# TABLE OF CONTENTS

**Introduction** ................................................................. 2  
211 Lifeline................................................................. 3  
I. Food............................................................................. 5  
II. Clothing...................................................................... 20  
III. Shelter....................................................................... 50  
IV. Drug/Alcohol.............................................................. 77  
V. Education................................................................. 99  
VI. Employment............................................................. 106  
VII. Financial Services.................................................... 122  
VII. Health/Dental/Mental Health/Counseling.................. 124  
VIII. Transportation....................................................... 157  
X. Before & After School Care......................................... 169  
XI. Tutoring Program..................................................... 192
A Message from the Office of Attendance...

This resource guide is designed to provide support to the students and families of the Rochester City School District. The resources in this guide represent a range of interests including homeless shelter/service providers, health care, mental health, chemical dependency, the faith based community, food cupboards and youth services providers. Our goal is to help meet the needs of individuals and families within the Rochester City School District and the community.

“It’s about every child and excellence is the only option!

Thank you
What is 2-1-1?
2-1-1 is a free, confidential, multilingual service created to provide an easy way to get connected with services in the community that best meet your needs. This 3-digit phone number, 2-1-1, provides 24 hour a day, 7 day a week access to call counselors ready to provide you with information and referrals to human service agencies and programs serving your area. Their goal is to assist you in finding the help and answers you need, as quickly as possible.

2-1-1 is NOT for police, fire or medical emergency calls.

2-1-1 is part of an initiative throughout North America – soon, one number will work across the entire U.S. and Canada.

Whether you have questions about mental health issues, crisis counseling, emergency food, shelter, clothing, or some other human service need, 2-1-1 has the answers.

About us
2-1-1 of the Finger Lakes Region, NY, encompassing an 11 county area, is made possible through the joint efforts of the 2-1-1 Finger Lakes Collaborative, United Way of Greater Rochester and LIFE LINE, a program of ABVI-Goodwill. This newly-coordinated effort will mean fewer crises and more efficient delivery of services to people who don’t know where to turn. It’s fast, confidential, multi-lingual, and comprehensive. Whether it is mental health issues, crisis counseling, emergency food, shelter, clothing, or some other human service question, 2-1-1 has the answers.

Find Help
Find help online by searching the Finger Lakes 2-1-1 Community Resource Database of health and human services programs. Obtain information on local and state government entities, nonprofits, support groups, elderly services, youth programs, and much more.

Additional places to find help: For more detailed information on childcare services available in the Finger Lakes Region, NY, visit the Childcare Council website. For general information and links covering a variety of topics, including crisis intervention and public disaster information, visit our Information Library.

For individuals living outside the New York Finger Lakes Region, visit the national 2-1-1.org site to locate services in your area.
Information Library
Browse through the contents of our Information Library to find resources that help prepare you for day-to-day problems, emergencies, and crises, to learn more about the field of Information and Referral (I & R), or to track the growth of 2-1-1 Services in the Finger Lakes Region, NY.

Contact Us
For information and referrals to human service agencies and programs, call 2-1-1 or 1-877-FLNY211 (1-877-356-9211), submit a request online, or use our "Chat Live" program by clicking the link on the right side of the screen.
Please submit comments and feedback about this site, including technical problems you incur, through our online form. Please be as specific as possible. We use this feedback to continuously improve both the content and usability of the 2-1-1 Finger Lakes Region, NY website. We welcome your thoughts, and look forward to hearing from our users.

To add or update information in our 2-1-1 Finger Lakes Region, NY Resource Database, please submit your request using our online Add/Update 2-1-1 Database Information Form. Alternatively, you may send the requested changes or additions to the following address:

2-1-1/LIFE LINE, Resource Office
ABVI-Goodwill
1 Mt. Hope Avenue
Rochester, NY 14620

For 2-1-1 literature requests, send an email to LitRequests@211fingerlakes.org. Please indicate the quantity and type of information you would like to receive, your name, your address, and a phone number we can use to contact you, if we have any questions. Additionally, you may send your requests to the following address:

2-1-1/LIFE LINE
ABVI-Goodwill
1 Mt. Hope Avenue
Rochester, NY 14620

For information regarding publications generated from data in the 2-1-1 Finger Lakes Region, NY Resource Database, such as mailing labels or directories, please submit your request using our online system.
I

FOOD
COMMUNITY RESOURCE GUIDE
FOOD INFORMATION

AGENCY NAME:
A Meal and More, Inc.

ADDRESS:
25 Broadway
Rochester, NY 14607

PHONE:
585-454-3878

SERVICE SUMMARY:
Program provides a well-balanced meal to those in need.

PROGRAM ELIGIBILITY:
First come first served

AREA SERVED:
Greater Rochester Area

APPLICATION/REFERRAL PROCESS:
None: First come first served

HOURS OF OPERATION:
Wed 1-1pm and Sundays 1:30-3:00 pm

FEE FOR SERVICE:
None

Agency Contact:
Service Coordinator at 585-454-3878
COMMUNITY RESOURCE GUIDE
FOOD INFORMATION

AGENCY NAME: Bethesda Church of God in Christ
ADDRESS: 120 St Bridget’s Drive
Rochester, NY 14605
PHONE: 585-546-1373
SERVICE SUMMARY: Food Pantry, Christmas baskets, Christmas Love Box,
PROGRAM ELIGIBILITY: None
AREA SERVED: Greater Rochester Area
APPLICATION/REFERRAL PROCESS: Call after Monday to be sure that food is available.
HOURS OF OPERATION: Tues, Wed, Thurs 10am-12pm, 1pm-2pm
FEE FOR SERVICE: None
Agency Contact: Church Office at 585-546-1373
COMMUNITY RESOURCE GUIDE
FOOD INFORMATION

AGENCY NAME:
Community Place of Greater Rochester

ADDRESS:
145 Parsells Ave
Rochester 14609

PHONE:
585-288-0021

WEB:
info@communityplace.org

SERVICE SUMMARY: Community Place of Greater Rochester is a nonprofit agency founded on the belief that everyone should enjoy the same health, economic, and social opportunities no matter who they are or where they live. We deliver a wide range of social, developmental, and educational programs delivered through our facilities in the northeast sector of the city of Rochester (NY) and throughout the greater Rochester area.

Rochester After School Academy (RASAII @ CPGR)
This program is available to all secondary students at Northeast/Northwest College Preparatory High School at the Douglass Campus. The program is located at 940 Fernwood Park and is open Monday, Tuesday, Thursday, and Friday from 3:00 to 6:00 p.m. Students receive homework assistance each day and tutoring in mathematics and English language arts by certified teachers three days per week. In addition, participants have the opportunity to develop computer skills, as well as instruction in arts, crafts, and cooking. Students’ leadership skills are further developed through service learning and community service projects. Wednesdays are devoted to field trips and project-based activities. Students must attend the program for 30 days in order to be officially enrolled. For more information, contact Isaac Bliss, Site Manager, at 585-327-7200 or ibliss@communityplace.org.

Supplemental Educational Services
Tutoring services are available free of charge to students who qualify for free or reduced lunch and who attend schools designated as low-performing schools. Certified teachers provide
tutoring in mathematics, reading and English language arts to small groups of students (1-4) for three hours per week. Students are pre-tested to determine skill areas to be improved. A plan of action is developed in conjunction with the students’ teachers, the student, and parent(s), and progress is measured weekly.

Incentives are given to students who attend the program regularly. The tutoring services are provided at two locations: 145 Parsells Avenue and 940 Fernwood Park typically from 3:30 to 6:00 p.m. Monday through Friday. Schools may be used when most convenient for students and their families. For more information or to register for tutoring, contact Vanessa Scott, Coordinator of Academic Enrichment Services, at 585-288-0021 or vscott@communityplace.org.

Collaborative Coordination Services
The Community Place of Greater Rochester Inc. is the lead agency for the Student Support Center at Northeast/Northwest College Preparatory High School at the Douglass Campus. Referrals for services are made by school and agency staff, parents and other community agencies. Among the services provided are mental health, pregnancy prevention, drug and alcohol awareness, esteem building, academic support, conflict resolution, job readiness, and life skills. Students receive these services in both individual sessions with service providers and in group settings. The Student Support Centers are open from 7:30 a.m. – 3:30 p.m. For more information or to complete a referral for services, contact Clarence Brown, Coordinator of Student Support Center, at 585-324-9273 or cbrown@communityplace.org.

The Beacon Centers of Excellence After School Programs
The Beacon Centers at CPGR offers a diverse portfolio of programs offered when children are not in school (during school vacations or after the school day) that vary by location at 145 Parsells Avenue (14609) and 57 Central Park (14605). Consistent with the Rochester City School District’s calendar, after school programs are offered Monday through Friday from 2:30 p.m. to 6:30 p.m. at 145 Parsells and Monday, Tuesday, Thursday, and Friday from 3:00 to 6:00 p.m. at 57 Central Park when school is in session. When school is not in session, the hours are generally 1:00-5:00 p.m. at 145 Parsells only. Program times vary by age to ensure that activities are age and developmental stage appropriate.

All programs and services are offered in a structured environment and children and their families are required to register in advance of participating. Outreach staff are available to visit homes for those families that are unable to come into the agency to complete the necessary paperwork and to meet the staff.
While the programs vary at each site, all offer activities such as: homework assistance; reading clubs; self-esteem exercises; sports; leadership development; workshops; and field trips. Exciting program additions include our newly refurbished computer labs, a teen lounge, and game room.

**Summer Camp**  
Our Traveling Summer Camp, offered to youth ages 4-13 on weekdays during the summer, provides a variety of activities including: trips; swimming; hiking; games; arts and crafts; music; computer training; and nutritious meals and snack. The staff-to-child ratio is 1:10 and a nutritious breakfast, lunch, are provided each day at no additional cost. Campers take field trips to exciting place all around Rochester and Monroe County. Limited transportation is provided from the northeast section of Rochester. Registration begins in May and payment plans are offered at that time.

**Youth Employment**  
During the summer months several employment opportunities are provided for youth ages 14 and older to gain valuable skills through classroom instruction and on-the-job training. Generally, the programs run for a six-week period immediately following the July 4th weekend. Programs are either income-restricted or have minimum academic performance standards.

**PROGRAM ELIGIBILITY:**  
Individually program based  
**AREA SERVED:**  
Greater Rochester Area  
**APPLICATION/REFERRAL PROCESS:**  
By referral or walk in  
**HOURS OF OPERATION:**  
Mon-Fri 9-5pm.  
**FEE FOR SERVICE:**  
Please call for information regarding individual programs. Most programs do not have fees attached.  
**Agency Contact:**  
Service Coordinator at 585-288-0021
COMMUNITY RESOURCE GUIDE
FOOD INFORMATION

AGENCY NAME:
Calvary St. Andrew’s Emergency Food Cupboard

ADDRESS:
68 Ashland Street
Rochester, NY 14620

PHONE:
585-325-4950

SERVICE SUMMARY:
Emergency Food Cupboard
Emergency food distribution, Mon-Thurs 9-12pm@ 1:30-2:30pm

PROGRAM ELIGIBILITY:
Proof of income, address and identification needed

AREA SERVED:
South Wedge area only

APPLICATION/REFERRAL PROCESS:
Please call for information

HOURS OF OPERATION:
Monday-Thursday 9-12pm, 1:30-2:30, Friday 9-12

FEE FOR SERVICE:
None

Agency Contact:
Church office at 585-325-4950
AGENCY NAME: Ibero American Action League
ADDRESS: 777 Clifford Avenue
Rochester, NY 14621
PHONE: 585-454-1430
E-MAIL: ibero@frontier.net
WEB: www.ibero.org
SERVICE SUMMARY: Bi-lingual staff. Food vouchers, assistance in filling out forms, job referrals and training. Day care and senior care
PROGRAM ELIGIBILITY: For food vouchers: proof of address, income, and photo ID for all members of the family.
AREA SERVED: Monroe County and surrounding counties
APPLICATION/REFERRAL PROCESS: Referral by case manager or walk in
HOURS OF OPERATION: Mon-Fri 9-5
FEE FOR SERVICE: None
Agency Contact: Coordinator of Services at: 454-1980
COMMUNITY RESOURCE GUIDE
FOOD INFORMATION

AGENCY NAME:
Northwest Worship and Service Center Salvation Army

ADDRESS:
100 West Avenue
Rochester, NY 14611

PHONE:
585-527-9566

WEB:
www.salvationarmy.org

SERVICE SUMMARY:
After school children’s program, music groups, Sunday services and counseling, food pantry, women’s group, teen program, missing persons locator application available.

PROGRAM ELIGIBILITY:
Identification and proof of address

AREA SERVED:
14611 or 14619

APPLICATION/REFERRAL PROCESS:
Call for an appointment

HOURS OF OPERATION:
Monday-Friday 9:00-4:00 p.m.

FEE FOR SERVICE:
None

Agency Contact:
Agency Office at 585-527-9566
COMMUNITY RESOURCE GUIDE

FOOD INFORMATION

AGENCY NAME:
Open Door Mission

ADDRESS:
210 W. Main Street
Rochester, NY 14614

PHONE:
585-423-1825

E-MAIL:
rfox@odmmail.com

WEB:
www.opendoormission.com

SERVICE SUMMARY:
Community clinic Mondays, soup kitchen, clothing Mondays, housing, counseling and jail ministry. Support services for homeless or those in need.
Food: Meals follow Chapel services Mon-Sat 9:00 p.m., Sunday at 7:00 p.m. Coffee and donuts Mon-Sat 6-7:30 p.m., 6-6:30 p.m. on Sunday

PROGRAM ELIGIBILITY:
Need to arrive between 4pm to chapel times and reside in the area serviced by the program.

AREA SERVED:
Greater Rochester area

APPLICATION/REFERRAL PROCESS:
By walk in or referral

HOURS OF OPERATION:
7 days per week 4:00 p.m.-10:00 a.m.

FEE FOR SERVICE:
Discussed with clients

Agency Contact:
Agency Office at 585-423-1825
COMMUNITY RESOURCE GUIDE
FOOD INFORMATION

AGENCY NAME:
Cameron Community Ministries

ADDRESS:
48 Cameron Street
Rochester, NY 14606

PHONE:
585-254-2697

SERVICE SUMMARY:
Multi-service neighborhood center, thanksgiving and Christmas day dinners, clothing
distribution center, Children’s after school program hot lunch daily.

PROGRAM ELIGIBILITY:
Must reside in service area

AREA SERVED:
Primarily 14606, 14608, 14611 and 14613

APPLICATION/REFERRAL PROCESS:
None

HOURS OF OPERATION:
Monday-Thursday 9am-12pm

FEE FOR SERVICE:
Slight fee for clothing

Agency Contact:
Church Office at 585-254-2697
COMMUNITY RESOURCE GUIDE

FOOD INFORMATION

AGENCY NAME:
Memorial AME Zion Church

ADDRESS:
549 Clarissa Street

PHONE:
585-546-5997

SERVICE SUMMARY:
Food pantry

PROGRAM ELIGIBILITY:
Food pantry: written referral from any agency; soup kitchen: none. However, you must attend a 10 minute religious service prior to receiving a hot meal or food pantry item.

AREA SERVED:
Rochester area

APPLICATION/REFERRAL PROCESS:
Send written referral

HOURS OF OPERATION:
Wed 5pm-6pm; Soup kitchen Wed 5pm-6pm Generally Sept-July

FEE FOR SERVICE:
None

Agency Contact:
Church Office at 585-546-5997
COMMUNITY RESOURCE GUIDE
FOOD INFORMATION

AGENCY NAME:
New Bethel CME Church

ADDRESS:
270 Scio Street
Rochester, NY 14605

PHONE:
585-232-3815

SERVICE SUMMARY:
Food Pantry: Mon, Wed, Fri 11:30-4:30 p.m. or call for appointment.

PROGRAM ELIGIBILITY:
Based upon need

AREA SERVED:
No restrictions

APPLICATION/REFERRAL PROCESS:
Referral, walk-in or appointment

HOURS OF OPERATION:
Mon, Wed, Fri 11:30-4:30 p.m. or call for appointment

FEE FOR SERVICE:
None

Agency Contact:
Church Office at 585-232-3815
COMMUNITY RESOURCE GUIDE
FOOD INFORMATION

AGENCY NAME:
Progressive Church of God in Christ
ADDRESS:
270 Cumberland St
PHONE:
585-454-4175
SERVICE SUMMARY:
Food pantry, soup kitchen, clothing when available
PROGRAM ELIGIBILITY:
Food pantry: Identification for each member of the family, address and income verification necessary. No requirements for the soup kitchen.
AREA SERVED:
Rochester
APPLICATION/REFERRAL PROCESS:
Agency referral required for the emergency food pantry.
HOURS OF OPERATION:
Soup kitchen is open on Saturday, 12-2pm, and Food pantry on the 3rd Tuesday of each month, 10a.m.-12p.m.
FEE FOR SERVICE:
None
Agency Contact:
Church Office at 585-454-4175
COMMUNITY RESOURCE GUIDE
FOOD INFORMATION

AGENCY NAME:
Asbury Dining and Caring Center

ADDRESS:
1010 East Avenue
Rochester, NY 14607

PHONE:
585-461-0285

SERVICE SUMMARY:
In addition to the food and clothing programs, the dining and caring center runs literacy programs, GED classes, general counseling and support services. It also provides used furniture and bicycles.

PROGRAM ELIGIBILITY:
None

AREA SERVED:
Anyone is welcome to our programs.

APPLICATION/REFERRAL PROCESS:
None

HOURS OF OPERATION:
Please call for hours.

FEE FOR SERVICE:
None

Agency Contact:
Service Coordinator at 585-461-0285
II

CLOTHING
COMMUNITY RESOURCE GUIDE
CLOTHING INFORMATION

AGENCY NAME:
A Meal and More (Christ Episcopal Church)

ADDRESS:
25 Broadway
Rochester, NY 14607

PHONE:
(585) 454-3878

SERVICE SUMMARY:
Donated items distributed as they are received.

PROGRAM ELIGIBILITY:
First come-first served

AREA SERVED:
Greater Rochester Area

APPLICATION/REFERRAL PROCESS:
None

HOURS OF OPERATION:
Wednesday Noon-1:00 PM, Sunday 1:30-3 PM

FEE FOR SERVICE:
NONE
COMMUNITY RESOURCE GUIDE
CLOTHING INFORMATION

AGENCY NAME:
Asbury Store House

ADDRESS:
1050 East Avenue
Rochester, NY 14607

PHONE:
(585) 473-0950

SERVICE SUMMARY:
Clothing available once every six months. Emergency situations can be helped immediately.

PROGRAM ELIGIBILITY:
Need, referral required

AREA SERVED:
Not limited

APPLICATION/REFERRAL PROCESS:
Referral needed, Person giving referral needs to call to set up appointment. Appointment booked 1-2 weeks in future. No ID required.

HOURS OF OPERATION:
Tuesday 12:00 PM -3:00 PM, Wednesday 9:30 AM-12:00 PM, 12:30 PM-3:00 PM, 6:30PM-8:PM,
Thursday 9:30 PM-12:00Pm, 12:30PM-3:00PM, Saturday (:30AM- 12:00PM

FEE FOR SERVICE:
NONE
COMMUNITY RESOURCE GUIDE
CLOTHING INFORMATION

AGENCY NAME:
Cameron Community Ministries

ADDRESS:
48 Cameron St.
Rochester, NY 14606

PHONE:
(585) 254-2697

SERVICE SUMMARY:
Multi-service neighborhood and clothing distribution center.

PROGRAM ELIGIBILITY:
None

AREA SERVED:
Primarily 14606, 14608, 14611, and 14613

APPLICATION/REFERRAL PROCESS:
None

HOURS OF OPERATION:
Clothing available by appointment.
Main office hours, Monday –Thursday 9:00 AM-12:00 PM.

FEE FOR SERVICE:
Slight fee for clothing.
AGENCY NAME: Center for Youth Services
ADDRESS: 905 Monroe Ave.
Rochester, NY 14620 (other location: 1945 Ridge Rd. E. Rochester NY 14622, (585) 342-6373)
PHONE: (585) 473-2464
WEB: www.centerforyouth.net
SERVICE SUMMARY: Some clothing as needed.
PROGRAM ELIGIBILITY: None
AREA SERVED: Primarily Monroe County
APPLICATION/REFERRAL PROCESS: Call (585) 271-7670, or toll free 1-888-617-5437, or visit office
HOURS OF OPERATION: Main office Monday –Friday 10:00AM- 9:00 PM
FEE FOR SERVICE: None
COMMUNITY RESOURCE GUIDE
CLOTHING INFORMATION

AGENCY NAME:
Community Place of Greater Rochester

ADDRESS:
57 Central Park
Rochester, NY 14605

PHONE:
(585) 327-7200

WEB:
www.thecommunityplace.org

SERVICE SUMMARY:
Neighborhood multipurpose center with a clothing closet.

PROGRAM ELIGIBILITY:
Call for information.

AREA SERVED:
14605, parts of 14621 and 14609

APPLICATION/REFERRAL PROCESS:
Call for information.

HOURS OF OPERATION:
Monday –Friday 8:30 AM- 5:00PM.

FEE FOR SERVICE:
None
COMMUNITY RESOURCE GUIDE
CLOTHING INFORMATION

AGENCY NAME:
Grace Urban Ministries

ADDRESS:
856-860 Dewey Ave.
Rochester, NY 14613

PHONE:
(585) 458-7296

E-MAIL:
gummail@frontiernet.net

SERVICE SUMMARY:
Clothing services

PROGRAM ELIGIBILITY:
None

AREA SERVED:
Maplewood and Edgerton Neighborhoods

APPLICATION/REFERRAL PROCESS:
Call or walk in

HOURS OF OPERATION:
Fridays 10:00 AM-4:30 PM

FEE FOR SERVICE:
None
COMMUNITY RESOURCE GUIDE
CLOTHING INFORMATION

AGENCY NAME:
Ibero-American Action League

ADDRESS:
777 Clifford Ave.
Rochester, NY 14621

PHONE:
(585) 454-1430

E-MAIL:
ibero@frontiernet.net

WEB:
www.ibero.org

SERVICE SUMMARY:
Clothing by referrals

PROGRAM ELIGIBILITY:
None

AREA SERVED:
Monroe County and surrounding counties

APPLICATION/REFERRAL PROCESS:
Referral by case manager or walk in

HOURS OF OPERATION:
Monday – Friday 9:00AM-5:00PM

FEE FOR SERVICE:
None
COMMUNITY RESOURCE GUIDE
CLOTHING INFORMATION

AGENCY NAME:
Montgomery Neighborhood Center

ADDRESS:
10 Cady Street
Rochester, NY 14608

PHONE:
(585) 436-3090

SERVICE SUMMARY:
Clothing available

PROGRAM ELIGIBILITY:
Proof of address, ID for self and family members

AREA SERVED:
Rochester City

APPLICATION/REFERRAL PROCESS:
Contact receptionist.

HOURS OF OPERATION:
Tuesday 9:00 AM - 12:00 PM

FEE FOR SERVICE:
None
COMMUNITY RESOURCE GUIDE
CLOTHING INFORMATION

AGENCY NAME:
Peace Baptist Church

ADDRESS:
6 Argonne Street
Rochester, NY 14605

PHONE:
(585) 546-1230

SERVICE SUMMARY:
Clothing

PROGRAM ELIGIBILITY:
None

AREA SERVED:
Rochester

APPLICATION/REFERRAL PROCESS:
Walk-in

HOURS OF OPERATION:
Monday and Friday 8:00AM-10:00AM

FEE FOR SERVICE:
None
COMMUNITY RESOURCE GUIDE
CLOTHING INFORMATION

AGENCY NAME:
Rochester Family Mission

ADDRESS:
388 Tremont Street
Rochester, NY 14608

PHONE:
(585) 436-7523

E-MAIL:
bthomas5@frontier.net

WEB:
www.rfmission.org

SERVICE SUMMARY:
Clothes closet.

PROGRAM ELIGIBILITY:
Need

AREA SERVED:
Primarily 14606, 14608, 14611, 14619, 14620.

APPLICATION/REFERRAL PROCESS:
Call for appointment for Monday-Friday.

HOURS OF OPERATION:
Monday- Friday 9:00 AM- 12:00 PM, 1:00 PM-4:00 PM.
Open clothes give away Wednesday 10:30 AM- 12:00 PM.

FEE FOR SERVICE:
None
COMMUNITY RESOURCE GUIDE
CLOTHING INFORMATION

AGENCY NAME:
Anitoch Missionary Baptist Church (Anitoch Soup Kitchen)

ADDRESS:
304 Joseph Avenue
Rochester, NY 14605

PHONE:
(585) 454-6096

SERVICE SUMMARY:
Clothing distribution on Thursdays at 10:00 AM

PROGRAM ELIGIBILITY:
Need

AREA SERVED:
North side of the city

APPLICATION/REFERRAL PROCESS:
Walk in

HOURS OF OPERATION:
Thursdays at 10:00 AM

FEE FOR SERVICE:
None
COMMUNITY RESOURCE GUIDE
CLOTHING INFORMATION

AGENCY NAME:
Baden Street Settlement of Rochester, Inc.
Emergency and Family A

ADDRESS:
152 Baden St.
Rochester, NY 14605

PHONE:
(585) 325-8100 or 9585) 325-4910 ext. 132

WEB:
www.badenstreet.org

SERVICE SUMMARY:
Provide Clothing

PROGRAM ELIGIBILITY:
None

AREA SERVED:
Parts of 14604, 14605, and 14621, call for details

APPLICATION/REFERRAL PROCESS:
Walk-in and referral

HOURS OF OPERATION:
Monday-Friday 8:30 AM -12:00PM, 1:00 PM-5:00PM.

FEE FOR SERVICE:
None
COMMUNITY RESOURCE GUIDE
CLOTHING INFORMATION

AGENCY NAME:
Catholic Charities Community Services

ADDRESS:
1945 E. Ridge Rd. Suite 24
Rochester, NY 14622

PHONE:
(585) 339-9800

E-MAIL:
cccs@cccsrochester.org

WEB:
http://www.cccsrochester.org/

SERVICE SUMMARY:
Clothing by referral.

PROGRAM ELIGIBILITY:
None

AREA SERVED:
12 county area of Catholic Diocese of Rochester

APPLICATION/REFERRAL PROCESS:
Call for intake worker

HOURS OF OPERATION:
Monday –Friday 8:00 AM -4:30 PM

FEE FOR SERVICE:
None
COMMUNITY RESOURCE GUIDE
CLOTHING INFORMATION

AGENCY NAME:
Central Church of God in Christ

ADDRESS:
101 S. Plymouth Ave..
Rochester, NY 14608

PHONE :
(585) 325-6043

SERVICE SUMMARY:
Clothing closet.

PROGRAM ELIGIBILITY:
None

AREA SERVED:
Not restricted

APPLICATION/REFERRAL PROCESS:
None

HOURS OF OPERATION:
Leave a voice message at all hours.

FEE FOR SERVICE:
None
COMMUNITY RESOURCE GUIDE
CLOTHING INFORMATION

AGENCY NAME:
Community Temple Outreach Ministry
(Community Temple Holiness Ministry)

ADDRESS:
202 Seward Street.
Rochester, NY 14608

PHONE:
(585) 436-6944

SERVICE SUMMARY:
Clothing

PROGRAM ELIGIBILITY:
None

AREA SERVED:
Rochester

APPLICATION/REFERRAL PROCESS:
None

HOURS OF OPERATION:
Monday, Wednesday 10:00AM-11:30 PM.

FEE FOR SERVICE:
None
COMMUNITY RESOURCE GUIDE
CLOTHING INFORMATION

AGENCY NAME:
Graves C.M.E. Church

ADDRESS:
372 Flint Street
Rochester NY 14611

PHONE:
(585) 436-1270, (585) 436-2663

E-MAIL:
elovelace@rochester.rr.com

SERVICE SUMMARY:
Clothes

PROGRAM ELIGIBILITY:
None

AREA SERVED:
Primarily 14611

APPLICATION/REFERRAL PROCESS:
Walk in

HOURS OF OPERATION:
Wednesday 11:30 AM- 1:30 PM

FEE FOR SERVICE:
None
COMMUNITY RESOURCE GUIDE
CLOTHING INFORMATION

AGENCY NAME:
Life Line, The Health Association

ADDRESS:
1 Mount Hope Avenue
Rochester, NY 14620

PHONE:
(585) 275-5151, (585) 423-9490 Administration
1-800-310-1160

E-MAIL:
LIFELINE@The Health Association.org

WEB:
www.TheHealthAssociation.org

SERVICE SUMMARY:
Clothing by referrals

PROGRAM ELIGIBILITY:
Need

AREA SERVED:
Monroe, Cayuga, Livingston, Ontario and Wayne Counties.

APPLICATION/REFERRAL PROCESS:
Call given telephone number.

HOURS OF OPERATION:
7 days a week 24 hours a day.

FEE FOR SERVICE:
None
COMMUNITY RESOURCE GUIDE
CLOTHING INFORMATION

AGENCY NAME:
Mt. Vernon Baptist Church (Ethel Walker Food Shelf)

ADDRESS:
351 Joseph Avenue
Rochester, NY 14605

PHONE:
(585)454-5622

SERVICE SUMMARY:
Clothing

PROGRAM ELIGIBILITY:
Need

AREA SERVED:
Zip Code 14605

APPLICATION/REFERRAL PROCESS:
None

HOURS OF OPERATION:
Call for appointment

FEE FOR SERVICE:
None
COMMUNITY RESOURCE GUIDE
CLOTHING INFORMATION

AGENCY NAME:
Rochester Area Interfaith Hospitality Network (RAIHN)

ADDRESS:
34 Meigs Street.
Rochester, NY 14607

PHONE:
(585) 506-9050

WEB:
www.raihn.org

SERVICE SUMMARY:
Clothing

PROGRAM ELIGIBILITY:
Need

AREA SERVED:
No limitations.

APPLICATION/REFERRAL PROCESS:
Call for screening

HOURS OF OPERATION:
Monday-Friday 9:00AM-5:00 PM

FEE FOR SERVICE:
None
COMMUNITY RESOURCE GUIDE
CLOTHING INFORMATION

AGENCY NAME:
Asbury First United Methodist Church

ADDRESS:
1050 East Avenue
Rochester, NY 14607

PHONE:
(585) 473-0950 Service/Intake
(585) 271-3743 FAX Asbury Storehouse Appointments

E-MAIL: afumc@asburyfirst.org
WEB: www.asburyfirst.org

SERVICE SUMMARY:
Men’s, women’s and children’s clothing, layettes, bedding, and small housewares for those in need.

PROGRAM ELIGIBILITY:
Must be in need and referred by a recognized individual or agency.
Letter must be presented from referring person/agency/clergy.
Letter must list specific needs.

AREA SERVED: Livingston, Monroe, Ontario, Wayne counties

APPLICATION/REFERRAL PROCESS:
Service available by appointment only through social worker, pastor, school nurse, or other
human service provider familiar with the individual’s needs.
Call during service hours.

HOURS OF OPERATION: Call for appointment:
M 9:30 AM-2:00 PM
TU 12:30 PM – 2:30 PM
W, TH 9:00 AM-12:00 PM
12:30 PM-2:30 PM
F no hours
SAT 9:30 AM – 11:30 AM July and August call regarding hours

FEE FOR SERVICE:
No fee for service
COMMUNITY RESOURCE GUIDE
CLOTHING INFORMATION

AGENCY NAME:
Bethany House

ADDRESS:
169 St. Bridget’s Dr.
Rochester, NY 14605

PHONE:
(585)454-4197

E-MAIL:
rbethan1@Rochester.rr.com

SERVICE SUMMARY:
Women and children clothing

PROGRAM ELIGIBILITY:
Homeless women and children

AREA SERVED:
Not Limited

APPLICATION/REFERRAL PROCESS:
Telephone

HOURS OF OPERATION:
Tuesday 10:00AM-12:00PM, Wednesday 9:00 AM- 11:00 PM

FEE FOR SERVICE:
None
COMMUNITY RESOURCE GUIDE
CLOTHING INFORMATION

AGENCY NAME:
Catholic Family Center

ADDRESS:
1476 St. Paul St.
Rochester, NY 14621

PHONE:
(585) 232-2050

E-MAIL:
crscfc@frontiernet.net

WEB:
www.cfcrochester.org

SERVICE SUMMARY:
Call for clothing information

PROGRAM ELIGIBILITY:
None

AREA SERVED:
All of Monroe County

APPLICATION/REFERRAL PROCESS:
Walk in or referral

HOURS OF OPERATION:
Monday-Friday 9:00AM-5:00PM (with early morning or evening by appointment)

FEE FOR SERVICE:
None
COMMUNITY RESOURCE GUIDE
CLOTHING INFORMATION

AGENCY NAME:
Charles Street Settlement House

ADDRESS:
445 Jay Street.
Rochester, NY 14611

PHONE:
(585) 277-0810

SERVICE SUMMARY:
Clothing Closet

PROGRAM ELIGIBILITY:
None

AREA SERVED:
14606, 14608, 14611

APPLICATION/REFERRAL PROCESS:
None

HOURS OF OPERATION:
Monday-Friday 8:00AM-3:00PM

FEE FOR SERVICE:
None
COMMUNITY RESOURCE GUIDE
CLOTHING INFORMATION

AGENCY NAME:
Grace Community Church Ministries

ADDRESS:
1101 Norton St.
Rochester, NY 14621

PHONE:
(585) 461-3093

SERVICE SUMMARY:
Clothing assistance

PROGRAM ELIGIBILITY:
None

AREA SERVED:
City of Rochester

APPLICATION/REFERRAL PROCESS:
None

HOURS OF OPERATION:
Saturday 12:00PM-2:00PM

FEE FOR SERVICE:
None
COMMUNITY RESOURCE GUIDE
CLOTHING INFORMATION

AGENCY NAME:
Grace Ecumenical Food Shelter, Inc.

ADDRESS:
500 Maiden Lane
Rochester, NY 14616

PHONE
(585) 453-2370 answering machine

SERVICE SUMMARY:
Clothes closet 223-6329

PROGRAM ELIGIBILITY:
Resident of service area, proof of need.

AREA SERVED:
Rochester residents who live north of Ridge Rd. and west of the Genesee River.

APPLICATION/REFERRAL PROCESS:
Call agency for zip code/area served eligibility.

HOURS OF OPERATION:
Monday –Saturday 9:00 AM- 11:00 AM

FEE FOR SERVICE:
None
COMMUNITY RESOURCE GUIDE
CLOTHING INFORMATION

AGENCY NAME:
Matthew’s Closet of Corpus Christy Church
ADDRESS:
880 E. Main Street
Rochester, NY 14605
PHONE:
(585)232-5160
SERVICE SUMMARY:
A thrift shop that offers free clothing to those who qualify.
PROGRAM ELIGIBILITY:
Recipients of public assistance only. Wait list
AREA SERVED:
Greater Rochester area
APPLICATION/REFERRAL PROCESS:
A social worker must call and schedule an appointment.
HOURS OF OPERATION:
Tuesday, Thursday 10:00 AM-4:00 PM, Wednesday 10:00AM- 4:00PM, Saturday 10:00AM- 3:00PM
FEE FOR SERVICE:
None with referral
COMMUNITY RESOURCE GUIDE
CLOTHING INFORMATION

AGENCY NAME:
Open Door Mission
ADDRESS:
156 N. Plymouth Ave.
Rochester, NY 14614
PHONE :
(585) 454-6696
E-MAIL :
rfox@odmmail.com
WEB:
www.opendoormission.com
SERVICE SUMMARY:
Clothing for women and children
PROGRAM ELIGIBILITY:
Need
AREA SERVED:
Greater Rochester
APPLICATION/REFERRAL PROCESS:
By appointment
HOURS OF OPERATION:
7 days, 24 hours a day
FEE FOR SERVICE:
None
COMMUNITY RESOURCE GUIDE
CLOTHING INFORMATION

AGENCY NAME:
Rochester City School District/ Homeless Program

ADDRESS:
690 St. Paul.
Rochester, NY 146

PHONE:
(585) 8549
E. Reyes-(585) 262-8524, C. Jackson (585) 262-8552

E-MAIL:
elizabeth.reyes@rcsdk12.org

WEB:
www.rcsdk12.org

SERVICE SUMMARY:
Basic Clothing to pre-school –twelfth grade.

PROGRAM ELIGIBILITY:
Registered in the Rochester City School District system.

AREA SERVED:
City of Rochester

APPLICATION/REFERRAL PROCESS:
Call program.

HOURS OF OPERATION:
Monday-Friday 8:30 AM- 4:00PM.

FEE FOR SERVICE:
None
COMMUNITY RESOURCE GUIDE
CLOTHING INFORMATION

AGENCY NAME:
Rochester Family Mission

ADDRESS:
388 Tremont Street
Rochester, NY 14608

PHONE:
(585) 436-7523

E-MAIL:
bthomas5@frontier.net

WEB:
www.rfmission.org

SERVICE SUMMARY:
Clothes closet.

PROGRAM ELIGIBILITY:
Need

AREA SERVED:
Primarily 14606, 14608, 14611, 14619, 14620.

APPLICATION/REFERRAL PROCESS:
Call for appointment for Monday-Friday.

HOURS OF OPERATION:
Monday- Friday 9:00 AM- 12:00 PM, 1:00 PM-4:00 PM.
Open clothes give away Wednesday 10:30 AM- 12:00 PM.

FEE FOR SERVICE:
None
III

SHELTER
COMMUNITY RESOURCE GUIDE
SHELTER INFORMATION

AGENCY NAME:
Alternatives for Battered Women

ADDRESS:
Location not published

PHONE:
Office: (585) 232-5200. Hotline: (585) 232-7353
TDD/TTY: (585) 232-1741
Fax: (585) 232-3501
WEB: www.abwrochester.org

SERVICE SUMMARY:
Battered women's shelter, support groups, individual counseling and advocacy, children's programs, information and referral. Advocacy for emergency shelter for battered men via county's DHHS crisis intervention for all battering victims. Court advocacy.

- Food: For in-house residents
- Shelter: For battered women and children
- On-site Shelter: Yes
- Clothing: For in-house residents
- Medical: Health Reach for the Homeless Team
- Drug and Alcohol Treatment: Client evaluation and referral for treatment
- Job Training and Referral: Referrals

PROGRAM ELIGIBILITY: Victims of domestic violence

AREA SERVED: Not limited

APPLICATION/REFERRAL PROCESS: Phone

HOURS OF OPERATION: 24 hours - 365 days

FEE FOR SERVICE: None
COMMUNITY RESOURCE GUIDE
SHELTER INFORMATION

AGENCY NAME:
Booth Haven Men's Shelter
Salvation Army

ADDRESS:
70 Liberty Pole Way
Rochester NY 14604

PHONE:
(585) 987-9540
After Hours Phone: (585) 987-9540
Hotline: (585) 987-9540
Fax: (585) 340-1181
WEB:
www.rochestersalvationarmy.org

SERVICE SUMMARY:
Temporary emergency housing for men, assessment, referrals

PROGRAM ELIGIBILITY:
Homeless men, 18 years of age or older

AREA SERVED: Not Limited

APPLICATION/REFERRAL PROCESS:
Call and inquire with Residence staff about availability

HOURS OF OPERATION:
24 hours per day -- 365 days per year

FEE FOR SERVICE: None

OTHER:
Public transportation accessible
COMMUNITY RESOURCE GUIDE
SHELTER INFORMATION

AGENCY NAME:
Community Place of Greater Rochester

ADDRESS:
57 Central Park
Rochester NY 14605

PHONE:
(585) 327-7200
After Hours Phone: (See note under food pantry)

Fax: (585) 546-8839

WEB:
www.thecommunityplace.org

SERVICE SUMMARY:
Neighborhood multipurpose center, counseling and information services, family services unit, financial advocacy and child care center.

· Shelter: Assist with first month rent, security deposit

PROGRAM ELIGIBILITY:
Proof of address, picture ID and Social Security card

AREA SERVED:
14605, parts of 14621 and 14609

HOURS OF OPERATION:
Monday-Friday 8:30am-5pm

FEE FOR SERVICE:
None
COMMUNITY RESOURCE GUIDE
SHELTER INFORMATION

AGENCY NAME:
Francis Center
Catholic Family Center

ADDRESS:
547 Joseph Ave
Rochester NY 14605

PHONE:
(585) 423-9590
Fax: (585) 262-7006

WEB:
www.cfcrochester.org

SERVICE SUMMARY:
Homeless Services
· Shelter: Emergency and transitional for men
· On-site Shelter: Yes

HOURS OF OPERATION:
7 days -- 24 hours

FEE FOR SERVICE:
None
COMMUNITY RESOURCE GUIDE
SHELTER INFORMATION

AGENCY NAME:
Hope House Women's Shelter
Salvation Army

ADDRESS:
100 West Ave.
Rochester NY 14608

PHONE:
(585) 987-9540 x. 2291
After Hours Phone: (585) 987-9540 x 2291
Hotline: 987-9540 x 2291
Fax: (585) 987-9555

WEB:
www.rochestersalvationarmy.org

SERVICE SUMMARY:
Women's shelter
· Shelter: For women
· On-site Shelter:

AREA SERVED:
Not Limited

APPLICATION/REFERRAL PROCESS:
Dept. of Human and Health Services, Salvation Army

HOURS OF OPERATION:
24 hours, 7 days a week
COMMUNITY RESOURCE GUIDE
SHELTER INFORMATION

AGENCY NAME:
Open Door Mission

ADDRESS:
210 W. Main St.
Rochester NY 14614

PHONE:
(585) 454-6697
After Hours Phone: (585) 423-1825
Fax: (585) 454-2092

E-MAIL:
rfox@odmmail.com

WEB:
www.opendoormission.com

SERVICE SUMMARY:
Community clinic Mondays, soup kitchen, clothing Mondays, housing, counseling and jail ministry. Support services for homeless or those in need.

· Shelter: Emergency housing following meal programs for men
· On-site Shelter: In-house clients only

PROGRAM ELIGIBILITY:
Need to arrive between 4pm to chapel times

AREA SERVED:
Greater Rochester area

APPLICATION/REFERRAL PROCESS:
Walk in

HOURS OF OPERATION:
7 days -- 4:00pm - 10:00am

FEE FOR SERVICE:
Discussed with clients
COMMUNITY RESOURCE GUIDE
SHELTER INFORMATION

AGENCY NAME:
Salvation Army
Emergency Family Assistance Program

ADDRESS:
70 Liberty Pole Way
Rochester NY 14604

PHONE:
(585) 987-9540 After Hours Phone: (585) 987-9540
Hotline: (585) 987-9500
Fax: (585) 987-9556

E-MAIL:
ruth.nieboer@use.salvationarmy.org

WEB:
www.rochestersalvationarmy.org

SERVICE SUMMARY:
Temporary emergency housing, assessments and referrals. Transportation assistance for the stranded, prescription assistance, rent/mortgage assistance, clothing and food. Shelter Plus Housing

PROGRAM ELIGIBILITY:
Varied depending on services required

AREA SERVED: Greater Rochester Area

APPLICATION/REFERRAL PROCESS:
Call or drop-in OK. Send referral with client or call hotline after hours, weekends, and holidays.

HOURS OF OPERATION:
7 Days -- 24 hrs for emergency shelter. Monday and Thursday 7:30am-7pm;

FEE FOR SERVICE:
None
COMMUNITY RESOURCE GUIDE
SHELTER INFORMATION

AGENCY NAME:
The Center for Youth Services

ADDRESS:
905 Monroe Ave
Rochester NY 14620

PHONE:
Business Line: (585) 473-2464
After Hours Phone: (585) 271-7670 24-hour line
Hotline: 1-888-617-5437

TDD/TTY:
Fax: (585) 271-8134

WEB:
www.centerforyouth.net

SERVICE SUMMARY:
Individual, family and group counseling. Advocacy, referral readiness, summer groups and prevention education. Transitional Living Program, Street Outreach Program, Learn to Earn Program.

· Shelter: 12 bed shelter plus 5 volunteer host homes. (Locations confidential)
· On-site Shelter: No

AREA SERVED:
Primarily Monroe County

APPLICATION/REFERRAL PROCESS:
Call (585) 271-7670 or toll free 1-888-617-5437, or visit office

HOURS OF OPERATION:
Main office: Monday-Friday 10am-9pm

FEE FOR SERVICE: None
COMMUNITY RESOURCE GUIDE
SHELTER INFORMATION

AGENCY NAME:
Wilson Commencement Park

ADDRESS:
251 Joseph Ave.
Rochester NY 14605

PHONE:
(585) 263-7930

E-MAIL:
wcpl@netacc.net

WEB:
www.wilsoncommencementpark.com

SERVICE SUMMARY:
Provides comprehensive services, including housing for single parents to achieve self-sufficiency. On-site Early Learning Center.

PROGRAM ELIGIBILITY:
Low-income, single parents (men and women) who are 18 years of age or older. Up to four minor children, who must live with the applicant. Employed or in school or training program full-time. Must be able to pay monthly rent. Requires participation in case management and evening life skills program.

AREA SERVED:
Located in northeast section of Rochester

APPLICATION/REFERRAL PROCESS:
Call office. Informational meetings held on site twice a month.

HOURS OF OPERATION:
Monday-Friday 8:30am-5pm

FEE FOR SERVICE:
None for family support services, some housing units available at DHHS shelter allowance rate. Based on 30% of gross income.
COMMUNITY RESOURCE GUIDE
SHELTER INFORMATION

AGENCY NAME:
American Red Cross
Greater Rochester Chapter

ADDRESS:
50 Prince St.
Rochester NY 14607

PHONE:
(585) 241-4400
Fax: (585) 256-4043

WEB:
www.rochesterredcross.org

SERVICE SUMMARY:
Emergency assistance for victims of disaster.
· Shelter: Emergency housing for victims of disaster. Some emergency rental and mortgage assistance. Red Cross/ RG&E seasonal heating fund.
· Clothing: Emergency assistance for victims of disaster
· Medical: Emergency prescription replacement for victims of disaster, mental health counseling for victims of disaster.

PROGRAM ELIGIBILITY:
Serves residents of Monroe County and western Ontario county.

AREA SERVED:
Monroe County and western Ontario County

APPLICATION/REFERRAL PROCESS:
Call telephone number above

HOURS OF OPERATION:
24 hours - 365 days

FEE FOR SERVICE: None
COMMUNITY RESOURCE GUIDE
SHELTER INFORMATION

AGENCY NAME:
Catholic Charities Community Services
ADDRESS:
1945 E. Ridge Rd. Suite 24
Rochester NY 14622
PHONE:
(585) 339-9800
After Hours Phone: LIFE LINE 1-800-310-1160, 585-275-5151
TDD/TTY: (585) 339-9806
Fax: (585) 339-9377
E-MAIL:
cccs@cccsrochester.org
WEB:
http://www.cccsrochester.org/
SERVICE SUMMARY:
Case management, housing, emergency assistance, outreach and referral for persons living with HIV
· Shelter: Provides rental subsidies and emergency assistance to persons living with HIV, emergency assistance to persons with developmental disabilities.
PROGRAM ELIGIBILITY:
N/A
AREA SERVED:
12 county area of Catholic Diocese of Rochester
APPLICATION/REFERRAL PROCESS:
Call for Intake Worker
HOURS OF OPERATION:
Monday-Friday 8am-4:30pm
FEE FOR SERVICE:
None
COMMUNITY RESOURCE GUIDE
SHELTER INFORMATION

AGENCY NAME: DePaul
ADDRESS: 1931 Buffalo Road
Rochester NY 14624
PHONE: (585) 426-8000
Fax: (585) 426-8082
WEB: www.DePaul.org
SERVICE SUMMARY: Permanent housing
PROGRAM ELIGIBILITY: N/A
AREA SERVED: Monroe County
APPLICATION/REFERRAL PROCESS:
· Referral Procedure: Single point of entry referral
· Waiting List: Yes
HOURS OF OPERATION:
Monday-Friday 8am-5pm
FEE FOR SERVICE:
Rental payment based on section 8 Formula None
COMMUNITY RESOURCE GUIDE
SHELTER INFORMATION

AGENCY NAME:
Genesis House
Salvation Army

ADDRESS:
70 Liberty Pole Way
Rochester NY 14604

PHONE:
(585) 235-2660
After Hours Phone: (585) 235-2660
Hotline: (585) 235-2660
Fax: (585) 235-2752

WEB:
www.rochestersalvationarmy.org

SERVICE SUMMARY:
Young adult shelter. Residential shelter for youth. Case management, advocacy, community services coordination, linkages.
After care for one year after leaving the shelter.
· Shelter: Emergency for males and females 16 to 20 years old
· On-site Shelter: Yes

PROGRAM ELIGIBILITY:
Must be 16-20

AREA SERVED:
Monroe County/Rochester and surrounding areas

APPLICATION/REFERRAL PROCESS:
Call telephone number above

HOURS OF OPERATION:
7 days -- 24 hours
COMMUNITY RESOURCE GUIDE
SHELTER INFORMATION

AGENCY NAME:
Monroe County Department of Human and Health Services
(MCDHHS)
ADDRESS:
111 Westfall Rd - Room 130
Rochester NY 14620
PHONE:
(585) 274-6000
After Hours Phone:
See: MCDHHS After Hours Emergency Coverage (585) 442-1742
Hotline: Landlord Hotline: (585) 274-6630
Fax: (585) 274-6014
WEB:
http://www.monroecounty.gov/

SERVICE SUMMARY:
Eligibility determination for emergency placement, referral for on-going
Temporary Assistance
· Shelter: Will review cases for possible assistance to prevent foreclosure, evictions and repairs of
owner-occupied property

PROGRAM ELIGIBILITY:
Person must provide identification, proof of income and
resources and documentation of emergency situation

AREA SERVED: Monroe County

APPLICATION/REFERRAL PROCESS:
Must be at 111 Westfall Rd. before 3:30 M-F

HOURS OF OPERATION:
Monday-Friday 8am - 5pm

FEE FOR SERVICE: None
COMMUNITY RESOURCE GUIDE
SHELTER INFORMATION

AGENCY NAME:
Richards House
Veterans Outreach Center

ADDRESS:
Not Published

PHONE:
(585) 506-9060
Fax: (585) 506-9063

E-MAIL:
amslatteryvoc@hotmail.com

SERVICE SUMMARY:
Emergency, transitional, and supportive housing. Case management and support groups
- Shelter: Emergency, transitional and supportive housing.
- On-site Shelter: Yes

PROGRAM ELIGIBILITY:
Must be eligible veteran with chemical dependency/mental heath

AREA SERVED:
Monroe County and five surrounding counties

APPLICATION/REFERRAL PROCESS:
Contact housing director

HOURS OF OPERATION:
Monday-Friday 8:30am-5pm

FEE FOR SERVICE:
Sliding scale, DHHS, or VA per diem
COMMUNITY RESOURCE GUIDE
SHELTER INFORMATION

AGENCY NAME:
Sanctuary House
Catholic Family Center

ADDRESS:
Not published

PHONE:
(585) 277-7550
Fax: (585) 277-7555

WEB:
www.cfcrochester.org

SERVICE SUMMARY:
Women and children (boys 14 and under, girls all ages).

PROGRAM ELIGIBILITY:
Must be homeless and willing to apply to MCDHHS

AREA SERVED:
Monroe County for emergency assistance

APPLICATION/REFERRAL PROCESS:
If MCDHHS eligible must contact Temporary Assistance worker first

HOURS OF OPERATION:
7 days-24 hours

FEE FOR SERVICE:
Sliding Fee Scale
AGENCY NAME:
The Health Association

ADDRESS:
250 East Avenue
Rochester NY 14604

PHONE:
(585) 232-6382
After Hours Phone: 1-800-310-1160, (585) 275-5151 (LIFE LINE)
TDD/TTY: (585) 232-6382
Fax: (585) 232-3789

E-MAIL:
HART@TheHealthAssociation.org

WEB:
www.TheHealthAssociation.org

SERVICE SUMMARY:
Housing for individuals/families who are HIV+ and are homeless or inappropriately housed. Support Services for HIV+ individuals.

PROGRAM ELIGIBILITY:
HIV Positive Consumers

AREA SERVED:
Monroe County

APPLICATION/REFERRAL PROCESS:
Consumer or Provider can call to schedule an appointment

HOURS OF OPERATION:
Monday-Friday 9am - 5pm

FEE FOR SERVICE:
None
COMMUNITY RESOURCE GUIDE
SHELTER INFORMATION

AGENCY NAME:
YWCA of Rochester and Monroe County

ADDRESS:
175 N. Clinton Ave
Rochester NY 14604

PHONE:
(585) 546-5820 After Hours Phone: (585) 546-5820
TDD/TTY: (585) 546-5513
Fax: (585) 546-1077

E-MAIL: info@ywcarochester.org
WEB: www.ywcarochester.org

SERVICE SUMMARY:
Long-term housing for single women, Emergency Housing for women and women with children, Transitional Housing for women with children, off-site affordable housing (2 off-site locations) for families, Women's Resource and Career Center which consists of the Working Wardrobe, Nutrition Outreach Project, and Employment Services: Young Parent Support Services; and Steppingstone Women's Treatment Program consisting of an outpatient clinic and a Supportive Living Program.

- Shelter: 13 Emergency Housing units (11 units for single women and 2 for women with up to 2 young children)

PROGRAM ELIGIBILITY: Varies by program

AREA SERVED: Rochester / Monroe County

APPLICATION/REFERRAL PROCESS: Telephone / Walk-ins

HOURS OF OPERATION: Programs may vary but normal business hours are Monday-Friday 8am-5pm and some programs on Saturday

FEE FOR SERVICE: Varies by program (Most programs have no fee and others may have a sliding scale fee)
COMMUNITY RESOURCE GUIDE
SHELTER INFORMATION

AGENCY NAME:
Bethany House

ADDRESS:
169 St Bridget's Dr.
Rochester NY 14605

PHONE:
(585) 454-4197
Fax: (585) 454-4197 *51
E-MAIL:
rbethan1@rochester.rr.com

SERVICE SUMMARY:
Drop in center for women and children Monday-Friday, 9am-5pm
· Shelter: Emergency housing-women with children up to 12 years old.
· On-site Shelter: Yes

PROGRAM ELIGIBILITY:
Homeless women

AREA SERVED:
Not Limited

APPLICATION/REFERRAL PROCESS:
Telephone

HOURS OF OPERATION:
7 days -- 24 hours

FEE FOR SERVICE:
None

OTHER:
Public transportation accessible
COMMUNITY RESOURCE GUIDE
SHELTER INFORMATION

AGENCY NAME:
Catholic Family Center

ADDRESS:
1476 St. Paul St.
Rochester NY 14621

PHONE:
(585) 232-2050 After Hours Phone: LIFE LINE 1-800-310-1160 (585) 275-5151

Fax: (585) 232-3352

E-MAIL: crscfc@frontiernet.net

WEB: www.cfcrochester.org

SERVICE SUMMARY:
A wide array of services including: 1) Services and assistance to the elderly including Eldersource telephone information and consultation. 2) Counseling and therapy for families and youth. 3) Homeless services; see below and Francis Center and Women's Place. 4) Foster care and adoption assistance. 5) Immigration counseling and assistance. 6) Substance abuse services. 7) Research and analysis on social issues. 8) Emergency services and crisis intervention

· Shelter: Referrals
· On-site Shelter: No

PROGRAM ELIGIBILITY:
Identification for all household members, current income and address

AREA SERVED: All of Monroe County

APPLICATION/REFERRAL PROCESS: Walk in or referral

HOURS OF OPERATION:
Monday-Friday, 9am-5pm (with early morning or evening by appointment)

FEE FOR SERVICE:
None
COMMUNITY RESOURCE GUIDE
SHELTER INFORMATION

AGENCY NAME:
Dimitri House

ADDRESS:
102 N. Union St
Rochester NY 14607

PHONE:
(585) 325-1796
Fax: (585) 325-1541

E-MAIL: dimitr1@rochester.rr.com
WEB: www.dimitrihouse.org

SERVICE SUMMARY:
· Food: Food Cupboard Monday 9am-12pm & 1pm-4:30pm; Wednesday, Thursday & Friday 9am-12pm. Drop-in Program Tuesday, Wednesday, & Thursday, 1:30pm - 4:30pm, a hot meal served all 3 days.
· Shelter: November-April; 7 bed/7 nights. Guests arrive at 9:30pm-leave at 7:00am. Shelter for men only.
· On-site Shelter: Yes

PROGRAM ELIGIBILITY:
Area served for food cupboard recipients: 14604, 14605, 14607 & 14609. Drop-in open to adult men & women.

AREA SERVED:
14604, 14605, 14607 and 14609

APPLICATION/REFERRAL PROCESS:
Call for information

HOURS OF OPERATION:
See Services for different times

FEE FOR SERVICE:
None
COMMUNITY RESOURCE GUIDE
SHELTER INFORMATION

AGENCY NAME:
Hillside Family of Agencies

ADDRESS:
1183 Monroe Ave
Rochester NY 14620

PHONE:
(585) 256-7500
Fax: (585) 256-7880
WEB: www.hillside.com

SERVICE SUMMARY:
Children's center providing services and support to youth and families, preventive services, placement and adoption programs, education and day treatment services, short and long term out-of-home placements.
· Shelter: Emergency foster care placements
· On-site Shelter: Yes

AREA SERVED:
Monroe County and the surrounding counties

APPLICATION/REFERRAL PROCESS:
Call telephone above

HOURS OF OPERATION:
7 Days -- 24 hrs

FEE FOR SERVICE:
Sliding scale
COMMUNITY RESOURCE GUIDE
SHELTER INFORMATION

AGENCY NAME:
Mount Carmel Food Cupboard

ADDRESS:
59 Ontario Street
Rochester NY 14605

PHONE:
(585) 232-1133
Fax: (585) 232-1554

SERVICE SUMMARY:
· Food: Monday 1:30pm-2pm, Tuesday 1pm-2pm back of main building at 59 Ontario St.
· Shelter: No
· On-site Shelter: Only 12 low-income apartments

PROGRAM ELIGIBILITY:
N/A

AREA SERVED:
14605

APPLICATION/REFERRAL PROCESS:
Come with identification

HOURS OF OPERATION:
9am-3pm Monday-Friday

FEE FOR SERVICE:
NONE

It’s about every child and excellence is the only option!
COMMUNITY RESOURCE GUIDE
SHELTER INFORMATION

AGENCY NAME:
Rochester Area Interfaith Hospitality Network (RAIHN)

ADDRESS:
34 Meigs St
Rochester NY 14607

PHONE:
(585) 506-9050

WEB:
www.raihn.org

SERVICE SUMMARY:
Shelter and food for homeless families, case management.

AREA SERVED:
No limitations

APPLICATION/REFERRAL PROCESS:
Call for screening

HOURS OF OPERATION:
Monday-Friday 9am-5pm

FEE FOR SERVICE:
None
COMMUNITY RESOURCE GUIDE
SHELTER INFORMATION

AGENCY NAME:
The Housing Council
ADDRESS:
183 E. Main St., Suite 1100
Rochester NY 14604
PHONE:
(585) 546-3700
After Hours Phone: Same
Hotline: 1-866-379-3706, Fair Housing Toll Free Line
TDD/TTY: 1-800-290-1717
Fax: (585) 546-2946
WEB:
www.thehousingcouncil.org

SERVICE SUMMARY:
Housing Hotline for any housing related questions. Referral, advocacy, and information for at-risk homeless, housing search assistance, Fair Housing counseling and education, emergency rental and mortgage assistance, landlord and tenant counseling and education, Rental Registry listing affordable apartments currently available for rent, housing research.

PROGRAM ELIGIBILITY: None for most services

AREA SERVED: Greater Rochester Area and Monroe County

APPLICATION/REFERRAL PROCESS:
Call for information

HOURS OF OPERATION:
Monday-Friday, 9am-5pm

FEE FOR SERVICE:
N/A
COMMUNITY RESOURCE GUIDE
SHELTER INFORMATION

AGENCY NAME:
Hunter House

ADDRESS:
102 N. Union St.
Rochester NY 14607

PHONE:
(585) 546-7472 After Hours Phone: (585) 546-1906
Fax: (585) 546-8579
E-MAIL: cephas@rochester.rr.com
WEB: www.cephas.org

SERVICE SUMMARY:
· Food: 3 meals daily provided.
· Shelter:
  · On-site Shelter: 8 single rooms, large common living area; minimum stay 90 days.

PROGRAM ELIGIBILITY:
· Referral Procedure: Must be male and on parole supervision. Referrals through correctional facilities or local parole officers only
· Waiting List: N/A. Admissions on a space-available basis

AREA SERVED:
City of Rochester

APPLICATION/REFERRAL PROCESS:
Call for information

HOURS OF OPERATION:
Monday-Friday, 9am-5pm

FEE FOR SERVICE:
MCHHS; employed residents pay pro-rated rent
IV

DRUG & ALCOHOL
COMMUNITY RESOURCE GUIDE
DRUG & ALCOHOL INFORMATION

AGENCY NAME: Action for a Better Community
ADDRESS: 550 East Main Street
           Rochester, NY 14607
PHONE: 585-325-5116
WEB: www.abcinfo.org

SERVICE SUMMARY:
Community group, individual and family support programs, early childhood services, employment programs. Action Front Center-AIDS awareness and counseling program

PROGRAM ELIGIBILITY:
Varies by program

AREA SERVED:
Monroe County and Ontario County

APPLICATION/REFERRAL PROCESS:
Call main office

HOURS OF OPERATION:
Monday - Friday 8:30-5:00 pm

FEE FOR SERVICE:
None

Agency Contact:
Service Intake Coordinator at 585-325-5116
COMMUNITY RESOURCE GUIDE
DRUG & ALCOHOL INFORMATION

AGENCY NAME:
Alcoholics Anonymous

ADDRESS: Various agencies, various agencies

YWCA of Rochester & Monroe
- (585) 546-5820
- 175 Clinton Ave N
- Rochester

Unity Chemical Dependency
- (585) 723-7740
- 81 Lake Ave
- Rochester

Park Ridge Chemical Dependency
- (585) 723-7723
- 1565 Long Pond Rd
- Rochester
- Unity Chemical Dependency Clinic

PHONE: As listed per agency above
WEB: www.aa.org

SERVICE SUMMARY:
Voluntary fellowship of people suffering from alcoholism who seek to become and stay sober through mutual self-help by meeting in local, independent groups to share their common experiences.

PROGRAM ELIGIBILITY: Commitment to recovery

AREA SERVED: Greater Rochester area and surrounding towns

APPLICATION/REFERRAL PROCESS: None

HOURS OF OPERATION:
Varying hours based upon independent programs. Please call
COMMUNITY RESOURCE GUIDE
DRUG & ALCOHOL INFORMATION

AGENCY NAME: Conifer Park
ADDRESS: 79 Glenridge Rd. Glenville, NY 12302
PHONE: 1-800-989-6446

SERVICE SUMMARY:
It is a Private residential chemical dependency treatment facility situated on 32 wooded acres in Glenville, NY. Easily accessible from all major cities in the Northeast, the facility offers comprehensive services for the treatment of alcoholism and substance abuse in a beautiful, tranquil setting conducive to recovery. All treatment programs at Conifer Park are provided by a full spectrum of professionally licensed staff in the fields of medicine, psychiatry, nursing, social work and addiction counseling. Programming utilizes the 12-step guidelines outlined by Alcoholics Anonymous (AA) and Narcotics Anonymous (NA), while taking into account the individual needs of each client. Treatment plans reflect gender, culture and age to best serve our patient populations.

PROGRAM ELIGIBILITY:
Varies based upon individual programs. Please call for more detailed information. Programs accept most insurances.

AREA SERVED: Varies

APPLICATION/REFERRAL PROCESS: Referrals are required from caseworkers, social workers, counselors, courts and approval through insurance company.

HOURS OF OPERATION:
Office hours are Mon-Fri 9-5. However, hours of operation by programs may vary.

FEE FOR SERVICE:
Varies by program and insurance coverage

Agency Contact:
Service Coordinator at 1-800-989-6446
COMMUNITY RESOURCE GUIDE  
DRUG & ALCOHOL INFORMATION

AGENCY NAME: DePaul Addiction Services  
ADDRESS:  
774 West Main Street  
Rochester, NY, 14611  
PHONE: 585-426-8000  
E-MAIL: holistictreatmentcenter@gmail.com  
WEB: www.depaul.org  
SERVICE SUMMARY:  
Primary Focus of Provider  
Substance Abuse Treatment Services (SA)  
Services Provided  
Substance Abuse Treatment (TX)  
Detoxification (DT)  
Methadone Detoxification (DM)  
Buprenorphine used in Treatment (BU)  
Type of Care  
Outpatient (OP)  
Residential Short Term (RS)  
Specific Programs/Groups Offered  
PROGRAM ELIGIBILITY:  
Varies based upon the program. Please call the number listed above for more detailed information.  
AREA SERVED: No limitations  
APPLICATION/REFERRAL PROCESS:  
Varies based upon each program. Please call for information.  
HOURS OF OPERATION:  
Office hours are Mon-Fri 9-5. However, individual programs have varying hours. Please call for more information.  
FEE FOR SERVICE: Forms of Payment Accepted: Self Payment, Medicaid, Private Health Insurance, Payment Assistance Available, Sliding Fee Scale, Payment Assistance
COMMUNITY RESOURCE GUIDE
DRUG & ALCOHOL INFORMATION

AGENCY NAME:
John L. Norris Addiction Treatment Center

ADDRESS:
1732 South Avenue
Rochester, NY 14620

PHONE:
585-461-0410

SERVICE SUMMARY:
In-patient program for alcohol and drug abuse. Program for the hearing impaired.

PROGRAM ELIGIBILITY:
Drug and alcohol free for 48 hours, 18 or older, and must meet all admission criteria.

AREA SERVED:
New York State

APPLICATION/REFERRAL PROCESS:
Referrals from certified agencies, need initial evaluation and referral faxed to admissions.

HOURS OF OPERATION:
7 days a week 24 hours a day

FEE FOR SERVICE:
Sliding fee scale. We also accept 3rd party insurance and Medicaid.

Agency Contact:
Intake Coordinator at 585-461-0410
COMMUNITY RESOURCE GUIDE
DRUG & ALCOHOL INFORMATION

AGENCY NAME: Narcotics Anonymous
ADDRESS: Varying locations based upon independent programs.

**Narcotics Anonymous Hotline**
- (585) 234-7889
- PO Box 40255
- Rochester

**St Joseph's Villa -** (585) 865-1550
- 3300 Dewey Ave
- Rochester

**Huther-Doyle** (585) 325-5100
- 360 East Ave Suite 200
- Rochester

**Westfall Associates** (585) 473-1500
- 919 Westfall Rd Suite B60
- Rochester

**Conifer Park** (585) 442-8422
- 1150 University Ave Suite 7

PHONE: Varies based upon independent programs
WEB: www.na.org

SERVICE SUMMARY: is a drug addiction twelve-recovery program modeled after Alcoholics Anonymous (AA) which describes itself as an altruistic "fellowship or society of men and women for whom drugs had become a major problem “and it is the second-largest 12-step organization.

PROGRAM ELIGIBILITY: Commitment to recovery
AREA SERVED: Greater Rochester and surrounding towns.
APPLICATION/REFERRAL PROCESS: None
HOURS OF OPERATION: Varies based upon individual programs.
FEE FOR SERVICE: None
Agency Contact: Please contact individual program coordinators at the individual sites listed above.

It’s about every child and excellence is the only option!
COMMUNITY RESOURCE GUIDE
DRUG & ALCOHOL INFORMATION

AGENCY NAME:
Health Association, The

ADDRESS:
1 Mt Hope Ave

PHONE:
585-423-9490

E-MAIL:
info@thehealthassociation.org

WEB:
www.TheHealthAssociation.org

SERVICE SUMMARY:
Programs in the areas of alcohol, substance abuse. And problem gambling treatment, education and advocacy, information and referral

PROGRAM ELIGIBILITY:
Varies by program

AREA SERVED:
Varies by program

APPLICATION/REFERRAL PROCESS:
Contact Life-Line 1-800-310-1160 or the program itself.

HOURS OF OPERATION:
Varies by program

FEE FOR SERVICE:
Varies by program

Agency Contact:
Switchboard Operator at 585-275-5151
COMMUNITY RESOURCE GUIDE
DRUG & ALCOHOL INFORMATION

AGENCY NAME:
AIDS Rochester INC.

ADDRESS:
1350 University Avenue
Rochester, NY 14607

PHONE:
585-442-2220

E-MAIL:
info@aidsrochester.org

WEB:
www.aidsrochester.org

SERVICE SUMMARY:
Food: In house Clients only
Shelter: rental and emergency financial assistance
Drug & alcohol treatment for in house clients only.
Job training & referral for in house clients only.

PROGRAM ELIGIBILITY:
HV positive

AREA SERVED:
Greater Rochester area

APPLICATION/REFERRAL PROCESS:
Call Intake Coordinator

HOURS OF OPERATION:
Monday-Friday 9:00-5:00

FEE FOR SERVICE: None

Agency Contact: Housing Coordinator at 442-2220 Drug and Alcohol treatment is for in house clients only.
COMMUNITY RESOURCE GUIDE
DRUG & ALCOHOL INFORMATION

AGENCY NAME:
Baden Street Settlement of Rochester, Inc. Chemical Dependency Program

ADDRESS:
585 Joseph Avenue
Rochester, NY 14605

PHONE:
585-325-8123

SERVICE SUMMARY:
Out-patient drug rehabilitation Counseling

PROGRAM ELIGIBILITY:
Clients must apply for Medicaid

AREA SERVED:
Parts of 14605, 14621, please call for details

APPLICATION/REFERRAL PROCESS:
Walk-in and referrals

HOURS OF OPERATION:
Monday-Friday 8:30-5:00 p.m.

FEE FOR SERVICE:
For some services

Agency Contact:
The director of the Drug Counseling Center at 585-325-4910
COMMUNITY RESOURCE GUIDE
DRUG & ALCOHOL INFORMATION

AGENCY NAME:
Health Association, The

ADDRESS:
1 Mt Hope Ave

PHONE:
585-423-9490

E-MAIL:
info@thehealthassociation.org

WEB:
www.TheHealthAssociation.org

SERVICE SUMMARY:
Programs in the areas of alcohol, substance abuse, and problem gambling treatment, education and advocacy, information, and referral

PROGRAM ELIGIBILITY:
Varies by program

AREA SERVED:
Varies by program

APPLICATION/REFERRAL PROCESS:
Contact Life-Line 1-800-310-1160 or the program itself.

HOURS OF OPERATION:
Varies by program

FEE FOR SERVICE:
Varies by program

Agency Contact:
Switchboard Operator at 585-275-5151
AGENCY NAME:
Family Service of Rochester

ADDRESS:
30 N. Clinton Ave
Rochester, NY 14604

PHONE:
585-232-1840

WEB:
www.fsr.org

SERVICE SUMMARY:
The agency has a variety of educational, support, and counseling services for all ages and backgrounds. Also has parenting classes and anger management. For treatment programs contact intake Dept. ext.112

PROGRAM ELIGIBILITY:
Eligibility varies with programs

AREA SERVED:
Primarily Monroe County

APPLICATION/REFERRAL PROCESS:
The referral process varies with each program. Please contact the intake department

HOURS OF OPERATION:
Monday-Friday 9am-5pm

FEE FOR SERVICE:
The fees vary with each program.

Agency Contact:
Intake department at 585-232-1840 ext. 112
COMMUNITY RESOURCE GUIDE
DRUG & ALCOHOL INFORMATION

AGENCY NAME:
Main Quest Treatment Center

ADDRESS:
774 West Main Street
Rochester, NY 14611

PHONE:
585-464-8870

E-MAIL:
info@TheHealthAssociation.org

WEB:
www.TheHealthAssociation.org

SERVICE SUMMARY:
Comprehensive system of services for individuals with a presenting diagnosis related to alcohol and other drug abuse.

PROGRAM ELIGIBILITY:
Must be 18 years old with a diagnosis of alcohol abuse, and show evidence of inability to refrain from alcohol or other drug use without care in a structured setting.

AREA SERVED:
Main Quest Treatment Center is the largest publicly funded, non-profit substance abuse treatment center in the Finger Lakes region.

APPLICATION/REFERRAL PROCESS:
Individuals can be referred by a qualified health professional, must be 18 years old with a diagnosis of alcohol abuse, and show evidence of inability to refrain from alcohol or other drug use without care in a structured setting.

HOURS OF OPERATION:
8:30a.m. - 4:30 p.m. (business and office hours) 24/7 primary care

FEE FOR SERVICE:
Variable, through insurance provider, Medicaid or sliding
Scale.
Agency Contact: Intake Coordinator at 585-275-5151, 1-800-310-1160

COMMUNITY RESOURCE GUIDE
DRUG & ALCOHOL INFORMATION

AGENCY NAME:
Open Door Mission
ADDRESS:
156 N Plymouth Avenue
Rochester, NY 14614
PHONE:
585-454-6697
E-MAIL:
rfox@odmmail.com
WEB:
www.opendoormission.com
SERVICE SUMMARY:
Christian Life Program, drugs and alcohol, life issues, rehab open to the public. Women and children are clothing distribution, Limited long term care by agency referral.
PROGRAM ELIGIBILITY:
Call for information
AREA SERVED:
Greater Rochester Area
APPLICATION/REFERRAL PROCESS:
Walk in or referral
HOURS OF OPERATION:
7 days per week 24 hours per day
FEE FOR SERVICE:
None
Agency Contact:
Executive Director at 585-454-6696
COMMUNITY RESOURCE GUIDE
DRUG & ALCOHOL INFORMATION

AGENCY NAME:
Threshold Substance Abuse Prevention Program

ADDRESS:
145 Parsells Avenue
Rochester, NY 14609

PHONE:
585-454-7530

WEB:
www.thresholdcenter.org

SERVICE SUMMARY:
We offer a variety of programs that provide drug prevention education and information.
Drug prevention education and information
Classroom presentations
Individual counseling
Assessment and referral services

Youth Enrichment Series (YES) summer camp. The eight-week camp is designed to provide 12
to 15 year olds the opportunity to learn social skills and engage in positive alternative activities
to drug and alcohol use.

PROGRAM ELIGIBILITY:
Adolescents and young people ages 12 to 25

AREA SERVED:
Greater Rochester area

APPLICATION/REFERRAL PROCESS:
By walk in or referral

HOURS OF OPERATION:
Schedule an appointment or presentation by calling 585-454-7530
Monday through Friday, 9:00 a.m. to 4:00 p.m.

FEE FOR SERVICE: None

AGENCY CONTACT:
On call staff 1 at 585-454-7138
COMMUNITY RESOURCE GUIDE
DRUG & ALCOHOL INFORMATION

AGENCY NAME:
Al-Anon/Al-A Teen

ADDRESS:
805 Blossom Rd,
Rochester, NY

PHONE:
585-288-0540

WEB: www.alanon.alateen.org

SERVICE SUMMARY:
Groups for teenagers with an alcoholic parent, family member or friend.

PROGRAM ELIGIBILITY:
Must be a teenager with an alcoholic parent, family member or friend.

AREA SERVED:
Greater Rochester and surrounding towns

APPLICATION/REFERRAL PROCESS:
None

HOURS OF OPERATION:
Times and locations may vary. Please call the number listed above for current information

FEE FOR SERVICE:
None

Agency Contact:
Coordinator for individual program sites after obtaining schedule at
585-288-0540
COMMUNITY RESOURCE GUIDE
DRUG & ALCOHOL INFORMATION

AGENCY NAME:
Catholic Family Center Restart

ADDRESS:
55 Troup Street Plymouth Park West
Rochester, NY 14608

PHONE: 585 546-3046x327
WEB: cfrochester.org

SERVICE SUMMARY:
Substance abuse treatment Type of Care: Outpatient, Partial hospitalization/day treatment
Special Programs/Groups: Persons with co-occurring mental and substance abuse disorders, Pregnant/postpartum women, Women,

PROGRAM ELIGIBILITY:
Varies based upon individual programs.

AREA SERVED:
Greater Rochester area

APPLICATION/REFERRAL PROCESS:
Varies based upon individual programs. Please call for more information.

HOURS OF OPERATION:
Hours vary. Please contact program coordinator for details

FEE FOR SERVICE:
Payment Accepted: Self payment, Medicaid, Medicare, Private health insurance, Military insurance

Agency Contact: Intake: (585) 546-1271x258
COMMUNITY RESOURCE GUIDE
DRUG & ALCOHOL INFORMATION

AGENCY NAME:
Delphi Drug and Alcohol Council
ADDRESS:
1839 E Ridge Rd, Suite 4
Rochester, NY 14622
PHONE:
585-467-2230
WEB: Troat@delphidrug.org

SERVICE SUMMARY: Delphi Drug & Alcohol Council, Inc. is a not-for-profit agency that provides Prevention Education, School-Based Counseling, Out-Patient Treatment and the Domestic Violence & Abuse Course for Men. Delphi is licensed by the NYS Office of Alcoholism and Substance Abuse Services. We operate a full service Out-Patient Treatment Program that is fully licensed by the NYS Office of Alcoholism and Substance Abuse Services (OASAS). Out-Patient Treatment Services are provided to both male and female clients, teen years through adult, and include: evaluations, drug screening, individual, family and group counseling.

PROGRAM ELIGIBILITY: Based upon individual program criteria. Please call the number listed above for more detailed information.

AREA SERVED: No restrictions

APPLICATION/REFERRAL PROCESS:
Referrals come from the criminal justice system, school districts, parents self-referral.

HOURS OF OPERATION:
Administrative offices are open Mon-Fri 9-5. However, individual program hours vary. Please call for more detailed information.

FEE FOR SERVICE:
Varies based upon individual programs and insurance.

Agency Contact:
Service Coordinator at 585-467-2230
COMMUNITY RESOURCE GUIDE
DRUG & ALCOHOL INFORMATION

AGENCY NAME:
Huther Doyle Prevention Services
ADDRESS:
360 East Ave.
Rochester, NY 14604
PHONE: 585-325-5154
WEB: Hutherdoyle.com

SERVICE SUMMARY: Huther-Doyle is a not-for-profit agency that provides addiction treatment and recovery programs and services to individuals and their supporters at multiple sites in the Greater Rochester Community. Click here for all of our locations. Huther-Doyle offers services including:

- Evaluation and Referral
- Intensive Outpatient Therapy
- Aftercare
- Bilingual/bicultural Treatment
- HIV Specific Treatment
- Family therapy
- MICA treatment
- Co-dependency treatment

PROGRAM ELIGIBILITY: Varies based upon the program. Please call the number listed above for more detailed information.

AREA SERVED: Greater Rochester area.

APPLICATION/REFERRAL PROCESS: Varies based upon the program. Please call the number listed above for more detailed information.

HOURS OF OPERATION: Office hours are 9-5 Mon-Fri. However, different programs have various hours. Please call for information.
FEE FOR SERVICE:
Varies based upon the service.

COMMUNITY RESOURCE GUIDE
DRUG & ALCOHOL INFORMATION

AGENCY NAME:
Mount Carmel Food Cupboard

ADDRESS:
59 Ontario Street
Rochester, NY 14605

PHONE:
585-232-1133

SERVICE SUMMARY:
Food: Monday 1:30-2p.m., Tues 1:00 p.m.-2:00 p.m. back of main building on Ontario Street.
Drug and alcohol Treatment: Daily Meeting 2p.m. -4p.m.

PROGRAM ELIGIBILITY:
Client must reside in the area serviced by the program.

AREA SERVED:
14605

APPLICATION/REFERRAL PROCESS:
Come with identification
Reside in the area serviced

HOURS OF OPERATION:
9a.m.-3p.m. Monday-Friday

FEE FOR SERVICE:
None

Agency Contact:
CHURCH OFFICE AT 585-232-1133
COMMUNITY RESOURCE GUIDE
DRUG & ALCOHOL INFORMATION

AGENCY NAME:
Pathway Houses of Rochester

ADDRESS:
55 Troup Street
Rochester, NY 14608

PHONE:
585-232-4674

E-MAIL:
pwhousees@aol.com

WEBSITE:
www.pwhouses.org

SERVICE SUMMARY:
Supervised transitional community residences for men recovering from substance abuse.

PROGRAM ELIGIBILITY:
Referral necessary. Must be drug free for 30 days.

AREA SERVED:
No limitations

APPLICATION/REFERRAL PROCESS:
Patient must be in an active outpatient program.
Referral required
Must be drug free for 30 days.
Must be seeking employment, employed or enrolled in school.

HOURS OF OPERATION:
Monday-Friday 8:30-5:00

FEE FOR SERVICE:
Call for fee information

Agency contact:
Executive Director at 585-232-4674
COMMUNITY RESOURCE GUIDE
DRUG & ALCOHOL INFORMATION

AGENCY NAME:
Unity Chemical Dependency Program

ADDRESS:
81 Lake Avenue
Rochester, New York 14608

PHONE:
585-723-7740

SERVICE SUMMARY:
The Unity Chemical Dependency Program has the most comprehensive and personalized treatment services in upstate New York for both adults and adolescents. It has a long history of effective treatment, Inter-disciplinary expertise, Personalized treatment plans, Family programs and support. Inpatient, outpatient, and residential programs. There are three convenient locations: Brighton, Greece & Rochester.

PROGRAM ELIGIBILITY:
Varies based upon individual program criteria.

AREA SERVED:
Greater Rochester area and surrounding towns.

APPLICATION/REFERRAL PROCESS:
Based upon individual programs. Please call for information.

HOURS OF OPERATION:
Office hours Mon-Fri 9-5. Individual program times may vary. Please call for more information.

FEE FOR SERVICE:
Varies based upon individual programs and insurance coverage.

Agency Contact: Service Coordinator at 585-368-3411
It’s about every child and excellence is the only option!
COMMUNITY RESOURCE GUIDE
EDUCATION INFORMATION

AGENCY NAME:
Gateway to College/Monroe Community College

ADDRESS:
DCC, Room 4078
Damon City Campus
ROCHESTER, NY 1460

PHONE:
(585) 262-1480

WEB:
www.monroecc.edu
COMMUNITY RESOURCE GUIDE
EDUCATION INFORMATION

AGENCY NAME:
Rochester Educational Opportunity Center

ADDRESS:
305 Andrews Street
ROCHESTER, NY 14604

PHONE:
(585) 232-2730

WEB:
www.reoc.brockport.edu

SERVICE SUMMARY:
Offers comprehensive, innovative, quality, academic, vocational, and community programs.

PROGRAM ELIGIBILITY:
Must be 17 years of age, a resident of New York State and fulfill application requirements.

AREA SERVED:
New York State residents

APPLICATION/REFERRAL PROCESS:
Contact the Office of Admissions at (585) 2322730 x235.

HOURS OF OPERATION:
Vary depending on courses.

FEE FOR SERVICE:
Programs are tuition free but, there are books and supplies to be purchased.
COMMUNITY RESOURCE GUIDE
EDUCATION INFORMATION

AGENCY NAME: GED Programs
ADDRESS: Varied
SERVICE SUMMARY:
Community based programs that provided High School equivalency education leading to a GED certificate.
PROGRAM ELIGIBILITY: Contact program
AREA SERVED: All
APPLICATION/REFERRAL PROCESS: Contact program
HOURS OF OPERATION: Dependent on program
FEE FOR SERVICE: Check with program

GED Programs:

Monroe #1 BOCES
41 O’Connor Road
Fairport, NY 14450
585-383-2210
www.monroe.edu

BOCES #2 Adult Education
Westview Commons Business Park
3545 Buffalo Road
Rochester, NY 14624
585-349-9121  www.monroe2boces.edu

Family Learning Center/OASES (RCSD)
30 Hart Street
Rochester, NY 14605
585-262-8000 x 2130
www.rcsdk12.org/district/workforce_prep

Threshold (The Community Place)
145 Parsells Avenue
Rochester, NY 14609
585-454-7530
www.thresholdcenter.org

SUNY EOC (Educational Opportunity Ctr.)

WXXI Regional Adult Educ. Network
COMMUNITY RESOURCE GUIDE
EDUCATION INFORMATION

AGENCY NAME:
Rochester Works
ADDRESS:
255 North Goodman Street
ROCHESTER, NY 14607
PHONE:
(585) 258-3500
E-MAIL:
WEB:
www.rochesterworks.org

SERVICE SUMMARY:
Employment and training for the workplace. Programs are available for youth, job seekers and businesses.

PROGRAM ELIGIBILITY:
Dependent on program

AREA SERVED:
Monroe County

APPLICATION/REFERRAL PROCESS:
Contact Rochester Works.

HOURS OF OPERATION:
Contact Rochester Works

FEE FOR SERVICE:
None
COMMUNITY RESOURCE GUIDE
EDUCATION INFORMATION

AGENCY NAME:
Rochester City School District -OASES

ADDRESS:
30 Hart Street
ROCHESTER, NY 14605

PHONE:
(585) 467-7683

WEB:
www.oaces.net

SERVICE SUMMARY:
A learning center with a comprehensive range of GED, career-related services that focus on transition to employment, advanced training and post-secondary education.

PROGRAM ELIGIBILITY:
Over the age of 16.

AREA SERVED:
Rochester City residents

APPLICATION/REFERRAL PROCESS:
Walk-in or call.

HOURS OF OPERATION:
Monday -Friday

FEE FOR SERVICE:
None
COMMUNITY RESOURCE GUIDE
EDUCATION INFORMATION

AGENCY NAME:
Urban League of Rochester

ADDRESS:
265 N. Clinton Avenue
ROCHESTER, NY 14605

PHONE:
(585) 325-6530

WEB:
www.ulr.org

SERVICE SUMMARY:
The SAFE Program a GED prep program.

PROGRAM ELIGIBILITY:
Ages 17-21

AREA SERVED:
Rochester, NY

APPLICATION/REFERRAL PROCESS:
Contact Carissa Zipfel @ 585-325-6530 x3059, czipfel@ulr.org

HOURS OF OPERATION:
Monday-Thursday 9:00AM- 3:00 PM, Friday 9:00AM-12:00PM

FEE FOR SERVICE:
N/A
VIII

Employment
COMMUNITY RESOURCE GUIDE

EMPLOYMENT INFORMATION

AGENCY NAME:
Action for a Better Community

ADDRESS:
550 East Main Street
Rochester, NY 14607

PHONE:
585-325-5116

WEB:
www.abcinfo.org

SERVICE SUMMARY:
Community group, individual and family support programs. Early childhood services. Employment programs. Action Front Center-AIDS awareness and counseling program

PROGRAM ELIGIBILITY:
Varies by program

AREA SERVED:
Monroe County and Ontario County

APPLICATION/REFERRAL PROCESS:
Call main office

HOURS OF OPERATION:
Monday - Friday 8:30-5:00 pm

FEE FOR SERVICE:
None

Agency Contact: Service Coordinator at 585-325-5116
COMMUNITY RESOURCE GUIDE
EMPLOYMENT INFORMATION

AGENCY NAME:
Baden Street Settlement of Rochester Inc.
Emergency and Family Assistance

ADDRESS:
152 Baden Street
Rochester, NY 14605

PHONE:
585-325-8100
585-325-4190 ext.132

WEB:
www.badenstreet.org

SERVICE SUMMARY:
Provides food, clothing, rental assistance, prescription assistance, bus tokens, job placement and training, advocacy, referrals and case management. For Job Training and referral contact Workforce development 325-4350 548 Joseph Avenue 14605

PROGRAM ELIGIBILITY:
Based upon individual program and residence in service area.

AREA SERVED:
Parts of 14604, 14605, 14621, call for details

APPLICATION/REFERRAL PROCESS:
Walk-in and referrals

HOURS OF OPERATION:
Monday-Fri 8:30-5:00 p.m.

FEE FOR SERVICE:
None

Agency Contact:
Service Coordinator: 585-325-8100
585-325-4190 ext.132

COMMUNITY RESOURCE GUIDE
EMPLOYMENT INFORMATION

AGENCY NAME:
Grace Urban Ministries

ADDRESS:
858-860 Dewey Ave
Rochester, NY 14613

PHONE:
585-458-7296

E-MAIL:
gummail@frontiernet.net

SERVICE SUMMARY:
Information and referral. Advocacy. Employment training, clothes, life
Skills and food.

PROGRAM ELIGIBILITY:
Reside in areas serviced

AREA SERVED:
Maplewood and Edgerton neighborhoods

APPLICATION/REFERRAL PROCESS:
Call or walk in

HOURS OF OPERATION:
Tues-Fri 10am-4:30pm

FEE FOR SERVICE:
None

Agency Contact:
Church office at 585-458-7296
COMMUNITY RESOURCE GUIDE
EMPLOYMENT INFORMATION

AGENCY NAME:
Rochester Works Career Youth Employment Programs

ADDRESS:
255 North Goodman St.
Rochester, NY 14607
T: 585-266-7760
F: 585-266-7041

276 Waring Road
Rochester, NY 14609
T: 585-266-7760
F: 585-266-7041

PHONE:
T: 585-258-3500
F: 585-232-3727
T: 585-266-7760
F: 585-266-7041

SERVICE SUMMARY:
How to start your job search, Job Leads and Applications, Completing Job Applications, Developing a Resume, Compiling a Portfolio, Interview Skills, Individualized Attention, Summer job program

PROGRAM ELIGIBILITY:
Must reside within the city of Rochester
Income Guidelines
AREA SERVED: Greater Rochester area
APPLICATION/REFERRAL PROCESS: Walk in or referral accepted
HOURS OF OPERATION: Monday – Thurs. 8:30a.m. - 4:30p.m. Fri. 8:30a.m. - Noon
New Customer Walk-In Hours: Monday – Thurs. 8:30a.m. - 3:30p.m. Fri. 8:30a.m.-11:00a.m.
FEE FOR SERVICE: None

COMMUNITY RESOURCE GUIDE
EMPLOYMENT INFORMATION

AGENCY NAME:
AIDS Rochester INC
ADDRESS:
1350 University Avenue
Rochester, NY 14607
PHONE:
585-442-2220
E-MAIL:
info@aidsrochester.org
WEB:
www.aidsrochester.org
SERVICE SUMMARY:
Food: In house Clients only
Shelter: rental and emergency financial assistance
Drug @ alcohol treatment for in house clients only.
Job training @ referral for in house clients only.
PROGRAM ELIGIBILITY:
HV positive
AREA SERVED:
Greater Rochester area
APPLICATION/REFERRAL PROCESS:
Call Intake Coordinator
HOURS OF OPERATION:
Monday-Friday 9:00-5:00
FEE FOR SERVICE:
COMMUNITY RESOURCE GUIDE
EMPLOYMENT INFORMATION

AGENCY NAME: Community Place of Greater Rochester
ADDRESS: 145 Parsells Ave Rochester 14609
PHONE: 585-288-0021
WEB: info@communityplace.org

SERVICE SUMMARY: Community Place of Greater Rochester is a nonprofit agency founded on the belief that everyone should enjoy the same health, economic, and social opportunities no matter who they are or where they live. We deliver a wide range of social, developmental, and educational programs delivered through our facilities in the northeast sector of the city of Rochester (NY) and throughout the greater Rochester area.

Rochester After School Academy (RASAI @ CPGR)
This program is available to all secondary students at Northeast/Northwest College Preparatory High School at the Douglass Campus. The program is located at 940 Fernwood Park and is open Mon., Tues., Thurs., and Fri. from 3:00 to 6:00 p.m. Students receive homework assistance each day and tutoring in mathematics and English language arts by certified teachers three days per week. In addition, participants have the opportunity to develop computer skills, as well as instruction in arts, crafts, and cooking. Students’ leadership skills are further developed through service learning and community service projects. Wednesdays are devoted to field trips and project-based activities. Students must attend the program for 30 days in order to be officially enrolled. For more information, contact Isaac Bliss, Site Manager, at 585-327-7200 or ibliss@communityplace.org.

Supplemental Educational Services
Tutoring services are available free of charge to students who qualify for free or reduced lunch

It’s about every child and excellence is the only option!
and who attend schools designated as low performing schools. Certified teachers provide tutoring in mathematics, reading and English language arts to small groups of students (1-4) for three hours per week. Students are pre-tested to determine skill areas to be improved. A plan of action is developed in conjunction with the students’ teachers, the student, and parent(s), and progress is measured weekly.

Incentives are given to students who attend the program regularly. The tutoring services are provided at two locations: 145 Parsells Avenue and 940 Fernwood Park typically from 3:30 to 6:00 p.m. Monday through Friday. Schools may be used when most convenient for students and their families. For more information or to register for tutoring, contact Vanessa Scott, Coordinator of Academic Enrichment Services, at 585-288-0021 or vscott@communityplace.org.

**Collaborative Coordination Services**
The Community Place of Greater Rochester Inc. is the lead agency for the Student Support Center at Northeast/Northwest College Preparatory High School at the Douglass Campus. Referrals for services are made by school and agency staff, parents and other community agencies. Among the services provided are mental health, pregnancy prevention, drug and alcohol awareness, esteem building, academic support, conflict resolution, job readiness, and life skills. Students receive these services in both individual sessions with service providers and in group settings. The Student Support Centers are open from 7:30 a.m. – 3:30 p.m. For more information or to complete a referral for services, contact Clarence Brown, Coordinator of Student Support Center, at 585-324-9273 or cbrown@communityplace.org.

**The Beacon Centers of Excellence After School Programs**
The Beacon Centers at CPGR offers a diverse portfolio of programs offered when children are not in school (during school vacations or after the school day) that vary by location at 145 Parsells Avenue (14609) and 57 Central Park (14605). Consistent with the Rochester City School District’s calendar, after school programs are offered Monday through Friday from 2:30 p.m. to 6:30 p.m. at 145 Parsells and Monday, Tuesday, Thursday, and Friday from 3:00 to 6:00 p.m. at 57 Central Park when school is in session. When school is not in session, the hours are generally 1:00-5:00 p.m. at 145 Parsells only. Program times vary by age to ensure that activities are age and developmental stage appropriate.

All programs and services are offered in a structured environment and children and their families are required to register in advance of participating. Outreach staff are available to visit homes for those families that are unable to come into the agency to complete the necessary paperwork and to meet the staff. While the programs vary at each site, all offer activities such as: homework assistance; reading clubs; self-esteem exercises; sports; leadership development;
workshops; and field trips. Exciting program additions include our newly refurbished computer labs, a teen lounge, and game room.

**Summer Camp**
Our Traveling Summer Camp, offered to youth ages 4-13 on weekdays during the summer, provides a variety of activities including: trips; swimming; hiking; games; arts and crafts; music; computer training; and nutritious meals and snack. The staff-to-child ratio is 1:10 and a nutritious breakfast, lunch, are provided each day at no additional cost. Campers take field trips to exciting places all around Rochester and Monroe County. Limited transportation is provided from the northeast section of Rochester. Registration begins in May and payment plans are offered at that time.

**Youth Employment**
During the summer months several employment opportunities are provided for youth ages 14 and older to gain valuable skills through classroom instruction and on-the-job training. Generally, the programs run for a six-week period immediately following the July 4th weekend. Programs are either income-restricted or have minimum academic performance standards.

**PROGRAM ELIGIBILITY:**
Individually program based

**AREA SERVED:** Greater Rochester Area

**APPLICATION/REFERRAL PROCESS:**
By referral or walk in

**HOURS OF OPERATION:**
Mon-Fri 9-5pm

**FEE FOR SERVICE:**
Please call for information regarding individual programs. Most programs do not have fees attached.

**Agency Contact:**
Service Coordinator at 585-288-0021
COMMUNITY RESOURCE GUIDE
EMPLOYMENT INFORMATION

AGENCY NAME:
Ibero American Action League

ADDRESS:
777 Clifford Avenue
Rochester, NY 14621

PHONE:
585-454-1430

E-MAIL:
ibero@frontier.net

WEB:
www.ibero.org

SERVICE SUMMARY:
Bilingual staff available. Food vouchers, assistance in filling out forms, job referrals and training.
Day care and senior care

PROGRAM ELIGIBILITY:
For food vouchers: proof of address, income, and photo ID for all members of the family.

AREA SERVED:
Monroe County and surrounding counties

APPLICATION/REFERRAL PROCESS:
Referral by case manager or walk in

HOURS OF OPERATION:
Mon-Fri 9-5

FEE FOR SERVICE:
None

Agency Contact:
Service Coordinator at 585-454-1430
COMMUNITY RESOURCE GUIDE
EMPLOYMENT INFORMATION

AGENCY NAME:
Urban League of Rochester, NY Inc.

ADDRESS:
265 North Clinton Avenue
Rochester, New York 14605

PHONE:
585.325.6530

E-MAIL:
None

WEB:
Ulrr.orgemploymentservices

SERVICE SUMMARY:
The League operates the Rochester Works Career Training Center at the Monroe County Department of Human Services at 691 St. Paul Street. The Career Training Center specializes in helping low-income individuals achieve economic self-sufficiency. The Center is a structured career center and 27-station computer lab offering career assessments and career development workshops. Customers can take career assessments such as Prove It! to determine what areas of employment are best for their skills. Other online assessment and skill development programs such as Work Keys and Key Train are also available. The Center also offers comprehensive case management to track clients' progress and to provide follow-up services for additional training needs.

The Career Training Center works closely with the Department of Human Services to operate intensive case management programs to assist public assistance recipients become more self-sufficient. Case management programs include:
Building Opportunities for Self Sufficiency Program, which focuses on providing sanctioned (noncompliant) TANF and Safety Net recipients with group case management, placement and post-placement services and referrals to other needed resources.

Paths to Recovery, which serves Safety Net recipients who are participating in treatment for chemical dependency. The Pathways Program, which is designed to help welfare recipients move into the workforce. For more information, please contact Shelia James, 585.325-6530 ext. 3020, sjames@ulr.org.

**PROGRAM ELIGIBILITY:**
Individually program based. Please call for details.

**AREA SERVED:**
Greater Rochester Area

**APPLICATION/REFERRAL PROCESS:**
Individually program based. Please call for details.

**HOURS OF OPERATION:**
Individually program based. Please call for details.

**FEE FOR SERVICE:**
Individually program based. Please call for details.

**Agency Contact:**
Sheila James at 585.325.6530
COMMUNITY RESOURCE GUIDE
EMPLOYMENT INFORMATION

AGENCY NAME:
Rochester AmeriCorps

ADDRESS:
Damon City Campus, Monroe Community College
228 East Main, Room 5232
Rochester, NY 14604

PHONE:
585 262-1778

SERVICE SUMMARY:
AmeriCorps is a national service program offering opportunities for individuals to serve their country through community service. Each year Rochester AmeriCorps enrolls members who are placed at a variety of local organizations. Our mission is to mobilize AmeriCorps members and Community volunteers to address pressing issues in the Rochester area. Our program, sponsored by Monroe Community College, is located at the Damon City

PROGRAM ELIGIBILITY:
Please call the number indicated above for individual intake.

AREA SERVED:
No limitations

APPLICATION/REFERRAL PROCESS:
Please call the number listed above for individual intake.

HOURS OF OPERATION:
Mon-Fri 9-5 p.m.

FEE FOR SERVICE:
None
Agency Contact:
Intake Coordinator at 585 262-1778

COMMUNITY RESOURCE GUIDE
EMPLOYMENT INFORMATION

AGENCY NAME:
Job Training Partnership Act
140 W Main St, Rochester, NY (585) 258-8840

YWCA of Rochester & Monroe
175 Clinton Ave N, Rochester, NY (585) 546-5820

Rochester Educational Opportunity
305 Andrews St, Rochester, NY (585) 232-2730

Adult Job Training
43 Turner Dr, Spencerport, NY (585) 352-2761

American Society For Training
PO Box 23714, Rochester, NY (585) 234-3011

ERE Professional Coaching
13 Nova Ln, Rochester, NY (585) 529-5204

Careersma Training & Consulting
270 Barton St, Rochester, NY (585) 436-4808

Training 4 Life

It’s about every child and excellence is the only option!
1250 Scottsville Rd Ste 1, Rochester, NY (585) 730-4030

Blackhawk Training Academy
3300 Monroe Ave, Rochester, NY (585) 203-1183

Behavioral Health Network
490 E Ridge Rd, Rochester, NY (585) 922-2500

Alpha Checkpoint-Rochester Inc
2510 Chili Ave Ste 5, Rochester, NY (585) 737-4320

Prometheus Training Corp
919 Winton Rd S, Rochester, NY (585) 244-4300

Career Development Service
150 State St # 3, Rochester, NY (585) 244-0765

Optimal State Training
1983 Empire Blvd, Webster, NY (585) 234-6444

Marie Barnes Development Center
54 Bouckhart Ave, Rochester, NY (585) 328-8494

Armor Training Center
1460 E Ridge Rd, Rochester, NY (585) 467-7824

Career Architect ConsItng Service
26 Goodman St S Apt 3, Rochester, NY (585) 288-5015
Website Directions

I-Car Northeast Region
481 Penbrooke Dr Ste 3a, Penfield, NY (585) 377-8030
COMMUNITY RESOURCE GUIDE
EMPLOYMENT INFORMATION

AGENCY NAME:
Rochester City School District
Office of Adult Education

ADDRESS:
30 Hart Street
Rochester, NY 14605

PHONE:
585-467-7683

WEB:
www.oaces.net

SERVICE SUMMARY:
OACES is the premier provider for adult and career education services. They utilize experienced
and qualified staff to help meet an individual’s educational, employment, and personal goals.
They are a workforce preparation organization serving adults in Rochester. They deliver a
comprehensive range of career-related services.

PROGRAM ELIGIBILITY:
Please call the number indicated above for more detailed information. Each program has
individual eligibility requirements.

AREA SERVED:
Residents of Rochester, NY

APPLICATION/REFERRAL PROCESS:
Individually program based. Please call for more information or visit our web-site.

HOURS OF OPERATION:
Mon-Fri 9-5p.m.

FEE FOR SERVICE: Please call for more detailed information.
VIII
FINANCIAL SERVICES
COMMUNITY RESOURCE GUIDE
FINANCIAL INFORMATION

AGENCY NAME:
C.A.S.H. – Creating Assets, Savings and Hope
(A United Way coalition)

ADDRESS:
Varies sites

PHONE:
(585) 242-6485

WEB:
www.uwrochester.org

SERVICE SUMMARY:
C.A.S.H. and its partners provide many programs designed to help improve long term economic well-being.

PROGRAM ELIGIBILITY:
Worked full or part time and certain income stipulations.

AREA SERVED:
Monroe County

APPLICATION/REFERRAL PROCESS:
Appointments and walk-in to Super and Partner sites. Necessary documents vary depending on service.

**HOURS OF OPERATION:**
Call the C.A.S.H. hotline 242-6485 for an appointment or to ask about walk in hours.

**FEE:**
N/A

**AGENCY CONTACT:** call
COMMUNITY RESOURCE GUIDE
HEALTH INFORMATION

AGENCY NAME:
Action For A Better Community

ADDRESS:
550 E. Main St.
Rochester NY 14604

PHONE:
(585) 325-5116
Fax: (585) 325-9108

E-MAIL:
N/A

WEB:
www.abcinfo.org
SERVICE SUMMARY:
Community group, individual and family support programs, early childhood services, employment programs, Action Front Center-AIDS awareness and counseling program
· Drug and Alcohol Treatment: Addictions/dependencies counseling
· Job Training and Referral: Employment program

PROGRAM ELIGIBILITY:
Varies by program

AREA SERVED:
Monroe County and Ontario County

APPLICATION/REFERRAL PROCESS:
Call main office

HOURS OF OPERATION:
Monday-Friday 8:30 a.m. to 5 p.m.

FEE FOR SERVICE:
None

COMMUNITY RESOURCE GUIDE
HEALTH INFORMATION

AGENCY NAME:
American Red Cross
Greater Rochester Chapter

ADDRESS:
50 Prince St.
Rochester NY 14607

PHONE:
(585) 241-4400
Fax: (585) 256-4043

WEB:
www.rochesterredcross.org

SERVICE SUMMARY:
Emergency assistance for victims of disaster.
· Shelter: Emergency housing for victims of disaster. Some emergency rental and mortgage assistance. Red Cross/ RG&E seasonal heating fund.
· Clothing: Emergency assistance for victims of disaster
· Medical: Emergency prescription replacement for victims of disaster, mental health counseling for victims of disaster.

PROGRAM ELIGIBILITY:
Serves residents of Monroe County and western Ontario county.

AREA SERVED:
Monroe County and western Ontario County

APPLICATION/REFERRAL PROCESS:
Call telephone number above

HOURS OF OPERATION:
24 hours - 365 days

FEE FOR SERVICE: None

COMMUNITY RESOURCE GUIDE
HEALTH INFORMATION

AGENCY NAME:
CompassCare

ADDRESS:
200 White Spruce Blvd.
Rochester NY 14623

PHONE:
(585) 232-2350
Hotline: (585) 232-2350
TDD/TTY: 800-662-1220
Fax: (585) 232-5716

WEB:
www.compasscare.info

SERVICE SUMMARY:
24-Hour Crisis Helpline. Maternity and infant needs to assist in the transition to parenthood. Information to prepare for childbirth, breast feeding and parenting. Services for the deaf and hard of hearing. Medical consultations, pregnancy confirmation by ultrasound, pregnancy options counseling, abortion recovery program, STD testing and access to community resources.

**PROGRAM ELIGIBILITY:**
None

**AREA SERVED:**
Rochester-area

**APPLICATION/REFERRAL PROCESS:**
Call for appointment

**HOURS OF OPERATION:**
Monday-Friday 9am-5pm, phone available 7 days -- 24 hours

**FEE FOR SERVICE:**
None

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**COMMUNITY RESOURCE GUIDE**

**HEALTH INFORMATION**

**AGENCY NAME:**
Health Reach

**ADDRESS:**
89 Genesee St.
Rochester NY 14611

**PHONE:**
(585) 368-3720
Fax: (585) 368-3723

**SERVICE SUMMARY:**
Health care for the homeless

**PROGRAM ELIGIBILITY:**
Homeless
AREA SERVED:
Monroe County
APPLICATION/REFERRAL PROCESS:
Call telephone number above, outreach done at local shelters.
HOURS OF OPERATION:
Monday-Friday 8am-5pm
FEE FOR SERVICE:
None

COMMUNITY RESOURCE GUIDE
HEALTH INFORMATION

AGENCY NAME:
John L. Norris Addiction Treatment Center
ADDRESS:
1732 South Ave
Rochester NY 14620
PHONE:
(585) 461-0410
TDD/TTY: (585) 461-4253
Fax: (585) 461-1602
SERVICE SUMMARY:
In-patient program for alcohol and drug abuse. Program for the hearing impaired.
PROGRAM ELIGIBILITY:
Drug and alcohol free for 48 hours, 18 or older, and must meet all admission criteria.

**AREA SERVED:**
New York State

**APPLICATION/REFERRAL PROCESS:**
Referrals from certified agencies, need initial evaluation and referral faxed to admissions.

**HOURS OF OPERATION:**
7 Days -- 24 hrs

**FEE FOR SERVICE:**
Sliding scale. Accept third party insurance and Medicaid

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**COMMUNITY RESOURCE GUIDE**

**HEALTH INFORMATION**

**AGENCY NAME:**
MAIN QUEST Treatment Center
The Health Association

**ADDRESS:**
774 West Main St.
Rochester NY 14611

**PHONE:**
(585) 464-8870
After Hours Phone: (585) 235-8700 or (585) 275-5151
Hotline: (585) 275-5151, 1-800-310-1160
TDD/TTY: (585) 275-2700
Fax: (585) 464-8077
E-MAIL:
info@TheHealthAssociation.org

SERVICE SUMMARY:
Comprehensive system of services for individuals with a presenting diagnosis related to alcohol and other drug abuse. Also offer programs tailored to the special needs of women, people with HIV/AIDS and Spanish-speaking clients, among other culturally diverse groups.

AREA SERVED:
MAIN QUEST Treatment Center is the largest publicly funded, nonprofit substance abuse treatment center in the Finger Lakes region.

APPLICATION/REFERRAL PROCESS:
Individuals can be referred by a qualified health professional, must be 18 years old with a diagnosis of alcohol abuse, and show evidence of inability to refrain from alcohol or other drug use without care in a structured setting.

HOURS OF OPERATION:
8:30am-4:30pm (business/office hours), 24/7 (primary care)

FEE FOR SERVICE: Variable, through insurance provider, or sliding scale

COMMUNITY RESOURCE GUIDE
HEALTH INFORMATION

AGENCY NAME:
Mercy Residential Services

ADDRESS:
198 Oriole Street
Rochester NY 14613

PHONE:
(585) 254-2175: 24 hours
Fax: (585) 254-2229

E-MAIL:
mercyresidential@mercyrochester.org

WEB:
mercyrochester.org/worksofmercy

SERVICE SUMMARY:
Supportive housing for pregnant and parenting teens and young women.

**PROGRAM ELIGIBILITY:**
Residents will work toward self-sufficiency and development of healthy relationships through participation in program activities

**AREA SERVED:**
Monroe and surrounding counties

**APPLICATION/REFERRAL PROCESS:**
Emergency shelter placements arranged through DHHS. For transitional housing or supportive apartments call for an intake interview

**HOURS OF OPERATION:**
7 Days -- 24 hrs

**FEE FOR SERVICE:**
N/A

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**COMMUNITY RESOURCE GUIDE**

**HEALTH INFORMATION**

**AGENCY NAME:**
Rochester Community Mobile Crisis Team

**ADDRESS:**
Not published

**PHONE:**
LIFE LINE 1-800-310-1160, (585) 275-5151
After Hours Phone: LIFE LINE 1-800-310-1160, (585) 275-5151
Hotline: (585) 275-5151
Fax: (585) 328-7148

**SERVICE SUMMARY:**
Linkage to services in community, crisis intervention and outreach, mental health and psychosocial assessments, mental hygiene arrests under article 9.45 of the Mental Hygiene law, facilitate rapid substance use/abuse evaluations, and crisis debriefing.
PROGRAM ELIGIBILITY:
In mental health crisis, currently in Monroe County, not acutely intoxicated on drugs or alcohol; not violent.

AREA SERVED:
Residents of Monroe County

APPLICATION/REFERRAL PROCESS:
Call LIFE LINE, 24 hours per day 1-800-310-1160

HOURS OF OPERATION:
Teams have pagers to be contacted 7 days -- 24 hours

FEES FOR SERVICE: Visits are billable to a client's insurance company. No client will be refused due to inability to pay.

COMMUNITY RESOURCE GUIDE
HEALTH INFORMATION

AGENCY NAME:
Rural Opportunities, Inc.
Domestic Violence Program

ADDRESS:
400 East Ave
Rochester NY 14607

PHONE:
(585) 340-3300
Hotline: 1-800-314-7233
Fax: (585) 589-8716

E-MAIL:
nalvarado@ruralinc.org

WEB:
www.ruralinc.org
SERVICE SUMMARY:
Sponsorship and development of programs that provide supportive services to all victims and families of domestic violence through the crisis hotline and support groups.

PROGRAM ELIGIBILITY:
Must be a victim of domestic violence

AREA SERVED:
Orleans and other nearby counties

APPLICATION/REFERRAL PROCESS:
Direct contact by hotline or community referrals

HOURS OF OPERATION:
Monday-Friday 8am-5pm
After Hours Phone: 24 hour emergency hotline

FEE FOR SERVICE: None

COMMUNITY RESOURCE GUIDE
HEALTH INFORMATION

AGENCY NAME:
The Center for Youth Services

ADDRESS:
905 Monroe Ave
Rochester NY 14620

PHONE:
Business Line: (585) 473-2464
After Hours Phone: (585) 271-7670 24-hour line
Hotline: 1-888-617-5437
Fax: (585) 271-8134

WEB:
www.centerforyouth.net

SERVICE SUMMARY:
Individual, family and group counseling. Advocacy, referral readiness, summer groups and prevention education. Transitional Living Program, Street Outreach Program, Learn to Earn Program.

- **Food:** 3 meals a day plus snacks for resident youth.
- **Shelter:** 12 bed shelter plus 5 volunteer host homes. (Locations confidential)
- **On-site Shelter:** No
- **Medical:** Referrals
- **Drug and Alcohol Treatment:** Referrals
- **Job Training and Referral:** Referrals/Learn to Earn Program

**AREA SERVED:**
Primarily Monroe County

**APPLICATION/REFERRAL PROCESS:**
Call (585) 271-7670 or toll free 1-888-617-5437, or visit office

**HOURS OF OPERATION:**
Main office: Monday-Friday 10am-9pm

**FEE FOR SERVICE:** None

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**COMMUNITY RESOURCE GUIDE**

**HEALTH INFORMATION**

**AGENCY NAME:**
Threshold Center for Alternative Youth Services, Inc.

**ADDRESS:**
80 St. Paul St. Fourth Floor
Rochester NY 14604

**PHONE:**
(585) 454-7530 Fax: (585) 454-7138

**WEB:**
www.thresholdcenter.org

**SERVICE SUMMARY:**
Multi-service center for youth: 1) Individual, group, and family counseling. Provides assistance with court, family, drug, peer relationship, school, loneliness, and sex-related problems. 2) Community Service program with emergency, advocacy, and referral services. 3) Learning
center program providing information and referral, high school equivalency program, tutoring, vocational program, personal and social counseling. 4) Bilingual Staff. 5) Summer recreation program for teens ages 12-15 years old.

**PROGRAM ELIGIBILITY:** Ages 12-25

**AREA SERVED:** Monroe County, no limits

**APPLICATION/REFERRAL PROCESS:**
Appointments preferred. Call office for referral. Walk-ins accepted for health care. Referrals from youth service agencies.

**HOURS OF OPERATION:**
Monday-Thursday, 8am - 5:30pm, Friday 8am - 5pm

**FEE FOR SERVICE:**
Counseling is free. Sliding scale for medical services if over 18, if under 18 there is no fee for medical services. Medicaid accepted. No person will be denied service for inability to pay.

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**COMMUNITY RESOURCE GUIDE**

**HEALTH INFORMATION**

**AGENCY NAME:**
Adult Rehabilitation Center
Salvation Army

**ADDRESS:**
745 West Avenue
Rochester NY 14611

**PHONE:** (585) 235-2769
After Hours Phone: (585) 987-9500 Hotline: (585) 987-9500 Fax: (585) 235-1014

**WEB:** [www.salvationarmy.org](http://www.salvationarmy.org)

**SERVICE SUMMARY:**
Residential program providing rehabilitation for alcoholic, chemically dependent, homeless or destitute men and women. Work therapy, counseling, group therapy, addiction, education, Bible study, spiritual education, GED classes, vocational education, recreational activities.
· Food: For residents only
· Shelter: Nine month program for men and women with drug and alcohol addictions.
· On-site Shelter: Yes · Clothing: For residents only · Medical: For residents only
· Drug and Alcohol Treatment: Substance abuse counseling
· Job Training and Referral: GED Classes, computer classes

PROGRAM ELIGIBILITY:
21 years or older, physically and mentally capable of working a 40 hour week. No history of psychotic diagnosis, willing to remain sober, receiving no income.

AREA SERVED: Not limited
APPLICATION/REFERRAL PROCESS: Call Intake Coordinator
HOURS OF OPERATION:
Intake Monday-Friday 8am-3pm; Office Monday-Friday 8am-4:30pm

COMMUNITY RESOURCE GUIDE
HEALTH INFORMATION

AGENCY NAME:
Asbury Dining and Caring Center
ADDRESS:
1010 East Ave
Rochester NY 14607
PHONE:
(585) 461-0285
Fax: (585) 271-3743
E-MAIL:
N/A
WEB:
N/A
SERVICE SUMMARY:
In addition to the food and clothing programs, the Dining and Caring Center runs literacy programs, GED classes, general counseling and support. Also provides used furniture and bicycles.

**PROGRAM ELIGIBILITY:**
None

**AREA SERVED:**
Anyone is welcome to our programs

**APPLICATION/REFERRAL PROCESS:**
None

**HOURS OF OPERATION:**
Call for hours

**FEE FOR SERVICE:**
None

**OTHER:**
Public transportation accessible

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**COMMUNITY RESOURCE GUIDE**

**HEALTH INFORMATION**

**AGENCY NAME:**
Family Service of Rochester, Inc.

**ADDRESS:**
30 N. Clinton Ave
Rochester NY 14604

**PHONE:**
(585) 232-1840
TDD/TTY: (585) 232-1237
Fax: (585) 232-3062

**E-MAIL:**
N/A

**WEB:**
www.fsr.org
SERVICE SUMMARY:
A variety of educational, support, and counseling services for all ages and backgrounds. Also parenting classes and anger management.

PROGRAM ELIGIBILITY:
Eligibility varies with programs

AREA SERVED:
Primarily Monroe County

APPLICATION/REFERRAL PROCESS:
Referral process varies with programs, call Intake Dept

HOURS OF OPERATION:
Monday-Friday 9am-5pm

FEE FOR SERVICE:
Fees vary with programs

COMMUNITY RESOURCE GUIDE
HEALTH INFORMATION

AGENCY NAME:
Hillside Family of Agencies

ADDRESS:
1183 Monroe Ave
Rochester NY 14620

PHONE:
(585) 256-7500
Fax: (585) 256-7880

WEB:
www.hillside.com
SERVICE SUMMARY:
Children's center providing services and support to youth and families, preventive services, placement and adoption programs, education and day treatment services, short and long term out-of-home placements.

· Shelter: Emergency foster care placements
· On-site Shelter: Yes
· Medical: For residents only
· Drug and Alcohol Treatment: Referrals for residents only
· Job Training and Referral: Arranged for residents only

AREA SERVED:
Monroe County and the surrounding counties

APPLICATION/REFERRAL PROCESS:
Call telephone above

HOURS OF OPERATION:
7 Days -- 24 hrs

FEE FOR SERVICE: Sliding scale

COMMUNITY RESOURCE GUIDE
HEALTH INFORMATION

AGENCY NAME:
LIFE LINE
The Health Association

ADDRESS:
1 Mount Hope Avenue
Rochester NY 14620

PHONE:
1-800-310-1160, (585) 275-5151 (Administration: (585) 423-9490)
Hotline: (585) 275-5151; (800) 310-1160 Toll Free
TDD/TTY: (585) 275-2700
Fax: (585) 760-8260

It’s about every child and excellence is the only option!
COMMUNITY RESOURCE GUIDE
HEALTH INFORMATION

AGENCY NAME:
Mental Health Association of Rochester

ADDRESS:
339 East Ave., Suite 201
Rochester NY 14604

PHONE:
(585) 325-3145
TDD/TTY: (585) 325-3145
Fax: (585) 325-3188

WEB:
www.mharochester.org

SERVICE SUMMARY:
Information on community mental health resources. Clearing house for self help groups of Monroe County. Advocacy for accessible and appropriate mental health services. Therapist referral service, Mental Health Coalition, Self Help Drop-In Center, educational programs and workshops, library services, publications, speaker’s bureau.

AREA SERVED:
Monroe and Livingston Counties

APPLICATION/REFERRAL PROCESS:
Call for information

HOURS OF OPERATION:
Monday-Friday 9am-5pm

FEE FOR SERVICE:
Varies by program

COMMUNITY RESOURCE GUIDE
HEALTH INFORMATION

AGENCY NAME:
Open Door Mission

ADDRESS:
210 W. Main St.
Rochester NY 14614

PHONE:
(585) 454-6697
After Hours Phone: (585) 423-1825
Fax: (585) 454-2092

E-MAIL:
rf@odmmail.com

WEB:
SERVICE SUMMARY:
Community clinic Mondays, soup kitchen, clothing Mondays, housing, counseling and jail ministry. Support services for homeless or those in need.
· Shelter: Emergency housing following meal programs for men
· On-site Shelter: In-house clients only

PROGRAM ELIGIBILITY:
Need to arrive between 4pm to chapel times

AREA SERVED:
Greater Rochester area

APPLICATION/REFERRAL PROCESS:
Walk in

HOURS OF OPERATION:
7 days -- 4:00pm - 10:00am

FEE FOR SERVICE:
Discussed with clients

COMMUNITY RESOURCE GUIDE
HEALTH INFORMATION

AGENCY NAME:
Rochester Mental Health Center
The Genesee Campus

ADDRESS:
RMHC: 490 E. Ridge Rd, Rochester NY 14621
The Genesee Campus: 224 Alexander Street Rochester, NY 14607

PHONE:
(585) 922-3728

WEB: www.ViaHealth.org

SERVICE SUMMARY:
Emergency/crisis services for adults and children, inpatient psychiatric services for adults, partial hospitalization for adults, two continuing day treatment programs for adults, two
outpatient mental health clinics for adults, one older adult outpatient psychiatric clinic, nursing home consultation services, two children and youth outpatient psychiatric clinics, school based counseling, two outpatient drug and alcohol programs for adults, one outpatient cannabis youth treatment program, individual psychiatric rehabilitation training, social club for adults, case management services for adults, MICANet, Homeless MICA Services, and Peer Advocacy Services.

PROGRAM ELIGIBILITY:
Vary

AREA SERVED:
Behavioral health services at Rochester General Hospital, Rochester Mental Health Center, The Genesee Campus and Newark-Wayne Hospital.

APPLICATION/REFERRAL PROCESS:
Call 922-2500

HOURS OF OPERATION: Monday-Thursday 8:30am-8pm; F 8:30am-5pm

FEE FOR SERVICE: Vary

COMMUNITY RESOURCE GUIDE
HEALTH INFORMATION

AGENCY NAME:
Sojourner House

ADDRESS:
30 Millbank St.
Rochester NY 14619

PHONE:
(585) 436-7100 x. 106
After Hours Phone: (585) 436- 7100
Fax: (585) 436-7497

E-MAIL:
toni_sojourner@yahoo.com

WEB:
www.sojournerhouse.org

SERVICE SUMMARY:
Case management; parenting, and independent living skills training; counseling; women's support group; recovery and relapse prevention support

PROGRAM ELIGIBILITY:
Females 18+ with or without children; low income; must be willing to participate in program provided

AREA SERVED: Monroe County

APPLICATION/REFERRAL PROCESS:
Call and schedule intake interview

HOURS OF OPERATION:
Open 24 hrs/day, 7 days/week, intake interviews scheduled Monday-Friday

FEE FOR SERVICE:
If self-paying - according to income; per diem contract with MCDHHS for eligible residents.

COMMUNITY RESOURCE GUIDE
HEALTH INFORMATION

AGENCY NAME:
The Health Association

ADDRESS:
1 Mt. Hope Ave
Rochester NY 14620

PHONE:
(585) 423-9490
After Hours Phone: Same or call LIFE LINE at 1-800-310-1160, (585) 275-5151
Hotline: (585) 275-5151
TDD/TTY: Voice/Relay: (585) 275-2700
Fax: (585) 546-7328
E-MAIL: info@thehealthassociation.org
WEB: www.TheHealthAssociation.org

SERVICE SUMMARY:
A variety of programs in the areas of alcohol, substance abuse, and problem gambling treatment, education and advocacy, information and referral.
· Medical: Referrals to finding appropriate health care
· Drug and Alcohol Treatment: For inpatient and outpatient treatment services and sobering-up station contact MAIN QUEST Treatment Center at (585) 464-8870 or Esperanza Latina at (585) 325-7987 see listing in this directory. For education and referral contact the National Council on Alcoholism and Drug Dependence-Rochester Area at the above number.

PROGRAM ELIGIBILITY: Eligibility varies with programs

AREA SERVED: Varies

REFERRAL PROCESS: Contact Program or LIFE LINE 1-800-310-1160

HOURS OF OPERATION: Varies by program

FEE FOR SERVICE: Fees vary with programs

COMMUNITY RESOURCE GUIDE

HEALTH INFORMATION

AGENCY NAME:
ViaHealth Rochester General Hospital

ADDRESS:
1425 Portland Ave
Rochester NY 14621

PHONE:
(585) 922-4000
After Hours Phone: (585) 922-4000 24-hour switchboard; (585) 922-2000 emergency department

WEB:
www.ViaHealth.org

SERVICE SUMMARY:
Hospital services, diagnostic and therapeutic patient services for a variety of medical and surgical conditions

**APPLICATION/REFERRAL PROCESS:**
Call for information

**HOURS OF OPERATION:**
Monday-Thursday, 8am - 5:30pm, Friday 8am - 5pm

**FEE FOR SERVICE:**
Varies by program

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**COMMUNITY RESOURCE GUIDE**
**HEALTH INFORMATION**

**AGENCY NAME:**
Alternatives for Battered Women

**ADDRESS:**
Location not published

**PHONE:**
Office: (585) 232-5200. Hotline: (585) 232-7353
TDD/TTY: (585) 232-1741
Fax: (585) 232-3501

**WEB:**
www.abwrochester.org

**SERVICE SUMMARY:**
Battered women's shelter, support groups, individual counseling and advocacy, children's programs, information and referral. Advocacy for emergency shelter for battered men via county's DHHS crisis intervention for all battering victims. Court advocacy.

- Food: For in-house residents
- Shelter: For battered women and children.
- On-site Shelter: Yes
- Clothing: For in-house residents
- Medical: Health Reach for the Homeless Team
- Drug and Alcohol Treatment: Client evaluation and referral for treatment
- Job Training and Referral: Referrals

PROGRAM ELIGIBILITY:
Victims of domestic violence

AREA SERVED:
Not limited

APPLICATION/REFERRAL PROCESS:
Phone

HOURS OF OPERATION:
24 hours - 365 days

COMMUNITY RESOURCE GUIDE
HEALTH INFORMATION

AGENCY NAME:
Catholic Family Center

ADDRESS:
1476 St. Paul St.
Rochester NY 14621

PHONE:
(585) 232-2050
After Hours Phone: LIFE LINE 1-800-310-1160 (585) 275-5151
Fax: (585) 232-3352
E-MAIL:
crsfc@frontiernet.net
WEB:
www.cfcrochester.org

SERVICE SUMMARY:
A wide array of services including: 1) Services and assistance to the elderly including Elder source telephone information and consultation. 2) Counseling and therapy for families and youth. 3) Homeless services; see below and Francis Center and Women's Place. 4) Foster care and adoption assistance. 5) Immigration counseling and assistance. 6) Substance abuse services. 7) Research and analysis on social issues. 8) Emergency services and crisis intervention

PROGRAM ELIGIBILITY:
Identification for all household members, current income and address

AREA SERVED: All of Monroe County

APPLICATION/REFERRAL PROCESS: Walk in or referral

HOURS OF OPERATION:
Monday-Friday, 9am-5pm (with early morning or evening by appointment)

FEE FOR SERVICE: None

COMMUNITY RESOURCE GUIDE
HEALTH INFORMATION

AGENCY NAME:
Health Care for the Homeless
Unity Health System

ADDRESS:
89 Genesee St
Rochester NY 14611

PHONE:
(585) 368-3720
Fax: (585) 368-3723

E-MAIL:
sstephens@unityhealth.org
WEB:
www.unityhealth.org

SERVICE SUMMARY:
Health care for the homeless

PROGRAM ELIGIBILITY:
Homeless

AREA SERVED:
City of Rochester

APPLICATION/REFERRAL PROCESS:
No referrals needed

HOURS OF OPERATION:
Monday-Friday, hours vary

FEE FOR SERVICE:
No one is denied care because of inability to pay, if consumer has insurance it will be billed

COMMUNITY RESOURCE GUIDE
HEALTH INFORMATION

AGENCY NAME:
Homeless MICA Care Management Services at Rochester Mental Health Center

ADDRESS:
490 E. Ridge Rd.
Rochester NY 14621

PHONE:
(585) 922-2500
Fax: (585) 544-1753

SERVICE SUMMARY:
Case management for people who are homeless and have a mental illness and/or substance abuse problem

**AREA SERVED:**
Monroe County adult residents

**APPLICATION/REFERRAL PROCESS:**
Call 922-2500

**HOURS OF OPERATION:**
Monday-Friday 8:30am-5pm

**FEE FOR SERVICE:**
N/A

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**COMMUNITY RESOURCE GUIDE**

**HEALTH INFORMATION**

**AGENCY NAME:**
Mercy Outreach Center

**ADDRESS:**
142 Webster Ave.
Rochester NY 14609

**PHONE:**
(585) 288-2634
Fax: (585) 288-0252

**E-MAIL:**
pjgmoc@rochester.rr.com
WEB:
Same as above

SERVICE SUMMARY:
Medical and dental care for the uninsured provided by volunteer health care professionals. Counseling for individuals, couples and families (limited availability). Information and referral, legal consultation, smoking cessation, hygiene packages.

AREA SERVED:
No boundaries

APPLICATION/REFERRAL PROCESS:
Call for information

HOURS OF OPERATION:
Hours: Tuesday-Friday 9am-12pm, Monday-Friday 1pm-5pm
After Hours Phone: Evening hours vary.

FEE FOR SERVICE:
$8.00 donation for medical/dental care

COMMUNITY RESOURCE GUIDE
HEALTH INFORMATION

AGENCY NAME:
Lifetime Health

ADDRESS:
165 Court Street
Rochester NY 14647

PHONE:
(585) 325-3630
Hotline: 1-800-716-4885 Blue Choice Option Managed Care Hotline;
1-800-698-4543
NYS Child Health Plus
TDD/TTY: (585) 454-2845

SERVICE SUMMARY:
Health insurance, subsidized supplemental Medicare, community health care fund for seniors, ValuMed, Child Health Insurance Plus (CHIP)
- Medical: Community clinics, full range of medical services offered at 4 Medical Centers, call for information. After hours medical care program M-F 1pm-9pm, Sat. 11am-9pm, Su 9am-7pm.

PROGRAM ELIGIBILITY:
Varies by program

HOURS OF OPERATION:
Call for information, hours and service vary depending on location

FEE FOR SERVICE: Call for fee information

COMMUNITY RESOURCE GUIDE
HEALTH INFORMATION

AGENCY NAME:
Project Redirect
Salvation Army

ADDRESS:
300 E. Main St.
Rochester NY 14604

PHONE:
(585) 987-9500 (2353)
Hotline: (585) 987-9500

E-MAIL:
Daniel.Fee@use.salvationarmy.org
WEB: www.rochestersalvationarmy.org

SERVICE SUMMARY:
Support programs for at risk individuals. Parenting education, veterans outreach, case management, and support groups.

PROGRAM ELIGIBILITY:
Ages 19 and older, must be homeless or living with friends/relatives and not paying rent. Must have mental health evaluation along with intake interview.

AREA SERVED:
Monroe County

APPLICATION/REFERRAL PROCESS:
Call for information and appointment

HOURS OF OPERATION:
Monday-Friday 8:30am-4pm

FEE FOR SERVICE:
No fee for service

COMMUNITY RESOURCE GUIDE
HEALTH INFORMATION

AGENCY NAME:
Rochester Rehabilitation Center

ADDRESS:
1000 Elmwood Ave
Rochester NY 14620

PHONE:
(585) 271-2520
TDD/TTY: (585) 442-1088
Fax: (585) 271-1198
WEB:
www.rochesterrehab.org

SERVICE SUMMARY:
Programs and support services for individuals and families of those with emotional or physical disabilities.

PROGRAM ELIGIBILITY:
Must meet eligibility criteria

AREA SERVED:
Monroe County and surrounding counties

APPLICATION/REFERRAL PROCESS:
Call for information

HOURS OF OPERATION:
Monday-Friday 8am-5pm

FEE FOR SERVICE:
Vary by program

COMMUNITY RESOURCE GUIDE
HEALTH INFORMATION

AGENCY NAME:
Strong Midwives
RAMP (Rochester Adolescent Maternity Project)

ADDRESS:
905 Culver Rd.
Rochester NY 14609

PHONE:
Strong Midwives: (585) 275-7892, RAMP: (585) 275-2962

SERVICE SUMMARY:
1) Provides comprehensive medical care, including obstetric and psycho-social care for pregnant teenagers. 2) Individual and family counseling services. 3) Prenatal teaching (preparation for labor, delivery, and parenting). 4) Birth control information, pregnancy testing and counseling. 5) Information and referral for housing, legal services, infant medical care, adoption and foster care, financial assistance, WIC. 6) Bilingual Staff

PROGRAM ELIGIBILITY:
Ages 12 to 19

APPLICATION/REFERRAL PROCESS:
Call telephone number above

HOURS OF OPERATION:
Monday-Friday, 8:30am-4:30pm

FEE FOR SERVICE:
Accept Medicaid or other third party health insurance as applicable, prenatal funds available from New York State

COMMUNITY RESOURCE GUIDE
HEALTH INFORMATION

AGENCY NAME:
The Housing Council

ADDRESS:
183 E. Main St., Suite 1100
Rochester NY 14604

PHONE:
(585) 546-3700
Hotline: 1-866-379-3706, Fair Housing Toll Free Line
TDD/TTY: 1-800-290-1717
Fax: (585) 546-2946

**WEB:**
www.thehousingcouncil.org

**SERVICE SUMMARY:**
Housing Hotline for any housing related questions. Referral, advocacy, and information for at-risk homeless, housing search assistance, Fair Housing counseling and education, emergency rental and mortgage assistance, landlord and tenant counseling and education, Rental Registry listing affordable apartments currently available for rent, housing research.

**PROGRAM ELIGIBILITY:**
None for most services

**AREA SERVED:**
Greater Rochester Area and Monroe County

**APPLICATION/REFERRAL PROCESS:**
Call for information

**HOURS OF OPERATION:**
Monday-Friday, 9am-5pm

**FEE FOR SERVICE:**
None
TRANSPORTATION

COMMUNITY RESOURCE GUIDE
TRANSPORTATION INFORMATION

Lift Line
Lift Line: Service Overview
Lift Line operates Monday- Friday from 5:00am -12:30am, Saturday and Sunday from 5:30am-12:30am.

All Lift Line trips must begin and end within the service area prescribed by the ADA regulations. The service area is 3/4 of a mile on either side of an RTS fixed route. Park & Ride routes do not qualify. The Lift Line service area and hours are comparable to the RTS schedule; if an RTS route does not operate on a given day or time, Lift Line service will not be available in that area.

All types of trips may be scheduled on Lift Line, including work, medical, recreational and shopping. No priority will be placed on trip purpose, nor is anyone required to identify the purpose of their trip.

Lift Line is a shared ride service and part of the public transportation system. Many times the driver may have other customers to pick up and drop off while you are traveling to your destination.

Lift Line is a curb-to-curb public transportation service. Drivers will assist customers on and off the bus. For safety reasons, drivers may not leave the vehicle to escort you to and from buildings or carry packages.

How to Schedule a Ride
Reservations for Lift Line may be made anytime from 3 days to 1 day in advance of your need for transportation. Under the Americans With Disabilities Act(ADA), Lift Line is permitted to offer you a ride within one hour before and one hour after your requested trip time.
You may call to schedule rides between 8:00 AM to 5:00 PM, seven days per week. To schedule your ride, please call 585-224-8330.

If you will be traveling with a Personal Care Attendant (PCA) or a service animal, please be sure to let the scheduler know when you make your ride request. PCAs may ride at no charge. Guests may travel on a space available basis and must pay same fare as Lift Line Customer- see below for fares.

Please Be on Time
When waiting for the Lift Line vehicle to arrive, please be ready from ten minutes before to ten minutes after your scheduled pick-up time. In order to maintain our schedule, and as a courtesy to other customers, the driver will wait five minutes upon arriving to pick you up before continuing on to the next stop.

To Cancel a Ride
If you find that your need for transportation changes, please call our cancellation line at 585-224-8529 by 5:00 PM on the day prior to your scheduled ride so that we may provide transportation for other passengers. When calling, please state your name, address, time and date of your scheduled ride and your phone number. You may also cancel your Lift Line ride by clicking here to complete an on-line form.

*NOTE: Please be sure to specify what portions of the trip you are cancelling; this is particularly important if you have multiple trips in one day and are not canceling all of them.

No Show/Late Policy
It is important to contact Lift Line whenever you are unable to make a scheduled trip. Customers who fail to appear for a ride and/or have a late cancellation ten times within a rolling 6-month period will have their service suspended for two weeks. Cancellations received on the day of the ride will be counted as late cancellations.

No Pay Policy
Lift Line customers must pay the driver the exact fare at the time of the ride. Lift Line drivers do not provide change. Lift Line fares are collected prior to the vehicle's departure and may be collected prior to boarding.
Lift Line drivers are not required to transport those who do not pay the fare. Round-trip fares are not accepted.

Lift Line drivers are prohibited from acting as an attendant for customers.

### Fares

<table>
<thead>
<tr>
<th>Distance</th>
<th>Fare</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 mile or less</td>
<td>$1.50</td>
</tr>
<tr>
<td>Over 1 mile - 3</td>
<td>$1.75</td>
</tr>
<tr>
<td>Over 3 miles - 20</td>
<td>$2.00</td>
</tr>
<tr>
<td>Over 20 Miles</td>
<td>$4.00</td>
</tr>
<tr>
<td>Same-Day Service</td>
<td>$6.00 plus distance based fare</td>
</tr>
<tr>
<td>Supplemental Service</td>
<td>$6.00 plus distance based fare</td>
</tr>
</tbody>
</table>

Passes may be purchased for $18 or $20 at the following locations:

- Lift Line drivers
- Online – click here to purchase bus passes via this site.
- Lift Line - 588 Trabold Road (in person or through the mail)
- Regional Transit Service – 1372 East Main Street
- RTS – Downtown Retail Booth

### Lift Line Supplemental Service

Available now, you can pay less for Same Day Ride Service and you will be able to travel farther with the new Supplemental Service Area.

The fare for a supplemental ride will be the distance based fare plus $6.00.

Rides in the supplemental area will be accepted from the day before to the day of the ride. Service in the supplemental service area will be available 7 days a week including holidays.

If you are currently taking advantage of the Same Day Ride Service you may see a reduction in your cost because the Same Day Ride fare has been reduced.
It is important to note that your regular ADA Lift Line Service is not changing. Your ride and fare will remain the same in the regular ADA service area.

If you choose to take advantage of the supplemental service you will pay the distance based fare plus $6.00. If you don't choose this option everything stays the same.

**Ride RTS FREE**

Ride RTS FREE with your Lift Line ID Card – All Day, Every Day! RTS Transit Orientation is available. For a schedule, call 585-654-0265 from 8:00 AM to 5:00 PM, Monday through Friday.

**Visitors to Rochester are Welcome on Lift Line**

If you are visiting the Rochester area and use ADA paratransit service where you live, you are able to enjoy the benefits of Lift Line service.

Please call the Scheduling Department at 585-224-8330 and provide documentation regarding your hometown ADA certification.

Reciprocal visitor certification is valid for up to 21 days of travel. If you plan to stay in the area for a longer period, please request an application for Lift Line certification.

**COMMUNITY RESOURCE GUIDE**

**TRANSPORTATION INFORMATION**

**AGENCY NAME:**
Rochester Genesee Regional Transportation Authority

**ADDRESS:**
1372 E. Main Street
COMMUNITY RESOURCE GUIDE
TRANSPORTATION INFORMATION

AGENCY NAME:
Lift Line
ADDRESS:
1372 E. Main Street

ROCHESTER, NY 14609
PHONE:
(585) 288-1700
WEB:
www.rgrta.org
SERVICE SUMMARY:
Public Bus transportation.
PROGRAM ELIGIBILITY:
None
AREA SERVED:
Rochester and varies outlying areas.
APPLICATION/REFERRAL PROCESS:
None
HOURS OF OPERATION:
Each route runs on its own schedule.
FEE FOR SERVICE:
One dollar, all fares.
NOTE:
Students of the Rochester City School District with their photo ID can ride the bus from 6:00 AM to 6:00 PM free of charge. Students with a picture ID can purchase a summer pass at a special rate.
ROCHESTER, NY 14609
PHONE:
(585) 224-8330
E-MAIL:
www.rgrta.org
WEB:
www.rgrta.org
SERVICE SUMMARY:
A curb-to-curb public transportation service. The service area is ¾ of a mile on either side of an RTS fixed route. Call (585) 224-8330 between 8:00 AM-5:00 PM seven days a week to schedule a ride. Let the scheduler know if you are riding with a Personal Care Attendant or service dog.
PROGRAM ELIGIBILITY:
None
AREA SERVED:
Rochester and varies outlying areas.
APPLICATION/REFERRAL PROCESS:
None
HOURS OF OPERATION:
Comparable to the RGRTA schedule.

COMMUNITY RESOURCE GUIDE
TRANSPORTATION INFORMATION

Riding the Bus
Riding the Bus: Home
How to Ride RTS
How to Read A Bus Schedule
How to Catch the Bus
How to Pay Your Fare
Leaving the Bus
How to Use the Bike Racks
Animals Traveling on Buses
Safety and Security
Assistance

How to Ride RTS

1. RTS buses are boarded at posted stops only.
2. Pay fare using exact change when you board the bus.
3. Pull the cord above the window to signal the Bus Operator prior to arriving at your desired stop.

How to Read A Bus Schedule

1. Start by looking at the bus schedule. You may need to transfer from one route to another to reach your destination. Remember you DO NOT NEED TO ASK FOR A TRANSFER. Some buses operate on "flow through" routes. These buses change route numbers at the transfer centers.

2. Look for the day of the week you plan to travel (weekday, Saturday, Sunday or holiday).

3. Determine the direction you plan to travel, then look under the corresponding heading. Locate the nearest point to your bus stop, and read down the column to find the time closest to when you want to travel (AM or PM).

4. The headings show major intersections, or locations along the route. Buses also stop at other posted bus stops along the route (on suburban or long-distance routes, operators...
may stop on request to pick up or discharge passengers). Follow the listed times across from left to right, until you find the arrival time at your destination.

5. Make sure a time is shown at your destination. If no time is listed, the bus will not serve that point. Many of our routes serve more than one destination, and may not operate to every location listed.

6. If a letter appears in front of a time, refer to the corresponding footnote printed to the right of the schedule for further information. Footnotes are important; they affect the route, times, or conditions of service.

7. Now that you have your travel times, go to your bus stop. Have your fare ready. Before you board, check the destination sign on the front of the bus. The sign will display the route number and destination.

How to Catch the Bus

1. RTS buses board passengers at designated bus stops which are clearly marked.

2. We recommend you arrive at your bus stop a few minutes early.

3. Many bus stops are served by more than one bus route, so make sure you are getting on the correct bus.

4. Wait until the bus comes to a complete stop and the doors open all the way before boarding.

5. Every RTS bus has a sign above the windshield that identifies the route it is servicing.

How to Pay Your Fare

1. Exact fare is required. DRIVERS AND FAREBOXES DO NOT MAKE CHANGE.

2. Cash and passes can be used on all buses.

3. Have your fare ready when boarding. Reduced fare passengers must show proper I.D.

4. Deposit cash directly in the fare box. Swipe passes through the card reader. Farebox will beep for a valid pass.
5. If you are purchasing an all-day pass, please tell the bus driver PRIOR to placing your money in the farebox.

For more information on fares ask your driver or go to 'Fare' by clicking here.

**Leaving the Bus**

1. Be alert for your destination.

2. To signal the operator, pull the cord.

3. Please leave through the rear doors if possible to allow new passengers to board. DO NOT cross in front of the bus – school bus rules do not apply.

4. Check to be sure you have all your belongings with you – and don't forget your bike if you used the rack!

**How to Use the Bike Racks**

Bike racks are available on every RTS bus. They are a great option for commuters or recreational cyclists.

1. Place your bike on its kickstand on the ground in front of the bus.

2. Firmly grasp the silver handle located in the center of the bike rack and squeeze until the rack releases.

3. Lower the rack to the open position

4. Place your bike into one of the tire slots.

5. Pull the padded tension bar out and over one of the bike tires and place the tension bar on top of the bike tire.

6. Make sure the bike is firmly in place and board the bus.

7. To remove, simply lift the tension bar up and return to the stow position. Then remove your bike.
Animals Traveling on Buses

Service animals are allowed on the bus. If it is not a service animal you are traveling with, it must be in a cage that will not be so large that it blocks the aisle.

Safety and Security

Following the bombings in London on July 7, 2005, we took a number of steps to add security in response to the elevated terrorism alert level. These included a detail of Rochester Police Department (RPD) officers National Guardsmen and additional contracted security personnel at our facilities.

All customers are strongly encouraged to be vigilant and immediately report any suspicious or unusual persons or objects on our buses or at our facilities. We will continue to limit access to our main facility to the East Main Street entrance only.

Passenger safety and security are important to RGRTA. We ask our passengers to share this responsibility by following common sense.

View our Transit Watch page for additional information.

Assistance

If, at any time, you feel that you are in danger, are lost or have observed an unusual occurrence, please notify the bus driver, a security supervisor or call 911 from a cell phone then notify the bus driver.

COMMUNITY RESOURCE GUIDE
TRANSPORTATION INFORMATION

AGENCY NAME:
Rochester Area Taxi Services (See Rochester Yellow pages for complete listing)

SERVICE SUMMARY:
Private transportation arranged with driver and client.

PROGRAM ELIGIBILITY:
None

**AREA SERVED:**
Rochester and varies outlying areas.

**APPLICATION/REFERRAL PROCESS:**
None

**HOURS OF OPERATION:**
Contact taxi company

**FEE FOR SERVICE:**
Dependent on service.

**A&A Taxi Company**
93 Stowell Drive
(585) 856-5555

**Apple Transportation**
[www.appletransporationinc.com](http://www.appletransporationinc.com)
375 Clay Road
(585) 427-7330

**Associate Taxi**
790 S. Plymouth Avenue
(585) 232-3232

**Checker Cab**
803 West Avenue
(585) 235-8888, 325-2460
BEFORE & AFTERSCHOOL CARE

COMMUNITY RESOURCE GUIDE
BEFORE & AFTER SCHOOL INFORMATION

AGENCY NAME:
Ave D Recreation Center
ADDRESS:
200 Avenue D 14621
PHONE:
585 428-7934
WEB:
www.city of Rochester.gov
SERVICE SUMMARY:
• Register for an EZ RecPass ID, which gives you access to it all: top-notch team sports, outstanding arts programs, water skills classes, youth council leadership opportunities and more:
  • Fun, skill-building friendships in the safe atmosphere of city recreation
  • Year-round recreation program for youth, teens and adults
  • Summer youth swim program
  • Summer Lunch program
  • Kids Cafe Dinner program during the school year
  • Youth Council
  • Seasonal special events
  • Collaborative programs with community organizations
  • St. Martin's Boxing Club
  • Ball Fields
  • Basketball Court - Inside
  • Basketball Court - Outside
  • Football / Soccer
  • Game Room
  • Kitchen
  • Play Apparatus
  • Swimming - Outdoor
  • Tennis Courts
  • Weight Room
  • Gym

PROGRAM ELIGIBILITY:
Individually program based

AREA SERVED:
Greater Rochester @ neighboring community.

APPLICATION/REFERRAL PROCESS:
Individually program based. Please call for details.

HOURS OF OPERATION:
Varies by program

FEES FOR SERVICE:
Individually program based. Please call for additional information.

Agency Contact:
Center Director: Kevin Holman
COMMUNITY RESOURCE GUIDE
BEFORE & AFTER SCHOOL INFORMATION

AGENCY NAME:
Charles Settlement House

ADDRESS:

- The Service Center located at 445 Jay Street, Rochester, NY, 14608 (585-328-5453) houses the agency's Family and Community Organization Services. It is designed for services that involve one-on-one work with individuals or families.
YOUTH DEVELOPMENT AND FAMILY SERVICES
Rochester City School District
131 West Broad Street
Rochester, New York 14614

- The Activity Center located at 431 Jay Street, Rochester, NY, 14608 (585-328-5453) is the site for the group work programs: preschool development, after school and evening programs for school age youth and teens, parents, group activities, etc.
- The Community Center located at 71 Parkway Street, Rochester, NY, 14608 (585-277-0810) houses some Charles House administrative offices, the Northwest Rochester Senior Center sponsored by Charles Settlement House, the Notre Dame Learning Center, Edgerton Family Day Care, and Bubbles Universal Pre-Kindergarten

PHONE:
585-277-0810
WEB:
Charlessettlementhouse.org

YOUTH DEVELOPMENT
- Collaborative After School Program
- Located at School #17 with Campbell Street Recreation Center & Food link Kids Café
- Photography Club, Step Team, sports, arts & crafts
- Teen Club

PROGRAM ELIGIBILITY:
Individually program based

AREA SERVED:
Greater Rochester Area-neighboring community

APPLICATION/REFERRAL PROCESS:
Individually program based. Please call for more information.

HOURS OF OPERATION:
Office hours Mon-Fri 9-5p.m. Various programs have individual hours. Please call for details.

FEE FOR SERVICE:
Individually program based. Please call for details

Agency Contact:
- The Service Center located at 445 Jay Street, Rochester, NY, 14608 (585-328-5453) houses the agency's Family and Community Organization Services. It is designed for services that involve one-on-one work with individuals or families.
- The Activity Center located at 431 Jay Street, Rochester, NY, 14608 (585-328-5453) is the site for the group work programs: preschool development, after school and evening

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programs for school age youth and teens, parents, group activities, etc.

- The Community Center located at 71 Parkway Street, Rochester, NY, 14608 (585-277-0810) houses some Charles House administrative offices, the Northwest Rochester Senior Center sponsored by Charles Settlement House, the Notre Dame Learning Center, Edgerton Family Day Care, and Bubbles Universal Pre-Kindergarten
Community Place of Greater Rochester is a nonprofit agency founded on the belief that everyone should enjoy the same health, economic, and social opportunities no matter who they are or where they live. We deliver a wide range of social, developmental, and educational programs delivered through our facilities in the northeast sector of the city of Rochester (NY) and throughout the greater Rochester area.

In 2001, The Community Place was formed from the merger of three settlement houses with long traditions of service to the Rochester community: Eastside Community Center; Genesee Settlement House; and Lewis Street 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.

The Community Place of Greater Rochester is proud to continue the legacy built by its former organizations and continue the settlement house movement in Rochester. We invite you to learn more about the programs and services we provide to the people of Rochester—from children and teenagers to families and seniors to the developmentally disabled.

**Rochester After School Academy (RASAlI @ CPGR)**
This program is available to all secondary students at Northeast/Northwest College Preparatory High School at the Douglass Campus. The program is located at 940 Fernwood Park and is open Monday, Tuesday, Thursday, and Friday from 3:00 to 6:00 p.m. Students receive homework assistance each day and tutoring in mathematics and English language arts by certified teachers three days per week. In addition, participants have the opportunity to develop computer skills, as well as instruction in arts, crafts, and cooking. Students’ leadership skills are further developed through service learning and community service projects. Wednesdays are devoted to field trips and project-based activities. Students must attend the program for 30 days in order to be officially enrolled. For more information, contact Isaac Bliss, Site Manager, at 585-327-7200 or ibliss@communityplace.org.

**Supplemental Educational Services**
Tutoring services are available free of charge to students who qualify for free or reduced lunch and who attend schools designated as low-performing schools. Certified teachers provide tutoring in mathematics, reading and English language arts to small groups of students (1-4) for three hours per week. Students are pre-tested to determine skill areas to be improved. A plan of action is developed in conjunction with the students’ teachers, the student, and parent(s), and progress is measured weekly.
Incentives are given to students who attend the program regularly. The tutoring services are provided at two locations: 145 Parsells Avenue and 940 Fernwood Park typically from 3:30 to 6:00 p.m. Monday through Friday. Schools may be used when most convenient for students and their families. For more information or to register for tutoring, contact Vanessa Scott, Coordinator of Academic Enrichment Services, at 585-288-0021 or vscott@communityplace.org.

Collaborative Coordination Services
The Community Place of Greater Rochester Inc. is the lead agency for the Student Support Center at Northeast/Northwest College Preparatory High School at the Douglass Campus. Referrals for services are made by school and agency staff, parents and other community agencies. Among the services provided are mental health, pregnancy prevention, drug and alcohol awareness, esteem building, academic support, conflict resolution, job readiness, and life skills. Students receive these services in both individual sessions with service providers and in group settings. The Student Support Centers are open from 7:30 a.m. – 3:30 p.m. For more information or to complete a referral for services, contact Clarence Brown, Coordinator of Student Support Center, at 585-324-9273 or cbrown@communityplace.org.

The Beacon Centers of Excellence After School Programs
The Beacon Centers at CPGR offers a diverse portfolio of programs offered when children are not in school (during school vacations or after the school day) that vary by location at 145 Parsells Avenue (14609) and 57 Central Park (14605). Consistent with the Rochester City School District’s calendar, after school programs are offered Monday through Friday from 2:30 p.m. to 6:30 p.m. at 145 Parsells and Monday, Tuesday, Thursday, and Friday from 3:00 to 6:00 p.m. at 57 Central Park when school is in session. When school is not in session, the hours are generally 1:00-5:00 p.m. at 145 Parsells only. Program times vary by age to ensure that activities are age and developmental stage appropriate.

All programs and services are offered in a structured environment and children and their families are required to register in advance of participating. Outreach staff are available to visit homes for those families that are unable to come into the agency to complete the necessary paperwork and to meet the staff.

While the programs vary at each site, all offer activities such as: homework assistance; reading clubs; self-esteem exercises; sports; leadership development; workshops; and field trips. Exciting program additions include our newly refurbished computer labs, a teen lounge, and game room.
Summer Camp
Our Traveling Summer Camp, offered to youth ages 4-13 on weekdays during the summer, provides a variety of activities including: trips; swimming; hiking; games; arts and crafts; music; computer training; and nutritious meals and snack. The staff-to-child ratio is 1:10 and a nutritious breakfast, lunch, are provided each day at no additional cost. Campers take field trips to exciting places all around Rochester and Monroe County. Limited transportation is provided from the northeast section of Rochester. Registration begins in May and payment plans are offered at that time.

Youth Employment
During the summer months several employment opportunities are provided for youth ages 14 and older to gain valuable skills through classroom instruction and on-the-job training. Generally, the programs run for a six-week period immediately following the July 4th weekend. Programs are either income-restricted or have minimum academic performance standards

PROGRAM ELIGIBILITY: Individually program based
AREA SERVED: Greater Rochester Area
APPLICATION/REFERRAL PROCESS: By referral or walk in
HOURS OF OPERATION: Mon-Fri 9-5pm.
FEE FOR SERVICE: Please call for information regarding individual programs. Most programs do not have fees attached.

Agency Contact:

57 Central Park
Rochester, NY 14605
(585)327-7200
Fax (585)546-8839

145 Parsells Avenue
Rochester, NY 14609
(585)288-0021
Fax (585)288-8662

500 Carter Street
Rochester, NY 14621
COMMUNITY RESOURCE GUIDE
BEFORE & AFTER SCHOOL INFORMATION

AGENCY NAME:
Northwest Worship and Service Center Salvation Army

ADDRESS:
100 West Avenue
Rochester, NY 14611

PHONE:

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COMMUNITY RESOURCE GUIDE
BEFORE & AFTER SCHOOL INFORMATION

AGENCY NAME: Western New York Child Care Council
ADDRESS: 595 Blossom Rd Suite 120
PHONE: 585-654-4720
WEB: Childcarecouncil.com
SERVICE SUMMARY: Parents as well as current and potential child care providers utilize Child Care Council’s professional staff for information ranging from how to find child care, to
starting a program and becoming a licensed provider, to training on how to nurture each child’s unique physical, social, emotional, and intellectual development.

Child Care Council also offers coordinated services to support child care programs, including a Professional Library, referral services, notary public, free fingerprinting waivers, and reduced cost business services including copier, fax machine, laminator, and the Rochester area’s best kept art and craft secret, The Recycle Shop.

NYS Clearinghouse for child care information

**PROGRAM ELIGIBILITY:** Individually program based. Please call the number listed above for more detailed information.

**AREA SERVED:** All of Western NY

**APPLICATION/REFERRAL PROCESS:** Services can be provided through referral, walk-in, internet etc.

**HOURS OF OPERATION:** Main Office: 9:00 am to 5:00 pm reopening at 5:30 on the nights classes are offered. Branch Offices: 9:00 am to 5:00 pm (closed for 1 hour at lunch)

**FEE FOR SERVICE:** Individually program based. Please call the number listed above for details.

**Agency Contact:** Director at 585-654-4720

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**COMMUNITY RESOURCE GUIDE
BEFORE & AFTER SCHOOL INFORMATION**

**AGENCY NAME:** Clinton/Baden Community Center

**ADDRESS:** 485 N. Clinton Ave. Rochester, NY 14605

**PHONE:** 585-325-8120

**WEB:** Badenstreet.org
SERVICE SUMMARY:
Hours: 9:00 a.m. - 5:00 p.m. (Office)
2:00 - 10:00 p.m. (Programs)
Baden Street Settlement's Activities Department offers youth ages 6 - 18 positive choices in leisure time activities, encourages academic success and helps at-risk youth avoid behavior including juvenile delinquency.

Statistic show that the Baden Street approach works. Youth who currently participate in the activities department boast an 87% daily school attendance record - 17% higher than the standard set by the Rochester City School District. Youth ages 6-13 in the program also have only a 2% suspension rate as compared with the district-wide rate of 25%. By working closely with the schools and families, we believe we can achieve 0% suspensions among our young people.

Supervise Leisure Time Programs are available for age groups 6-13 and 14-17. Both programs offer fun and healthy activities to attract youth including arts and crafts, basketball, boxing, football, step, soccer, dance and swimming. Youth 6-13 are offered homework assistance, teen counseling and delinquency reduction workshops.

Juvenile delinquency is most prevalent among youth 14-17. Baden Street Settlement places a high priority on serving this age group with positive and rewarding activities that offer good choices and healthy alternatives that eliminate boredom and the opportunity to commit crimes. The programs include outreach counseling, life skills workshops, shock camp, dance, athletics, charm classes, homework tutoring and clubs.

Pop Warner Football and Cheerleading are among Baden Street’s most popular youth programs. Upon registration an immediate academic assessment is undertaken. Youth who are struggling in school are provided with tutoring assistance to improve their academic performance. Youth who hold a "B" or better average become "All-American."

The Activities Department also sponsors a summer day camp and before and after school programs at Schools #6, #9 and #22. Parenting and life skills, sports and athletics, CPR and First
Aid and parents and coaches clubs are offered for the adults of children in Baden Street's programs.

**PROGRAM ELIGIBILITY:** Individually program based. Please call for details.

**AREA SERVED:** Greater Rochester Area

**APPLICATION/REFERRAL PROCESS:** Individually program based. Please call for details

**HOURS OF OPERATION:** 9:00 a.m. - 5:00 p.m. (Office) 2:00 - 10:00 p.m. (Programs)

**FEE FOR SERVICE:** Individually program based. Please call for more detailed information.

**Agency Contact:** Pamela Jackson director at 585-325-8120
Living Water Childcare Center  
(585) 338-7979  
299 Norton St  
Rochester, NY

Park Ridge Child Care Center  
(585) 723-7543  
1555 Long Pond Rd  
Rochester, NY

MCC Child Care Center Inc.  
585) 292-2640  
1000 E Henrietta Rd  
Rochester, NY

Kiddie Kollege Child Care Center  
(585) 429-5070  
2348 Lyell Ave  
Rochester, NY

YMCA  
585) 325-2880  
444 E Main St  
Rochester, NY
Living Waters Daycare Center  
(585) 325-1110  
94 Central Park  
Rochester, NY

Asbury Day Care Center  
(585) 461-2920  
1050 East Ave  
Rochester, NY

East Henrietta Road Community  
(585) 271-4430  
285 E Henrietta Rd

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Rochester, NY

Twelve Corners Day Care Center
(585) 272-0880
155 Canal View Blvd,
Rochester, NY

Our Savior Day Care Center
(585) 247-7849
2415 Chili Ave,
Rochester, NY

Browncroft Day Care Center
(585) 288-3271
33 Atlantic Ave,
Rochester, NY

Kings Kids Daycare Center
(585) 288-5335
654 Goodman St N,
Rochester, NY

Head Start - Head Start Centers
(585) 254-0093
30 Hart St Suite 8,
Rochester, NY

YMCA
(585) 325-2572
53 Lewis St, Rochester,
Rochester NY

Community Child Care Center
(585) 232-3250
170 Troup St, Rochester, NY

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Sunshine Daycare Inc.
(585) 467-1481
2400 Oakview Dr.
Rochester, NY

Jack & Jill Child Care
(585) 342-7960
45 Titus Ave,
Rochester, NY

Friendship Children's Center Inc.
(585) 342-7250
310 Fernwood Ave,
Rochester, NY

COMMUNITY RESOURCE GUIDE
BEFORE & AFTER SCHOOL INFORMATION

AGENCY NAME:
Ibero American Action League
ADDRESS:
777 Clifford Avenue
Rochester, NY 14621
PHONE:
585-454-1430
E-MAIL:
ibero@frontier.net
WEB:
www.ibero.org
SERVICE SUMMARY:
Bi-lingual staff. Food vouchers, assistance in filling out forms, job referrals and training, Day care and senior care
PROGRAM ELIGIBILITY:
For food vouchers: proof of address, income, and photo ID for all members of the family.
AREA SERVED:
Monroe County and surrounding counties
APPLICATION/REFERRAL PROCESS:
Referral by case manager or walk in
HOURS OF OPERATION:
Mon-Fri 9-5
FEE FOR SERVICE: None
Agency Contact: Coordinator of Services at: 454-1980
Quality Program Since 1974, we have been in the business of answering the need for quality affordable child care in the Rochester area. Our licensed programs are designed to provide each child with a variety of positive, healthy, and interesting activities throughout the week while focusing on character development, emphasizing the four core YMCA values: Caring, Honesty, Respect, and Responsibility. The staff are trained and experienced in working with children. Many of our staff have, or are working towards, degrees in education or in a child related field. The YMCA provides its staff with ongoing training throughout the year. All of our staff meet New York State Office of Children and Family Services (OCFS) requirements.

Great Activities
Second only to human relationships, a well-planned curriculum will help define a child's experience in a YMCA program. The content and daily activities incorporated in our school age programs make our program as exciting as possible. We encourage our children to help implement what they want to have in their programs. We focus on these main core content areas:
- Arts and humanities
- Character development
- Health, wellness and fitness
- Homework help
- Science and technology
- Service learning

SCHOOL AGE CHILD CARE (SACC) Curiosity about the world comes naturally to children. That's why at the YMCA, we strive to offer children a variety of new and exciting experiences.
In our before and after school programs, kids explore and experiment, discover new ideas, work cooperatively in small groups and, consequently, learn to respect the differences and similarities within their own communities. Our innovative before and after school programs offer far more than just homework assistance -- although we build in time for that as well. Children may choose their own activities from among many, including science, mathematics, technology, recreation and reading. There is always something different and exciting, from special events and field trips to physical activity and youth leadership projects.

**PROGRAMS** This Afterschool Program is grant funded

**EXTENDED DAY**
Is an extension of the school day, not child care or babysitting. The two main objectives are to help the children learn and to teach the children social skills. The children are divided up into family groups and do different activities that rotate throughout the week. The activities range from homework assistance, science, storytelling, clubs, quiet play, recreation, peacemaking, art, and specials. There is a limited amount of space.

**KINDERGARTEN WRAP AROUND** (Kindergarten-age children only)
Designed to enrich the public school system's half-day kindergarten, the YMCA's Kindergarten Wrap Around program reinforces academics and prerequisite skills including group behavior, listening to directions and learning to express needs. (Not available at all branches)

**VACATION FUN CLUBS**
The YMCA of Greater Rochester provides Vacation Fun Clubs during the following school breaks: Holiday, Winter, and Spring Recesses, and various other single days off. It is an all-day program filled with activities ranging from games, crafts, recreation, swimming, and special events or field trips. Activities do vary between branches.

**COMMUNITY RESOURCE GUIDE**
**BEFORE & AFTER SCHOOL INFORMATION**

**AGENCY NAME:**
Cameron Community Ministries

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YOUTH DEVELOPMENT AND FAMILY SERVICES

Rochester City School District
131 West Broad Street
Rochester, New York 14614

ADDRESS:
48 Cameron Street
Rochester, NY 14606

PHONE:
585-254-2697

SERVICE SUMMARY:
Multi-service neighborhood center.
Thanksgiving and Christmas day dinners.
Clothing distribution center.
Children’s after school program hot lunch daily.

PROGRAM ELIGIBILITY:
Must reside in service area

AREA SERVED:
Primarily 14606, 14608, 14611 and 14613

APPLICATION/REFERRAL PROCESS:
None

HOURS OF OPERATION:
Monday-Thursday 9am-12pm

FEE FOR SERVICE:
Slight fee for clothing

Agency Contact: Anyone at 254-5582

COMMUNITY RESOURCE GUIDE
BEFORE & AFTER SCHOOL INFORMATION

AGENCY NAME:
City of Rochester Department of Recreation and Youth Service

ADDRESS:
City Hall Room 222 B  
30 Church Street  
Rochester, NY 14614  
**PHONE:**  
585-428-6447  
**WEB:**  
www.cityofrochester.gov  
**SERVICE SUMMARY: Agency Contact**

<table>
<thead>
<tr>
<th>Department of Recreation and Youth Services</th>
<th>DRYs</th>
<th>PHONE</th>
</tr>
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</table>
| Luis Burgos, Interim Commissioner             | City Hall, Room 222B  
30 Church St.  
Rochester NY 14614 | 428-6447 |
| Bureau of Recreation                          | 400 Dewey Ave.  
Rochester, NY 14613 | 428-6755 |
| Anthony Jordan, Assistant Commissioner        |                                               |       |
| Bureau of Youth Services                      | City Hall, Room 222B  
Rochester, NY 14614 | 428-6896 |
| Jackie Campbell, Assistant Commissioner       |                                               |       |
| Public Market                                 | 280 N. Union St.  
Rochester, NY 14621 | 428-6907 |
| Jim Farr, Director                            |                                               |       |
| Blue Cross Arena at the War Memorial          | 1 War Memorial Square  
Rochester, NY 14614 | 758-5330 (Box Office)  
428-6600 (Superintendent) |
| Jeff Calkins, Director                        |                                               |       |
| Avenue D Community Center                     | 200 Avenue D  
Rochester, NY 14621 | 428-7934 |
| Eric Rose, Director                           |                                               |       |
| Campbell St. Community Center                 | 524 Campbell St.  
Rochester, NY 14611 | 428-7860 |
| Carl Diliberto, Director                      |                                               |       |
| Carter St. Community Center                   | 500 Carter St.  
Rochester, NY 14621 | 428-7890 |
| Mark Harold, Director                         |                                               |       |
| Edgerton Community Center                     | 41 Backus St.  
Rochester, NY 14608 | 428-6769 |
| John Picone, Director                         |                                               |       |

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Flint St. Community Center 271 Flint St. 428-7001
Kevin Holman, Director Rochester, NY 14608

Genesee Valley Park Arena & Pool 131 Elmwood Ave. 428-7888
John Kerr, Director Rochester, NY 14611

North St. Community Center 700 North St. 428-7149
Preston Sanders, Director Rochester, NY 14605

South Ave. Community Center 999 South Ave. 428-6015
Annie Pride, Director Rochester, NY 14620

Webster Ave. Community Center Adonai Community 428-7828
Hector Argunzoni, Director Fellowship 509 N. Goodman St.
Rochester, NY 14609

PROGRAM ELIGIBILITY:
Varies by program and service please call for detailed information.

AREA SERVED:
City of Rochester

APPLICATION/REFERRAL PROCESS:
Individually program based. Please call for details

HOURS OF OPERATION:
Varies based upon individual sites. Please call for details

FEE FOR SERVICE:
Individually program based. Please call for details.

COMMUNITY RESOURCE GUIDE
BEFORE & AFTER SCHOOL INFORMATION

AGENCY NAME:
Boys and Girls Club of Rochester Inc.

It’s about every child and excellence is the only option!
ADDRESS:
500 Genesee Street
Rochester, NY 14611

PHONE:
585-328-3077

SERVICE SUMMARY:
Recreational Educational and character building programs for boys and girls.
Kids café program 4-5pm Monday-Friday

PROGRAM ELIGIBILITY:
Students still in school ages 6-18

AREA SERVED:
City of Rochester, primarily the South West quadrant

APPLICATION/REFERRAL PROCESS:
Annual membership
No referral process

FEE FOR SERVICE:
Annual membership fee is $11.00, no denied membership because of inability to pay.
COMMUNITY RESOURCE GUIDE
TUTORING PROGRAMS INFORMATION

AGENCY NAME:
Asbury Dining and Caring Center
COMMUNITY RESOURCE GUIDE
TUTORING PROGRAMS INFORMATION

AGENCY NAME:
RTA Dial-a-Teacher

ADDRESS:
Dial-A-Teacher, Inc. receives calls from all Rochester City schools, and most private, parochial, and suburban schools. Teachers are prepared to offer assistance in all subject areas and at all grade levels.

- Dial-A-Teacher has a tutoring referral service. Teachers can fill out an application and send it to Dial-A-Teacher. Parents and/or students who wish tutoring can call in their requests. The student will then be matched up with the appropriate tutor. Financial arrangements and specific logistics are worked out between the student and the tutor.
- Individualized tutoring is provided for students with chronic illnesses who are referred by a school or agency.

**PROGRAM ELIGIBILITY:**
N/A

**AREA SERVED:**
Rochester City School District

**APPLICATION/REFERRAL PROCESS:**
Call telephone number above

**HOURS OF OPERATION:**
3:30 p.m. to 7:00 p.m.
Monday through Thursday

**FEE FOR SERVICE:**
N/A
YOUTH DEVELOPMENT AND FAMILY SERVICES
Rochester City School District
131 West Broad Street
Rochester, New York 14614

Rochester NY 14620
PHONE:
(585) 256-7500
Fax: (585) 256-7880
WEB:
www.hillside.com

SERVICE SUMMARY:
Children's center providing services and support to youth and families,
preventive services, placement and adoption programs, education and day treatment services,
short and long term out-of-home placements.
· Food: For residents only
· Shelter: Emergency foster care placements
· On-site Shelter: Yes
· Clothing: For residents only
· Medical: For residents only
· Drug and Alcohol Treatment: Referrals for residents only
· Job Training and Referral: Arranged for residents only

AREA SERVED:
Monroe County and the surrounding counties

APPLICATION/REFERRAL PROCESS:
Call telephone above

HOURS OF OPERATION:
7 Days -- 24 hrs

FEE FOR SERVICE:
Sliding scale

COMMUNITY RESOURCE GUIDE
TUTORING PROGRAMS INFORMATION

AGENCY NAME:
Montgomery Neighborhood Center

ADDRESS:
10 Cady St

It’s about every child and excellence is the only option!
Rochester NY 14608

PHONE:
(585) 436-3090

SERVICE SUMMARY:
Summer activities 8:30am-4pm, Monday-Friday. After school program for ages 5 to 12. Neighborhood Preservation Program (DHCR). RAP-Grantee - City of Rochester. DDSO Respite program #29 School. Neighborhood services

PROGRAM ELIGIBILITY:
Housing: Must be recipient of public assistance. For free clothing: Proof of address, ID for self and family members.

AREA SERVED:
N/A

APPLICATION/REFERRAL PROCESS:
Clothing-contact receptionist. Housing through DHHS only.

HOURS OF OPERATION:
Monday, Wednesday, Friday 8:30am-5pm

FEE FOR SERVICE:
None for clothing

COMMUNITY RESOURCE GUIDE
TUTORING PROGRAMS INFORMATION

AGENCY NAME:
Rosa Wims Outreach Center
The Health Association

ADDRESS:
176 Genesee St
Rochester NY 14611
PHONE:
(585) 436-9705
Fax: (585) 436-7360

SERVICE SUMMARY:
YMCA classes, GED classes, computer classes

PROGRAM ELIGIBILITY:
Must have a diagnosed mental illness

AREA SERVED:
Monroe County

APPLICATION/REFERRAL PROCESS:
Call telephone number above

HOURS OF OPERATION:
Monday-Thursday, 9am-5pm, Friday, 9am-1pm, Saturday, 10am-2pm

FEE FOR SERVICE:
None

COMMUNITY RESOURCE GUIDE
TUTORING PROGRAMS INFORMATION

AGENCY NAME:
Threshold Center for Alternative Youth Services, Inc.

ADDRESS:
80 St. Paul St. Fourth Floor

It’s about every child and excellence is the only option!
It’s about every child and excellence is the only option!
(585) 436-9705
Fax: (585) 436-7360
SERVICE SUMMARY:
YMCA classes, GED classes, computer classes
PROGRAM ELIGIBILITY:
Must have a diagnosed mental illness
AREA SERVED:
Monroe County
APPLICATION/REFERRAL PROCESS:
Call telephone number above
HOURS OF OPERATION:
Monday-Thursday, 9am-5pm, Friday, 9am-1pm, Saturday, 10am-2pm
FEE FOR SERVICE:
None

COMMUNITY RESOURCE GUIDE
TUTORING PROGRAMS INFORMATION

AGENCY NAME:
EnCompass Resources for Learning
ADDRESS:
200 Meridian Centre Blvd. Suite 230
It’s about every child and excellence is the only option!
PHONE:  
(585) 546-2580

SERVICE SUMMARY:  
Food pantry, soup kitchen, clothing, furniture, benefits assistance for those seeking SSI, SSD, DHHS, or Veterans benefits, tutoring for adults and children, GED tutoring, Thanksgiving dinner, Christmas baskets.

PROGRAM ELIGIBILITY:  
N/A

AREA SERVED:  
No restrictions

APPLICATION/REFERRAL PROCESS:  
None

HOURS OF OPERATION:  
24 hours, 7 days a week

FEE FOR SERVICE:  
N/A

COMMUNITY RESOURCE GUIDE
TUTORING PROGRAMS INFORMATION

AGENCY NAME: Murray Learning Center
PHONE: Danielle Binn - Rochester Office: (585) 314-4275
SERVICE SUMMARY:  
MLS Tutoring offers:

It’s about every child and excellence is the only option!
• One-on-one in-home, library or in-school tutoring
• Opportunities throughout Monroe County
• Afternoon/early evening hours, weekends optional
• Flexible hours, make your own schedule
• Year round opportunities
• Programs based on New York State Education standards and individual school curriculum

Some of our services include:
• General Education
• Special Education
• SAT/ACT Test Prep
• Home schooling assistance
• Home/hospital tutoring
• Computer training
• Study skills

PROGRAM ELIGIBILITY:
Students are determined to be eligible for free SES tutoring based on two main criteria:
1. Students must be low-income and enrolled in the free/reduced lunch program at their school.
2. Students must attend a qualifying school

APPLICATION/REFERRAL PROCESS: Call telephone number above
HOURS OF OPERATION: Call
FEE FOR SERVICE: None

COMMUNITY RESOURCE GUIDE
TUTORING PROGRAMS INFORMATION

AGENCY NAME:
Sylvan Learning Center
ADDRESS:
SERVICE SUMMARY:
Personalized tutoring and test preparation services for students from pre-K through 12th grade. Whether your child is struggling in one subject or in school overall, or simply needs to be challenged to reach higher goals, Sylvan Learning Center can help. Sylvan uses a unique and individualized approach to tutoring your child.

AREA SERVED:
Monroe County

APPLICATION/REFERRAL PROCESS:
Call

HOURS OF OPERATION:
Call

FEE FOR SERVICE:
Call

COMMUNITY RESOURCE GUIDE
TUTORING PROGRAMS INFORMATION

AGENCY NAME:
Compeer Rochester, INC.

ADDRESS:
259 Monroe Avenue
Rochester, NY 14607
PHONE:
585-546-8280
E-MAIL:
lebert@compeer.org
SERVICE SUMMARY:
The Mentoring Children of Promise (MCP) Program matches community volunteers in friendship-based relationships with you whose parents are in state or federal correction facilities. Volunteers use goal-oriented activities that teach skills to improve community success and school performance.
PROGRAM ELIGIBILITY:
Ages 4-18
APPLICATION/REFERRAL PROCESS:
Call office
HOURS OF OPERATION:
Call office
FEE FOR SERVICE:
Call office
YOUTH DEVELOPMENT AND FAMILY SERVICES
Rochester City School District
131 West Broad Street
Rochester, New York 14614

ADDRESS:
30 N. Clinton Ave
Rochester NY 14604

PHONE:
(585) 232-1840
TDD/TTY: (585) 232-1237
Fax: (585) 232-3062
WEB:
www.fsr.org

SERVICE SUMMARY:
A variety of educational, support, and counseling services for all ages and backgrounds. Also parenting classes and anger management.

PROGRAM ELIGIBILITY:
Eligibility varies with programs

AREA SERVED:
Primarily Monroe County

APPLICATION/REFERRAL PROCESS:
Referral process varies with programs, call Intake Dept

HOURS OF OPERATION:
Monday-Friday 9am-5pm

FEE FOR SERVICE:
Fees vary with programs

COMMUNITY RESOURCE GUIDE
TUTORING PROGRAMS INFORMATION

AGENCY NAME:
Iglesia Educational Center

ADDRESS:
It’s about every child and excellence is the only option!

SERVICE SUMMARY:
Iglesia tutors in all subject areas including:
- ELA (all grade levels)
- Mathematics (all grade levels)
- Hard sciences (Chemistry, Physics, Biology, Earth Science)
- Languages (ESOL, Spanish, French),
- History, Global Studies
- SAT, ACT and GED preparation.

Iglesia’s mission statement reflects both the pride and high standards that the company holds in serving all members of the community: Iglesia Educational Centers is an organization dedicated to the pursuit of academic success by inspiring, empowering and enriching the students of the community.

PROGRAM ELIGIBILITY:
To Qualify For Free NCLB Tutoring At Iglesia
- Students must attend a NCLB approved school
- Students must qualify for free / reduced lunch

Call 585-436-3170 for more information

AREA SERVED: Monroe County

APPLICATION/REFERRAL PROCESS: Call telephone number above
HOURS OF OPERATION: CALL
It’s about every child and excellence is the only option!

YOUTH DEVELOPMENT AND FAMILY SERVICES

Rochester City School District
131 West Broad Street
Rochester, New York 14614

PHONE:
(585) 325-6530
WEB:
http://ulr.org/

SERVICE SUMMARY:
In-School Youth Programs
The Afterschool Academy helps youth in grades 7 to 10 prepare for success in college and careers. The Black Scholars Program provides recognition, assistance and incentives to students who achieve and maintain a "B" or better average throughout high school. The Youth Intervention Program (YIP) provides intensive school-based mentoring for at-risk students at Rochester's Thomas Jefferson and Charlotte High Schools. The Leadership Academy at Charlotte High School provides academic support, behavioral monitoring, cultural enrichment and social development training to help 7th graders make a successful transition to high school. Out-of-School Youth Programs
The SAFE program — a GED and career readiness program for youth ages 17 to 21. YouthBuild provides young people ages 18 to 24 with GED classes and both classroom and hands-on construction training

PROGRAM ELIGIBILITY:
Call

COMMUNITY RESOURCE GUIDE
TUTORING PROGRAMS INFORMATION

AGENCY NAME:
The Center for Youth Services

ADDRESS:
905 Monroe Ave
Rochester NY 14620

PHONE:
It’s about every child and excellence is the only option!