Placement Line: 442-1742
Nielsen House 328-0801
Open Door Mission (families) 454-6696
The Housing Council at PathStone 546-3700
The Women's Place (single moms and kids) 436-5452
YWCA 546-5820

Job Resources/Training

Bureau of Employment Skills Training (Job Training) 428-6342
Rochester Education Opportunity Center (REOC) 232-2730
Rochester Works 258-3500 (N. Goodman) 266-7760 (Waring Rd.)

Laundry

Asbury First United Methodist Church 271-1050

LGBTQ

Center for Youth 271-7670
Out Alliance 244-8640
SAGE Rochester (older adults) 244-8640
Trevor Project 1-866-488-7386
Trillium Health 545-7200

Mental Health Services

Better Days Ahead 325-3145
Catholic Charities Family & Community Services 546-7220 X 7000
East House Affinity Place 563-7083
Genesee Mental Health Center 922-7770
Hillside Family of Agencies- Mental Health Outreach Program 256-7500
Liberty Resources Behavioral Health Clinic 410-3370 (After hours 1-855-778-1200)

Mental Health Association 325-3145
Mobile Crises 529-3721
Rochester Mental Health Center 922-2500
Rochester Regional Health 368-3950
St. Joseph's Neighborhood Center 325-5260
Strong Behavioral Health 275-8575
Suicide Hotline Call 2-1-1

Nutrition Resources:

Supplemental Nutrition Assistance Program S.N.A.P. (formerly FOOD STAMPS)
Monroe County DHS Office 753-2740
OTDA (Office for Temporary Disability Assistance) Hotline at 1-800-342-3009
LawNY, Inc. 325-2520
www.mybenefits.ny.gov
Women, Infants and Children (WIC) 753-4942
Growing Up Healthy Hotline 1-800-522-5006

Older Adult Services

Lifespan 244-8400

Parent Support/Home Visiting

Healthy Baby Network 546-4930
IBERO American Action League, Inc. 256-8900
Mt. Hope Family Center Building Healthy Children 275-2991
Nurse Family Partnership 753-2229
Parents as Teachers/Hillside Family of Agencies 654-1707
Society for Protection and Care of Children (SPCC) 325-6101

Prescription Assistance

Baden Street Settlement House 325-4910
Catholic Charities Family & Community Services 546-7220 (N. Clinton Avenue)
Salvation Army 987-9540 (Liberty Pole)

Refugee Resources

Catholic Charities Family & Community Services 546-7220
Mary's Place Refugee Outreach 270-8626
Refugees Helping Refugees 563-7747
Saints Place 385-6860

Spanish Language Resources

IBERO American Action League, Inc. 256-8900

Substance Abuse

Alcoholics Anonymous 232-6720
Al-Anon/Alateen 288-0540
Catholic Charities Family & Community Services 546-7220
Coffee Connection 442-2180
Huther Doyle (Drug Treatment Center) (East Ave.) 325-5100
NYS Smoker's Quitline 1-866-697-8487 www.nysmokefree.com
Rochester Mental Health Center 922-2500
Rochester Regional Health 723-7366 or 368-3950
ROcovery Fitness <https://www.rocoveryfitness.org/>
Strong Memorial Hospital Strong Recovery Chemical Dependency 275-3161
Villa of Hope 581-4673

ADVOCACY FLASH CARD

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



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

Think Globally, Act Locally...

**This Is Not An Exhaustive List.
For Resources Beyond What's On This Card:**



www.211lifeline.org

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

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



www.kidsthive585.org

*Helping Kids Thrive with
Access to Greater
Rochester Resources*

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

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

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

Teen Services

Bureau of Employment Skills Training (Job Training) 428-6342
Center for Youth Services (kids and teens) 473-2464 (24hr Hotline) 271-7670
Family Planning Benefit Program (free family planning services)-
https://www.health.ny.gov/health_care/medicaid/program/longterm/familyplanbenprog.htm

Jordan Health Services Holland St. 423-5800
Metro Council for Teen Potential (MCTP) 445-6771
Planned Parenthood 546-2771
Rochester Adolescent Maternity Program (RAMP) 275-2962 x1
Teen Empowerment 697- 3464
Villa of Hope 581-4673

Transportation

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

Youth Activities

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

CHILD ADVOCACY CLEARINGHOUSES:

Local & State:

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

National:

Annie E. Casey Foundation <http://datacenter.kidscount.org>
Kaiser Family Foundation <http://kff.org>
Children's Defense Fund <http://www.childrensdefense.org>
American Academy of Pediatrics <https://www.aap.org>

CONTACTING REPRESENTATIVES:

Local (Monroe County) Contacts:

Local Representatives <https://www.monroecounty.gov/elections-officials>
Board of Elections 753-1550

State (NYS) Contacts:

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

Federal Contacts:

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