

2012 – 2013 HEAP OFFICE INFORMATION

Monroe County DHS HEAP

111 Westfall Road, Room 116A
Rochester, NY 14620

- General Information Line – 753-6477
- Appointment Line – 753-6477
- Fax Number – 753-6102
- All under age 60 NEW applications for households with emergencies and not on TA/SNAP (FS), Emergency HEAP and all furnace repair/replacement applications.
 - Face-to-face interview required for all furnace repair/replacement applicants.

Monroe County HEAP at Lifespan

1900 S. Clinton Avenue
Rochester, NY 14618

- 244-8400, Ext. 102
- 244-9125 - Fax
- Senior Citizens only - 60 years old and older and not on TA or SNAP.
- Walk-ins unnecessary – entire application process can be handled by mail and telephone

Monroe County HEAP at Catholic Family Center

1460 Lyell Avenue
Rochester, NY 14606

- Appointments scheduled through 753-6477
- 277-7551 - Fax
- Under age 60 and not on TA or SNAP non-emergency regular HEAP applications and all mail-in and telephone regular applications.

DHS Emergency After Hours:

- Call After 4:00 PM
- Phone # 442-1742