



IBERO
AMERICAN ACTION LEAGUE, INC.

Community Resource Guide





817 East Main Street | Rochester, New York 14605 | 585-256-8900

information@iaal.org

*Building stronger families
and greater self-sufficiency
among individuals and families
of all ethnic backgrounds*

Programs

Children Services

Our Early Childhood Center has an award-winning program that serves as a national model. Teachers work with children to prepare them for school and also with parents to ensure success in the entire family unit. Part of the program includes a health and wellness program that educates families on healthy eating and exercise habits and an on-site PTA that assures parents are engaged in all aspects of their children's education.

Youth Services

Youth programs in the RCSD and the Eugenio Maria de Hostos Charter School offer academic, health and social support. Family service assistants work with both students and families to help improve and maintain strong school attendance, grades, and health. Services include home visits, mentoring, education on substance and drug abuse, crisis intervention and advocacy.

Family Services

Parents learn how to build a strong family unit through general counseling, assistance with drug and alcohol abuse, workshops, and community referrals.

Developmental Disabilities

Staff work with individuals and families to ensure they have the support and resources needed to live a high quality of life. Services include: short term and long term care, group homes, classes on financial literacy, household management, shopping, and on-site job training at our own thrift store, Fashion Works.

Emergency Services

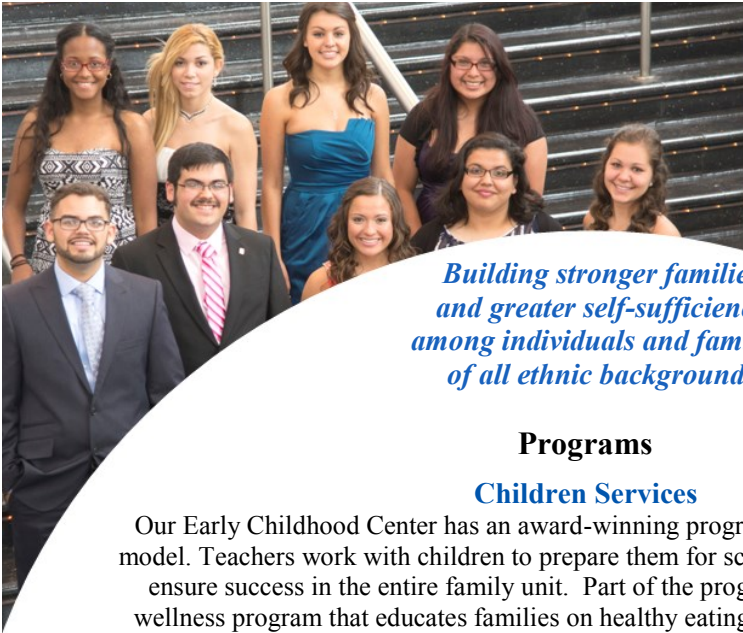
Provides educational workshops on financial literacy and other topics necessary for self-sufficiency, HSE/TASC (GED) and ESL classes, and community referrals.

Language and Cultural Services Program

Translations, interpreting, Spanish classes, cultural competence training, focus groups.

Poder 97.1 FM

Owner and operator of the only 24-hour dual-language radio station in Upstate New York that has two weekly shows and offers underwriting opportunities.





Building Stronger Families and Greater Self-Sufficiency

Our Services and Programs

Emergency / Family Stability Services

777 Clifford Avenue
585-454-1430

Developmental Disabilities Division

214 Clifford Avenue
585-544-7064

Early Childhood Center

777 Clifford Avenue
585-454-1200

Youth Division

585-256-8900

Family Services Division

585-256-8900

Centro de Oro - Senior Program

817 East Main Street
585-256-8900 ext. 123

Ibero American Development Corp.

954 Clifford Avenue
585-467-6410

Interpreting / Translation Services

817 East Main Street
585-256-8900 ext. 631

Fashion Works—Thrift Store

200 Clifford Avenue
585-546-1167

English Classes

Tuesdays and Thursdays
11:00am-1:00pm **777 Clifford Avenue**

Tuesdays and Thursdays
2:30pm-4:30pm **777 Clifford Avenue**

Call 585-454-1430 for orientation dates

GED Classes

Tuesdays, Wednesdays, and Thursdays
1:00pm-3:00pm **777 Clifford Avenue**

Tuesdays, Wednesdays, and Thursdays
4:30pm-6:30pm **1000 Norton Street**

Call 585-454-1430 for orientation dates

Mobile Food Pantry (Foodlink)

777 Clifford Avenue
585-454-1430

Every 3rd Wednesday from 5:00pm - 7:00pm
Ticket numbers are distributed at 4:30pm

Join our Team!

Apply online at: www.iberjobs.com

www.iaal.org

817 East Main Street, Rochester NY 14605

585-256-8900



Agencies / Companies Listed in this Resource Guide

American Red Cross
Anthony Jordan Health Center
Baden Street Settlement
BOCES II - Center for Workforce Development
Catholic Family Center
Charles Settlement House
City of Rochester
Community Place of Greater Rochester
Empire Justice Center
FEMA (Federal Emergency Management Agency)
Legal Aid Society of Rochester
Legal Assistance of Western New York
Monroe County Department of Human Services (DHS)
Monroe County Office of Mental Health
Rochester City School District
Rochester Housing Authority
Rochester Regional Health
Rochester Works! / Department of Labor
St. Joseph's Neighborhood Center
SWAN (Southwest Area Neighborhood Association)
The Worker Justice Center of New York
YourCare Health Plan

By Agencies

American Red Cross

www.redcross.org

50 Prince Street, Rochester NY 14605 / 9:00am – 4:00pm / 585-241-4471

Mental Health Services: Provides crisis intervention services and referrals to other health care services.

Health Services: Help obtain lost prescription medications or durable medical equipment including eye glasses and dentures. Assistance getting prescription medication refills and referrals to health care.

Reunification Services:

<https://safeandwell.communityos.org/cms/index.php>

Reestablishing contact with family members who have been separated due to the disaster. You may register yourself as “Safe and Well” or search for Loved Ones.

Anthony Jordan Health Center

www.jordanhealth.org

Health Services: Adolescent Health, Behavioral Health, Dentistry, Family Medicine, Health Home & Care Coordination, Mammography & Digital X-ray, Obstetrics & Gynecology, Optometry, Pediatrics, Pharmacy and Lab Services, Podiatry, Prevention and Primary Care,

Refugee Health, WIC, Urgent Care

To make a new patient appointment

585-423-5800 / 585-436-3040

Please bring to first visit: Picture ID, Insurance Card or Proof of Income, List of current medications

Baden Street Settlement

www.badenstreet.org

152 Baden Street, Rochester, NY 14605 / 8:30am-5:00pm / 585-325-4910

Serving parts of 14604, 14605 and 14621

Clothing Center: 13 Vienna Street, Rochester NY 14605

325-4910 ext. 1139

BOCES II - Center for Workforce Development

www.monroe2cwd.edu

Rochester Tech Park

160 Wallace Way, Bldg 9

Rochester, NY 14624

Career & Technical Education Programs: Health Care, Office, Information Technology, Advanced Manufacturing and Skilled Trades, and Hospitality. FREE academic classes are available to individuals 21 years of age or older who are without a high school diploma and who need to prepare for the TASC™ (high school equivalency diploma) exam.

FREE English classes for Speakers of Other Languages.

Tracy Hinkley, Admissions Advisor / Direct: 585-349-9143

High School Equivalency Exam Preparation

Day & evening Classes available

585-349-9100

Catholic Family Center

www.cfcrochester.org

Catholic Family Center (CFC) offers a wide range of services available to Greater Rochester residents who are facing crises and obstacles that stand in the way of family stability and personal advancement.

CFC stands ready to aid Puerto Ricans seeking shelter and support in Rochester after the devastation experienced from Hurricane Maria. CFC's programs are open to Puerto Ricans per regular eligibility standards that are specific to each program. Specific to the issues that may be faced by Puerto Ricans seeking support in Rochester, CFC underscores the following service areas:

Community Resource Services (CRS) provides crisis intervention/basic needs services, including a food pantry, housing and financial assistance, advocacy, and case management for families in economic crisis, as well as information and linkage to other needed services in the greater Rochester area to enable stabilization.

Location: 539 Joseph Ave. Tel: 232-2050

Transportation CFC offers transportation assistance for community elders (60 + years of age) through its STAR program. Call Estella Velez-Upegui for eligibility assessment or more information at 546-7220 ext. 4027

Housing CFC's Refugee Resettlement Program includes a housing coordinator with listing of available rental dwellings from landlords associated with the program. Call Mark Hoyt at 546-7220 ext. 4616 for leads on available rentals in the city of Rochester

Employment CFC offers assistance to persons looking to enter the local workforce. Those interested in learning more about employment preparation and job placement services should contact Jany Gonzalez at 546-7220 ext. 4636

Emergency Shelter CFC operates three shelters for persons in need of emergency housing. Our shelters offer case management and assistance finding permanent housing.

For families: **Place of Hope**

For women and children: **Sanctuary House**

For single men: **Francis Center**

Placement in our shelters requires referral from Monroe County Dept. of Human Services (MCDHS). Those in need of emergency shelter should contact 211 or go direct to the MCDHS office at 691 St. Paul St. for placement referral.

Mental Health Services CFC operates a mental health clinic that is open to walk-in clients. New clients are asked to come to walk in hours Tuesday, Wednesday, or Thursday between 9 and 11 am at 87 N. Clinton Ave.

Charles Settlement House

www.charlessettlementhouse.org

Emergency Supplies / Emergency Assistance with: Food Pantry, Non-Legal Forms, Faxing Copies, Child's Clothing (*newborn to 12 y/o*)

Advocacy for: Department of Social Services, Heating, Housing

Translations of Non-Legal forms

Open to the residents of the Northwest area Monday - Friday. 9:00 AM - 4:30 PM

71 Parkway, Rochester NY 14608 / 585-277-0810

Consumers are required to provide:

- ID for all household members
- Proof of address (within 45 days)
- Proof of household income & expenses
- Any paperwork that is needed to prove the need

Appointments & Walk-Ins are welcome Pending availability. Appointments after Hours will be available if necessary and needed.

City of Rochester

Bausch and Lomb Public Library Building
115 South Avenue, Rochester, New York 14604
(585) 428-6342

Healthcare Navigators are at the Central Library to assist in enrolling people in Medicaid, Child Health Plus, and the Affordable Care Act. No appointments are needed, first come, first serve.

Every Wednesdays during open enrollment (November 1st – January 31st), noon to 6pm.

For branch library dates and times, and for Spanish speaking navigators, please go to:

<http://www3.libraryweb.org/article.aspx?id=518432>

The **Mobile Dental Unit (MDU)** is at the Central Library every other Wednesday from 1 to 4 p.m. It parks on Broad Street at the corner of South Avenue. The following can use the MDU:

- The homeless
- Those without dental insurance
- Those who have dental insurance but can't afford the copays.
- Anyone with an immediate need.

Bureau of Employment Skills Training and Youth Services (B.E.S.T)

Bausch and Lomb Public Library Building
115 South Avenue, Lower Level,
Rochester, New York 14604 / (585) 428-6342

- Workforce development
- Provides education, employment training, job development and life skills training for youth and adults
- Youth Leadership training and self-development tools

Van Pool / V-Share

Brenda Massie, Program Coordinator
428-7975 or brenda.Massie@cityofrochester.gov

- Help connect Rochester residents to jobs throughout the region
- Makes just one trip to a workplace and one trip home during the day

Central Library - Library Resource Outreach Center (LROC) - Health Insurance Enrollment - Mobile Dental Unit

Jennifer Byrnes
3rd Floor Central Library
115 South Avenue, Rochester, NY 14604
585-428-8102

LROC is a collaboration between the Rochester Public Library and local human service agencies to offer services to the homeless, those in danger of becoming homeless, and those in need of access to the various resources without barriers, including: Housing, Food, Clothing, Shelter, Income, Case management, Medical care, Legal assistance, Employment. There are no eligibility standards for services. No appointments necessary.

Central Library Hours:

- Monday 10am-noon
- Tue/Wed/Thu 1-3pm
- Friday 1-3pm (legal only)

Branch Libraries, 1-3pm Fridays

- 1st Friday – Monroe Branch
- 2nd Friday – Lyell Branch
- 3rd Friday – Arnett Branch
- 4th Friday – Lincoln Branch

Central Library Business Division

Tax Preparation

Florence Morris, 4th Floor
Central Library
115 South Avenue, Rochester, NY 14604
585-428-8123

Individuals and families earning \$62,000 or less can e-file both their federal and state income tax returns at no charge during tax season. Start date for 2017 filing is TBD. Appointments are required; call 428-8130 to schedule an appointment. Volunteers from the NYS Department of Taxation assist patrons with the online filing system; they do not make recommendations on what information to enter.

Community Place of Greater Rochester

www.communityplace.org

Serving 14609, 14610, 14607, and parts of 14605 and 14621 - *Appointments preferred.*

145 Parsells Avenue, Rochester, NY 14609

57 Central Park, Rochester NY

585-327-7200 / 585-288-0021

Fax referrals to: 585-288-8662

Monday – Friday 9:00am-5:00pm

Empire Justice Center

Statewide, Multi-Issue, Multi Strategy Public Interest Law Firm

- Disability Benefits (SSI)
- Special Education
- Employment Rights (not unemployment) LGBT Rights (name changes, discrimination)
- Foreclosure Prevention
- ADA issues (American Disability Act for disability discrimination)

Bilingual Staff & Attorneys

Telesca Center for Justice

One West Main Street, Suite 200

Rochester, NY 14614

(585) 454-4060

FEMA (Federal Emergency Management Agency)

www.disasterassistance.gov

Cash Assistance for a variety of services based in individual families disaster caused needs FEMA can be reached by either calling 1-800-621-3362 (call 7:00 a.m. to 11 p.m.) or to <https://www.disasterassistance.gov/> to enroll on line. Both services are available in English and Spanish.

Legal Aid Society of Rochester

Provides civil legal services to residents of Monroe and 13 surrounding counties who otherwise could not afford them. Our attorneys represent people in a variety of family, immigration, housing and education cases. We are also the only mandated provider of legal services for children in Family Court, advocating for them in cases ranging from abuse and neglect to persons in need of supervision.

Telesca Center for Justice

One West Main Street - Suite 800, Rochester, NY 14614

585-232-4090

Legal Assistance of Western New York (LAWNY)

One West Main Street, Suite 400

Rochester, NY 14614

Health Insurance Navigators: Screen & Enroll individuals in Health Insurance Programs that reside in Monroe & Livingston county.

1-855-250-7748

SNAP Program: Our staff will provide the individuals with applications and application assistance. We will stay in touch with clients throughout the process to make sure everything goes smoothly and the client receives the correct amount of SNAP benefits. We also make referrals to other nutrition, health & human services programs.

585-295-5624

585-295-5626

Other Services: Public Benefits, Senior's Legal Services, Housing, Health, Unemployment

585-325-2520

Monroe County Department of Human Services (DHS)

SNAP Program: Applicants will be screened that day for expedited benefits, if eligible, SNAP benefits will be issued within five business days

691 St. Paul Street

www.Mybenefits.ny.gov

Public Temporary Assistance: Applicants are required to look for work throughout the application process as well as pursue any other potential benefits such as Social Security, Child Support and unemployment benefits.

585-753-6960

www.otda.ny.gov

Medicaid

855-355-5777

NYS Department of Health Navigators

585-613-7673 *Coordinated Care Services*

585-613-7662 *Community Services Society*

For applicants under age 65 and not disabled

Medical Assistance: 585-753-6960 DHS Application Line and Supplement A

For applicants over 65 or disabled

Temporary Housing Assistance (*emergency housing/shelter placement*)

691 St. Paul Street, Rochester NY

Clients must come between 7:45am – 3:00pm. After hours, individuals in need of emergency housing should call 211.

Child Care: DHS Application Line to request a Child Care Application packet - 585-753-6960

Complete application and send to: Department of Human Services

ATTN: Team 76 – Child Care

111 Westfall Road

Rochester NY 14620

Monroe County Office of Mental Health

www2.monroecounty.gov

Information about community resources to address needs related to mental health, substance use and developmental disabilities. Referrals for mental health care management or residential services.

- Manages access to adult and child mental health care management and residential services.
- Oversees local service system
- Maintains wait times' website for all mental health and substance use clinics
- Contracts with community providers for various services.

753-6047 to be directed to the appropriate staff member

MVP Healthcare

www.mvphealthcare.com

MVP Outreach Representatives are available with information to help answer any questions you have about your health insurance options. We will help you find out if you're eligible for free or low-cost health insurance and help you enroll.

Community Outreach vehicles locations:

Bullshead Plaza: 855 West Main Street - Mondays 9am-4pm

CVS Pharmacy: 1370 Norton Street - Mondays 9am-4pm

Northwest Neighborhood Outreach Center: 1261 Dewey Avenue - Wednesdays 9am-4pm

North Street Recreation Center: 700 North Street - Thursdays 9am-4pm

Family Dollar: 569 Lyell Avenue - Fridays 9am-4pm

1-800-TALK-MVP (825-5687)

Rochester City School District

Education & Support to Students and their Families

- Registering students
- Providing language assessments to determine language proficiency, and then provide related supports
- Provide programming and student schedules as well as counseling and social-emotional supports.
- Guidance and targeted direction for clothing and other resources

585-262-8176 **Enid DeJesus-Lopez**,

Director of Youth in Transition, Office of Student Equity and Placement

585-324-3220 or 585.262.8371, **Elizabeth Reyes**

Office of Student Support Services

Rochester Regional Health

The Bienvenidos Help Desk is staffed by Community Health Workers (CHW) from Rochester Regional Health.

- Access to Health Insurance
- Medical Care: Referrals to PCP/Dental/Pediatrics/Other
- Referrals for Mental Health Services
- Coordination of Medical Care

Contact **The Bienvenidos Help Desk** at Rochester Regional Health: 585-922-3934

Or **fax referral** form to Shannon Kelly to: 585-922-1719

Rochester Housing Authority

675 West Main Street

Rochester, NY 14611

The Rochester Housing Authority (RHA) provides housing and services for qualified low-income families. The agency serves the five-County area including Monroe County. Some of the services RHA offers include:

Housing Choice Voucher Program: Also known as Section Eight, this program allows families to choose a home of their choice renting from private landlords. Although the waiting list is closed, families who have a voucher from around the Continental United States, Guam, Puerto Rico, and the Virgin Islands may use their vouchers in our area.

Public Housing: RHA owns and operates over 2,300 units which are income driven. Families in this program reside in Monroe County in one of RHA's properties. However, residency is restricted to RHA owned properties and is not portable like the Housing Choice Voucher Program.

Shelter Plus Care Program: This program allows qualified homeless families, that are referred by one of RHA partner agencies, the opportunity to receive a Housing Choice Voucher. Additionally, to qualify, a member of the family must have a disability and the family must be homeless as defined by HUD.

Family Self-Sufficiency Program (FSS): This program provides opportunities for public housing or Housing Choice Voucher's families to work towards independence and self-sufficiency. This program partner with many community Agencies which provide educational needs, employment referral and expanding employment opportunities, special needs, substance abuse counseling, and much more.

Rochester Works! / Department of Labor

www.rochesterworks.org

Employment & Training / Unemployment Insurance General Information

255 North Goodman Street

585-258-3500

Monday – Thursday 8:30 am to 4:30 pm

Friday 8:30 am to Noon

276 Waring Road

585-266-7760

Mike Puglisi

Employment Services Manager 2

Monday – Friday 8:30 am to 4:30 pm

691 St. Paul Street

585-753-5656

Monday – Friday 8:30 am to 4:30 pm

Details:

- Job Seeker Services – Access to local job leads and recruitment events.
- Skill Development and Assessments – Job search workshops on-site and in the community.
- Business Services – We connect businesses to the people and resources necessary to thrive in our economy.

**Call New York State's Puerto Rico
& USVI Helpline at 1-888-364-4901**

for information on eligibility for education,
employment, housing and financial assistance,
and health programs.

St. Joseph's Neighborhood Center

www.sjncenter.org

Provides pediatric through adult primary care services, Mental Health services, dental, insurance navigation and application assistance and other services to those who are uninsured, not eligible for insurance, or under insured.

Fees are nominal, from \$0-20.00 depending on income.

Please call 325-5260 and ask for an appointment with our Access Department.

SWAN (Southwest Area Neighborhood Association)

www.swanroc.org

Serving 14608, 14611, 1461 Monday – Friday 9:00am-5:00pm

10 Cady Street, Rochester, NY 14608

585-436-3090 **Fax referrals to:** 585-783-1395

The Worker Justice Center of New York

www.wjcnyc.org

1187 Culver Rd. Rochester, NY 14609

Phone: 585-325-3050 ext 2013 Fax: 585-325-7614 Contact: Irene Sanchez isanchez@wjcnyc.org

The Worker Justice Center of New York pursues justice for those denied human rights with a focus on agricultural and other low-wage workers, through legal representation, community empowerment and advocacy for institutional change.

Programs: Domestic & Sexual Violence, Human Trafficking, Community Engagement, Legal Education, Worker Advocacy & Workplace Safety: Pesticides Education Project & OSHA Workplace Health & Safety Project.

YourCare Health Plan

Assistance in obtaining Health Insurance (*Medicaid/Child health plus/Essential plan*) Medicaid/Insurance recertification's

Case & Disease management

16 W Main Street

Rochester NY 14614

585-242-6268 Sonia Figueroa

Emergency Services and Family Stabilization Network Food Pantry Schedule



Baden Street Settlement

13 Vienna Street Rochester, NY 14605
585-325-4910 ext. 1132, 1137, 1133, 1134
M-F 8:30am-5:00pm (last walk-in at 4:30)
Lunch hour: 1-2 Serving parts 14604, 14605 and 14621



Catholic Family Center

539 Joseph Avenue, Rochester, NY 14605
585-232-2050
M-F 9:00am-1:00pm (Last walk-in at 12:45)
Serving all of Monroe County



Charles Settlement House

71 Parkway, Rochester, New York 14608
585-277-0810 and 585-445-3918
M-F 9:00am-5:00pm (last appointment begins at 3:30)
12-1 closed for lunch hour
Walk-ins accepted depending on availability
Occasional extended and evening hours
Serving NW Rochester only



Community Place of Greater Rochester

145 Parsells Avenue Rochester, NY 14609
585-288-0021 57 Central Park, 327-7200
M-F 9:00-4:00 (both locations)
Food walk-ins accepted
Serving 14609, 14610, 14607,

BY SERVICES

CHILDCARE

EDUCATION

EMERGENCY SUPPLIES / CLOTHING / FOOD

EMPLOYMENT

HEALTH / MENTAL HEALTH

HOUSING / TRANSPORTATION

HUMAN SERVICES AGENCIES

LEGAL SERVICES

RECREATION CENTERS

TRANSLATIONS

CHILD CARE

Monroe County Department of Human Services (DHS)

DHS Application Line to request a Child Care Application packet - 585-753-6960

Complete application and send to:

Department of Human Services
ATTN: Team 76 – Child Care
111 Westfall Road
Rochester NY 14620

EDUCATION

BOCES II - Center for Workforce Development

www.monroe2cwd.edu/

Rochester Tech Park
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Rochester, NY 14624

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FREE English classes for Speakers of Other Languages.
Tracy Hinkley, Admissions Advisor / Direct: 585-349-9143

High School Equivalency Exam Preparation
Day & evening Classes available
585-349-9100

Rochester City School District

Education & Support to Students and their Families

- Registering students
- Providing language assessments to determine language proficiency, and then provide related supports
- Provide programming and student schedules as well as counseling and social-emotional supports.
- Guidance and targeted direction for clothing and other resources

585-262-8176 **Enid DeJesus-Lopez**, Director of Youth in Transition, Office of Student Equity and Placement
585-324-3220 or 585.262.8371, **Elizabeth Reyes** Office of Student Support Services

EMERGENCY SUPPLIES / CLOTHING / FOOD

Baden Street Settlement

www.badenstreet.org/

Serving parts of 14604, 14605 and 14621

Clothing Center:

13 Vienna Street, Rochester NY 14605

325-4910 ext. 1139

Charles Settlement House

www.charlessettlementhouse.org

Emergency Supplies / Emergency Assistance with: Food Pantry, Non-Legal Forms, Faxing Copies, Child's Clothing (*newborn to 12 y/o*)

Open to the residents of the Northwest area Monday - Friday. 9:00 AM - 4:30 PM

71 Parkway, Rochester NY 14608

585-277-0810

Consumers are required to provide:

- ID for all household members
- Proof of address (within 45 days)
- Proof of household income & expenses
- Any paperwork that is needed to prove the need

Appointments & Walk-Ins are welcome

Pending availability. Appointments after Hours will be available if necessary and needed.

FEMA (Federal Emergency Management Agency)

www.disasterassistance.gov

Cash Assistance for a variety of services based in individual families disaster caused needs FEMA can be reached by either calling 1-800-621-3362 (call 7:00 a.m. to 11 p.m.) or to <https://www.disasterassistance.gov/> to enroll on line.

Both services are available in English and Spanish.

Legal Assistance of Western New York

SNAP Program

Our staff will provide the individuals with applications and application assistance. We will stay in touch with clients throughout the process to make sure everything goes smoothly and the client receives the correct amount of SNAP benefits. We also make referrals to other nutrition, health & human services programs.

585-295-5624

585-295-5626

Monroe County Department of Human Services (DHS)

SNAP Program

Applicants will be screened that day for expedited benefits, if eligible, SNAP benefits will be issued within five business days
691 St. Paul Street

www.Mybenefits.ny.gov

Public Temporary Assistance

Applicants are required to look for work throughout the application process as well as pursue any other potential benefits such as Social Security, Child Support and unemployment benefits.

585-753-6960

www.otda.ny.gov

FOOD BASKETS

The following agencies are accepting applications for **Thanksgiving food baskets for needy families.** An interview may be required and clients may be asked to present the following documentation for proof of eligibility: proof of income; identification for each family member, including social security number; and photo identification for the head of household. Please note that services are limited to areas listed. Call the agency for additional information.

Cameron Community Ministries (585) 254-2697
48 Cameron Street Thanksgiving food basket
Starting November 1, 2017 at 9:00 am in person with ID to sign-up.

Community Place of Greater Rochester (585) 288-0021
145 Parsells Avenue Register through November 10, 2017 from 9-12 Mon. – Fri.
57 Central Park, Rochester, NY 14605 or
145 Parsells Avenue, Rochester, NY 14609 Bring proof of income and residency.

Dimitri House (585) 325-1796 Food baskets
102 North Union Street Serves 14604, 14605, 14607, and 14609
Call the above number beginning October 3, 2017 9:00 AM – 5:00 PM, Monday – Thursday
Must have at least 1 child under 17 living in the household; proof of address and number of members of household required. Baskets given on a first come, first served basis to qualified applicants.
Cost: none

Irondequoit Community Cupboard (585) 336-9107 Food baskets
4275 Culver Road Area served: Irondequoit. Sign up in person only.

Memorial AME Zion Church (585) 546-5997
549 Clarissa Street Thanksgiving food basket sign-up: October 19, 2017 5:00 PM – 7:00 PM November 2, 2017 5:00 PM – 7:00 PM
At least 3 people in the household to be eligible; must bring ID for everyone in household. Call for more information

Mission Share (585) 368-0746 Food Baskets
10 Cedarfield Commons By appointment only please call Area served: 14612, 14615, 14616, 14626

Rochester Family Mission (585) 436-7523
388 Tremont Street 2017 Holiday Basket Sign-up One time sign-up for both Thanksgiving and Christmas
Tuesday October 10, 2017, 9:00 – 12:00, Zip codes: 14606, 14608, 14611, 14619
Wednesday October 11 and Thursday October 12, 2017, 9:00 – 12:00 (all Zip codes)
What to bring: 1. I.D., 2. Proof of residency, 3. Proof of income Cost: none, first come, first serve

The following agencies are accepting applications for **Christmas food baskets and/or toys for needy families.** All agencies require an interview and clients must present the following documentation for proof of eligibility: proof of income; identification for each family member, including social security number; and photo identification, proof of current address for the head of household. Not all agencies cover every area of the city; be sure to check each listing for Zip Codes covered. For additional information, contact the appropriate agency at the number given.

Baden Street Settlement (585) 325-4910 Christmas food baskets and gifts 152 Baden Street Serves E. Ridge Road (north), Inner Loop (south), St Paul Street (west), Portland Avenue/Carter Street (east); portions of 14605, 14604 and 14621 Apply at the above address between November 1, 2016 and November 22, 2017, 8:30 AM – 4:30 PM, Monday – Friday Cost: none

Cameron Community Ministries (585) 254-2697
48 Cameron Street Christmas Food Basket: starting December 1, 2017 9:00am in person with ID to sign-up. Holiday Party December 20th 4-6 pm. Kids under 18 and meet Santa and receive a gift.
Cost: none

Community Place of Greater Rochester (585) 288-0021 and 327-7200 Christmas food baskets: sign-up begins 2nd week of October. Donations can be brought to 145 Parsells Avenue, Rochester, NY 14609
Checks can be mailed to 57 Central Park, Rochester, NY 14605 Serves 14609, parts of 14605, 14607, 14610, and 14621 Cost: none.

Irondequoit Community Cupboard (585) 336-9107 Food baskets
4275 Culver Road Area served: Irondequoit. Sign up in person only.

Maplewood Edgerton (MEEK) (585) 458-4682 Christmas food baskets
121 Driving Park Avenue Serves 14613, portions of 14615 and portions of 14608 Registration for Christmas food baskets is Monday, November 27, 2017 at 9:00am. Cost: none

Salvation Army (585) 987-9500 Christmas Assistance
100 West Avenue Serves all of Monroe County Apply at the above address between November 7 and 11, 2016.
Monday 9:00 AM – 3:00 PM,
Tuesday 9:00 AM – 3:00 PM,
Wednesday 9:00 AM – 6:00 PM,
Thursday 9:00 AM – 3:00 PM,
Friday 9:00 AM – 3:00 PM. Head of household must bring photo ID, proof of address, proof of income and proof of ID for each additional household member. Christmas distribution:
Toy Shop: December 20-21, 2016 @ 9:00 Food Bag distribution December 22, 2016 Cost: none

St. Peter's Kitchen (585) 235-6511 Children's Toy Store Areas served: 14604, 14608, 14611, 14619, 14606 (Mt. Read area) November 13-27, 2017 during lunch hour 12:00-1:00.
Please bring budget sheet, social security info or benefits card plus recent piece of mail.

SWEM Community Services (585) 235-4494 Christmas food baskets
350 Chili Avenue (clients must call, no messages please) Serves 14428, 14514, 14546, 14559, 14606, 14608, 14611, 14614, 14619, parts of 14623 (west of Genesee River), 14624 Call the above number between November 1 – 23, 2017 10:30 AM – 1:00 PM, Monday – Friday (No holidays or weekends) Cost: none

Togetherness in Love (585) 794-0111 UPDATE IN NOVEMBER
1443 East Main Street Food/Monetary donations welcome. Christmas Party December 21, 2016 at 6pm. Hot dinner and games.
Apply in person, please bring proof of address and number of members in household. Cost: none

EMERGENCY SUPPLIES / CLOTHING / FOOD

Local Food Pantries

Salvation Army Emergency and Family Services

http://rochesterny.salvationarmy.org/Empire_RochesterNY/emergency-assistance

The Salvation Army of Greater Rochester's Emergency & Family Services program (EFS) provides immediate emergency assistance to households in crisis throughout Monroe County. EFS social workers also provide crisis case management services to offer families and individuals holistic support. Assistance provided includes:

- Vouchers to area supermarkets for food and personal items
- Food bags
- Personal Hygiene Bags
- Prescription Assistance
- Bus Passes
- Stranded Traveler Assistance
- Clothing Assistance
- Advocacy and Referrals to outside agencies
- Crisis assessment and management
- Bilingual Services
- Registration for Salvation Army Programs (Project Bundle Up, Long Point Camp, Christmas Assistance, etc.)

EFS is open from 7:30am-4pm Monday through Friday. Applications are taken on a first come/first serve basis. All adult clients should come prepared with picture ID or 3 official documents with their name on them, in addition to ID for any children that they may be applying for.

Local Clothing Pantries

Children's Clothing Closet at Healthy Moms

<https://www.rochesterregional.org/services/community-outreach-programs/childrens-clothes-closet/>

Cameron Community Ministries

<http://www.cameronministries.org/>

Dress For Success

<https://rochester.dressforsuccess.org/>

Volunteers of America

<https://www.voapny.org/>

Mission Share Outreach Center

<http://missionshareoutreach.org/>

Storehouse- Asbury First United Methodist Church

<http://www.asburyfirst.org/serve/storehouse>

Catholic Family Center

Comprehensive Family Services Agency

<http://www.cfcrochester.org/>

Baden Street Settlement

<http://badenstreet.org/>

The Rochester Free Store

<http://southwedgeimission.org/rocfreestore/>

City of Rochester

Bureau of Employment Skills Training and Youth Services (B.E.S.T)

Bausch and Lomb Public Library Building
115 South Avenue, Lower Level,
Rochester, New York 14604
(585) 428-6342

- Workforce development
- Provides education, employment training, job development and life skills training for youth and adults
- Youth Leadership training and self-development tools

Van Pool / V-Share

Brenda Massie, Program Coordinator
428-7975 or brenda.Massie@cityofrochester.gov

- Help connect Rochester residents to jobs throughout the region
- Makes just one trip to a workplace and one trip home during the day

Central Library - Library Resource Outreach Center (LROC) - Health Insurance Enrollment - Mobile Dental Unit

Jennifer Byrnes
3rd Floor Central Library
115 South Avenue, Rochester, NY 14604
585-428-8102

LROC is a collaboration between the Rochester Public Library and local human service agencies to offer services to the homeless, those in danger of becoming homeless, and those in need of access to the various resources without barriers, including: Housing, Food, Clothing, Shelter, Income, Case management, Medical care, Legal assistance, Employment. There are no eligibility standards for services. No appointments necessary.

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EMPLOYMENT / LIBRARIES

Central Library Hours:

- Monday 10am-noon
- Tue/Wed/Thu 1-3pm
- Friday 1-3pm (legal only)

Branch Libraries, 1-3pm Fridays

- 1st Friday – Monroe Branch
- 2nd Friday – Lyell Branch
- 3rd Friday – Arnett Branch
- 4th Friday – Lincoln Branch

Central Library Business Division

Tax Preparation

Florence Morris, 4th Floor

Central Library

115 South Avenue, Rochester, NY 14604

585-428-8123

Individuals and families earning \$62,000 or less can e-file both their federal and state income tax returns at no charge during tax season. Start date for 2017 filing is TBD.

Appointments are required; call 428-8130 to schedule an appointment. Volunteers from the NYS Department of Taxation assist patrons with the online filing system; they do not make recommendations on what information to enter.

Rochester Works! / New York Department of Labor

www.rochesterworks.org

Employment & Training / Unemployment Insurance General Information

Apply in Person:

255 North Goodman Street

585-258-3500

Monday – Thursday 8:30 am to 4:30 pm

Friday 8:30 am to Noon

276 Waring Road

585-266-7760

Mike Puglisi

Employment Services Manager 2

Monday – Friday 8:30 am to 4:30 pm

691 St. Paul Street

585-753-5656

Monday – Friday 8:30 am to 4:30 pm

Details:

- Job Seeker Services – Access to local job leads and recruitment events.
- Skill Development and Assessments – Job search workshops on-site and in the community.
- Business Services – We connect businesses to the people and resources necessary to thrive in our economy.

HEALTH & MENTAL HEALTH SERVICES

American Red Cross

www.redcross.org

Help obtain lost prescription medications or durable medical equipment including eye glasses and dentures. Assistance getting prescription medication refills and referrals to health care.

50 Prince Street, Rochester NY 14605

9:00 am – 4:00pm

585-241-4471 *by appointment only*

Anthony Jordan Health Center

www.jordanhealth.org

Adolescent Health, Behavioral Health, Dentistry, Family Medicine, Health Home & Care Coordination, Mammography & Digital X-ray, Obstetrics & Gynecology, Optometry, Pediatrics, Pharmacy and Lab Services, Podiatry, Prevention and Primary Care, Refugee Health, WIC, Urgent Care

To make a new patient appointment

585-423-5800

585-436-3040

Please bring to first visit:

- Picture ID, Insurance Card or Proof of Income, List of current medications

Catholic Family Center

www.cfcrochester.org

Mental Health Clinic that is open to walk-in clients

87 North Clinton Avenue, Rochester NY

Tuesday, Wednesday & Thursday

from 9am – 11am

City of Rochester - Public Library

Bausch and Lomb Public Library Building

115 South Avenue, Rochester, New York 14604

(585) 428-6342

Healthcare Navigators are at the Central Library to assist in enrolling people in Medicaid, Child Health Plus, and the Affordable Care Act. No appointments are needed, first come, first serve.

Every Wednesdays during open enrollment (November 1st – January 31st), noon to 6pm.

For branch library dates and times, and for Spanish speaking navigators, please go to:

<http://www3.libraryweb.org/article.aspx?id=518432>

The **Mobile Dental Unit (MDU)** is at the Central Library every other Wednesday from 1 to 4 p.m. It parks on Broad Street at the corner of South Avenue. The following can use the MDU:

- The homeless
- Those without dental insurance
- Those who have dental insurance but can't afford the copays.
- Anyone with an immediate need.

Legal Assistance of Western New York

Health Insurance Navigators

Screen & Enroll individuals in Health Insurance Programs that reside in Monroe & Livingston county.

1-855-250-7748

HEALTH & MENTAL HEALTH SERVICES

Monroe County Department of Human Services (DHS)

Medicaid: 855-355-5777

NYS Department of Health Navigators: 585-613-7673 *Coordinated Care Services* 585-613-7662 *Community Services Society*

For applicants under age 65 and not disabled

Medical Assistance: 585-753-6960 DHS Application Line and Supplement A. For applicants over 65 or disabled

Monroe County Office of Mental Health

www2.monroecounty.gov

Information about community resources to address needs related to mental health, substance use and developmental disabilities. Referrals for mental health care management or residential services.

- Manages access to adult and child mental health care management and residential services.
- Oversees local service system
- Maintains wait times' website for all mental health and substance use clinics
- Contracts with community providers for various services.

753-6047 to be directed to the appropriate staff member. For resource info and referral forms, please visit website:

MVP Healthcare

www.mvphhealthcare.com 1-800-TALK-MVP (825-5687)

MVP Outreach Representatives are available with information to help answer any questions you have about your health insurance options. We will help you find out if you're eligible for free or low-cost health insurance and help you enroll.

Community Outreach vehicles locations:

Bullshead Plaza: 855 West Main Street - Mondays 9am-4pm

CVS Pharmacy: 1370 Norton Street - Mondays 9am-4pm

Northwest Neighborhood Outreach Center: 1261 Dewey Avenue - Wednesdays 9am-4pm

North Street Recreation Center: 700 North Street - Thursdays 9am-4pm

Family Dollar: 569 Lyell Avenue - Fridays 9am-4pm

Rochester Regional Health

The Bienvenidos Help Desk is staffed by Community Health Workers (CHW) from Rochester Regional Health.

- Access to Health Insurance
- Medical Care: Referrals to PCP/Dental/Pediatrics/Other
- Referrals for Mental Health Services
- Coordination of Medical Care

Contact **The Bienvenidos Help Desk** at Rochester Regional Health - 585-922-3934

Or **fax referral** form to Shannon Kelly to: 585-922-1719

St. Joseph's Neighborhood Center

www.sjncenter.org

Provides pediatric through adult primary care services, Mental Health services, dental, insurance navigation and application assistance and other services to those who are uninsured, not eligible for insurance, or under insured.

Fees are nominal, from \$0-20.00 depending on income. Please call 325-5260 and ask for an appointment with our Access Department.

YourCare Health Plan

Assistance in obtaining Health Insurance (*Medicaid/Child health plus/Essential plan*) Medicaid/Insurance recertification's

Case & Disease management

16 W Main Street

Rochester NY 14614

585-242-6268 Sonia Figueroa

HOUSING & TRANSPORTATION

Catholic Family Center

www.cfcrochester.org

Housing CFC's Refugee Resettlement Program includes a housing coordinator with listing of available rental dwellings from landlords associated with the program. Call Mark Hoyt at 546-7220 ext. 4616 for leads on available rentals in the city of Rochester

Emergency Shelter CFC operates three shelters for persons in need of emergency housing. Our shelters offer case management and assistance finding permanent housing.

- For families: **Place of Hope**
- For women and children: **Sanctuary House**
- For single men: **Francis Center**

Placement in our shelters requires referral from Monroe County Dept. of Human Services (MCDHS). Those in need of emergency shelter should contact 211 or go direct to the MCDHS office at 691 St. Paul St. for placement referral.

Monroe County Department of Human Services (DHS)

Temporary Housing Assistance (*emergency housing/shelter placement*)

691 St. Paul Street, Rochester NY

Clients must come between 7:45am – 3:00pm. After hours, individuals in need of emergency housing should call 211.

Catholic Family Center

www.cfcrochester.org

Offers **transportation assistance** for community elders (60+ years of age) through its STAR Program.

Call first for eligibility assessment or more information:

585-546-7220 ext. 4027 *Estella Velez-Upegui*

HUMAN SERVICES AGENCIES

Baden Street Settlement

www.badenstreet.org/

Serving parts of 14604, 14605 and 14621

152 Baden Street, Rochester, NY 14605

Monday - Friday 8:30am-5:00pm

585-325-4910 ext. 1132, 1137, 1133, 1134

Fax referrals: 585-546-3777

Clothing Center:

13 Vienna Street, 325-4910 ext. 1139

HOUSING & TRANSPORTATION

Catholic Family Center

www.cfcrochester.org

Shelters for individuals in need of emergency housing. They offer case management and assistance finding permanent housing

For Families: 585-232-2050 *Place of Hope*

For Women & Children: 585-232-2050 *Sanctuary House*

For Single Men: 585-423-9590 *Francis Center*
547 Joseph Avenue

Refugee Resettlement Program includes a housing coordinator with listing of available rental dwellings from landlords associated with the program.

585-546-7220 Contact Mark Hoyt

Monroe County Department of Human Services (DHS)

Temporary Housing Assistance (*emergency housing/shelter placement*)

691 St. Paul Street, Rochester NY

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585-546-7220 ext. 4027 *Estella Velez-Upegui*

Rochester Housing Authority

675 West Main Street, Rochester, NY 14611

The Rochester Housing Authority (RHA) provides housing and services for qualified low-income families. The agency serves the five-County area including Monroe County. Some of the services RHA offers include:

Housing Choice Voucher Program

Public Housing

Shelter Plus Care Program

Family Self-Sufficiency Program (FSS)

HUMAN SERVICES AGENCIES

Baden Street Settlement

www.badenstreet.org/

Serving parts of 14604, 14605 and 14621

152 Baden Street, Rochester, NY 14605

Monday - Friday 8:30am-5:00pm

585-325-4910 ext. 1132, 1137, 1133, 1134

Fax referrals: 585-546-3777

Clothing Center:

13 Vienna Street, 325-4910 ext. 1139

HUMAN SERVICES AGENCIES

Catholic Family Center

www.cfcrochester.org

Community Resource Services (CRS) provides crisis intervention/basic needs services, including a food pantry, housing and financial assistance, advocacy, and case management for families in economic crisis, as well as information and linkage to other needed services in the greater Rochester area to enable stabilization.

539 Joseph Ave.

Tel: 232-2050

Community Place of Greater Rochester

www.communityplace.org

Serving 14609, 14610, 14607, and parts of 14605 and 14621 - *Appointments preferred*. Food walk-ins accepted.

145 Parsells Avenue, Rochester, NY 14609

57 Central Park, Rochester NY

585-327-7200

585-288-0021

Fax referrals to: 585-288-8662

Monday – Friday 9:00am-5:00pm

SWAN (Southwest Area Neighborhood Association)

www.swanroc.org

Serving 14608, 14611, 1461

10 Cady Street, Rochester, NY 14608

585-436-3090

Monday – Friday 9:00am-5:00pm

Fax referrals to: 585-783-1395

LEGAL SERVICES / ADVOCACY

Charles Settlement House

www.charlessettlementhouse.org

Advocacy for: Department of Social Services Heating, Housing

Open to the residents of the Northwest area 9:00 AM - 4:30 PM Monday - Friday.

71 Parkway, Rochester NY 14608

585-277-0810

Consumers are required to provide:

- ID for all household members
- Proof of address (within 45 days)
- Proof of household income & expenses
- Any paperwork that is needed to prove the need

Appointments & Walk-Ins are welcome. Pending availability. Appointments after hours will be available if necessary and needed.

Empire Justice Center

Statewide, Multi-Issue, Multi Strategy

Public Interest Law Firm

- Disability Benefits (SSI)
- Special Education
- Employment Rights (not unemployment)
- LGBT Rights (name changes, discrimination)
- Foreclosure Prevention
- ADA issues (American Disability Act for disability discrimination)

Bilingual Staff & Attorneys

Telesca Center for Justice

One West Main Street, Suite 200

Rochester, NY 14614

(585) 454-4060

Legal Aid Society of Rochester

Telesca Center for Justice

One West Main Street—Suite 800

Rochester, NY 14614

585-232-4090

Provides civil legal services to residents of Monroe and 13 surrounding counties who otherwise could not afford them. Our attorneys represent people in a variety of family, immigration, housing and education cases. We are also the only mandated provider of legal services for children in Family Court, advocating for them in cases ranging from abuse and neglect to persons in need of supervision.

Legal Assistance of Western New York (LAWNY)

One West Main Street, Suite 400

Rochester, NY 14614

Health Insurance Navigators: Screen & Enroll individuals in Health Insurance Programs that reside in Monroe & Livingston county.

1-855-250-7748

SNAP Program: Our staff will provide the individuals with applications and application assistance. We will stay in touch with clients throughout the process to make sure everything goes smoothly and the client receives the correct amount of SNAP benefits. We also make referrals to other nutrition, health & human services programs.

585-295-5624

585-295-5626

Other Services: Public Benefits, Senior's Legal Services, Housing, Health, Unemployment

585-325-2520

The Worker Justice Center of New York

www.wjcny.org

1187 Culver Rd. Rochester, NY 14609

Phone: 585-325-3050 ext 2013 Fax: 585-325-7614 Contact: Irene Sanchez isanchez@wjcny.org

The Worker Justice Center of New York pursues justice for those denied human rights with a focus on agricultural and other low-wage workers, through legal representation, community empowerment and advocacy for institutional change.

Programs: Domestic & Sexual Violence, Human Trafficking, Community Engagement, Legal Education, Worker Advocacy & Workplace Safety; Pesticides Education Project & OSHA Workplace Health & Safety Project.

RECREATION CENTERS

City of Rochester

Provide recreation and youth development program opportunities & Free meals

- #42 School - 3330 Lake Ave
428-7829
- Adams St – 85 Adams St
428-7456
- Avenue D – 200 Avenue D
428-7934 (*Bilingual Staff*)
- Campbell St – 524 Campbell St
428-7860
- Carter St – 500 Carter St
428-7890 (*Bilingual Staff*)
- David F. Gantt – 700 North St
428-7149 (*Bilingual Staff*)
- Edgerton – 41 Backus St
428-6769 (*Bilingual Staff*)
- Flint Street – 271 Flint St
428-7001
- Humboldt – 1045 Atlantic Ave
428-7294
- LaGrange – 455 LaGrange Ave
428-7639
- Pierpont / School #7 – 219 Pierpont St, 428-6859
- Roxie Ann Sinkler – 75 Grover St
428-7827
- St. Monica's - 841 Genesee St
428-7001
- Frederick Douglas - 999 South Ave
428-6015
- Thomas P. Ryan – 530 Webster Ave
428-7828

TRANSLATIONS

Charles Settlement House

www.charlessettlementhouse.org

Translations of Non-Legal forms

71 Parkway, Rochester NY 14608

585-277-0810