

Resource Guide

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This resource guide does not include all of the resources available in the Rochester area. For more information please contact your primary health care provider or school staff.

In case of any kind of emergency, call 911

(Refer to p.2-p.3 for more important emergency phone numbers)

Important Numbers / Hotlines

Emergencies	Police, Fire department, Ambulance	911
2-1-1 / LIFE LINE Mobile Crisis	24/7 crisis/suicide intervention program and Information & Referral (I&R) service. Offers assistance and referrals for emergency food, shelter, clothing, crisis counseling, substance abuse issues, employment, financial and legal issues, physical and mental health needs, and more.	(585) 275-5151 (585) 529-3721
NY Child Abuse Hotline and Child Protective Services		1-800-342-3720 (585) 461-5690
Domestic Violence Hotline	Confidential hotlines provide one-on-one support including: Crisis counseling, Safety planning, Assistance with finding shelter, Information about resources. Can assist in any language.	1-800-621-HOPE (4673)
Emergency Respite Bed - Hillside Children's Center	Seeks to provide short-term out-of-home crisis stabilization for youth who are experiencing an emotional crisis	Hillside Family of Agencies 585-256-7500
Monroe County Department of Human Services	Provides various forms of assistance to citizens of Monroe County including income support, medical assistance and comprehensive services designed to promote a higher quality of life for children, families and disadvantaged or elderly adults	(585) 753-6000
National Child Abuse Hotline	Dedicated to the prevention of child abuse. 24/7. Offers crisis intervention, information, literature, and referrals to emergency, social service and support resources.	1-800-422-4453
NY Regional Poison Control Centers	Management information for poison control centers in NY state	1-800-222-1222 (585) 275-0505

		TTY (315) 464-5424
NY State Domestic & Sexual Violence Hotline	Confidential support resources In an emergency CALL 911	1-800-942-6906
National Suicide Prevention Lifeline	The Lifeline provides 24/7, free and confidential support for people in distress, prevention and crisis resources for you or your loved ones, and best practices for professionals.	1-800-273-TALK (8255) www.suicidepreventionlifeline.org
National Sexual Assault Hotline	Connect with a trained staff member from a sexual assault service provider in your area that offers access to a range of free services.	1-800-656-HOPE (4673)
Trevor Project	Provides crisis intervention and suicide prevention for LGBTQ+ young people.	1-866-488-7386
Trans Lifeline	Confidential hotline that supports any needs of the members of the trans community	1-877-565-8860
Willow Domestic Violence Center	Willow Center offers crisis support and community services: 24/7 Hotline, Emergency Shelter, Safety Planning, Court Accompaniment, Short-term Counseling and Support, Support Groups, Prevention Education and Training.	(585) 222-SAFE (7233) TTY (585) 232-1741

AIDS/HIV

Action for Better Community	Provides prevention and education, mobilizes the community to use its' resources and celebrate human value.	(585) 262-4330 ext. 3102
CDC Info	National health information hotline, provides answers to your questions regarding HIV, including how to protect yourself and where to get an HIV test.	1-800-232-4636 (585) 232-4636 1-888-232-6348 TTY In English, en Español, 8 am to 8 pm EST, Monday through Friday http://www.cdc.gov/info
Trillium Health	Health Education & prevention, HIV & STD testing, harm reduction & syringe exchange, Adult Day Health programs, Congregate meals & food bank.	(585) 545-7200 1-800-266-9292 Health Services After Hours Number: 585-258-3363

Alcohol & Other Substances

Action for Better Community	Outpatient Substance Abuse Treatment and Drug Rehab Program for Outpatient Drug Rehab.	(585) 325-5116 http://www.abcinfo.org
Alcohol Anonymous Rochester	Listing of AA meeting locations and times in the Rochester Area.	(585) 232-6720 http://www.rochester-ny-aa.org
Catholic Family Center Restart Substance Abuse Services	Outpatient Drug Program, Partial hospitalization for Substance Abuse/Substance Abuse day treatment for Outpatient Drug Rehab.	(585) 546-7220 http://www.cfcrochester.org
City County Drug Helpline	24/7. Operated by 2-1-1/ LIFE LINE.	(585) 275-0505
Delphi Drug and Alcohol Council	Delphi operates a full service Outpatient Chemical Dependency Treatment Program. Services provided to both male and female clients 18 years and older. Provide evaluations, drug screening, and individual, family, and group counseling.	(585) 467-2230 http://www.delphidrug.org
Huther-Doyle	Provides culturally appropriate, high-quality	(585) 325-5154 http://www.hutherdoyle.com

	addiction recovery and physical health services to help individuals make positive changes in their lives.	
Narcotics Anonymous Rochester	Information and resources related to Narcotics Anonymous including a listing of NA meeting locations and times in the Rochester Area.	(585) 235-7889 http:// www.rochesterny-na.org
Rochester Regional Chemical Dependency	Provides comprehensive and personalized treatment services for adolescents, adults, older adults and their families. Provides outpatient programs, inpatient rehabilitation and residential programs.	(585) 723-7736 https://www.rochesterregional.org/services/behavioral-health/chemical-dependency/
Strong Recovery Chemical Dependency	Outpatient Rehab Programs with a primary focus on substance abuse treatment and drug rehab. Specializing in Outpatient Substance Abuse Treatment and Drug Rehab Program.	(585) 275-5400 for intake appointments https://www.urmc.rochester.edu/mental-health-wellness/addiction-services.aspx
Westfall Associates	Services for those who are affected by substance use and mental health.	(585) 473-1500

Grief & Loss

<p>Lifetime Care Rochester Support Groups</p>	<p>Open to hospice families and the general community. All groups meet at the David H. Klein Center for Compassion and Healing, 3111 Winton Road South, Henrietta – unless another location is identified</p>	<p>https://www.lifetimecare.org/support-wellness/bereavement-programs</p> <p>Bereavement and Support Groups in Monroe County call (585) 475-8800. For programs in Wayne and Seneca Countries, call (315) 332-2563.</p> <p>List of Spring/Summer 2017 Support Groups (UPDATE) https://www.lifetimecare.org/images/Spring_Summer2017.pdf</p>
<p>Center for Compassion and Healing through Lifetime Care</p>	<p>Provides wellness activities, education, support, and healing therapies that focus on easing suffering, providing comfort, and improving quality of life.</p>	<p>(585) 475-8800</p> <p>http://www.lifetimecare.org</p>
<p>Kids Adjusting Through Support (KATS) a program of Camp Good Days</p>	<p>Provides services for children with cancer, children who have a parent or sibling with cancer and/or children who have lost a parent or sibling to</p>	<p>(585) 624-5555</p> <p>http://www.campgooddays.org</p>

	cancer. It also offers programs for women and men who have or have had cancer.	
Mental Health Association (Bereavement Services)	Offers services and support for children, adults, parents as well as widow/widower coping with loss and grief	(585) 325-3145 http://www.mharochester.org/directory/bereavement/ 320 N. Goodman Street Rochester, NY 14607
The Compassionate Friends Rochester Chapter	Nonprofit, self-help support organization for families who have experienced the death of a child of any age from any cause. There is no religious affiliation or membership requirements. Support of those who have experienced the death of a child, a grandchild or sibling Website offers resources for children dealing with grief and loss	http://www.tcfrochester.org Meetings are held at: The First Unitarian Church 220 Winton Road South Rochester, NY 14620 <i>Meetings run from 7 to 9 pm</i> General Chapter Information: Mary Ann: tcfcoleader.maryann@gmail.com 585-872-0566 OR tcfcoleader.joe@gmail.com

Domestic Violence

Domestic Violence Hotline (NYS)		800-942-6906
Willow Domestic Violence Center	Counseling Center: (585) 232-5200 x332 Court Advocacy Program (CAP): (585) 371-3535 Mobile Advocacy Program: (585) 308-1718 HEAL Program: (585) 308-0316	Hotline 24/7: (585) 232-SAFE (7233) www.willowcenterny.org
Resolve		(585) 425-1580 resolve-roc.org
Restore	Sexual assault services	Hotline 24/7: (585) 546-2777 ppcwny.org/restore
Rochester Police Dept. Victim Assistance Unit	Individual counseling, assistance in filing for CVB compensation, transportation to court, accompaniment to court, property release, restitution assistance, referral, public awareness, explanation of criminal justice system	(585) 428-6630 http://www.cityofrochester.gov/VictimAssistanceUnit/
Safe Journey	Serves women and children in transition from domestic violence, who need individual or group	(585) 425-1580 http://www.safejourney.org/

	counseling, advocacy, or community referrals as they heal from abuse	
Victim Resource Center of the Finger Lakes		Hotline: (866)343-8808 http://www.vrcfl.org/home0.aspx
Websites		naz.edu/health-and-counseling nomore.org breakthecycle.org thehotline.org ncadv.org loveisrespect.org itsonus.org rainn.org changingourcampus.org nsvrc.org

Disability Services

<p>Association for the Blind and Visually Impaired-Goodwill Industries of Greater Rochester, Inc.</p>	<p>Provides a range of programs, services and jobs to people who are blind or visually impaired. Its' mission is to prepare and empower people who are blind or visually impaired to be self-sufficient and contribute to their families and communities.</p>	<p>(585) 232-1111 http://www.abvi-goodwill.org 422 South Clinton Avenue Rochester, NY 14620-1198</p>
<p>ARC of Monroe County</p>	<p>Works with people with developmental or intellectual disabilities to reach their full potential and become a part of the community they live in.</p>	<p>(585) 271-0660 http://www.arcmonroe.org 2060 Brighton-Henrietta Townline Rd Rochester, NY 14623</p>
<p>Center for Disability Rights</p>	<p>Not-for-profit, community-based advocacy and service organization for people with all types of disabilities.</p>	<p>(585) 546-7510 http://www.cdrnys.org/ 497 State Street Rochester, NY 14608</p>
<p>Comper, Inc.</p>	<p>Mentoring for people with mental illness.</p>	<p>1-800-836-0475 (toll free) (585) 445-5700 1600 South Avenue, Suite 230 Rochester, NY 14620-3924</p>
<p>Cobblestone Arts Center, Dayhabilitation Program</p>	<p>A day habilitation program for individuals with an array of disabilities and challenges. Offers a diverse range of classes in Music, Dance, Theater, Visual Arts, Creative Writing, and Media Studies. Full day NYS Medicaid Waivered Program. Participants in the program range from students transitioning out of high</p>	<p>585-398-0220 http://www.cobblestoneartscenter.com 1622 NY-332. Farmington, NY 14425</p>

	school to senior citizens.	
CP Rochester	Supports individuals of all ages and abilities to determine their own pathway in life. They partner with the individual, their family, and the community to fulfill the individual's right to live a productive and rewarding life.	585-334-6000 http://www.cprochester.org 3399 Winton Road South Rochester, New York 14623
Epilepsy Association of Greater Rochester	Supports individuals with developmental or acquired brain conditions as they strive to remove barriers to their personal fulfillments.	(585) 442-4430 http://www.epiny.org 1650 South Ave. Suite 300 Rochester, NY 14620
The Legal Aid Society of Rochester, NY	Provides direct civil legal services, including lay advocacy and related human services, to adults and children.	(585) 232-4090 http://www.lasroc.org 1 West Main Street, Suite 800 Rochester, New York 14614
Lifetime Assistance, Inc.	Offers a full spectrum of services to empower individuals with developmental disabilities to achieve their full potential and to promote inclusion in our community.	(585) 426-4120 http://www.lifetimeassistance.org 425 Paul Road Rochester, New York 14624
Monroe County Women's Disability Network	A directory for women with disabilities of resources in Rochester and at the national level created by a local retired schoolteacher	http://www.mcwdn.org/
NYS Education Department, VESID	Serving the education and employment needs of New York State's adult citizens including individuals with disabilities.	(518) 474-3852 http://www.acces.nysed.gov

Regional Early Childhood Direction Center	Provides information and assists in linking families of children with special needs to programs and services.	(585) 249-7817 http://www.monroe.edu/webpages/recdc Monroe #1 Boces 15 Linden Park Rochester, NY 14625
Rochester Center for Independent Living	Created to support independent living and disability resources by providing information and assistance for housing, transportation, home care, securing benefits and other disability services.	(585) 442-6470 http://www.rcil.org 497 State Street Rochester, NY 14608
Starbridge	Partners with people who have disabilities, their families, and others who support them. to realize fulfilling possibilities in education, employment, health, and community living: and to transform to include everyone.	(585) 546-1700 www.starbridgeinc.org 1650 South Avenue, Suite 200 Rochester, NY 14620

Eating Disorders

(For more information contact your primary health care provider)

<p>Eating Disorders Recovery Center of Western New York</p>	<p>Information on programs and services for individuals, families, and professionals.</p>	<p>1-800-700-4573 http://www.nyeatingdisorders.org</p>
<p>The Healing Connection, Inc.</p>	<p>Treatment for adolescents and adults seeking recovery from an eating disorder.</p>	<p>(585) 641-0281 http://www.thehealingconnectioninc.org 1320 University Ave Rochester, NY 14607</p>
<p>Rochester Eating Disorder Organization (REDO)</p>	<p>Helping individuals overcome anorexia, bulimia, binge eating disorder and compulsive eating.</p>	<p>(585) 507-5774 http://www.redony.org 107 Norris Drive, Suite D Rochester, NY 14610</p>
<p>Strong Adolescence Medicine</p>	<p>Designed to evaluate and treat individuals who have diagnosed eating disorders and to aid those who may be exhibiting <u>signs and symptoms</u>. Serves both young men and women who may be in the throes of this disease or in the beginning stages.</p>	<p>(585) 275-2964 http://www.Golisano.URMC.edu/EatingDisorders 601 Elmwood Avenue, Box 690 Rochester, New York 14642</p>
<p>Unity Health System- Eating Disorder Program</p>	<p>Designed to help individuals understand the biological, behavioral, psychological, and cultural factors that contribute to eating disorder.</p>	<p>(585) 368-3709 www.unityhealth.org Unity St. Mary's Campus 89 Genesee Street Rochester, NY 14611</p>

Educational & Vocational Services

<p>Hillside Family of Agencies - Creekside Day Treatment</p>	<p>A regional program that offers academic and vocational education in combination with mental health treatment for children ages 5 to 21 with dual diagnoses. Students are referred to Creekside Day Treatment by the Committee on Special Education in their local school district.</p>	<p>(585) 256-7500 http://www.hillside.com</p>
<p>Hillside Family of Agencies - Halpern & Crestwood Campuses Day Treatment; Stepping Stones Day Program</p>	<p>These programs are designed for students that experience significant challenges in school and or the community which impact their academic performance and/or social development. They include ongoing clinical support and intensive individual group and family therapy. Students must be referred by their school district. Transportation is provided; and there is no cost to parents for any education program at Hillside.</p>	<p>(585) 256-7500 http://www.hillside.com</p>
<p>The Community Place of Greater Rochester</p>	<p>The Community Learning Center Afterschool Program offers activities that help young people build academic and personal skills through. homework assistance; reading clubs; self-esteem exercises; sports-physical activities; leadership development; workshops; literacy skill building. STEM activities and field trips.</p>	<p>(585) 288-0021 http://www.communityplace.org Hours of Operation: Monday, Tuesday, Thursday, Friday from 2:15 p.m. to 6:30 p.m. and Wednesdays from 1:15-5:30 when school is in session</p>
<p>Threshold's Learning Center at the Community Place</p>	<p>A part of The Community Place of Greater Rochester. Threshold's Learning Center is a preparation site. youth between the ages of 17 and 25.</p>	<p>(585) 288-0021 x210 http://www.communityplace.org</p>

	designed to assist students in getting their High School Equivalency Diploma.	
Monroe #1 BOCES	Adult Basic Education (ABE) and TASC™ (formerly GED®) Test Preparation Classes	(585) 383-2250
Monroe #2 BOCES	High School Equivalency Diploma / TASC™	(585) 349-9100 Monday-Thursday, 8 a.m.-6 p.m. or Friday, 8 a.m.-4 p.m.
LDA Life and Learning Services	Partners with families, children, and young adults to improve educational outcomes and possibilities	(585) 263-3323 www.starbridgeinc.org 339 East Ave Rochester, NY 14607
City School District: Family Learning Center	Provides adult training and education center in greater Rochester area and offers a wide range of programs	(585) 262-8000 www.oaces.net 30 Hart St. Rochester, NY 14605
Rochester Educational Opportunity Center (REOC)	System of educational enterprises that serve eligible adult learners.	(585) 232-2730 http://www.reoc.brockport.edu/ 161 Chestnut St. Rochester, NY 14604

Family Support

Action for a Better Community	Provides programs & opportunities for low-income families and individuals. No insurance is necessary unless it is for medical assistance programs.	(585) 325-5116 http://www.abcinfo.org
Catholic Family Center	Provides a variety of services for children, youth, and families such as counseling, housing services, emergency services, and language services.	(585) 232-1840 (585) 546-7220 http://www.cfcrochester.org Email: cfc@cfcrochester.org
Center for Dispute Settlement	Provides services to residents of central NY State including City of Rochester.	(585) 546-5110 http://www.cdsadr.org Reynolds Arcade Building, Suite 800 16 East Main Street, Rochester, NY 14614
The Community Place of Greater Rochester	Provides neighborhood-based programs, services, and resources including a senior citizen center, medicaid service coordination, food/clothing/housing services, and a learning center.	(585) 327-7200 http://www.communityplace.org
East Rochester Community Resource Center	The Center provides help for children in needy families who cannot afford to pay registration fees to play in youth sports	(585) 586-0525 333 E Chestnut St, East Rochester, NY 14445

	<p>programs. Other services provided by the Center include budget counseling and advocacy, transportation pool, crisis fund, used clothing and furniture/household items donation and food shelf</p>	
<p>Family Access & Connection Team (FACT)</p>	<p>Provides coordination of support and services for families dealing with behavioral and emotional challenges.</p>	<p>(585) 753-2639</p> <p>http://www.monroecountysystemofcare.org/contact</p>
<p>Hillside Family of Agencies</p>	<p>An integrated system of services addresses the varied, diverse, and complex needs of children and families including crisis support, educational and vocational services, in home and community support, and outpatient clinics. They have a 24 hour phone center that responds to calls from families and funders. Trained professionals answer calls from parents or guardians in Western New York Communities looking for information about services, or assistance with challenges they may be facing with their children or</p>	<p>(585) 256-7500</p>

	families.	
KidsHealth.org	A website that provides health, behavior, and development information from before birth through the teen years.	http://www.kidshealth.org
Liberty Resources	Provides services for mental health concerns, behavioral challenges, family health, and residential programs (for substance abuse, domestic violence, HIV, intellectual disability, brain injury, and mental health).	(585) 410-3370 http://www.liberty-resources.org E-mail: info@liberty-resources.org
My Friends Closet	Provides new or gently used clothes and shoes for any ER students whose families have limited means. Service is confidential.	(585) 641-3160
Mothers in Need of Others (MINO)	Provides gently used maternity, baby items, new baby care and personal hygiene products free of charge	(585) 348-8596 http://www.projecturge.org/mino/ 46 Mount Hope Avenue Rochester, NY 14620
Planned Parenthood	Provides healthcare and education, especially regarding sexual health, that empowers individuals and families.	(585) 546-2771 1-800-230-PLAN (7526) http://www.plannedparenthood.org/planned-parent-hood-central-western-new-york

<p>The Community Place of Greater Rochester</p>	<p>Provides neighborhood-based programs, services, and resources including a senior citizen center. Medicaid service coordination, food/clothing/housing services, and a learning center.</p>	<p>(585) 327-7200 http://www.communityplace.org</p>
<p>The Legal Aid Society of Rochester, NY</p>	<p>Provides direct civil legal services, including lay advocacy and related human services, to adults and children.</p>	<p>(585) 232-4090 http://www.lasroc.org</p>

Food & Housing/Shelter

2-1-1/Life Line	For a referral to a Food Pantry and/or a Food Distribution Center or soup kitchen.	2-1-1 (585) 275-5151 (24 hrs) (585) 275-2700 (TTY)
Catholic Family Center, Homeless and Housing Department	Shelters for men, women and women with children in conjunction with the Monroe County Department of Human Services.	(585) 423-9590 http://www.cfcrochester.org/for-professionals/housing-and-emergency-services/
FOODLINK, Inc.	For directories listing food pantries and food distribution centers.	(585) 328-3380 http://www.foodlinkny.org
Hillside Family of Agencies - Emergency Respite Bed	Provides short-term out-of-home crisis stabilization for youth who are experiencing an emotional crisis.	(585) 256-7500
Monroe County Department of Human Services	Information about obtaining food stamps.	(585) 753-6000 http://www2.monroecounty.gov/hs-index.php
Monroe County Department of Public Health	Information on housing and sanitation complaints.	(585) 753-5171 http://www2.monroecounty.gov/health-index.php
Monroe County Childhood Lead Poisoning Prevention Program	Information on home lead poisoning prevention program.	(585) 753-5087 http://www2.monroecounty.gov/eh-leadpoisoning.php
New York State Food Stamp Hot Line	Information about obtaining food stamps.	1-800-342-3009 https://otda.ny.gov/programs/snap/

The Housing Council	Daily listings of available apartments and hotline information on landlord/tenant rights.	(585) 546-3700 http://www.thehousingcouncil.org
Willow Domestic Violence Center	Housing for women who have been physically abused - short term stay.	(585) 232-7353 (24 hrs) (585) 232-1741 (TTY) http://willowcenterny.org

Health

<p>Breast Cancer Coalition of Rochester</p>	<p>A group of breast cancer survivors along with their family and friends who work on education and advocacy concerns around breast cancer.</p>	<p>http://bccr.org/</p>
<p>CLIC on Health</p>	<p>Collaboration of hospital, public and school librarians, in order to provide all the people of the greater Rochester, New York area with the high-quality healthcare information and resources they need to make wise lifestyle and healthcare choices</p>	<p>https://rrlc.org/cliconhealth/</p>
<p>Let's Make Lead History</p>	<p>Find out how you can get your apartment or house inspected for lead and have your child tested for exposure to lead.</p>	<p>http://www.theleadcoalition.org/</p>
<p>Connect and Breathe</p>	<p>An after-abortion nonjudgmental talkline</p>	<p>http://www.connectandbreathe.org/</p>
<p>Emergency Contraception</p>	<p>Emergency contraception, or the morning after pill, helps women avoid pregnancy after unprotected sex. For more information, including where to get ec, see the Planned Parenthood</p>	<p>https://www.plannedparenthood.org/health-topics/emergency-contraception-morning-after-pill-4363.asp?__utma=1.344544200.1388324576.1392318464.1395521932.5&__utmb=1.9.7.1395521932&__utmc=1&__utmz=-&__utmz=1.1395521932.5.5.utmcsr=rochesternow.org utmccn=%28referral%29 utmcmd=referral utmctt=/help.html&__utmv=-&__utmik=161929660</p>
<p>Planned Parenthood of Central & Western New York</p>	<p>Full reproductive health services for women including emergency contraception pills and abortions. Many services are free - be sure to ask.</p>	<p>(866) 600-6886 https://www.plannedparenthood.org/planned-parenthood-central-western-new-york</p>

Trillium Health	Provides HIV testing and prevention and women's gynecological services.	585-545-7200 https://www.trilliumhealth.org/
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LGBTQ+

Gender Health Services at Golisano Children's Hospital	Provides expert evaluation and treatment for youth and young adults through age 25 who are transgender or gender expansive and seeking medical services.	(585) 275-2964 http://www.golisano.urmc.edu/genderhealth
Gender Spectrum	Provides information, resources, and an increased understanding of gender.	www.genderspectrum.org
LGBT Rights Project	Legal Services for the Lesbian, Gay, Bisexual, Transgender Community.	Contact: Milo Primeaux (585) 295-5721 Telesca Center for Justice 1 West Main St. Rochester, NY 14614
The Gay Alliance of Genesee Valley	Provides information and services for the LGBTQ community including a youth program and "Adult Families of Trans Youth" discussion group.	(585) 244-8640 http://www.gayalliance.org 100 College Ave, Rochester, NY 14607
Transparent	Provides information and services for parents raising gender independent children of any age.	Contact Person: Bonnie Sacko, RN Email: rochester.ny@transparentusa.org Availability: Meetings are the 3 rd Tuesday of every month 6:30-8:00pm
Trillium Health	Provides gender neutral care that is safe, sensitive, and specialized.	Direct LGBTQ line: (585) 210-4171 Main Phone Line: (585) 545-7200 After Hours Number:

		(585) 258-3363 http://www.trilliumhealth.org
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Mental Health Services

If the situation is life threatening call 911

2-1-1/LIFE LINE		
Agape Counseling Associates	Provides therapy and life coaching for individuals, couples, and families.	(585) 385-6030 http://www.agaperoc.org
APA Help Center	Acts as a resource for mental health information and news. Provides a guide of local mental health professionals.	http://www.apahelpcenter.org
Behavioral Health Network	Provides family and child services, mental health emergencies, and impairment services.	(585) 236-8653 Rochester Mental Health Center, 490 East Ridge Road, Rochester, NY 14621
Boike Marriage, Family, and Individual Counseling	Private practice that offers various counseling services.	(585) 385-1950
Brighton Psychological Associates	Private practice that offers various counseling services.	(585) 271-3050
Catholic Family Center, Mental Health Clinic	Provides evaluation, psychotherapy and medication treatment for individuals struggling with Mental Health issues.	(585) 546-7220 https://www.cfcrochester.org/for-professionals/mental-health-services/ 87 N Clinton Ave Rochester, NY 14604
Depression and Bipolar Support	Provides information about	http://www.dbsalliance.org

Alliance (DBSA)	the difference between a sad mood and depression. Also provides a workbook that you can fill in to help you better understand how to manage your depression and track your progress throughout treatment.	
Genesee Mental Health Center/Rochester General Behavioral Health	Provides inpatient, outpatient, and crisis services for adults and children facing emotional/behavioral problems and/or mental health challenges.	(585) 922-2500 (585) 922-7770 https://www.rochesterregional.org/services/behavioral-health/
Healthy Minds (a part of American Psychiatric Association)	Provides an information about common mental disorders, including symptoms, risk factors and treatment options. You can find answers to your mental health questions written by leading psychiatrists, stories from people living with mental illness, and links to additional resources.	http://www.healthyminds.org
Help Guide	An informational website that provides mental, social, and	http://www.helpguide.org

	emotional health information.	
Hillside Family of Agencies - Center for Child and Family Therapy, Outpatient Clinic	Provides an array of mental health services to children, adolescents and adults. Services include individual/family therapy, crisis intervention, psychiatric evaluations, pharmacotherapy and outreach and linkage to community resources.	(585) 256-7500 http://www.hillside.com
Hope Herting Counseling Services	Private practice that provides professional counseling services. Specialization in crisis counseling, stress management, blended families, children/families with a history of sexual abuse.	(585) 420-7966 http://www.hopeherting.com
Liberty Resources Behavioral Health Clinic	Provides services for children, youth, family, individual and adults.	(585) 410-3370 http://www.liberty-resources.org/ 175 Humboldt Street Rochester, NY 14610
Linden Oak Therapy Offices	Provides individual, couples, family, and child/adolescent therapy.	(585) 586-1600 http://www.lindenoaktherapyoffices.com
Mental Health	Community-based	http://www.mentalhealthamerica.net

America	nonprofit dedicated to addressing the needs of those living with mental illness and to promoting the overall mental health of all Americans. The website provides information, screening tools, answers to mental health questions, and a search tool to find mental health professionals.	
Mental Health Association	Promotes mental wellness through a spectrum of culturally competent programs and services	(585) 325-3145 320 N. Goodman Street Rochester, NY 14607
Monroe Mobile Crisis Team	A mobile psychiatric emergency team for individuals and families within Monroe County who are experiencing a crisis in mental health	(585) 529-3721 http://www.urmc.rochester.edu/mental-health-wellness/emergency-services/monroe-mobile-crises-team.aspx
More Than Sad (American Foundation for Suicide Prevention program)	Access to information for educators, parents, and students on recognizing and treating depression including a fact sheet and resource list.	http://www.afsp.org/our-work/education/more-than-sad/
National Alliance on Mental Illness	Information about mental illness	1-800-950-(NAMI)

	including how to find support.	Crisis Text Line: Text NAMI to 741-741 http://www.nami.org
Rochester Psychiatric Center	Provides services for those with serious mental health challenges.	(585) 241-1200 http://www.omh.ny.gov/omhweb/facilities/ropc/
Rochester Regional Health-Mental Health Emergency and Inpatient Services	Provides a full range of comprehensive behavioral health services	(585) 922-4698 http://www.rochesterregional.org Behavioral Pediatrics - Joseph C. Wilson Medical Building 800 Carter Street Suite 260 Rochester, NY 14621
Strong Behavioral Health	Provides a full range of mental health, primary medical care and addiction treatment services for adults, families, children, and adolescents including inpatient and outpatient services.	Family Therapy Services (585) 275-0320 Child & Adolescent Services (585) 279-7800 http://www.urmc.rochester.edu/mental-health-wellness.aspx 300 Crittenden Blvd. Rochester, NY 14642
The Center for Youth	Delivers prevention counseling as part of its continuum of care for youth. Offers an intervention program, Teen Intervene, intended for youth who want to reduce or eliminate drug, alcohol, and tobacco use. Services are	(585) 271-7670 http://centerforyouth.net 905 Monroe Avenue. Rochester, NY Availability: (9 a.m. and 8 p.m. Monday through Friday)

	free, confidential and based on the voluntary participation of youth.	
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Parenting

Big Brother/Big Sister of Greater Rochester	Offers Community-Based Mentoring and School-Based Mentoring	(585) 442-2250 http://www.bbbsr.org/ 37 S Washington St. Rochester, NY 14608
Parents & Children Together (PACT) - Catholic Family Center	Home based counseling for families with children birth to age 18 who are at risk of foster care placement, at risk of re-entering foster care or are in foster care and needing to be reunified with family	(585) 546-7220
Kinship Integrative Network (KIN) - Catholic Family Center	Offers support to non-parent caregivers who are currently parenting and providing care for a child that is not their own. The KIN program offers home based or phone support based on the family's unique needs.	(585) 546-7220 x4818 Email: cmoeller@cfcrochester.org
City of Rochester, Dept. of Recreation and Youth Services	Delivers a multitude of services such as providing youth with opportunities for employment, recreational educational activities, sports and athletics, environmental education, horticulture, and anti-gang intervention.	(585) 428-6755 400 Dewey Avenue Rochester, NY 14613
Equal Rights for Fathers of NYS	Supportive forum for father's issues relative to separation & divorce	E-Mail: erffnys@gmail.com
Crestwood Children's Center (Hillside Family	Supports children ages birth to 21 and their families with	(585) 256-7500

<p>of Agencies)</p>	<p>an array of child welfare, mental health, behavioral, and family-development services. It has a special focus on serving younger children.</p>	<p>http://www.hillside.com/CCC.aspx 2075 Scottsville Road Rochester, NY 14623</p>
<p>Rochester Fatherhood Resource Initiative</p>	<p>Provides services targeting fathers, children and families in the Rochester, New York area. Programs include: court advocacy/assistance, case management services (information/referrals), technology career program, health screening/testing. Forty Million and a Tool Self Reparations resource center, employment services, on-site legal services, adult literacy/GED classes, and Rites of Passage.</p>	<p>(585) 235-3160 http://rfri.tripod.com/rochesterfatherhoodresourceinitiativeinc/index.html 775 South Plymouth Avenue Rochester, NY 14608</p>
<p>Monroe County Department of Human Services - Child and Family Services</p>	<p>Provides child and family welfare services required by the community. These include a range of voluntary and involuntary, preventive, protective, supportive, and rehabilitative services for adults, children, and families to maintain and enhance their quality of life.</p>	<p>(585) 753-6298 111 Westfall Rd. Rochester, NY 14620</p>
<p>Hillside Children's Center</p>	<p>Provider of care for youth and families with a wide range of emotional, behavioral, or life-circumstance challenges. HCC offers mental health.</p>	<p>(585) 256-7500 (888) 514-4455 Toll Free 1183 Monroe Ave Rochester NY 14620</p>

	child welfare, juvenile justice, special education, safety net, and developmental disabilities services to children and families	
Ibero-American Action League Family Support Unit	Serves families, seniors and children through educational programs that assist in strengthening the family unit, improve health and wellness, and other areas of concern	(585) 256-8900 http://iaal.org/programs-services/family-services/ 218 Clifford Avenue Rochester, NY 14621
Mt. Hope Family Center	Treating children and helping parents develop the skills they need to understand child development, communicate more effectively, and resolve conflict in non-violent ways	(585) 275-2991 http://www.psych.rochester.edu/ 187 Edinburgh Street Rochester, New York 14608
Metro Council for Teen Potential	Membership coalition that promotes a comprehensive community-wide approach to fostering youth assets and youth health.	(585)445-6774 https://metrocouncilrochester.org/ 585 Joseph Avenue Rochester, NY 14605
Jewish Family Services	Provides counseling, basic needs and community programs	(585) 461-0110 www.jfsrochester.org 441 East Avenue. Rochester, NY 14607
National Center for Missing and Exploited Children	Corporation whose mission is to help find missing children, reduce child sexual exploitation, and prevent child	(585) 242-0900 (800) 843-5678 24/7 Hotline http://www.missingkids.com/

	victimization.	275 Lake Ave, Rochester, NY 14608
Rochester Association for the Education of Young Children	Provides professional development, community outreach and advocacy to promote quality early education standards and best practices.	http://raeyc.org/ 1000 Elmwood Avenue, Suite 1100 Rochester, NY 14620
Society for the Protection and Care of Children (SPCC)	Partners with children and their families, advocating for their health, well-being and safety, and working to heal and strengthen relationships. Programs: Teen Age Parent Support Services, Family Trauma Intervention Program, Therapeutic Visitation Program, Supervised Visitation & Exchange Program, Special Supplemental Nutrition Program for Women, Infants and Children.	(585) 325-6101 http://www.spcc-roch.org/ 148 S Fitzhugh St. Rochester, NY 14608
Strong Family Therapy Services	Therapy services for families with various problems (Medical conditions - adjusting to life with new or chronic medical concerns, Parenting concerns, Divorce and custody conflicts, Family care-giving, Grief and loss, Partner violence)	(585) 275-0320 https://www.urmc.rochester.edu/psychiatry/institute-for-the-family/strong-family-therapy.aspx

YWCA Young Parents Support Services	help women and girls who are faced with personal crises including homelessness and teen pregnancy	(585) 546-5820 http://www.ywcarochester.org/ 175 North Clinton Avenue, Rochester, NY 14604
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Philanthropy

The Rochester Women's Giving Circle	A community of philanthropic women who combine their financial strength to support area women and girls on their journey to economic independence	http://therwgc.org/
Women's Foundation of Genesee Valley	Maintains an endowment to help women and girls in the Rochester area.	http://www.womensfoundation.org /

Pregnancy

Anthony Jordan Health Center	Adolescent Health, Behavioral Health (including Medically Assisted Addiction Treatment), Dentistry, Family Medicine, Health Home & Care Coordination, Mammography & Digital X-ray, Obstetrics & Gynecology, Optometry, Pediatrics, Pharmacy and Lab Services, Podiatry, Prevention and Primary Care (including HIV and hepatitis C evaluation and treatment), Adherence Services, Refugee Health, WIC, Urgent Care	Health Center: 82 Holland Street Rochester, NY 14605 (585) 423-5800 Urgent Care: 82 Holland Street Rochester, NY 14605 (585) 426-7425 http://www.jordanhealth.org/
Birthright of Rochester	Services for women facing unplanned pregnancies	(585) 385-2100 1-800-550-4900 320 N. Washington St., Suite 116 Rochester, New York 14625
Catholic Family Center- Pregnancy Options	Available to expectant parents of all ages in solving concerns related to pregnancy, making decisions and future plans	(585) 546-7220, x4801 87 N Clinton Ave Rochester, NY 14604
Rochester Regional Health- Healthy Moms	Provides moms with the support they need to be physically healthy, emotionally healthy, and self sufficient. Helps pregnant moms have a healthy baby that is born full-term at 40 weeks and weighs 5 1/2 pounds and above	(585) 368-3490 89 Genesee Street Rochester, NY 14611
Highland Family Planning	Offers affordable and confidential birth control and reproductive health services for men and women, including teens. Provides all FDA approved methods of birth control, including emergency contraception.	757 S. Clinton Avenue. Rochester, NY 14620 Hours: Monday and Wednesday 12:30 – 8:00 pm. Tuesday, Thursday and Friday 8:30

	Program is LGBTQ friendly.	– 5:00 pm Free bus passes are available upon request
Hillside Childrens Center (adoption planning)	Provides information, referral, education, counseling, and support to birth parents, children, youth, and prospective adoptive parents to facilitate permanent caring relationships for children within families	(585) 256-7500 info@hillside.com
In-Control	Provides life skills training, teens receive accurate information about sexuality, abstinence, and birth control. They can talk openly and honestly about sex and relationships in a supportive atmosphere	(585) 328-3408 http://myincontrol.com/ 470 West Main St. Rochester, NY 14608
Planned Parenthood	Delivers affordable, nonjudgmental, high quality healthcare to thousands of women, men and young people. Services provided: Abortion, Birth Control, Body Image, General Health Care, Men's Sexual Health Morning-After Pill,, Pregnancy, Relationships, Sex & Sexuality, Sexual Orientation & Gender, STDs, Women's Health)	1-866-600-6886 www.plannedparenthood.org 2824 Ridge Road West, Rochester, 14626 114 University Avenue, Rochester, 14605
Threshold Center for Alternative Youth Services	The wide range of programs and services allows young people in grades kindergarten through 8th grade and students attending Northeast/Northwest College Prep at Douglass Campus to be prepared for high school and set a firm foundation for future success in college, work and life by age 21	(585) 288-0021 http://www.communityplace.org/ 145 Parsells Ave. Rochester, NY 14609
Anthony Jordan Health Center, Adolescent	Provides three health offices specializing in the healthcare needs of adolescents and young adults, ages 12-25	(585) 423-5800 http://www.jordanhealth.org/

<p>Health</p>		<p>82 Holland Street, Rochester, NY 14605 The Teen Center is open Tuesday, Wednesday and Friday afternoons from 1-4:30 p.m.</p>
<p>Monroe County Department of Public Health, Perinatal Home Visiting Program</p>	<p>Home visiting program serving pregnant women and their families.</p>	<p>(585) 753-5437 www.monroecounty.gov 691 St. Paul St., 4th Floor Rochester, New York 14605</p>
<p>Perinatal Network of Monroe County</p>	<p>Healthy Start Center: group-based programs /include: risk assessment, care coordination including referrals for needed services, health education (pregnancy and infant), smoking cessation, mental health therapy (individual and group), life skills classes, support groups for teens, first time parents, survivors of sexual abuse</p> <p>Baby Love/Strong: Peer home visiting programs include: risk assessment, care coordination, including referrals for needed services, intervention for behavioral and social issues, health care referral and transportation to medical appointments, support services including counseling, financial help, childbirth classes, etc.</p> <p>Perinatal Home Visiting Program: Peer home visiting services include: risk assessment , care coordination including referrals for needed services, pregnancy, labor, and delivery education, assistance with applications for WIC,medicaid, insurance, health education for</p>	<p>Health System St. Mary’s Campus 89 Genesee St. Rochester, NY 14611 (585) 368-3490</p> <p>REEP Community Center 555 Avenue D Rochester, NY 14621 (585) 339-3209</p> <p>Monroe County DOPH 691 St. Paul St. 4th fl Rochester, NY 14605 (585) 753-5437</p>

	<p>mother and child, parenting skills, assist with personal goals</p> <p>Nurse Family Partnership: Provides in-home education on: /personal health, environmental health, life course development (including family planning, education, and job training), maternal role (including physical care of the baby, bonding, emotional care), family and friends (including support network and personal relationships)</p> <p>Monroe Plan for Medical Care: Case Management and Support for members with high risk medical conditions or who are psychosocially at risk. A Perinatal Nurse, Maternal Child Health Specialist and Behavioral Health staff offer support, education and linkage to health and community services for women and children.</p>	<p>Monroe County DOPH 691 St. Paul St. 4th fl Rochester, NY 14605 (585) 753-5437</p> <p>(585) 256-8402</p>
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Rape/Sexual Assault

Rape Crisis Services	24 Hour Hotlines	<p>Monroe County: (585) 546-2777</p> <p>Genesee, Livingston, Orleans, Wyoming: 1-800-527-1757</p> <p>Elsewhere in the US: 1-800-656-4673</p>
2-1-1 / Life Line	<p>Provides crisis intervention and information & referral helpline services to Monroe, Wayne, Ontario, Livingston, Cayuga and Seneca Counties. 2-1-1/LIFE LINE is the "hub site" for the 2-1-1 Finger Lakes Region in NYS.</p>	<p>Dial 2-1-1 or (585) 275-5151 (24/7)</p> <p>Toll-free: 1-877-FLNY211 (1-877-356-9211) or 1-800-310-1160 (24/7)</p> <p>TTY: 711 (Relay) or 275-2700 (24/7)</p>
Police Emergency		911
Emergency Rooms (our local hospitals provide services for rape victims)	<p>Highland Hospital Emergency Department</p> <p>Strong Memorial Hospital Emergency Department</p> <p>Rochester General Hospital Emergency Department</p>	<p>1000 South Ave. Rochester, NY 14620 (585) 473-2200</p> <p>601 Elmwood Ave Rochester, NY (585) 275-4551</p> <p>1425 Portland Ave Rochester, NY 14621 (585) 922-4000</p> <p>1555 Long Pond Road Rochester, NY 14626</p>

	Emergency Center at Unity Hospital	(585) 723-7070
Restore Sexual Assault Services (formerly Rape Crisis)	24-hours a day Confidential Restore is a service of Planned Parenthood.	Rochester: (585) 546-2777 Genesee, Livingston, Orleans & Wyoming Counties Hotline: (800) 527-1757 https://www.plannedparenthood.org/planned-parenthood-central-western-new-york/restore
Rochester Police Dept. Victim Assistance Unit	Individual counseling, assistance in filing for CVB compensation, transportation to court, accompaniment to court, property release, restitution assistance, referral, public awareness, explanation of criminal justice system.	(585) 428-6630 http://www.cityofrochester.gov/VictimAssistanceUnit/
Safe Journey	Serves women and children in transition from domestic violence, who need individual or group counseling, advocacy, or community referrals as they heal from abuse.	(585) 425-1580 http://www.safejourney.org/
Victim Resource Center of the Finger Lakes		Hotline: 866-343-8808 http://www.vrcfl.org/home0.aspx

Refugee / Immigrant Resources

<p>Catholic Family Center- Refugee & Immigration Services</p>	<p>Provides intensive case management for newly arrived refugees from the date of their arrival through their first 90 days in country. Basic resettlement services include: Airport Reception. Assistance securing safe, decent and affordable housing. Basic needs support, Community and Cultural orientation, Assistance obtaining social security cards. Referrals and assistance accessing services from medical, educational, employment and public benefit agencies</p>	<p>(585) 546-7220 x4601 www.cfcrochester.org 87 N Clinton Ave Rochester, NY 14604</p>
<p>Office of Adult and Career Education Services, Rochester City School District</p>	<p>Offers adults classes to improve their education and language skills through variety of different programs</p>	<p>(585) 467-7683 http://oaces.net/ 30 Hart Street, Rochester, NY 14605</p>
<p>IBERO, American Action League, Inc.</p>	<p>Provided programs prepare children for school, provide academic and social support to high school students, work with parents to strengthen their family unit, and ensure that individuals with developmental disabilities have a high quality of life</p>	<p>(585) 256-8900 http://iaal.org/ 817 East Main Street Rochester, NY, 14605</p>
<p>The Legal Aid Society, Youth Advocacy Programs</p>	<p>Provides legal representation, educational advocacy, advice and counsel to youth and their families in education related cases</p>	<p>(585) 232-4090 http://www.lasroc.org/ 1 West Main Street, Suite 800</p>

		Rochester, New York 14614
Islamic Center of Rochester		http://www.theicr.org/
Unity Children's Clothes Center	Parents can obtain a limited amount of near-to-new or new clothing for their children. Visitors may shop up to four times each year, and must show identification for themselves and their children. Often, the Closet also has maternity clothes, baby furniture and items, children's books and toys.	(585) 368-3030 http://www.unityhealth.org/community/services_community_closet.aspx St. Mary's Campus 89 Genesee Street Rochester, NY 14611

Running Away & Homelessness

<p>The Center for Youth (Ages 12-18)</p>	<p>Emergency shelter for youth available 24 hours a day, 7 days a week</p>	<p>Center House office: (585) 473-2464 24-hour hotline: (585) 271-7670 or toll free: (888) 617-KIDS</p> <p>http://centerforyouth.net/</p> <p>905 Monroe Ave. Rochester, NY 14620</p>
<p>Salvation Army Genesis House (Ages 16-20)</p>		<p>(585) 235-2660</p> <p>http://www2.monroecounty.gov/youth-runaway.php</p> <p>70 Liberty Pole Way, Rochester, NY 14604</p>
<p>Monroe County Emergency Housing Unit</p>	<p>The Emergency Housing Unit will assess your situation and will connect you to resources and housing that are appropriate for your situation and age</p>	<p>16-17 years old (8:00-3:00) call: 585-753-6687</p> <p>18-20 years old (8:00-3:00) go to: 691 St. Paul St. for assessment and intake</p> <p>After 3:00, call the After Hours Placement Line: 585-442-1742</p>
<p>Mercy Community Services</p>	<p>A continuum of supportive housing and services for pregnant and parenting teens and young women and their children: from emergency shelter and transitional housing to supportive community based apartments. the programs offer case management and</p>	<p>(585) 288-2634</p> <p>142 Webster Avenue. Rochester, NY 14609</p>

	life skills education in a nurturing environment.	
Hillside Children's Center	<p>Provides access to crisis counseling 24 hours/7 days a week, transitional living / supportive housing (10 co-ed beds ages 16-20), case-management.</p> <p>Hosts a youth Drop-In Center located at 1377 East Main St. where youth can get a hot meal, do laundry, and connect to community resources.</p> <p>Hours of operation: Tuesdays & Thursdays 3:00-7:00 and Fridays 3-6:00</p>	<p>(585) 654-4414</p> <p>24-hour hotline: (585) 256-7500</p> <p>http://www.hillside.com/</p> <p>1337 East Main Street, Rochester, NY 14609</p>

Support Groups

<p>Lifetime Care Rochester Support Groups</p>	<p>Open to hospice families and the general community. All groups meet at the David H. Klein Center for Compassion and Healing, 3111 Winton Road South, Henrietta – unless another location is identified</p>	<p>https://www.lifetimecare.org/support-wellness/bereavement-programs</p> <p>Bereavement and Support Groups in Monroe County call (585) 475-8800</p> <p>For programs in Wayne and Seneca Countries, call (315) 332-2563</p> <p>List of Spring/Summer 2017 Support Groups (UPDATE) https://www.lifetimecare.org/images/Spring_Summer2017.pdf</p>
<p>Mental Health Association (Bereavement Services)</p>	<p>Offers services and support for children, adults, parents as well as widow/widower coping with loss and grief</p>	<p>(585) 325-3145</p> <p>http://www.mharochester.org/directory/bereavement/</p> <p>320 N. Goodman Street Rochester, NY 14607</p>
<p>The Compassionate Friends Rochester Chapter</p>	<p>Nonprofit, self-help support organization for families who have experienced the death of a child of any age from any cause. There is no religious affiliation or membership requirements. Support of those who have experienced the death of a child, a grandchild or sibling Website offers resources for children dealing with grief and loss</p>	<p>http://www.tcfrochester.org</p> <p>Meetings are held at: The First Unitarian Church 220 Winton Road South Rochester, NY 14620 <i>Meetings run from 7 to 9 pm</i></p> <p>General Chapter Information: Mary Ann tcfoleader.maryann@gmail.com</p> <p>(585) 872-0566</p> <p>OR tcfoleader.joe@gmail.com</p>
<p>Alcoholics Anonymous</p>	<p>International fellowship of men and women who have</p>	<p>Rochester Area Intergroup Inc (585) 232-6720</p>

	had a drinking problem.	www.rochester-ny-aa.org http://www.aa.org
Al-Anon Family Groups	The friends and family members of problem drinkers share their experiences and learn how to apply the principles of the Al-Anon program to their individual situations.	1-888-425-2666 http://al-anon.org/
Ala-Teen	Fellowship of young Al-Anon members, usually teenagers, whose lives have been affected by someone else's drinking.	1-888-425-2666 al-anon.org/for-alateen
Narcotics Anonymous	Non-profit fellowship or society of men and women for whom drugs had become a major problem.	24 Hour Hotline: 585-235-7889 x 810 http://rochesterny-na.org
Nar-Anon Family Groups	For those who know or have known a feeling of desperation concerning the addiction problem of someone very near to you.	http://www.nar-anon.org
Nara-Teen	Designed for teens whose lives have been affected by someone else's addiction	http://www.nar-anon.org/narateen/