

# Community Resource Guide For Monroe County

These listings do not include all of the services that are available in the area.

## Abuse/Assault

### **1. Willow Domestic Violence Center**

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

Rochester, NY 14604 (585) 222-SAFE (7233) \*24 hour hotline

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

### **2. RESTORE - Rape Crisis Services of Planned Parenthood**

[www.plannedparenthood.org/planned-parenthood-central-western-new-york/restore](http://www.plannedparenthood.org/planned-parenthood-central-western-new-york/restore)

114 University Avenue Rochester, NY 14605 (585) 546-2777 \*24 hour hotline

Services include: Crisis intervention for sexual assault survivors and their significant others, Short-term counseling (six to eight sessions), Support through medical examinations and treatment, Advocacy and support during interaction with law enforcement, Court accompaniment, Individual consultations with professionals, Community education programs and Professional training programs

## Aids Information and Resources

### **1. Action for a Better Community Aids Education Program**

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

33 Chestnut St, 2<sup>nd</sup> fl, Rochester, NY 14604 (585) 262-4330 ext 3102

Provides AIDS education and support services to the community, with many services, especially for youths. HIV testing and counseling, case management, support, and referrals for community services. Fees: none.

### **2. Trillium Health**

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

259 Monroe Avenue Rochester, NY 14607 (585)545-7200

Hotline offers crises intervention, referrals and information about AIDS. The program offers support services to people with AIDS, their families and friends. Support groups, referrals to services and transportation. Fees: none.

### **3. HIV Hotline**

New York State Aids Hotline 800-541-2437

Anonymous HIV testing and counseling and referrals. Education and information about HIV testing is done by appointment. Fees: none.

## **Childcare**

### **1. Action for a Better Community Head Start Programs**

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

Administrative Offices - 49 Stone Street Rochester, NY 14605 (585)454-2332

Early Childhood Education for children ages 1-5 years at 6 centers throughout the City of Rochester.

### **2. Western New York Childcare Council, Inc.**

[www.childcarecouncil.com](http://www.childcarecouncil.com)

595 Blossom Rd. Rochester, NY 14610 (585)654-4720

Resources and referral service to help parents find childcare information about local preschools, daycare centers and family daycare providers. Training for potential childcare providers. Fees: none.

## **Mental Health/Counseling**

### **1. Life Line, Health Association of Rochester and Monroe County**

[www.monroecounty.gov](http://www.monroecounty.gov)

One Mt Hope Avenue Rochester, NY 14620 (585)275-5151 \*24 hours/day

Telephone crisis line for all emergency and non-emergency mental health, medical, and human service issues. Link to all services in the country, including poison control, mental health suicide, alcohol and drug abuse for teens. Fees: none.

### **2. Catholic Family Service of Rochester**

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

87 N. Clinton Avenue Rochester, NY 14604 (585)232-1840

Individual and family counseling on topics including marital problems, family relations, stress, loss of a loved one, sexual, child abuse and alcoholism, and teen pregnancy. Support groups for variety of topics. Fees: sliding scale, accept Medicaid.

### **3. Strong Behavioral Health**

300 Crittenden Boulevard Rochester, NY 14642 (585)275-3535

[www.urmc.rochester.edu](http://www.urmc.rochester.edu)

Diagnosis and treatment for all mental health issues for all ages. Inpatient and outpatient services, group therapy, discussion groups, and support services. Fees: sliding scale, Medicare/Medicaid.

## **Youth Services and Parenting Support**

### **1. The Center for Youth Services**

905 Monroe Avenue Rochester, NY 14620 (585)271-7670

[www.centerforyouth.net](http://www.centerforyouth.net)

Crisis intervention and counseling services for children ages 12-20. Topics include sexuality, drug and alcohol abuse, school-related problems, personal problems, divorce and suicide. Family individual, and group counseling, short-term housing, advocacy, and support groups. Fees: none.

**2. *Boys and Girls Club of Rochester***

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

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

Programs for ages 6-18, including employment and job seeking skills, tutoring in a variety of academic subjects and physical education. After school programs, day camps and holiday programs. Fees: \$10.00

**3. *Society for Protection and Care of Children***

[www.spcc-roch.org](http://www.spcc-roch.org)

148 South Fitzhugh Street Rochester, NY 14608 (585)325-6101

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

**Drug and Alcohol Abuse**

**1. *Action for a Better Community – New Directions***

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

33 Chestnut St Rochester, NY 14604 (585)325-5116 ext 3200

**Services Provided:** Chemical Evaluations, Individual Counseling, Mini-Mental Health Assessments, Group Counseling in English and Spanish, Relapse Prevention, Women's and Men's Groups, Specialized Services, Work Readiness Assessments, Recovery Care Management Services, Education Workshops and Presentations , DWI Referrals Accepted, Harm Reduction Group, Support Groups

**2. *JL Norris Alcohol Treatment Center***

[www.oasas.ny.gov/atc/norris](http://www.oasas.ny.gov/atc/norris)

111 Elmwood Avenue Rochester, NY 14620 (585)461-0410

Various treatment programs; support and self-help programs on site, including AA and Narcotics Anonymous; programs for families of alcoholics. Fees: none.

**3. *National Council on Alcoholism and Drug Dependency***

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

1931 Buffalo Road 14624 (585)426-8000

Assessment, referrals, and short-term counseling. Programs for children and families of alcoholics and drug addicts. Fees: none.

**4. Strong Behavioral Health**

[www.urmc.rochester.edu](http://www.urmc.rochester.edu)

300 Crittenden Blvd. Rochester, NY 14642 (585)275-3535

Outpatient programs for ages 18 and up. Treatment for all drug dependencies and alcoholism. Fees: accept Medicare, Medicaid and other insurance.

**5. Alcoholics Anonymous**

[www.rochester-ny-aa.org](http://www.rochester-ny-aa.org)

Rochester, NY (585)232-6720

Self-help programs for alcoholics. Education materials about alcoholism. Fees: none.

**6. Al-Anon Information Center**

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

805 Blossom Road Rochester, NY 14610 (585)288-0540

Self-help programs for families and friends of alcoholics. Al-Ateen program for children ages 13-19. Fees: none.

**Emergency Housing**

**1. Volunteers of America Upstate New York**

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

214 Lake Avenue, Admin Building C, Rochester, NY 14608 585-647-1150

**2. Salvation Army**

[www.rochesterny.salvationarmy.org](http://www.rochesterny.salvationarmy.org)

70 Liberty Pole Way Rochester, NY 14604 (585)987-9540

**3. Open Door Mission (Men's Shelter)**

[www.opendoormission.com](http://www.opendoormission.com)

156 N Plymouth Ave, Rochester, NY 14614 (585)454-6696

**Employment**

**1. ABC Workforce Development -**

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

49 Stone Street, 1<sup>st</sup> fl, Rochester, NY 14604 (585)325-5116 ext 3400

Job placement assistance and coaching. ABC's Workforce Development services targets individuals who are unemployed or underemployed.

**2. Rochester Business Alliance**

[www.greaterrochesterchamber.com](http://www.greaterrochesterchamber.com)

150 State Street Suite 400 Rochester, NY 14614 (585)244-1800

Career counseling, self-assessment, and job search techniques, resume writing, workshops, job listings, a resource library.

## **Eviction Assistance**

**1. Monroe County Legal Assistance**

[www.monroecounty.gov](http://www.monroecounty.gov)

1 W. Main Street Rochester, NY 14614 (585)325-2520

**2. Legal Aid Society**

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

1 W. Main Street Rochester, NY 14614 (585)232-4090

**3. Salvation Army**

[www.rochesterny.salvationarmy.org](http://www.rochesterny.salvationarmy.org)

70 Liberty pole Way (585)987-9540

## **Food Programs**

**1. The Community Food Cupboard**

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

11 Nester Street, Rochester, NY 14621 (585)325-4990

Provides emergency, senior and long term family food baskets.

**2. Women, Infants and Children (WIC) Supplemental Nutrition Program**

[www.health.ny.gov/prevention/nutrition/wic](http://www.health.ny.gov/prevention/nutrition/wic)

273 Upper Falls Blvd. Rochester, NY 14605 (585)454-2630

WIC offers nutrition education, breastfeeding support, referrals and a variety of nutritious foods to low-income pregnant, breastfeeding or postpartum women, infants and children up to age five to promote and support good health.

**3. Family Restoration Project**

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

360 Wellington Avenue Rochester, NY 14619 (585)436-0085

*FRP empowers individuals to lead stable and responsible lives. To provide positive intervention within the family structure and bridge the gap between basic physical, emotional and spiritual needs. We also provide emergency food services to identified families within the Southwest Community of Rochester NY.*

**4. Church of Love**

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

700 Exchange Street Rochester, NY 14608 (585)454-3270

Limited hours – Monday 10 am – 12 pm and Friday 6 – 7 pm. Services area not limited. No referrals required for women and children. ID and verification of address required.

**5. Bethany House**

169 St. Bridget's Drive (585)454-4197

Serving women and children only. Service area is not limited. Monday can receive services once per month. Must bring proof of address, income and ID's for family.

**6. St. Peter and Paul's Kitchen**

<http://stpeterskitchen.org/>

681 Brown Street Rochester, NY 14611 (585)235-6511

**7. Open Door Mission**

[www.opendoormission.com](http://www.opendoormission.com)

210 West Main Street (585)454-6696

Mon-Sat 8pm/Sun 7pm

**8. Cameron Community Ministries**

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

48 Cameron Street Rochester, NY 14606 (585)254-2697

Food Pantry Tuesday-Friday 9:00-11:00 by apt only. Can call or go in person to make apt. ID for all family members required.

**Health Insurance Information**

**1. Blue Cross Blue Shield**

[www.excellusbcbs.com](http://www.excellusbcbs.com)

1-800-499-1275

**2. Child Health Plus (ChIPS)**

<https://nystateofhealth.ny.gov/>

800-698-4543

**3. MVP**

[www.myphealthcare.com](http://www.myphealthcare.com)

(585)325-3920

**Health Services**

**1. Brown Square Health Center**

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

322 Lake Avenue Rochester, NY 14608 (585)254-6480

**2. Mercy Community Services**

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

142 Webster Avenue Rochester, NY 14609 (585)288-2634

**3. Jefferson Family Medicine**

[www.jeffersonfamilymed.com](http://www.jeffersonfamilymed.com)

924 Jefferson Avenue Rochester, NY 14611 (585)463-3870

**4. Rochester General Hospital**

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

1425 Portland Avenue Rochester, NY 14621 (585) 922-4000

**5. Westside Pediatric Group**

[www.westside-pediatrics.com](http://www.westside-pediatrics.com)

497 Beahan Road Rochester, NY 14624 (585)247-5400