Important Contacts for Children and their Families
(all numbers in 585 area code unless otherwise specified)

Advocacy/Legal Assistance
Empire Justice Center. 454-4060
LawNY, Inc. 325-2520
Legal Aid Society. 232-4099
Rochester Housing Authority 867-6145
Volunteer Legal Services Project 232-3051

Asthma
American Lung Assoc. of NYS. Rochester Office: 442-4280
Monroe County Department of Public Health – Indoor Air Quality 753-5075

Child Abuse
NYS Mandated Reporting | CPS: 1-800-335-1522
Referral and Evaluation of Abused Children (REACH): 935-7802
Society for Protection and Care of Children (SPCC): 325-6101

Child Care
Child Care Council, Inc. 654-4720/1-800-743-KIDS
Crisis Nursery of Greater Rochester 236-5750
IBERO American Action League, Inc. 296-8900
Rochester Parents Network Nuriseline 292-BABY (2229)

Clothing
Ashby House Store 473-0950
Bethany House 454-4197
IBERO Fashion Works 546-1167
Matthew’s Closet (Corpus Christi) 232-5160
Open Door Mission 454-6685
St. Mary’s Children’s Clothes Closet 368-3030

Community Development
ABC Head Start 325-5116 X3300
Community Place of Greater Rochester, Inc. 327-7200
Group 1421 Community Association, Inc. 286-4683
IBERO American Action League, Inc. 256-4880

Disabilities Benefits
NYS Office of Temporary and Disability Assistance (OTDA): 518-473-1090
1-800-342-3009TTY Line: 1-866-875-9975

Domestic Violence/Intimate Partner Violence
Rape Crisis 546-2777 Hotline 1-800-527-1575
RESOLVE of Greater Rochester 425-1580
Saathi of Rochester 234-1050
Society for Protection and Care of Children (SPCC): 325-6101
Willow Domestic Violence 232-5200/24 hotline 222-SAFE/TTY Line: 232-1741

Education/Development
ABC Head Start 325-5116 X3300
CP Rochester 334-6000
Early Intervention 753-KIDS (5437) Option-3
IBERO American Action League, Inc. 256-6600
Mary Cardia Children’s Center 271-0761
Operation Transformation Rochester (Job Training) 428-6342
Regional Early Childhood Direction Center 249-7817
Rochester City School District 262-8100
Rochester City School District Special Education 262-8454
Specialized Services for students with disabilities 262-8185
Universal Pre-K Information 262-8140

Environmental Health
Coalition to Prevent Lead Poisoning 224-3125
Monroe County Leada Childhood Lead Poisoning Prevention Program 753-5087
Monroe County Department of Health Immunization Program 753-5150
Monroe County Department of Public Health – Indoor Air Quality 753-5075
Monroe County Department of Public Health (Robes Center and Animal Bites) 753-5717
Poison Control 1-800-222-1222

Furniture
Goodwill Stores 232-1111
Salvation Army Family Store 720-1610
Volunteers of America 647-1150

Formula
Bethany House 454-4197
Women, Infants and Children (WIC) 753-6960

Financial Assistance
Temporary Assistance 753-6298 Direct Application/Asst. Line 753-6960
691 St. Paul St. 14655/111 Westfall Rd. 14620

Food Cupboards
Bethany House 454-4197 (St. Bridget Dr.)
Cameron Community Ministries 254-2697 (Cameron St.)
Foodlink 328-3380
Open Door Mission 454-6686 156 N. Plymouth Ave. (After hours call 423-1825)
Salvation Army 987-9500 (Liberty Pole) 527-9566 (West Ave).

Health Insurance:
Child Health Plus (CHP) & Family Health Plus:
The Official Health Plan Marketplace Individuals should apply for health insurance coverage through the Marketplace https://nystatehealth.ny.gov/HelpLine 1-855-355-5777
TTY Line: 1-800-662-1220
Facilitated Enrollment (to help patients apply for health insurance)
Coordinated Care Services, Inc. (CCS) 328-5190 or 613-7662
IBERO American Action League, Inc. 256-6600
LawNY, Inc. 1-855-866-7748
Family Planning Benefit Program (free family planning services) 1-800-541-2831

MEDICAID:
MEDICAID & Child Health Plus Helpline 1-800-541-2831
Medicaid Managed Care and Health First 1-866-483-6743
Monroe County Department of Human Services (HDS) 753-6298
www.health.ny.gov/health_care/medicaid

Homeless Resources
Monroe County Emergency Housing Unit (16-17 years old) 753-6687
After Hours Placement Line: 442-1742
Health Reach for the Homeless 638-3720
Health Care for the Homeless 368-3720

Housing/Shelters
Bethany House (women and children): 454-4197
Center for Youth Services (kids and teens) Toll-free crisis hotline: 1-888-617-KIDS
Hilites (homeless children and teens): 654-4414 or 24-hour hotline: 256-7560
Hope House 697-3430
Jennifer House 288-1074
Monroe County Emergency Housing Unit (16-17 years old) 753-6687/After Hours Placement Line: 442-1742
Nielsen House 328-0801
Open Door Mission (families): 454-6686
Salvation Army Genesis House (families): 24-hour hotline: 235-2660
The Housing Council at Patih/Stone 546-3700
The Women’s Place (single moms and kids): 436-5452
YWCA 368- 2292

Job Resources/Training
Operation Transformation Rochester (Job Training) 428-6342
Rochester Education Opportunity Center (REOC): 232-2730
Rochester Works 256-3500 (N. Goodman) 266-7760 (Waring Rd.)
753-5656 (Saint Paul St.)

Laundry
Ashby First United Methodist Church 271-1050

LGBT
Gay Alliance of the Genesee Valley Rochester: 244-8640
SAGE Rochester (older adults): 244-8640
Trillium Health: 545-7200

Mental Health Services
Better Days Ahead 325-3145
Genesee Mental Health Center 922-7770
Hilides Mental Health: 256-7200
Liberty Health 410-3370
Mental Health Ass 325-3145
Monroe Mobile Crisis Team 529-3721
Rochester Mental Health Center 922-2550
Strong Behavioral Health 276-6900
Suicide Hotline Call 2-1-1

Nutrition Resources:
Women, Infants and Children (WIC) 753-6942
Growing Up Healthy Hotline 1-800-522-5008 TTY Line: 1-800-655-1789
Supplemental Nutrition Assistance Program (SNAP) (formerly FOOD STAMPS)
SNAP recipients are eligible for free or reduced price school meals for their kids
Monroe County DHS Office 753-6298 or 753-6690
OTDA (Office for Temporary Disability Assistance) Hotline at 1-800-342-3009
LawNY, Inc. 296-5634 and 296-5506
www.mybenefits.ny.gov