

## 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, Rochester Office 442-4260  
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  
Rochester Parents Network Nurseline 292-BABY (2229)

### Clothing

Asbury Store House 473-0950  
Bethany House 454-4197  
IBERO Fashion Works 256-8900  
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

RESOLVE of Greater Rochester 425-1580  
RESTORE Sexual Assault Services 546-2777 Hotline 1-800-527-1757  
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 348-7233

### 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):** 1-800-541-2831

### 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](http://www.health.ny.gov/health_care/medicaid)

### Homeless Resources

211 Lifeline: 2-1-1  
Monroe County Emergency Housing Unit (16-17 years old) 753-6687  
<https://www2.monroecounty.gov/youth-runaway.php>  
After Hours Placement Line: 442-1742  
Health Reach Healthcare for the Homeless: 368-3720  
Open Door Mission: Email [rcintron@opendoormission.com](mailto:rcintron@opendoormission.com) for immediate housing needs; 454-6696

### Housing/Shelters

Bethany House (women and children) 454-4197  
Bright Star Community 690-2994  
Center for Youth Services (kids and teens) 473-2464  
Hillside (homeless children and teens) 24-hour hotline: 256-7500  
Hope House for Women Salvation Army 697-3430 x2505  
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  
Salvation Army Genesis House (families) 235-2660  
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 Family Center 546-7220 X 7000  
East House Affinity Place 563-7083  
Genesee Mental Health Center 922-7770  
Hillside Family of Agencies- Mental Health Outreach Program 256-7500  
Liberty Resources Behavioral Health Clinic 410-3370 (After hours 1-855-778-1200)

Mental Health Association 325-3145  
Mobile 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](http://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

Family Resource Center- Peter Castle 339-3200  
Healthy Baby Network 546-4930  
IBERO American Action League, Inc. 256-8900  
Nurse Family Partnership 753-2229  
Parents as Teachers 368-2227  
Society for Protection and Care of Children (SPCC) 325-6101

#### Prescription Assistance

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

#### Refugee Resources

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

#### Spanish Language Resources

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

#### Substance Abuse

Alcoholics Anonymous 232-6720  
Al-Anon/Alateen 288-0540  
Catholic Family Center 546-3046 ext. 5004  
Coffee Connection 442-2180  
Huther Doyle (Drug Treatment Center) (East Ave.) 325-5100  
NYS Smoker's Quitline 1-866-697-8487 [www.nysmokefree.com](http://www.nysmokefree.com)  
Rochester Mental Health Center 922-2500  
Rochester Regional Health 723-7366 or 368-3950  
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](http://www.hoekelmancenter.org)

We are a unique program that connects doctors with non-  
profits to make our communities healthier places to live

*Think Globally, Act Locally...*

#### For Resources Beyond What's On This Card:



[www.211lifeline.org](http://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](http://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](http://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) 1-800-541-2831  
Jordan Health Services Holland St. 423-5800 (Upper Falls Blvd.) 454-2630  
Metro Council for Teen Potential (MCTP) 445-6777  
Planned Parenthood 546-2771  
Rochester Adolescent Maternity Program (RAMP) 275-2962 x1  
Teen Empowerment 697- 3464  
Villa of Hope 581-4673

#### Transportation

Bike and Scooter share <https://gohopr.com/rochester/>  
Medical Motor Service (transportation for Medicaid recipients) 654-7030  
R Community Bikes 234-2008  
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  
YMCA 546-5500

#### CHILD ADVOCACY CLEARINGHOUSES:

##### Local & State:

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

##### National:

Annie E. Casey Foundation <http://datacenter.kidscount.org>  
Kaiser Family Foundation <http://kff.org>  
Children's Defense Fund <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 <http://www.nysenate.gov/senators-committees>

##### Federal Contacts:

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