A Handbook of Transitional Services in Rochester, NY and the Monroe County Area

2012
Get help.

It happens to all of us… we need help but don’t always know where to turn.

Now, the answer is as easy as picking up the phone. When you dial 2-1-1… you will get connected with someone who can help you get the information you need.

Trained counselors who know about our region’s health and human services are ready to take your call anytime - day or night.

It’s as simple as that. And it’s free and confidential. www.211fingerlakes.org

Busque ayuda.

Nos pasa a todos… necesitamos ayuda, pero no sabemos adonde ir.

Ahora, lo único que hay que hacer es usar el teléfono. Cuando usted llama al 2-1-1, se conecta con alguien que puede ayudarle a obtener la información que necesita.

Hay consejeros cualificados que conocen bien los servicios de salud y sociales de nuestra región y están listos para contestarle en cualquier momento - día o noche.

Es tan fácil. Y además es gratis y confidencial. www.211fingerlakes.org
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The service is in operation 24 hours a day - 7 days a week. 
Calls are confidential

Dial 2-1-1 when you don’t know where else to turn for:
Safe and affordable housing/rental assistance
Extra groceries to make it through the month
Health services
Help with a drug problem
Counseling
Intervention
Someone who will listen
Legal problems
Suspected child abuse or neglect
Filling out tax forms
Finding a job or getting better skills
Learning how to read - or read better
Child care
Finding a tutor or mentor for your child
Home repair
Budgeting or credit counseling
A place to volunteer

Funciona 24 horas al día, siete días a la semana
Es una llamada confidencial
para acceso rápido, fácil y gratuito a información.
Marque el número 2-1-1 para pedir ayuda en español.

Por ejemplo, para encontrar:
Alojamiento seguro y razonable - asistencia de renta
Comida extra para alcanzar al final del mes
Servicios de salud
Ayuda para problemas de adicción a drogas-alcohol
Asesoramiento/ Intervención
Alguien que le escuche
Sospecha de abuso o descuido de niños
Empleo o educación para mejorar las habilidades
Clases de lectura, o clases de inglés
Cuidado infantil
Servicios educativos de consejería y tutoría para estudiantes
Reparaciones de casas
Asistencia financiera
Oportunidades para voluntarios

www.211fingerlakes.org
Introduction

The Extension/Outreach Department of the Monroe County Library System presents **MAKING MOVES**, which serves as a quick reference guide for those looking for various types of assistance in the Rochester, NY and the Monroe County area. This guide is for both ex-offenders and newcomers to the vicinity in search of basic services. **The information in this guide is accurate as of November 2011. Please be advised that the information provided may change.**

This publication lists Internet resources whenever available. Accessing the web pages of the listed agencies will provide the user with comprehensive and up-to-date information about specific services. Computers with Internet access can be found in libraries throughout the community. Various public libraries in the Monroe County Library System also offer free Internet classes.

**Various sources assisted in this publication.** Our thanks to Jason Hoge, Monroe County Legal Assistance Center; Sue Porter, Judicial Process Commission; and SMART (Safer Monroe Area Reentry Team) for their expertise and knowledge. Most of all, special thanks to Christina, for her research work, and to the staff in the library’s Communications office.

Copies of this publication are available free of charge to currently incarcerated individuals and ex-offenders in New York State, as well as agencies, organizations, and individuals that assist them. To request copies, please contact...

Extension/Outreach Department  
Monroe County Library System  
115 South Avenue  
Rochester, New York 14604  
585-428-8312  
www.libraryweb.org

Please note that the quantities of this booklet are limited. The demand for this resource is greater than our capacity to produce it. When placing a request, please keep this in mind and ask for an amount that will satisfy your immediate needs.

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This entire booklet is also available with web links on the library’s website. Go to www.libraryweb.org. Move the arrow to Central (the arrow will become a hand). Move the hand down to Departments, then over and down to Extension & Outreach. Click on that. Please use this method whenever possible to help us keep the costs of producing paper copies of this booklet down.

**MAKING MOVES** is sponsored and published by the Monroe County Library System.
Hotlines

211—Get Connected, Get Answers. Free and Confidential. 24 hours a day, 365 days a year. Remember, there is no wrong call to 211. See more detailed information on 211 in the front of this booklet.

These free and confidential services are available for you, your friends, and family to use in an emergency situation. If you are in need of assistance or have crucial questions, make sure to contact someone as soon as possible for help. If you are confused or unsure of whether these services apply to you, call 211.

AIDS CARE
(585) 545-7200
(585) 258-3363 (after 5:00 PM)
Provides programs and services for people infected with and affected by HIV/AIDS. HIV testing, counseling, men’s group, and client services. Spanish speaking staff available. Additional offices in Geneva and Bath.
www.acrochester.org

ALTERNATIVES FOR BATTERED WOMEN
(585) 232-7353
TTY: (585) 232-1741
24 hour free and confidential crisis service. Thirty day Domestic Violence Shelter available.
www.abwrochester.org

BIRTHRIGHT OF ROCHESTER HOTLINE
Toll Free 1-800-550-4900
Provides 24 hour free and confidential pregnancy tests and other assistance for pregnant women.
www.abwrochester.org

CENTER FOR YOUTH
(585) 271-7670
Toll Free 1-888-617-5437
Provides counseling, emergency housing, self-help workshops and referrals. Services for ages 12-21.
www.centerforyouth.net

CITY OF ROCHESTER 311
Call 311 24 hours a day 7 days a week for access to all City services and employees. For those who live outside city limits call (585) 428-5990.
www.cityofrochester.gov/contactus/

COMPASSCARE PREGNANCY SERVICES
(585) 232-2350
24 hour help line available.
www.compasscare.info

EMERGENCY 911 Police, Fire or Ambulance in Monroe County.
FOOD STAMP HOTLINE
NYS Office of Temporary and Disability Assistance
Toll Free 1-800-342-3009
24 hour hotline lists a variety of services for low-income persons.

HIV & AIDS Hotlines
New York State Department of Health
1-800-872-2777 HIV counseling hotline (M-F 2-8, Sat. and Sun. 10-6)
1-800-541-2437 HIV/AIDS information hotline (taped information 24 hrs.;
counselors M-F 8-8, Sat. and Sun. 10-6)
1-800-233-SIDA New York State Spanish hotline
1-800-369-2437 TDD NYS counseling hotline for the deaf/hearing impaired
1-800-TALK-HIV NYC Department of Health AIDS Helpline (counseling,
taped information, testing information)
1-800-482-TALK AIDS Institute experimental treatment info line
1-212-807-6655 GMHC AIDS Hotline (M-F 10-9, Sat. 12-3)
1-212-645-7470 GMHC
1-800-201-AIDS AIDS Information Hotline

LIFE LINE
1-800-310-1160 ● (585) 275-5151
TTY: (585) 275-2700
Available 24 hours a day and provides free and confidential telephone
crisis intervention, information and referral services.

MONROE COUNTY DRUG ABUSE HOTLINE
(585) 275-0505
Available 24 hours a day and provides free and confidential information
about support groups.

NEW YORK STATE COALITION AGAINST DOMESTIC VIOLENCE HOTLINE
1-800-942-6906
TTY: 1-800-818-0656
Provides telephone crisis information and assistance services.
www.nyscadv.org

PLANNED PARENTHOOD, INC. RAPE CRISIS SERVICE
(585) 546-2777
Provides free and confidential counseling to victims of sexual assault and
their families.
www.pprsr.org

THRESHOLD CENTER FOR ALTERNATIVE YOUTH SERVICES, INC.
(585) 454-7530 (on-call counselor)
Provides healthcare and learning services for youth ages 12-25 years old.
www.thresholdcenter.org

VOLUNTEERS OF AMERICA OF WESTERN NEW YORK
(585) 647-1150
Emergency and transitional housing, residential re-entry, crisis assistance
to low-income families, homelessness intervention, emergency food
programs, care for children 6 weeks to 12 years old, working wardrobe.
www.voawny.org
Helping Agencies

211 - Get Connected, Get Answers. Free and Confidential. 24 hours a day, 365 days a year. Remember, there is no wrong call to 211. See more detailed information about 211 in the front of this booklet.

ACTION FOR A BETTER COMMUNITY, INC. (ABC)
Action Front Center
33 Chestnut Street, Rochester NY 14604
(585) 325-5116
Provides services such as housing, counseling, AIDS education, youth services, employment programs (Employment Solutions Plus includes job counseling, placement, and training), and assistance in continuing education. Spanish speaking staff available.
www.abcinfo.org

ADVOCACY CENTER
590 South Ave., Rochester, NY 14620
(585) 546-1700
1-800-650-4967
Provides consumer driven services to support people with disabilities and their families in achieving their goals.
www.advocacycenter.com

AIDS CARE
259 Monroe Ave., Rochester, NY 14607
(585) 545-7200
(585) 258-3363 (after 5:00 PM)
Provides HIV Testing, counseling, men’s group and client services.
Spanish speaking staff available.
www.acrochester.org

ALTAMONT HOUSE
(585) 232-2710
102 N. Union Street, Rochester, NY 14607
Provides housing, substance abuse treatment, and a transitional facility.

AMERICAN RED CROSS
50 Prince Street, Rochester NY 14607
(585) 241-4400
Provides programs such as the Community Heating Fund as well as health and lifestyle programs.
www.rochesterredcross.org

BADEN STREET SETTLEMENT, INC.
152 Baden Street, Rochester NY 14605
(585) 325-4910
Assistance with food, clothing, household items, education, jobs, substance abuse counseling and family services.
www.badenstreet.org
CATHOLIC FAMILY CENTER
87 North Clinton Avenue, Rochester NY 14604
(585) 546-7220 or (585) 546-3617
Provides outreach and counseling, advocacy, financial assistance, crisis intervention, information and referral to assist the poor in obtaining resources and services. Those needing emergency assistance are given immediate services and help to develop plans for self-sufficiency. Teen parents and women engaged in high-risk lifestyles are provided case management services. In-home counseling programs are available to children and families that are identified as being at risk of foster care and/or abuse and neglect.
www.cfcrochester.org

CEPHAS ATTICA, INC.
Church of the Ascension
1360 Lake Ave., Rochester, NY
(585) 760-9193
Provides groups for men and women, as well as reentry services.
www.peaceprintspm.org

CHARLES SETTLEMENT HOUSE
The Service Center
445 Jay Street, Rochester, NY, 14608
(585) 328-5453
Site of Family and Community Organization Services, which offers one-on-one work with individuals or families.
The Activity Center
431 Jay Street, Rochester, NY 14608
(585) 328-5453
Provides group work and activity programs for preschool development, as well as after school and evening programs for school age youth and teens, and their parents.
The Senior Center
71 Parkway Street, Rochester, New York 14608
(585) 277-0810
Site of some Charles Settlement House administrative offices, the Northwest Rochester Senior Center, the Notre Dame Learning Center, Edgerton Family Day Care, and Bubbles Universal Pre-Kindergarten. Provides an on-site food pantry, clothing room, case management services, free phone service to qualified individuals. Communities served include only those in the zip codes 14611 and parts of 14615, 14613, 14608, 14606. Consumers can call to find out if they are in the Settlement House’s target area.
www.charlessettlementhouse.org

COMPEER ROCHESTER
259 Monroe Avenue, Rochester, NY 14607
(585) 546-8280
Provides a Mentoring Children of Promise Program, which matches volunteers in one-on-one relationships with youth between 4-18 years old who have one, both parents, or a caretaker incarcerated in a State or Federal correctional facility.
www.rochester.compeer.orgServicesMentoringChildrenofPromise.aspx
COMMUNITY PLACE OF GREATER ROCHESTER
145 Parsells Avenue, Rochester NY 14609 (Main Office)
(585) 288-0021
500 Carter St., Rochester, NY 14621
(585) 336-4697
57 Central Park, Rochester NY, 14605
(585) 327-7200
Provides aging, disability, early childhood, family and housing services, as well as Youth Development Services to individuals and families living in the northeast sector of the city of Rochester. Some services may be open to people throughout the city and the Greater Rochester area.
www.communityplace.org

GAGV: GAY ALLIANCE OF THE GENESEE VALLEY
Suite 500, 875 East Main St., Rochester NY 14605
(585) 244-8640
Provides coordination of social, educational, and support services to the gay, lesbian, bisexual, and transgender members of the community.
www.gayalliance.org

GRACE HOUSE OF ROCHESTER
1140 Norton Street, Rochester NY 14619
(585) 473-9070
Assists with temporary housing, clothing, medical referrals, job searching, life skills training, and mental linkages for clients only.
www.sgmworld.org/rochester/

GRACE URBAN MINISTRIES (G.U.M.)
858 Dewey Avenue (cor. Dewey and Driving Park), Rochester, NY 14613
(585) 458-7296; (585) 458-1310
Provides hot lunches, food, shelter, clothing, household items, community room, computer and internet access, counseling services, and help with reestablishing one’s identity. www.graceurbanministries.com

IBERO-AMERICAN ACTION LEAGUE, INC.
911 East Main Street, Rochester NY 14605
(585) 256-8900
Serving primarily the area’s Hispanic population. Provides services for families, youth, and those with developmental disabilities, including case management for families whose children are at risk of foster care placement, abuse, or neglect. Assistance with food vouchers and food assistance; childcare services; cultural activities and meals for seniors; as well as a program that promotes better use and understanding of the health care system, health care services, and insurance resources.
www.iaal.org

JUDICIAL PROCESS COMMISSION
285 Ormond St., Rochester, NY 14605
(585) 325-7727
Walk-In Mondays and Tuesdays from 10:00 AM-12:00 and 1:00-3:00 PM
Provides support services dealing with all phases of re-entry for ex-offenders, parolees, and probationers.
www.rocjpc.org
MONROE COUNTY OFFICE OF PROBATION
33 N. Fitzhugh Street, Rochester, NY 14614
(585) 753-3676
Probation service division.
www.monroecounty.gov/safety-probations.php

MONROE COUNTY RE-ENTRY TASK FORCE (MCRTF)
1645 St. Paul Street, Rochester, NY 14621
(585) 232-1840, x268
Provides services to persons leaving New York State correctional facilities, utilizing the Transition from Prison to Community model.
www.cfcrochester.org/pg/reentry-task-force

MONROE COUNTY VETERANS SERVICE AGENCY
125 Westfall Road, Rochester NY 14620
(585) 753-6040
Provides services to veterans and their dependents by assisting in applying for benefits, counseling, and other types of resources.
www.monroecounty.gov/vet-index.php

NEW YORK STATE DIVISION OF PAROLE
350 South Ave., Rochester, NY 14620
(585) 232-5464
Provides community supervision of ex-offenders and referral to community agencies. Spanish speaking staff available.
www.parole.state.ny.us

OPEN DOOR MISSION
156 North Plymouth Ave., Rochester, NY 14608
(585) 454-6696
Provides daily soup kitchen; clothing distribution for men, women, and children; emergency housing for men; drug/alcohol and substance abuse program for men.
www.opendoormission.com

PERINATAL NETWORK OF MONROE COUNTY
339 East Avenue, Suite 203, Rochester NY 14604
(585) 546-4930
Healthy Start Center
89 Genesee Street, Rochester, NY 14611
(585) 368-3490
Provides baby items; assistance with insurance, obtaining a GED, and legal issues; hotlines; job training; smoking cessation program; perinatal depression screening; and a detailed and complete online directory of local health and human service helping agencies.
www.pnmc-hsr.org

PRISON REENTRY AFTERCARE MINISTRY
St. Luke & St. Simon Cyrene Episcopal Church
17 South Fitzhugh Street, Rochester NY 14614
Phone: (585) 546-7730
Fax: (585) 546-7733
Provides support to incarcerated persons, formerly imprisoned individuals and their families, and weekly communal prayer.
www.twosaints.org/home
PRODIGAL SONS AND DAUGHTERS  
1645 St. Paul Street, Rochester, NY 14621  
(585) 232-1840, x268  
Provides case management and program services at its Reentry One-Stop, including basic computer training, GED programming, employment readiness, counseling, family activities, and assistance in obtaining public benefits. Also has access to over 50 member organizations of the Monroe County Reentry Task Force. Offices are open Monday-Friday, 9:00 AM to 5:00 PM, with occasional evening or weekend events to accommodate working clients and their families.  

RED CROSS/RG&E HEATING FUND  
(585) 241-4474  
Provides one-time emergency assistance to families or individuals who are having difficulty paying a heating bill, may not be eligible for any government assistance, and have had a heating shutoff or termination of service notice.  
www.rge.com/YourAccount/payyourbill/serviceandassistance/commheatingfund.html

REGIONAL CENTER FOR INDEPENDENT LIVING  
497 State Street, Rochester, NY 14608  
(585) 442-6470  
Provides information referrals, peer support, independent living skills training, advocacy, as well as housing, accessibility, environmental modifications, benefits advisement, employment, and youth services.  
www.rcil.org

SOCIETY FOR THE PROTECTION AND CARE OF CHILDREN  
148 South Fitzhugh Street, Rochester NY 14608  
(585) 325-6101  
Provides a family violence program, after school programs, teenage parent support, family outreach, and supervised exchange program.  
www.spcc-roch.org

THRESHOLD CENTER FOR ALTERNATIVE YOUTH SERVICES  
The Community Place  
145 Parcells Ave., Rochester, NY 14609  
(585) 454-7530  
Provides a multi-service center for youth that offers counseling, health services, information on community services to youth 12-25 years old. Bilingual staff members available.  
www.thresholdcenter.org/

VOLUNTEERS OF AMERICA OF WESTERN NEW YORK  
214 Lake Avenue, Rochester, NY 14608  
(585) 454-1151  
Provides emergency and transitional housing, residential re-entry, crisis assistance to low-income families, homelessness prevention program, emergency food services, care for children 6 weeks to 12 years old, and assistance with working wardrobes.  
www.voawny.org
**How to Re-establish Your Identity**

**Apply for a Social Security Card**
www.ssa.gov/ssnumber/
It's free - go in person
One HSBC Plaza Suite 1400, 100 Chestnut St., Rochester, NY 14604
Open Monday thru Friday 9AM-4PM (except holidays)
1-800-772-1213
TTY 1-800-325-0778
You need: Proof of Age, government issued photo ID, Proof of Citizenship
(see following page for examples of proof)
You can use one document for two purposes. For example, they can use your
US Passport to prove both citizenship and identity. You must, however, provide
two separate documents.

**Apply for a NYS “non drivers” license**
www.nysdmv.com/forms/id44edl.pdf
1-800-CALL-DMV
(You need 6 points of proof to get a license. Visit the web site to identify points)
You need: a Social Security Card (REQUIRED - 2pts),
original birth certificate as proof of date of birth
(0 pts for proof of identity but you do need it),
proof of Residence (2 required), & proof of citizenship.
All documents for both a Social Security card and a NYS “non driver
license” must either be originals or copies certified by the issuing agency.
Photocopies are not accepted.

**Birth Certificate**
www.vitalchek.com/monroe-county-express-vital-records.aspx
For births in Monroe County contact the Office for Vital Records, 111 Westfall Rd., Rm. 147, P.O. Box 92832, Rochester, NY 14692. Phone: (585) 753-5141
Fax: (585) 753-5961. Hours: 8:30 AM until 4:25 PM (Monday through Friday). Note: This office only has records for births in Monroe County. The cost is $30 for residents. Information on micro-loans is available at the Judicial Process Commission. Call (585) 325-7727. For births outside Monroe County, contact that County office directly.

**School Records** - cost is usually $4**

*Useful Tip:*
Always have any current phone bill, bank records, etc. with you. Anything that makes you “real.”
Commonly accepted proof of identity includes any government issued photo ID, such as:
- Drivers or Non-Drivers license
- US Military Photo ID Card
- Certificate of Naturalization (Form N550, N570)
- Certificate of Citizenship (Form N560, N561)
- Welfare/Medicaid/NY Food Stamp Card WITH PHOTO

Also acceptable are:
- Work or School ID cards WITH PHOTO and/or transcript

Commonly accepted proof of date of birth:
- Previously issued, undamaged U.S. Passport
- Consular Report of Birth Abroad or Certification of Birth
- US Military Photo ID Card
- Certificate of Naturalization (Form N550, N570)
- Certificate of Citizenship (Form N560, N561)

Commonly accepted proof of citizenship:
- Previously issued, undamaged U.S. Passport
- Certified birth certificate issued by the city, county or state
- Consular Report of Birth Abroad or Certification of Birth
- Certificate of Naturalization (Form N550, N570)
- Certificate of Citizenship (Form N560, N561)

Commonly accepted proof of residence:
- Current Official Mail with current address (Bills, mail from state or federal governments, etc.)
- Official Documents with current address (Car title, etc.)
- Certificate of Residence
If you are unemployed or having a difficult time trying to make ends meet, you may be eligible for Temporary Assistance to help you get back on your feet. Following is information about Temporary Assistance and how to go about applying.

Temporary Assistance (TA) - Formerly known as Public Assistance or Welfare. Temporary Assistance clients receive money for basic living expenses. Eligibility is based on the income and resources of the family (the value of cars, checking and savings accounts, etc.). In addition, there are programs which cover a variety of emergency needs.

Family Assistance (FA) - This program provides money for families with children. It will assist a family with dependent children under the age of 21 without sufficient means of support. It will also assist families when the parents are underemployed.

Safety Net (SN) - This program provides money for basic living expenses for single adults and childless couples who are in need of financial assistance due to reasons such as temporary illness, layoff, or injury.

If you have questions or concerns pertaining to welfare, Medicaid, services for the homeless, senior citizen programs, etc., please call the Department of Human Services Customer Service line at (585) 753-6440.

Attorneys at Monroe County Legal Assistance may provide you with information that is helpful or represent you at Fair Hearings.

You can become eligible for Temporary Assistance by calling the Department of Human Services and setting up an eligibility appointment. This process can take a few weeks and you may become frustrated, therefore, a certain amount of patience is required. For the proceedings to go as smoothly and quickly as possible, it will help if you have the necessary materials before your first appointment. The following page has information about how to set up and what to bring to your first appointment.
Department of Human Services

To make an appointment call the Appointment Line at (585) 753-6960 or you may go in person for emergency assistance and pick up an application. Temporary shelter addresses may be used. The eligibility appointment is usually held at 691 St. Paul Street, Rochester NY 14605

When you have an appointment, arrive at the designated office approximately 1/2 hour before your scheduled appointment. Arrive as early as possible. There will most likely be a line of people ahead of you. At your appointment you will be informed about government welfare programs and you will meet with an examiner.

For your first meeting (if possible) you will need:
- Birth Certificate or Birth Date
- Social Security Card or Number
- Release Papers
- Picture Identification (state license, military badge, etc.)

At the end of your appointment be sure to write down your examiner’s name and his or her phone number in case you have any questions later.

For Information about Medicaid, Food Stamps, or Emergency Assistance

Temporary assistance for finding food, housing, and family services. You must provide identification, proof of income and the nature of your emergency. They offer emergency help based on each individual’s circumstance given the Department of Human Services guidelines. Call (585) 442-1742 for more information.

Energy related emergencies are handled by the Energy Unit located at 111 Westfall Road. Please call (585) 753-6477 for an appointment. All other emergency services are provided at both 111 Westfall Road and 691 St. Paul Street.

Call (585) 442-1742 for after hours assistance.
Tips on the Job Hunt

Finding a new job under any circumstance is rarely easy, especially for ex-offenders. Although the task is difficult, it is not impossible and the rewards are many. Work is the glue of life – it holds everything together and enhances how we feel about ourselves. You will enjoy the sense of accomplishment and gradually regain your independence. This section will offer you some tips on how to get a job and how to keep it.

First, it is necessary to collect all your valuable documents like a Social Security card, driver’s license, original raised seal birth certificate, or some form of official identification. Do not put this off - you must be prepared for any opportunity.

In addition to the above documents, you should acquire Military Discharge Papers (for veterans); Alien Registration Card (for Non-U.S. Citizens); Prison Discharge Papers (given to you upon release); Proof of Education (high school or college transcripts or GED certificate). Also, upon release you should begin the process of obtaining either a Certificate of Relief From Disabilities or a Certificate of Good Conduct if applicable at the Judicial Process Commission.

Second, begin to gather references. References are people that can add credibility to your work history. These are important so potential employers have a sense of your character and your rehabilitation. References should be professional; avoid using friends as references. Examples are previous work supervisors, teachers, a prison chaplain or counselor, or any prison authority that can vouch for your character. Be sure to ask the permission of any potential reference!

Third, you will need a summary of your previous work experience. Be as detailed as you can. Along with previous work history, include other skills and experiences that are relevant. Examples include leadership roles you have held, knowing more than one language, or are familiar with machinery. Be sure to include participation in recognized prison programs. If you acquired new skills in prison, they definitely count and should be written down. Anything that is a positive attribute of your character will matter to an employer.

Once you have all your important information together, put it into a folder and store it someplace where it will be protected until your interview. That way you will not lose anything important and won’t have to rush around searching for papers at the last minute.
General Information

There are two categories of jobs that a felony ex-offender is automatically barred from holding in New York State:

1. Any law enforcement position, including CO.
2. Any position that involves carrying a weapon of any type.

Also, a felony offender cannot work in an establishment which has on-site consumption of alcohol without getting a certificate of employment and an employment approval letter from the Alcohol/Beverage Commission. This is spelled out in the New York State Alcohol Beverage Control Law Section 102; Subdivision 2: Working in an establishment with onsite consumption.

Employment positions with what is generally referred to as working with ‘vulnerable populations’ (examples include but are not limited to children, the mentally disabled, the ill, and the elderly) will require fingerprint checks and heightened screening of past criminal histories. Applicants should compile information regarding their rehabilitation and review their rap sheets prior to applying. See the sections on Rap Sheets and Certificates on the following pages.

Individually speaking, each crime, whether felony or misdemeanor, is looked at specifically as it relates to the following:

1. Nature of the crime - if it was a violent offense for instance, the chances for future employment are diminished.
2. The relationship between the crime and the job - if there is a direct correlation between the nature of the crime and the potential job, the ex-convict can be barred from that job.

Any sex crime, whether felony or misdemeanor, is non-negotiable when looking for employment. Offenses that are sexual in nature stay with you for life.

Main factors in avoiding going back to jail or prison are if you have a job and/or if you are in an Educational / Training program. Begin these processes as soon as possible when you are released from custody. Do not let time elapse from your release date and when you begin actively looking for a job or enrolling in a program.

**The bottom line is that you have to work harder to get a job than someone who does not have a criminal record. But it can be done.**
Employer Rights

Employers can ask for Disposition slips from the court the ex-offender was convicted, and they can also ask for a Certificate of Conviction.

All employers have the legal right to ask an ex-offender for these records. This includes misdemeanors as well as felonies. Misdemeanor sentences are 15 days up to a year, Felony sentences are 1 year and 1 day on up.

Employers also have the right to require, as a condition to employment, that you submit to a drug test and be subjected to a background check. It is vital that you are clean of drugs and that the employer knows of your criminal history. See the following section on Filling out the Application and Interviewing for tips on disclosing your background to a prospective employer.

Ex-Offenders Job Seeking Rights

There are a number of New York State and federal laws designed to prevent discrimination against ex-offenders looking for employment. They are:

- Article 23 and Article 23-A of the New York State Corrections Law
- New York Human Rights Law §295(15); (16)
- Criminal Procedure Law §160.55 and §160.55
- Title VII
- Federal Fair Credit and Reporting Act
- New York Fair Credit and Reporting Act
- ADA

More information on these laws can be obtained from the Monroe County Legal Assistance Center, 1 West Main St., 4th Floor, Rochester, NY 14614. (585) 325-2520 www.lawny.org.

When the ex-offender discloses to the potential employer that they have a record, and then are subsequently not hired, he or she has 30 days to ask the employer in writing why they weren’t hired. The employer cannot give as a reason for not hiring you that it is their policy not to hire ex-offenders. Only the federal government and any law enforcement position requiring carrying a weapon may say this. The New York State Division of Human Rights enforces this aspect of the law.

Rap Sheets

Make sure your rap sheet is accurate. Statistics show that up to 70% of rap sheets may contain errors. This is easier to do while you’re still incarcerated. It’s relatively simple and free. If an employer pulls a rap sheet and you say it’s wrong, which is the employer going to believe, you or the rap sheet?

Certificates

New York State issues two kinds of certificates to assist ex-offenders: Certificate of Relief From Disabilities and Certificate of Good Conduct. You should apply for one type of certificate. A Certificate of Relief From Disabilities is for those who have been convicted of no more than one felony and any number of misdemeanors, or if you have only misdemeanor convictions. A Certificate of Good Conduct is if you have been convicted of two or more felonies and any number of misdemeanors.
You have to apply for these certificates. Information on how to obtain them is available from the Judicial Process Commission here in Rochester (www.rocjpc.org).

The Legal Action Center in New York City (www.lac.org) has a wealth of information to assist ex-offenders, including free publications such as *Certificates of Relief From Disabilities and Certificates of Good Conduct* and *How to Get and Clean Up Your New York State Rap Sheet*.

**Filling out the Application and Interviewing**

Job applications are important to the employer because they make a strong first impression. They should be printed in clear handwriting with nothing crossed out. Be sure to fill out the applications as completely as you can. As pointed out in the previous section, it is vital that you have all the information you need pertaining to work history, education, prison programs that you participated in, etc. before you begin to fill out the application. It helps if you give a follow-up call to the employer once your application has been submitted. This demonstrates your interest in the job.

It is legal for an employment application to ask you about crimes for which you have been convicted. This includes misdemeanors and felonies.

**Other Interviewing Tips**

Remember that the first impression you give makes a world of difference. Therefore:

- As an ex-offender, you have to stand out in your interview. Emphasize the positive aspects of your incarceration, such as earning a GED or other programs you completed. State how you have learned from your past mistakes.
- Dress for success! Look professional.
- Go alone and arrive early. Be courteous and patient.
- Know your qualifications, as well as your strengths and weaknesses.
- Learn about the company. Do some research on where you will be interviewing. Be able to talk with an employer about the job in question. Ask relevant questions about the job.
- Bring all your important documents including release papers and certificates, a list of programs completed, etc.
- Bring a pen and extra copies of your resume.

If you have limited work experience or training, sell yourself on your character. Express your willingness to...

- work hard
- come in early
- stay late
- take a course or learn all that you need to in order to do the job.

Remember to be upfront and honest. You are not going to fool an employer about what you know (or what you don’t know).
Understand the Employer’s Perspective

The employer is looking at the interview from the perspective of “Is this person going to make money for my company?” “Will hiring this person benefit me and my organization?” “What does this person bring to the table that is different than the other people looking for this job?” You are looking for a job for the major reasons that you need money and employment. The employer doesn’t really care about that. He is going to hire or not hire you based on what you can do for him. Use the interview as an opportunity to show the employer that you are the person he or she is looking for. Be honest and enthusiastic about the prospect of working for that company. Remember, anytime someone is hired regardless of past history, the employer is taking a chance on that person. Convince the employer to take a chance on you.

An example of how to come clean to the interviewer would be:

1) You made a mistake
2) You took responsibility for that mistake
3) You’ve done several things to change your life
4) You want a chance to prove yourself
5) You are positive and enthusiastic, ready to perform the job beyond the employer’s expectations

Some Phrases to Say in an Interview About Your History

Not all of these suggestions will apply to everyone. Look them over and see which ones might apply to you. You can always start your response with something like:

“I’m glad you are asking me about my history. I want you to feel confident about hiring me.”

Then try some of the following phrases that might apply to your situation to fill out the rest of the answer.

“My crime resulted from an extreme lack of judgment on my part. I have grown up a lot since then, and I believe serving time helped me turn my life around”.

“While incarcerated I took advantage of the opportunity to earn my GED.”

“I’m not proud of what I did, but I’m proud of who I am now”.

“The person I am now is not the same person who committed that crime.”

“That was a stupid mistake I made that will never be repeated.”

“The name of my parole (or probation) officer is…, and his (or her) number is…”

“If hired, I would like to be bonded to ensure that you are safe taking a chance with me”. See the Bonding and Work Opportunity Tax Credit section further ahead.
How to answer the question
“Have you ever been convicted of a crime?”

Technically, the employment application is a legal document in a court of law. You have to fill it out correctly. The purpose of the application is to get you an interview. However, the application can also get you fired if it comes out that you lied on it after you’ve been hired. Be aware that most companies perform background checks on job applicants. Therefore, you must fill out the application completely and honestly listing all your convictions. It will help your credibility by being upfront and honest about your history. **Disclose all this early on in the interview.** Don’t sit there wondering “When should I bring up my criminal history?”

**Online Applications**

Increasingly, employers are requiring job seekers to fill out online applications on their websites, no matter what type of job you are applying for. This poses a new set of potential problems. How proficient are you with a computer keyboard? Can you navigate a potential employer’s website? Do you have a resume that you can either download onto an application or add as an attachment? Some online applications require the job seeker to have e-mail as well. Public libraries have the computers for your use, but most likely the librarians will not be able to help you with all the different situations that are involved with an online application. Your best bet for assistance in this area is to go to Rochester Works or another agency that is listed in the JOBS section of this handbook.

**ROCHESTER WORKS**

255 North Goodman St., Rochester NY 14607
(585) 258-3500

Rochester Works/ NYS Department of Labor
276 Waring Road, Rochester NY 14607
(585) 266-7760

Job seekers entering the system at any point are linked to available jobs, training opportunities to upgrade skills, and career planning services.

[www.rochesterworks.org](http://www.rochesterworks.org)
Keeping A Job
You are hired - you have succeeded! The adjustment will be difficult, as the real world is very different than being in jail or prison. Here are some ways to develop good work habits and stay employed.

✓ Responsibility is crucial. Arrive at work on time every day. If there is a problem with transportation, illness, or another emergency, call your supervisor as soon as possible.

✓ You are new to the job, and you may feel lost and out of place. Keep a positive attitude. Remember, your attitude helped you land the job, don't make your employer think it was false.

✓ Be sure your work is being done correctly and in a suitable way.

✓ Be on good terms with your supervisor and coworkers. If problems with a coworker develop, inform your supervisor. Do not take matters into your own hands.

✓ Being communicative and chatty are different things. Socializing has its rightful place and time. Too much talking can jeopardize your job. Remember that your employer is watching your performance.

✓ Don't let personal problems interfere with the job. Remember that everyone has problems, however work is not the place to discuss them.

✓ Performing job tasks will require the art of listening. You must do as you are told which means you must follow directions. If you don't understand what you are asked to do, do not hesitate to ask questions. Remember that no question is stupid, and it is important to know your duties.

✓ Feedback about job performance is not an attack. If your work is being evaluated, expect to hear both negative and positive things. Do not take this criticism personally. It may frustrate and embarrass you, but it is meant to help you succeed.

✓ Anger is hard to control but you must keep your cool. If you feel things are getting out of hand go see any supervisor immediately. You must control your temper at all costs! If a supervisor does not help, make arrangements to meet with someone else in management.

✓ You may have accepted a job you do not love doing. Keep in mind that it is a much-needed source of income right now and that you can look for something else later.
Training and Licensing

There are many local career training opportunities that you can take advantage of. Anyone that is unemployed or under employed should investigate applying for free vocational training grants at Rochester Works, 255 North Goodman St., Rochester, NY 14607.

Here is a partial list of other organizations that offer courses in areas such as welding, HVAC, office skills, carpentry, electrical, CDL, cosmetology, and more. There are fees for the BOCES courses. The Rochester Educational Opportunity Center offers tuition-free courses.

Center For Workforce Development - BOCES 2
3545 Buffalo Road, Rochester, NY 14624
(585) 349-9100
www.cwdadulteducation.org

Adult and Community Education - BOCES 1
41 O’Connor Road, Fairport, NY 14450
(585) 383-2250
www.adulted.org

Rochester Educational Opportunity Center
395 Andrews Street, Rochester, NY 14604
(585) 232-2730
www.rochestereoc.com

If you are interested in pursuing an occupation that requires licensing, the first step is to talk to your probation or parole officer. Have them call an investigator in the state department that issues the license to find out if you should enter a particular training program. Get information on employment restrictions and special conditions for your entire criminal history. Also get information on your plea bargain if there was one. You want to make sure that you would be eligible for employment in that particular field before embarking on the training.

Additionally, the Legal Action Center in New York City (225 Varick St., New York, NY 10014, 1-800-223-4044, www.lac.org) publishes a free brochure titled New York State Occupational Licensing Survey. This is a comprehensive list of occupations that require some type of New York State licensing and what, if any, criminal record restrictions apply.

Obtain a letter from the licensing agency that confirms if you successfully complete a training program you can get a license with your criminal background. Here is where your character can help you. What did you do to better yourself when you were incarcerated? What have you done since you’ve been released? This becomes important because a stated requirement for some licensed professions is “good moral character”. And that “good moral character” is determined by the department of licensing. Other factors for licensure are how old you were when the crime was committed, how old are you now, and what have you done in the interim to change.

More information on this can be found in New York State Corrections Law Article 23-A: Licensure and Employment of Persons Previously Convicted of One or More Criminal Offenses.
Lists of occupations that require licensure in New York State and their requirements can be found on the following websites. Each of these agencies list different occupations.

**New York State Department of Labor**
www.labor.state.ny.us
Click on “Individuals”, then click on “Occupational Licenses and Certifications” under Career Development.

**New York State Department of Education**
www.nysed.gov
Click on “Licensed Professionals”. Under Office of the Professions click on forty-eight professions.

**New York State Department of State**
www.dos.state.ny.us
Scroll to the bottom of the page, click on “Licenses”, then click on the occupation.

**Federal Bonding Program and Work Opportunity Tax Credit**
The Federal Bonding Program (FBP) is an important issue to consider, both during the job search process and after you are hired. The FBP is basically insurance for an employer guaranteeing your job honesty. Bonds are usually issued in the amount of $5,000 and are free to the employer. In order for you and your employer to participate in the bonding program, you first must have an offer of a job. The job must be full-time (30+ hours a week) and must have the expectation of continuing for at least 6 months. To obtain a bond, your employer applies at:

New York State Department of Labor
Division of Employment Services
276 Waring Road
Rochester, NY 14609
(585) 266-7760

The Work Opportunity Tax Credit (WOTC) is designed to encourage employers to hire job seekers with barriers to employment by providing tax credits. For an employer to receive a tax credit for hiring an ex-felon, the ex-felon needs to be hired or have a hiring date no later than one year after the date of conviction or release from prison. In addition, the employee must be certified eligible for WOTC, and must perform a minimum of 120 hours of service for partial WOTC credit and over 400 hours for the full credit. More information about this program can be obtained from the Department of Labor listing above or by going to:
www.labor.ny.gov/businessservices/edsu/edsu%20wotc.shtm
Fact Sheet

This section will help you assemble your past working experiences. Use this as the beginning of the process of creating a resume.

Name

Objective
(write in your employment goal)

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Schooling

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<th>Name &amp; Address of School</th>
<th>Years Attended</th>
<th>Main Courses</th>
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<td>Senior H.S.</td>
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<td>Vocational</td>
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<td>College</td>
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<td>Business/Corres.</td>
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<td>Other Training</td>
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Work Experience

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<th>From/To</th>
<th>Salary</th>
<th>Reason for leaving*</th>
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When stating why you left a job, it would be beneficial not to write “I was fired,” or “I quit.” Instead try phrases like “sought another opportunity” or “needed more challenging work.”

References

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<th>Name</th>
<th>Address</th>
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Jobs

Having a job is the single most important thing one can do to avoid recidivism. This is going to take tremendous amounts of self-discipline, self-motivation, and patience. Listed below are services that can be helpful in obtaining the necessary materials and acquiring the right skills to find a job.

ACCESS-VR (Adult Career & Continuing Education Services-Vocational Rehabilitation) (formerly VESID)
109 South Union, Rochester, NY 14607
(585) 238-2900 or 1(800) 462-0187
Provides vocational counseling and rehabilitation services for successful employment outcomes for individuals with disabilities and their employers.
www.acces.nysed.gov/vr/

ACTION FOR A BETTER COMMUNITY, INC. (ABC)
Employment Solutions Plus
49 Stone St., Rochester, NY 14604
(585) 325-5116
Provides job counseling, job placement training, referrals to substance abuse programs, teen services, and assistance in continuing education.
www.abcinfo.org/

BADEN STREET SETTLEMENT OF ROCHESTER, INC.
Community Workforce Development
548 Joseph Ave., Rochester, NY 14605
(585) 325-4350
Provides job development, career and job counseling, job readiness training, job search assistance, job placement support, and retention counseling primarily for residents of 14605 and 14611 zip codes.
www.badenstreet.org

CAREER SYSTEMS DEVELOPMENT
96 College Ave., Rochester, NY 14607
(585) 544-4880
Provides vocational assessment and job placement assistance.
www.careersystems.com

CATHOLIC FAMILY CENTER
CFC Staffing Solutions
87 N. Clinton Avenue, Rochester, NY 14604.
(585) 262-7070 or email: staffing@cfcrochester.org.
Provides services relating to job placement and post-placement follow-up; work-focused English language instruction; employee training opportunities; cultural diversity expertise, ongoing ‘trouble-shooting’ (related to cultural and/or retention issues); and access to an extensive network of community resources to qualified workers from the refugee community and the economically disadvantaged populations in Rochester and surrounding areas.
www.cfcrochester.org/pg/welfare-to-work
CENTRAL LIBRARY OF ROCHESTER & MONROE COUNTY
Job Information Center
115 South Avenue, Rochester NY 14604
4th Floor, Bausch & Lomb Building
(585) 428-8120
Provides resources relating to career information, books on resumes, writing cover letters, networking, and interviewing, job search guides, civil service information, test study guides, and Internet access.
www.libraryweb.org

GREEN WORKS EMPLOYMENT TRAINING, FOODLINK PROGRAM, INC.
(formerly Rochester Landscape Technicians Program, Inc.)
425 Ormond St., Rochester, NY 14605
(585) 242-7590
Provides collaborative workforce preparation, as well as a transitional program for young adults (18-28) to learn, obtain a GED, earn money, and assistance in finding jobs through its New Beginnings program.

JUDICIAL PROCESS COMMISSION
285 Ormond St., Rochester, NY 14605
(585) 325-7727
Walk-In: Mondays and Tuesdays 10-12 AM; 1-3 PM.
Provides case management/job development; assistance with job placement, interviewing techniques, resume writing, obtaining an ID needed for employment, obtaining rap sheets and certificates; mentoring, job postings, leads to local employers; and access to fax, phone, and Internet services.
www.rocjpc.org

LIFESPAN
Employment Counseling and Planning
1900 S. Clinton Avenue, Rochester NY 14618
(585) 244-8400
Provides job placement, job-readiness training, assistance with resumes, and counseling primarily for older adults.
www.lifespan-roch.org

ROCHESTER REHABILITATION CENTER
Employment Connection
46 Mt. Hope Ave.
Rochester, NY 14620
(585) 263-2690
Provides job placement services for people with disabilities and socio-economic disadvantages.
The Out-Source
1357 University Ave
Rochester, NY 14607
(585) 473-2056 585-473-2052
Provides vocational counseling services to people with disabilities and vocational barriers.
www.rochesterrehab.org
ROCHESTER WORKS
255 N. Goodman St.
Rochester, NY 14607
(585) 258-3500
The most comprehensive job search help in Rochester. Includes career assessment with experienced career advisors; free workshops on resume writing and interviewing; job search assistance; information about training grants to qualified individuals; and more.
Rochester Works/NYS Department of Labor
276 Waring Rd.
Rochester, NY 14607
(585) 266-7760
Provides links to available jobs, training opportunities to upgrade skills, and career planning services.
Welfare-to-Work Center, Department of Social Services
691 St. Paul St., Rochester, NY 14605
Provides career assessment, free workshops, job search assistance, and information on training grants.
www.rochesterworks.org

SALVATION ARMY
Project Redirect
70 Liberty Pole Way, Rochester, NY 14604
(585) 987-9500 ext. 2243
Provides job referrals.

URBAN LEAGUE OF ROCHESTER
Employment Services
691 St. Paul St., Rochester, NY 14605
(585) 325-6530 ext. 3059
Provides job training, GED classes and placement for youth ages 17 to 21, a One-Stop Career Center and other employment services for adults located at the Monroe County Dept. of Human Services.
www.ulr.org/employment-services.php

VETERANS OUTREACH CENTER
Employment Resource Center
459 South Avenue, Rochester NY 14620
(585) 546-1081
Provides free employment counseling, skills assessment, resume assistance, vocational workshops, job networking and readiness, life skills, and occupational services for veterans and their families, as well as advocacy for veteran’s rights.
www.veteransoutreachcenter.org/resourcecenter.asp

VOLUNTEERS OF AMERICA OF WESTERN NEW YORK, INC.
175 Ward Street, Rochester NY 14605
(585) 454-1151
Provides job search assistance.
www.voawny.org
The Internet has become a standard job searching tool. This method has the advantage of helping you locate the most recent job openings. The following is a list of useful Internet sites to look for jobs in the Rochester area.

All of the following can be accessed from the Monroe County Library System’s home page. Go to www.libraryweb.org. Move the arrow to Adults. Using the drop down menu choose Job Information and click on it. Click on Local Employment Resources.

**Popular Employment Websites for Rochester and New York State**

*Careerbuilder*
www.careerbuilder.com

*Computer Link Magazine*
www.techny.com/jobs.cfm

*Job Connection*
www.monroecc.edu
In Search Box, type in “job connection”

*Monster*
www.monster.com

*New York Job Source*
www.nyjobsources.com

*New York State Job Bank*
www.jobcentral.org/ny/?stype=occ

*New York State Job Exchange*
www.americasjobexchange.com/ny

*Rochester Business Alliance*
www.rochesterbusinessalliance.com

*Rochester Computerwork*
http://rochester.computerwork.com

*Rochester Democrat and Chronicle*
http://democratandchronicle.gannettonline.com/careerbuilder/index.html

*RochesterHelpWanted.com*
www.rochesterhelpwanted.com

*Rochester Jobs and Careers*
http://rochester.job.topusajobs.com

*Rochester’s Top 100 Privately Held Companies (with links to company websites)*

*RochesterWorks!*
www.rochesterworks.org

*Western New York Jobs*
www.wnyjobs.com
In addition to the job searching resources mentioned on the previous pages, there is also the area of Civil Service. In general terms, Civil Service jobs can be described as government jobs. For the most part, these are positions for which you have to take a Civil Service Exam. The following is a list of civil service websites for local opportunities.

**Civil Service Websites for Rochester, Monroe County, & New York State**

**City of Rochester**  
[www.cityofrochester.gov](http://www.cityofrochester.gov)  
Click on “Jobs” at the top of the page, then click on “Current Job Opportunities”.

**Monroe County**  
[www.monroecounty.gov](http://www.monroecounty.gov)  
Click on “Employment”, then “Civil Service Examinations and Forms”.

**City and County Civil Service Offices in New York State**  
[www.cs.state.ny.us](http://www.cs.state.ny.us)  
Click on “Job Seekers”, then “Employment Opportunities with New York State Local Governments”.

**New York State**  
[www.cs.state.ny.us](http://www.cs.state.ny.us)  
Click on “Job Seekers”, then “Employment Opportunities with New York State Government”.

**New York State Unified Court System**  
[www.courts.state.ny.us/careers/](http://www.courts.state.ny.us/careers/)
Temporary Agencies

Temporary agencies are able to provide short-term employment opportunities. Sometimes, these temporary jobs can turn into long-term employment. Many of these agencies have staff that will assist ex-offenders. The names provided are current as of 2011. Please be advised that there will likely be staff turnover at some, but you can continue to call the numbers listed.

ADECCO
1330 Lexington Avenue, Rochester, NY 14606
Contact: D.J. Cave (585) 546-1660
Hours 8:00 AM to 5:00 PM. Interviews by appointment.
www.adeccousa.com/Pages/Welcome.aspx

AEROTEK
100 Corporate Woods, Suite 100, Rochester, NY 14623.
Contact: Jeff (585) 350-2731

ETS STAFFING
3259 S. Winton Road, Rochester, NY 14623
Contact: Erin or Marilyn (585) 424-5540
Email: henrietta@etsstaffing.com
Office support work interviews by appointment only. Work varies. Mon. to Fri. 8:00 AM to 11:00 AM
www.etsstaffing.com/employment.html

EMPLOYMENT STORE
69 Cascade Drive, Suite 303, Rochester, NY 14614
(585) 232-4880
Online applications only.
2 to 3 week wait for applications to be processed.
www.employmentstore.com

EMPLOYEE RELATIONS ASSOCIATES
7 Linden Park, Rochester, NY 14625
(585) 381-0810
Email: pgallelli@er-associates.com
Interviews by appointment only.
www.er-associates.com
KELLY SERVICES
100 Meridian Center, Rochester, NY 14618
(585) 461-1640
Temp, temp-to-hire, and direct hire white collar and light industrial work.
Open recruiting Monday – Friday 10:00 AM.
Office work by appointment only.

LABOR READY
961 Lyell Avenue, Rochester, NY 14606
(585) 254-1360
Applications accepted Tues. and Thur. 8:00-10:00 AM. Applicants must have photo ID and Social Security card. Daily pay.

70 Mt. Hope Avenue, Rochester, NY 14620.
(585) 454-6830
Tues., Wed., Thur. 8:00-10:00 AM. A survey must be completed to obtain work. Applicant must qualify to obtain work.

MANPOWER
2534 Ridgeway Avenue, Rochester, NY 14626
Online applications only.
(585) 227-6008
www.manpowerjobs.com

NESCO
225 Tech Park Drive Suite 105, Rochester, NY 14623
(585) 272-8010
Email: nescorec@nescoresource.com
8:00 AM to 5:00 PM
www.nescoresource.com
OUTSOURCE
1357 University Avenue, Rochester, NY 14607
(585) 473-2052
Light manufacturing.

PREMIER STAFFING
1100 University Avenue, Rochester, NY, 14607
Contact: Tina Engert (585) 244-0540
Light industrial and clerical positions. Apply 8:00 AM-4:30 PM.
www.premierhrs.com

REMEDY
1425 E. Jefferson Road, Suite 6, Rochester, New York, 14623
(585) 697-3299
1600 Lyell Avenue, Rochester, NY 14606
Contact: Wendy, Juanita, or Melissa  (585) 254-6230
www.remedystaff.com

SPARTAN STAFFING
1289 Chili Avenue, Rochester, NY 14611
(585) 328-6447
Specializes in janitorial assignments. Applications 7 AM to 5:30 PM.
Two forms of ID needed.
www.spartanstaffing.com

YOH TOWN SOLUTIONS
3136 South Winton Road, Rochester, NY 14623
(585) 454-5400
Hours 8:00 AM-5:00 PM.
Some placements at Harris RF Communications
www.yoh.com
Food & Meals

See also Monroe County Area Food Cupboards and Shelter & Meals Information Bulletin located on the Monroe County Library System's website at www.libraryweb.org. Move the arrow to Adults then down to Community Information (the arrow becomes a hand) and click on that. Click on Directories in the first paragraph.

ASBURY FIRST UNITED METHODIST CHURCH
1050 East Avenue, Rochester NY 14607
(585) 461-0285
Provides Breakfast: Tuesday thru Friday 8:00–9:00 AM; Lunch: Wednesday at 11:30 AM - 12:30 PM, Sunday 12:30 – 1:30 PM; Wednesdays - personal help.
www.asburyfirst.org

BLESSED SACRAMENT CHURCH
534 Oxford Street, Rochester, NY 14607
(585) 442-5279
Provides dinner daily at 6:30 PM
September to June: Monday thru Friday
July and August: Monday, Tuesday and Wednesday
www.blessedsacramentrochester.org/

CAMERON COMMUNITY MINISTRIES
48 Cameron Street, 14606
(585)-254-2697
Hot lunch program: Monday - Saturday at 11:00 AM-12:30 PM;
Dinner for children less than 18 years: Monday - Saturday at 5:00 PM
Sunday dinner: 4:15-5:00 PM
Food pantry available with referral from another agency: Monday - Friday from 9:00-11:00 AM
http://www.cameronministries.org/

CHRIST CHURCH
141 East Avenue, Rochester NY 14604
(585) 454-3878
Provides hot meals on Sundays 1:30-2:30 PM and Wednesdays 12:00-1:00 PM
www.christchurchrochester.org/

COALITION OF EMERGENCY FOOD SHELVES (LIFELINE)
(585) 275-5151
Provides a 24-hour phone line with information about community food cupboards throughout Monroe County.
DIMITRI HOUSE
102 North Union Street, Rochester NY 14607
(585) 325-1796
Drop in lunch Tuesday, Wednesday, and Thursday: 1:30-4:30pm.
Emergency food cupboard: Mondays 9:30-11:15, 1:30-4:15, Wednesday,
Thursday and Friday 9:30-11:15.
dimitri-house.org/

FAMILY RESTORATION PROJECT, INC.
360 Wellington Avenue, Rochester, NY 14619
(585) 328-9270
Emergency food pantry, holiday food baskets to needy families.
www.frponline.org

FOODLINK
1999 Mt. Read Boulevard, Rochester NY 14615
Please call (585) 328-3380 or 211
Provides contact information for food pantries, emergency meals, shelter,
and clothing.
www.foodlinkny.org

GRACE URBAN MINISTRIES (G.U.M.)
858 Dewey Avenue (cor. Dewey and Driving Park), Rochester, NY 14613
(585) 458-7296; (585) 458-1310
Hot lunches: Tues. - Fri.; Tues. dinner and Wed. breakfast. Also provides a
place to be during the day with activities and support.
www.graceurbanministries.com

JUDICIAL PROCESS COMMISSION
285 Ormond Street, Rochester, NY 14605
(585) 325-7727
Walk-In Mondays and Tuesdays 10:00 AM -12:00 PM and 1:00-3:00 PM
Provides referrals to food cupboards.
www.rocjpc.org

MONTGOMERY NEIGHBORHOOD CENTER, INC
10 Cady St. Rochester, NY 14608
(585) 436-3090
Provides emergency food assistance.

OPEN DOOR MISSION
Samaritan House
210 West Main Street, Rochester, New York 14608
Provides a soup kitchen to the homeless and low-income men, women,
and children of Rochester, free of charge. All participants in the meal are
required to attend a 30 minute non-denominational religious service. The
doors open daily at 4:00 PM, followed by a coffee hour. No admittance
after 8:00 PM on Monday-Saturday. No admittance after 7:00 PM on
Sunday.
www.opendoormission.com
ROCHESTER PUBLIC MARKET
(585) 428-6907
280 North Union Street, Rochester, NY 14605
Year-round outdoor market to purchase fresh fruit, meat, fish, poultry, baked goods, seasonal produce and more: Tuesdays and Thursdays 6:00 AM - 1:00 PM; Saturdays 5:00 AM-3:00 PM.

SALVATION ARMY
Food Program
70 Liberty Pole Way, Rochester, NY 14604
(585) 987-9500 ext. 2268
Provides food from 7:30 AM - 4:00 PM

ST. JOSEPH'S HOUSE OF HOSPITALITY
402 South Avenue, Rochester NY 14620
(585) 232-3262
Provides meals Monday - Friday at 11:30 AM-12:00 PM and 12:00-12:15 PM; and Sunday at 4:00 PM.

ST. MARTIN'S PLACE
55 Ontario Street, Rochester NY 14605
(585) 325-6500
Mail: 247 Rutgers St. 14607
Provides meals Monday, Wednesday, and Friday at 11:45 AM-12:30 PM; and Brunch on Tuesday 10:00 AM.

ST. PETER'S KITCHEN
681 Brown Street, Rochester NY 14611
(585) 235-6511
Provides lunch Monday-Friday 12:00-1:15 PM.
www.stpeterskitchen.org

TOGETHERNESS IN LOVE COMMUNITY (TiLC)
1443 East Main Street, Rochester NY 14609
(585) 224-2840
Provides hot meals daily from 5:00 - 6:00 PM.

WOMEN, INFANTS AND CHILDREN (WIC)
SUPPLEMENTARY FOOD PROGRAM
Monroe County WIC
691 St. Paul Street, 4th floor, Rochester NY 14605
(585) 753-4942
Monday - Friday 8:30 AM - 4:30 PM
Provides a food program for pregnant women, breast-feeding women, and women with children up to the age of 5.
This section lists some agencies that provide emergency, temporary, and permanent housing facilities, as well as agencies that give referrals to institutions that provide basic housing needs. The section also includes agencies that provide information on opportunities for home ownership. Information about food stamps, drug-rehabilitation programs, and counseling is available in this section as well as other sections of this handbook. A referral is needed for admission to some of the centers. This can be obtained from a parole officer or a previous inpatient/outpatient program coordinator.

(T- Temporary)  (P- Permanent)

**BETHANY HOUSE (T)**
169 St. Bridget's Drive, Rochester NY 14605
(585) 454-4197
Provides emergency housing for individual women age 21 and up, and women with small children.

**CATHOLIC FAMILY CENTER (T)**
547 Joseph Ave., Rochester NY 14605
(585) 423-9590
www.cfcrochester.org
Francis Center (men’s housing)
Women’s Place and Sanctuary House (women and their children)
Provides emergency and transition housing service to men (Francis Center), women (Women’s Place), and children (Sanctuary House) as well as guidance and services to help re-establish stability in their lives.

**CENTER FOR YOUTH SERVICES (T)**
905 Monroe Avenue, Rochester NY 14620
(585) 473-2464
Toll Free 1-888-617-5437
Provides emergency housing, counseling, and referrals for 12-21 year olds.
www.centerforyouth.net

**DAISY MARQUIS JONES WOMEN’S COMMUNITY RESIDENCE (T)**
2650 Ridgeway Avenue, Rochester NY 14626
(585) 723-7717
Provides temporary housing for people in outpatient or inpatient programs.
Referral needed.
DIMITRI HOUSE (T)
102 North Union Street, Rochester NY 14607
(585) 325-1796
Provides temporary housing for men from November to April.
dimitri-house.org

GRACE HOUSE OF ROCHESTER (T)
1140 Norton Street, Rochester NY 14619
(585) 473-9070
Provides 90 day housing program. No walk-ins, must be referred by parole officer.
www.sqmworld.org/rochester/

HOUSING COUNCIL IN THE MONROE COUNTY AREA
75 College Ave, Suite 412, Rochester, New York 14607
(585) 546-3700
Provides homeownership counseling to individuals and families, mortgage foreclosure prevention, rental assistance (through its Heading Home Program), and a housing hotline with daily listings of available apartments.
www.thehousingcouncil.org

MELITA HOUSE (T)
198 Oriole Street, Rochester NY 14613
(585) 254-2175
Provides housing for pregnant and parenting women, ages 16-21. Offers clothing, meals, counseling, and educational services to residents.
www.mercyresidential.org

MONROE COUNTY DEPARTMENT OF HUMAN SERVICES HOUSING UNIT
111 Westfall Road, Rochester NY 14620
(585) 753-6687
(585) 442-1742 after 5:00 PM on weekdays and holidays.
Provides assistance finding emergency, temporary, and permanent housing for families and individuals.

OPEN DOOR MISSION, INC. (T)
Samaritan House
210 West Main Street, Rochester, New York 14608
(585) 454-6696
Provides emergency overnight housing facilities to homeless males in the Rochester area, with access to bathrooms and showers. Visitors must be present by 4:00 PM and must have proper ID (i.e. drivers license, DSS card, SSN).
www.opendoormission.com

PATHSTONE MANAGEMENT CORP. (P)
400 East Ave, Rochester, NY 14607
(585) 546-6340
Development of low-income housing through new construction and rehabilitation of existing stock, homeownership initiative program, rental and transitional housing.
www.pathstone.org
ROCHESTER HOUSING AUTHORITY (P)
675 West Main Street, Rochester NY 14611
(585) 697-3600
Provides services only to residents of public housing and persons participating in Section 8 housing. Call the Monroe Housing Council for other concerns at 546-3700.
www.rochesterhousing.org

SALVATION ARMY (T)
Genesis House Youth Shelter
(585) 235-2660
Provides temporary housing as well as case management services to males and females who are 16-21 years old.

Men’s Emergency Shelter - Booth Haven Shelter
70 Liberty Pole Way, Rochester NY 14604
(585) 987-9540 ext. 2281
Provides emergency housing for men.

Safe Haven
70 Liberty Pole Way, Rochester NY 14604
(585) 987-9540 x2290
Provides housing for chronically homeless men, including chronically homeless veterans.

Hope House Women’s Shelter
(585) 697-3430
Provides residential program for women and their children.
www.rochestersalvationarmy.org Use drop down menu under “Social Services” for all listings.

SOJOURNER HOUSE (T)
30 Milbank Street, Rochester NY 14619
(585) 436-7100
Provides transitional housing for up to 6 months; intensive care counseling for women and their children; and assistance in finding permanent housing.
www.sojournerhouse.org

SPIRITUS CHRISTI PRISON OUTREACH (T)
Jennifer House
585-288-1074
Provides housing for qualified female ex-offenders after an interview.

Nielsen House
585-328-0801
Provides housing for qualified male ex-offenders after an interview.

ST. JOSEPH’S HOUSE OF HOSPITALITY (T)
402 South Avenue, Rochester NY 14620
(585) 232-3262
Provides shelter in the winter.
URBAN LEAGUE
Home Store
265 N. Clinton Avenue, Rochester NY 14605
(585) 325-4663
Provides individualized counseling to potential home buyers.
www.ulr.org

VOLUNTEERS OF AMERICA OF WESTERN NEW YORK, INC. (T)
175 Ward Street, Rochester NY 14605
(585) 454-1151
Provides emergency family shelter, permanent supportive housing for chronically homeless men, and residential re-entry program for men and women.
www.voawny.org

WILSON COMMENCEMENT PARK (T)
251 Joseph Avenue, Rochester NY 14605
(585) 263-7930
Provides temporary housing, case management, and other services for low income single parents. Must be over 18 years old, drug-free with physical custody of children.
www.wilsoncommencementpark.org

YWCA EMERGENCY HOUSING FOR WOMEN AND CHILDREN (T)
175 North Clinton Avenue, Rochester, NY 14604
(585) 368-2292
Provides immediate housing needs for homeless women and children.
www.ywcarochester.org
Clothing & Household Items

These services may be useful if you are in need of furnishings for your home or apartment. These items are not brand new but they are either free or low priced. In addition, once you start job hunting you will need attire appropriate for interviewing. You’ll be surprised at some of the neat stuff you can find.

ASBURY FIRST UNITED METHODIST CHURCH
Asbury Storehouse
1050 East Ave. Rochester, NY 14607
(585) 473-0950
Tuesday: 12:30 - 3:00 PM;
Wednesday - Thursday: 9:30 AM -12:00 PM; 12:30 - 3:00 PM
Some Saturdays 9:30-11:30 AM
Provides clothing and small household goods (i.e. beddings, dishes, etc.).
Must have a referral.
www.asburyfirst.org/

BADEN STREET SETTLEMENT, INC.
Emergency and Family Assistance Department
152 Baden St., Rochester NY 14605
(585) 325-8100
Provides resources, services, information, and referrals to low-income families, individuals and seniors who are in transition, in crisis or in isolation. Assistance with food, food vouchers, emergency rent/mortgage, clothing, long term housing referrals, bus passes, prescriptions, access to the Mature Adult Resource Center, Thanksgiving and Christmas baskets.
www.badenstreet.org

CAMERON COMMUNITY MINISTRIES
48 Cameron Street, Rochester NY 14606
(585) 254-2697
Provides clothing, linens, and hygiene products for a small shopping fee.
Call for appointment: Tuesday-Thursday 9:00 AM-1:00 PM
www.cameronministries.org/

GRACE URBAN MINISTRIES (G.U.M.)
858 Dewey Avenue (cor. Dewey and Driving Park), Rochester, NY 14613
(585) 458-7296; (585) 458-1310
Free donated clothing, usually offered in the early afternoon.
www.graceurbanministries.com

JUDICIAL PROCESS COMMISSION
285 Ormond Street, Rochester, NY 14605
(585) 325-7727
Walk-In Mondays: 10:00 AM -8:00 PM, Tuesdays: 10:00 AM-5:00 PM.
Provides referrals to obtain clothing and household items.
www.rocjpc.org

MATTHEW’S CLOSET
316 Bay St. Rochester, NY 14605
(585) 232-5160
Open Tues-Thurs: 10:00 AM -4:00 PM, Sat: 10:00 AM -3:00 PM
MONTGOMERY NEIGHBORHOOD CENTER, INC.
10 Cady Street, Rochester NY 14608
(585) 436-3090
Provides free clothing and furniture when available.

OPEN DOOR MISSION
Caring Center
156 North Plymouth Ave, Rochester, New York 14608
(585) 454-6696
Provides clothing for women and children in need Tuesday - Friday by appointment only. Clothing is received in the form of donations from the community and distributed free of charge. The program operates from 9:00 AM - 12:00 PM and 1:00-3:00 PM.
www.opendoormission.com

SALVATION ARMY STORES
745 West Avenue, Rochester NY 14611
(585) 235-2769
Offers clothing, furniture, and household appliances for sale.
www.rochestersalvationarmy.org Click on “Stores”.

ST. JOSEPH’S HOUSE OF HOSPITALITY
402 South Avenue, Rochester NY 14620
(585) 232-3262
Provides clothing on Thursdays and in cases of emergency.

ST. PETER’S KITCHEN
681 Brown Street, Rochester NY 14611
(585) 235-6511
Provides clothing distribution on Thursday mornings.
http://stpeterskitchen.org/about-us/

ST. VINCENT DEPAUL SOCIETY
124 Evergreen Street, Rochester, NY 14605
Phone: (585) 338-2330
Offers furniture and referrals for food and clothing.

VOLUNTEERS OF AMERICA RESALE STORES
214 Lake Avenue, Rochester, NY 14608
(585) 647-1150
Offers clothing, furniture, bedding, appliances, and household items at low prices. Eleven locations in Rochester and surrounding areas.
www.voawny.org
The educational level of job seekers is more important than ever in order to compete in today's high-tech world. The services in this section offer continuing adult education and vocational instruction. In addition to the agencies listed here, many area school districts offer adult continuing education courses. The Job Information Center of the Rochester Public Library's Central Library (585) 428-8120 has an Adult Education Directory that lists organizations that offer courses. Also, the Literature Division of the Central Library (585) 428-8380 will be able to provide you with a more complete list of local organizations to help you obtain your GED and has a collection of GED study guides. For services like resume writing, mock interviews, job counseling, and computer instructional programs, please refer to the JOBS section in this booklet.

**BOARD OF COOPERATIVE EDUCATIONAL SERVICES (BOCES #1)**
41 O'Connor Road, Fairport, NY 14450
(585) 377-4660
Provides adult education, career training, skilled trades, literacy and GED preparation.
[www.monroe.edu](http://www.monroe.edu)

**BOARD OF COOPERATIVE EDUCATIONAL SERVICES (BOCES #2)**
3599 Big Ridge Road, Spencerport NY 14559
(585) 352-2400
Provides Career Technical Education classes as well as High School Equivalency Programs (GED), life skills workshops, and workforce training programs.
[www.monroe2boces.org](http://www.monroe2boces.org)

**CAREER SYSTEMS DEVELOPMENT CORP.**
96 College Ave., Rochester, NY 14607
(585) 544-4880
Provides vocational assessment and job placement opportunities to those who are participants of ACCES-VR (formerly VESID) and DSS programs who are at least 18 years old and possess basic academic skills.

**LDA LIFE AND LEARNING**
339 East Avenue, Suite 420 Rochester, New York 14604
(585) 263-3323
Provides information, resources and services to parents/caregivers of persons with learning disabilities, ADHD, and other neurological impairments. Includes educational consulting, tutoring, transitional services, college coaching, employment support services, life coaching, and workshops as well as education, employment, day habilitation, and residential services. Fees may be charged.
[www.ldarochester.org](http://www.ldarochester.org)
LITERACY VOLUNTEERS OF ROCHESTER, INC.
1600 South Avenue, Rochester NY 14620
(585) 473-3030
Provides one-to-one literacy skills programs in small groups, reading and writing assistance up to the 8th grade level, and English as a Second Language (ESL).
www.literacyrochester.org

MONROE COMMUNITY COLLEGE
Brighton Campus (Admissions Office) - (585) 292-2200
Open Mon.-Fri: 8:45 AM-4:45 PM
Damon Campus (Student Services Center) - (585) 262-1740
Open Mon., Tues., Thurs. Fri: 8:00 AM-5:00 PM; Wed. 8:00 AM-6:00 PM
www.monroecc.edu

ROCHESTER CITY SCHOOL DISTRICT
Office of Adult and Career Education Services (OACES)
Adult Basic Alternative Education Center
30 Hart Street, Rochester NY 14605
(585) 467-7683
Provides Adult Basic Education (ABE) classes, High School Equivalency Program (GED), career and technical education, and employment services for individuals 18 years and older.
www.rcsdk12.org

ROCHESTER EDUCATIONAL OPPORTUNITY CENTER
305 Andrews Street, Rochester NY 14604
(585) 232-2730 ext. 235
Offers tuition-free programs for: academic training (i.e. English for speakers of other languages, GED) early childhood development training; health care career training (i.e. nurse assistant, home health aide, licensed practical nurse, surgical technician certification); training for occupational trades (i.e. commercial driver's license, cosmetology, culinary arts); and, business/office technology training (i.e. entrepreneurship and medical secretary).
www.REOC.brockport.edu

ROCHESTER WORKS WORKFORCE INVESTMENT ACT TRAINING
255 North Goodman Street, Rochester NY 14607
(585) 258-3500
Provides funds for training to qualified Monroe County residents who can demonstrate their inability to find or retain employment with their current skills. Visit the Rochester Works Career Center to be evaluated.
www.rochesterworks.org

THRESHOLD CENTER FOR ALTERNATIVE YOUTH SERVICES, INC.
The Community Place
145 Parsells Avenue, Rochester, NY 14609
(585) 454-7530
Mon.-Fri: 8:00 AM - 5:00 PM
Provides high school equivalency/GED preparation, adult basic education, counseling, computer and life skills training, mentoring, vocational services counseling, job training and readiness, and placement referrals to persons between 17-25 years old.
www.thresholdcenter.org
Substance Abuse & Addictions

Studies have shown that the recidivism rate is significantly reduced among individuals who have successfully completed a substance abuse treatment plan. This section lists a variety of rehabilitative services for different types of addictions. Some of the organizations listed specialize in treating more than one addiction. Most of these facilities are NYS/OASAS (New York State Office of Alcoholism and Substance Abuse Services) or JCAHO (Joint Commission on Accreditation of Healthcare Organizations) certified.

Drugs and Alcohol

ACTION FOR A BETTER COMMUNITY, INC. (ABC)
33 Chestnut St., Rochester NY 14604
(585) 325-2116 x3200
Provides treatment and rehabilitation, evaluation and counseling as well as one-on-one and group counseling. Bilingual staff available.
www.abcinfo.org/

AL-ANON/ ALATEEN INFORMATION SERVICE CENTER
805 Blossom Road, Rochester NY 14610
(585) 288-0540
Provides 24-hour answering service and offers a self-help recovery program for families and friends of alcoholics whether or not the alcoholic seeks help or even recognizes the existence of a drinking problem.
www.aisrochester.org

ALCOHOLICS ANONYMOUS
10 Manhattan Square Drive, Suite D, Rochester NY 14607
(585) 232-6720 (24 hour telephone line)
The official AA website provides information on self-help programs for alcoholics as well as a comprehensive listing and maps of local meeting locations.
www.rochester-ny-aa.org

BADEN STREET SETTLEMENT, INC.
Dr. George C. Simmons Counseling & Support Center
585 Joseph Avenue, Rochester NY 14605
(585) 325-8130
Provides outpatient drug treatment and counseling.
www.badenstreet.org
CATHOLIC FAMILY CENTER
87 N. Clinton Avenue, Rochester, NY 14604
Phone: (585) 546-7220
Provides outpatient and residential substance abuse treatment programs that utilize resources and services that embrace the cultural needs of clients.

Restart Substance Abuse Services
55 Troup Street, Rochester NY 14608
(585) 546-3046
Restart Substance Abuse Services provides outpatient programs for men, women, teens and children through Healthy Sisters' Soup and Bean Works, Outpatient Rehabilitation Program, Challenge Women's Program, Chemical Dependence Prevention Services, Latino Substance Abuse Services, Recovery Connection, and Cornerstone Challenge program for individuals dealing with past incarceration or current involvement with the criminal justice system. Counseling and other services are also available. Residential programs are conducted at Liberty Manor, Freedom Home, and Hannick Hall.

New Ventures Program
55 Troup Street, Rochester NY 14608
(585) 546-3046
New Ventures Program provides an outpatient program specifically for newly released ex-offenders, assistance with readjustment to life after incarceration, monitoring of abstinence from substance use, as well as help with obtaining vital health and social services.

CENTER FOR YOUTH
905 Monroe Avenue, Rochester NY 14620
(585) 271-7670 (24 hour hotline - accepts collect calls)
Toll Free 1-888-617-5437
Provides free counseling, emergency housing, self-help workshops, and referrals to individuals who are between 12-21 years old.

CONIFER PARK COUNSELING, INC.
1150 University Avenue, Rochester NY 14607
(585) 442-8422
Provides adult outpatient chemical dependency assessment, evaluation, treatment, and continuing care. Also provides adolescent evaluations, referrals, and family therapy.

DELPHI DRUG AND ALCOHOL COUNCIL, INC.
1839 East Ridge Road, Rochester NY 14622
(585) 467-2230
Provides assessment, evaluation, outpatient treatment, prevention and education programs, and domestic violence and abuse courses for men.
EAST HOUSE CORPORATION
1701 Lac De Ville Boulevard, Rochester NY 14618
(585) 256-3800
Provides halfway houses, supportive living programs, and mental health residences for recovering addicts who have completed rehabilitation programs and are referred by an inpatient or outpatient program.
www.easthousecorp.org

HUTHER-DOYLE
360 East Ave., Rochester, NY 14604
(585) 325-5100
Huther-Doyle West
803 West Ave. Bldg. 2, 2nd Floor, Rochester, NY 14611
(585) 325-5100
Huther-Doyle
Esparanza Latina
235 N. Clinton Ave., Rochester, NY 14605
(585) 325-5100
Provides out-patient addiction rehabilitation programs and services to individuals and their caregivers, including evaluation and referral, therapy, education and prevention, bilingual/bicultural treatment, HIV specific treatment, family counseling, MICS therapy, and co-dependency treatment.
www.hutherdoyle.com

JOHN L. NORRIS ADDICTION TREATMENT CENTER
1111 Elmwood Avenue, Rochester NY 14620
(585) 461-0410
Provides inpatient treatment, educational and self-help programs, as well as group therapy. Clients must be referred by an inpatient or outpatient program
www.oasas.state.ny.us/atc/norris/index.cfm

LOYOLA RECOVERY FOUNDATION
1160 Pittsford-Victor Road, Rochester, NY 14534
(585) 204-1005
Veterans Administration Hospital
76 Veterans Avenue, Bath, NY 14810
(607) 527-7168
Provides services to veterans with alcohol or substance abuse problems.
www.loyolarecovery.com

MERCY OUTREACH CENTER
142 Webster Avenue, Rochester NY 14609
(585) 288-2634
Provides AA and Narcotics Anonymous meetings, counseling, and referral.
www.mercycommunityservices.org/
OPEN DOOR MISSION
Caring Center
156 N. Plymouth Avenue
Rochester, N.Y. 14608
Phone: (585) 454-6696
Provides substance and alcohol abuse recovery programs.
www.opendoormission.com

PATHWAY HOUSES OF ROCHESTER NY
55 Troup Street, Suite 208, Rochester NY 14608 (Main Office)
(585) 232-4674
Provides a private, non-profit residential supportive living program for recovering alcohol and substance abusers in the Monroe County area.
www.pwhouses.org

ROCHESTER MENTAL HEALTH CENTER’S ADDICTION SERVICES
490 E. Ridge Road, Rochester, NY 14621
(585) 922-2500
Provides a drug and alcohol outpatient evaluation and treatment program.
www.viahealth.org/home_behavioral.cfm?id=21

SALVATION ARMY CENTER FOR ADULT REHABILITATION
745 West Avenue, Rochester NY 14611
(585) 235-2769
Provides a residential work therapy program as well as AA meetings and educational classes.
www.rochestersalvationarmy.org/ Use drop down menu under “Social Services” and click on “Adult Rehabilitation Center”.

ST. JOSEPH’S VILLA OF ROCHESTER
3300 Dewey Avenue, Rochester, NY 14616
(585) 865-1550
Provides services to children, teens and families through residential and community services, chemical dependency, educational, youth development/diversion, and eating disorders programs.
www.stjosephsvilla.org

ST. PETER’S KITCHEN
681 Brown Street, Rochester NY 14611
(585) 235-6511
Conducts AA meetings on Sunday mornings at 8:00 AM.

STRONG RECOVERY ADDICTION PSYCHIATRY PROGRAM
University of Rochester
300 Crittenden Boulevard, Rochester, NY 14642
(585) 275-3161
Provides services to individuals who are 18 and older who have been diagnosed as having alcohol and chemical dependence and abuse.
www.urmc.rochester.edu/psychiatry/clinical\addiction.cfm
STRONG RECOVERY CHEMICAL DEPENDENCY
300 Crittenden Boulevard, Rochester, NY 14642
(585) 273-4930
Provides evaluation, treatment, and after-care programs for substance abuse and methadone treatment, as well as services to the criminal justice population including those on parole and probation.
www.mharochester.org/content.aspx?id=734

SYRACUSE BEHAVIORAL HEALTH CARE
1350 University Avenue, Rochester, NY 14607
(585) 287-5622
(315) 471-0568 - Helpline available 24 hours a day, 7 days a week
Provides inpatient treatment and detoxification for alcohol and drug addiction.
www.sbh.org

TEEN CHALLENGE OF GREATER ROCHESTER
1140 Norton Street, Rochester NY 14621
(585) 325-7123
Provides a one year, Christ-centered residential drug and alcohol treatment and counseling program for men who are 18 or older.
www.tcwny.org/

THRESHOLD CENTER FOR ALTERNATIVE YOUTH SERVICES
The Community Place
145 Parsells Avenue, Rochester, NY 14609
(585) 454-7530
Provides a drug abuse prevention program, individual and group counseling, as well as health services to persons between 12 and 25 years old.
www.thresholdcenter.org
UNITY BEHAVIORAL HEALTH CHEMICAL DEPENDENCY SERVICES
Confidential Evaluations and Outpatient Services:

Evelyn Brandon Health Center
81 Lake Avenue, Rochester NY 14618
(585) 368-6918

Crossbridge Office Park, Building 2
2000 South Winton Road, Rochester NY 14618
(585) 272-8330
All appointments for evaluation please call (585) 723-7740.

Inpatient Rehabilitation & Medical Services
Park Ridge Chemical Dependency
1565 Long Pond Road
Rochester, NY 14626
(585) 723-7366

Medical Services Clinic
1565 Long Pond Road
Rochester, NY 14626
(585) 723-7723
Includes outpatient services.

Inpatient & Outpatient Consultation Services
Healthcare Intervention
Park Ridge Hospital
1555 Long Pond Road
Rochester, NY 14626
(585) 723-7723

Residential Programs
Adolescent Community Residence
2652 Ridgeway Ave., Rochester, NY 14626
(585) 723-7350

Daisy Marquis Jones Women's Community Residence
1565 Long Pond Road, Rochester NY 14626
(585) 723-7717
www.unityhealth.org for all listings.

WESTFALL ASSOCIATES
Emotional & Addictive Illness
919 Westfall Road, Building B, Suite 60, Rochester NY 14618
(585) 473-1500
Provides intensive alcohol and drug treatment programs. They do not accept Medicaid. Cost is a sliding scale according to income for the third visit and onward with proof of income.
www.westfallassociates.com
Gambling

GAMBLERS ANONYMOUS
P.O. Box 17233, Rochester NY 14617
1-888-424-3577

Smoking

AMERICAN HEART ASSOCIATION
Rochester Division
3500 Winton Place, Suite 4, Rochester, NY 14623
1-800-242-8721
(585) 426-4050
Pamphlets available that recommend ways to quit smoking. Referrals available as well.
www.americanheart.org

AMERICAN LUNG ASSOCIATION IN NEW YORK
1595 Elmwood Avenue, Rochester NY 14620
1-800-586-4872
(585) 442-4260
Provides self-help materials and referrals.
www.lungusa.org/associations/states/new-york/

PERINATAL NETWORK OF MONROE COUNTY
339 East Avenue, Suite 203, Rochester NY 14604
(585) 546-4930
Provides a smoking cessation program for expectant mothers.
www.perinatalnetwork.net
There is a distinction to be made in this section between clinical mental health facilities and private counseling centers. A state or federally licensed mental health facility can legally administer medications and other treatments. Non-profit private organizations offer support group sessions, workshops, and various other social services.

**Clinical Facilities**

**MERCY OUTREACH CENTER**
142 Webster Avenue, Rochester NY 14609
(585) 288-2634
Provides health and dental care for the uninsured, health education, AA and Narcotics Anonymous meetings, counseling, and referral as well as legal services.  
[www.mercycommunityservices.org](http://www.mercycommunityservices.org/)

**ROCHESTER COMMUNITY MOBILE CRISIS TEAM**
Lifeline: 275-5151
Provides crisis intervention, client/situation stabilization, mental health assessments, rapid linkage and/or re-linkage to treatment providers, interim/bridge mental health treatment, and mental hygiene arrests under Article 945 of the Mental Hygiene Law. Also provides critical incident stress management, respite housing when available, workshops, and presentations concerning mental health issues.  
[www.urmc.rochester.edu/psychiatry/clinical/acute/mobile.cfm](http://www.urmc.rochester.edu/psychiatry/clinical/acute/mobile.cfm)

**STRONG TIES COMMUNITY SUPPORT PROGRAM**
2613 West Henrietta Road, Rochester, NY 14623
(585) 279-4900
Provides services for adults with serious and persistent mental illness through Project Link, which is designed to prevent arrest and incarceration among multicultural populations with severe mental illness.

**THRESHOLD CENTER FOR ALTERNATIVE YOUTH SERVICES**
The Community Place
145 Parsells Avenue, Rochester, NY 14609
(585) 454-7530
Multi-service center for youth. Offers counseling, health services, and information on community services. Bilingual staff members. Must be 12-25 years of age.  
[www.thresholdcenter.org](http://www.thresholdcenter.org)
Counseling Services

ALTERNATIVES FOR BATTERED WOMEN
(585) 232-7353 - 24 Hour hotline
TTY (585) 232-1741
Crisis counseling for victims of domestic violence, shelter for battered women and their children, support groups, and transition programs.
www.abrochester.org

BADEN STREET SETTLEMENT, INC.
Emergency and Family Assistance
152 Baden Street, Rochester NY 14605
(585) 325-8100
Provides resources, services, information, and referrals for low-income families, individuals, and seniors who are in transition to the world of work, in crisis, or in isolation.
www.badenstreet.org

BIRTHRIGHT OF ROCHESTER
P.O. Box 18473 Rochester, NY 14618
Hotline: 1-800-550-4900
West Side: 1320 Buffalo Road, Rochester, NY 14624  (585) 328-8700
East Side: 3380 Monroe Avenue, Rochester NY 14618  (585) 385-2100
Provides emotional and physical support for pregnant women, free self-administered pregnancy testing, confidential assistance to women seeking solutions to problem pregnancies, counseling, referrals, and maternity clothing.
www.birthright.org

CENTER FOR YOUTH
905 Monroe Avenue, Rochester, NY 14620
(585) 271-7670 (24 hour help line)
1-888-617-5437
Available 24 hours a day. Family and individual counseling, shelter, referrals and life skills workshops. Must be 12-21 years old for most services.
www.centerforyouth.net

CEPHAS ATTICA, INC.
Church of the Ascension
1360 Lake Ave., Rochester, NY 14613
(585) 760-9193
Support services for male parolees, job training opportunities, individual and group counseling, in-prison groups, transitional housing, family services, youth services and community outreach.
www.peaceprintspm.org

GRACE URBAN MINISTRIES (G.U.M.)
858 Dewey Avenue (cor. Dewey and Driving Park), Rochester, NY 14613
(585) 458-7296; (585) 458-1310
Provides access to counseling with a clinical social worker and student interns.
www.graceurbanministries.com
JEWISH FAMILY SERVICE OF ROCHESTER, INC.
441 East Avenue, Rochester, NY 14607
(585) 461-0110
Provides social services dealing with the crises, transitions, and dynamics of families and individuals in the Jewish community as well as the general population.
www.jfsrochester.org

LINDEN OAKS SEXUAL ABUSE TREATMENT SERVICES
100 Linen Oaks Office Park, Suite 200, Rochester, NY 14625
(585) 586-6840
Private agency that provides individual and group therapy for offenders and victims. Fees may apply.
http://www.geocities.com/losats100/

MIND EVOLUTION COUNSELING SERVICES
215 Alexander Street, Rochester, NY 14607
(585) 325-7748
Provides assistance in meeting challenges of daily living and facilitating improved functioning and well-being.
www.mindevolution.org

NATIONAL ALLIANCE ON MENTAL ILLNESS (NAMI) ROCHESTER
329 North Goodman Street, Suite 102, Rochester NY 14607
(585) 423-1593
Provides support and information for individuals and families affected by mental illness.
www.namirochester.org

PLANNED PARENTHOOD INC.
Rape Crisis Service
114 University Avenue, Rochester NY 14605
(585) 546-2777  24 hours a day
Provides confidential services for persons who have been sexually assaulted. Provides personal support if hospital procedures are needed.
www.pprsr.org

RECOVERY INTERNATIONAL
Central NY Area
(585) 234-2434 (voice message)
Provides mental health support groups.
www.recovery-inc.org
ROCHESTER INTERFAITH JAIL MINISTRIES  
St. Luke’s Episcopal Church  
14 State Street, Brockport, NY 14420  
(585) 467-2150  
Provides group counseling sessions for families. Assists the incarcerated and newly released in contacting families and attorneys.  
www.prisonministry-edr.org

ROCHESTER POLICE DEPARTMENT  
FACIT - Family Crisis Intervention  
185 Exchange Blvd, Rochester NY 14614  
(585) 428-7183  
Phone consultation available 7 days/week. Support services to families requesting police aid and crisis intervention.  
Victim Assistance  
(585) 428-6630  
Spanish speaking staff available.

SOCIETY FOR THE PROTECTION AND CARE OF CHILDREN  
148 South Fitzhugh Street, Rochester NY 14608  
(585) 325-6101  
Provides family trauma intervention program, after school programs, teenage parent support, and supervised exchange program.  
www.spcc-roch.org

SPIRITUS CHRISTI PRISON OUTREACH  
Jennifer House  
934 Culver Road, Rochester, NY 14609  
(585) 288-1074  
Provides weekly support group for women ex-offenders.  
Nielsen House  
(585) 328-0801  
Provides weekly support groups for male ex-offenders.  
www.outreaches.spirituschristi.org/Spiritus_Outreaches/Prison_Outreach.html

UNITY HEALTH SYSTEM SEXUAL BEHAVIORS CLINIC  
Evelyn Brandon Health Center  
81 Lake Ave., Rochester, NY 14608  
(585) 368-6900 x8856  
Slated to close in April 2012. Not accepting new clients at time of publication. Call for possible referrals.  
www.unityhealth.org/mentalhealth/services_mental_sexual.aspx
This section is dedicated to informing women of specific services provided for them in Rochester and Monroe County. These agencies have programs or groups designed to suit women’s transitional needs, and to improve the overall well being for women and their loved ones.

**General**

**BETHANY HOUSE**
169 St. Bridget's Drive, Rochester, NY 14605
(585) 454-4197
Provides emergency housing for individual women, ages 21 and over, and women with small children.

**NATIONAL ORGANIZATION FOR WOMEN (GREATER ROCHESTER NOW)**
P.O. Box 93196, Rochester NY 14692
Assists women and advocates for women’s health care issues, equality in the workplace, and fair treatment regardless of race or sexual orientation.
www.rochesternow.org

**NEW BEGINNINGS FOR WOMEN**
(585) 746-7730
Provides pre- and post-release mentoring and recovery for women.

**SOJOURNER HOUSE**
30 Millbank Street, Rochester, NY 14619
(585) 436-7100
Provides housing and support programs for women and their children.
www.sojournershoe.org

**STEP BY STEP OF ROCHESTER, INC.**
228 S. Plymouth Ave., Rochester NY 14608
(585) 224-0763
Provides assistance to women who are, or have been, at risk of incarceration through workshops. Provide a safe environment to discuss issues of concern while in the presence of women role models who lead productive lives.
www.stepbysteprochester.org

**WILSON COMMENCEMENT PARK**
251 Joseph Avenue, Rochester NY 14605
(585) 263-7930
Provides temporary housing, case management and other services to low-income single parents who are over 18 years old, drug-free and have physical custody of children.
www.wilsoncommencementpark.org

**WOMEN'S RESOURCE CENTER AT THE YWCA**
175 N. Clinton Avenue, Rochester, NY 14604
(585) 546-5820
(585) 368-2233
Provides housing and young parent support services.
www.ywcarochester.org
Health

ALTERNATIVES FOR BATTERED WOMEN
(585) 232-7353 - 24 Hour hotline
Provides shelter and counseling.
www.abwrochester.org

ELIZABETH WENDE BREAST CLINIC
170 Sawgrass Drive, Rochester NY 14620
(585) 442-2190
Provides mammograms, including referrals and fee assistance.
www.ewbc.com

HIGHLAND HOSPITAL COMMUNITY OB/GYN
905 Culver Road, Rochester, NY 14609
(585) 341-6732
Practice hours: Monday-Friday 8:00 AM -4:30 PM
www.urmc.rochester.edu/hh/services-centers/ob-gyn/community-ob-gyn.cfm

PLANNED PARENTHOOD OF ROCHESTER INC.
114 University Avenue, Rochester, NY 14605
1-800-600-6886: Office and clinic hours vary, call for information
Provides gynecological and medical services, school and employment physicals for women, birth control, HIV and STD testing, prescriptions and supplies, early abortion services, educational services, as well as opportunities for women without insurance to pay on a sliding scale.
www.pprsr.org

ROCHESTER/MONROE COUNTY DOMESTIC VIOLENCE CONSORTIUM
244 South Plymouth Avenue, Rochester NY 14608
(585) 428-2215
Composed of local agencies and community groups committed to the elimination of domestic violence.
www.mcdvc.org

SAFE JOURNEY
PO Box 21, Fairport, NY 14450
(585) 425-1580
Provides free and confidential transitional program for women and their children who have experienced domestic violence.
www.safejourney.org
Medical Concerns

The following organizations assist people with general medical care.

**ACTION FOR A BETTER COMMUNITY, INC. (ABC)**
Action Front Center
33 Chestnut Street, Rochester NY 14604
(585) 325-5116 x3100
Provides bilingual and culturally relevant AIDS education for the minority and low income communities.
www.abcinfo.org

**AIDS CARE**
259 Monroe Ave., Rochester, NY 14607
(585) 442-2220
Provides case management, community education, outreach programs and support groups, as well as free testing Monday thru Thursday from 5:00-8:00 PM. Needle exchange through the Health Outreach Project at 416 Central Ave.
(585) 454-5556
www.acrochester.org

**AMERICAN CANCER SOCIETY**
1120 South Goodman Road, Rochester NY 14620
(585) 288-1950
1-800-ACS-2345
Provides public education and support programs for those receiving cancer treatment, including access to Hope Lodge, a homelike facility. Also provides information about early detection and prevention.
www.cancer.org
Click on MY ACS and type in your zip code or city for local information.

**AMERICAN LUNG ASSOCIATION IN NEW YORK**
Lung Help Line
1-800-548-8252
Provides access to a nurse and/or respiratory therapist who answers questions about lung health, including smoking cessation.
www.lungusa.org/associations/states/new-york/

**COMPASSCARE PREGNANCY SERVICES**
300 White Spruce Blvd., Suite 230, Rochester NY 14623
(585) 232-2350
Provides free pregnancy tests, ultrasounds, STD testing, pregnancy options counseling, community referrals, reproductive health services, and support groups.
www.compasscare.info

**EASTMAN DENTAL CENTER**
625 Elmwood Avenue, Rochester NY 14620
(585) 275-5051
Provides complete dental services.
www.urmc.rochester.edu/dentistry/patient
GILDA’S CLUB/CANCER SUPPORT COMMUNITY
255 Alexander Street, Rochester NY 14607
(585) 423-9700
Provides community health education, individual counseling, and support groups for cancer patients and their families.
www.gildasclubrochester.org

HEARING LOSS ASSOCIATION OF AMERICA - ROCHESTER CHAPTER
240 Lake Shore Boulevard Ext., Rochester, NY 14617
(585) 266-7890
Provides support through education, advocacy, outreach, and community resources for those who have hearing loss. Monthly meetings held at St. Paul’s Episcopal Church, 25 Westminster Road, Rochester, NY 14607
www.hlaa-rochester-ny.org/

HIGHLAND FAMILY MEDICINE
777 South Clinton Avenue, Rochester, NY 14620
(585) 279-4800
Provides a full range of family practice services, including high-risk patient care available to patients of any age.
www.urmc.rochester.edu/hh/services-centers/family-medicine/index.cfm

JORDAN HEALTH CENTER
Brown Health Services
322 Lake Avenue, Rochester NY 14608
(585) 254-6480
Jordan Health Center
82 Holland Street, Rochester, NY 14605
(585) 423-5800
Jordan Health Link
273 Upper Falls Boulevard, Rochester, NY 14605
(585) 454-2630
Woodward Health Center
480 Genesee Street, Rochester NY 14611
(585) 436-3040
Provides comprehensive health services, including internal medicine, OB/GYN, pediatrics, dental, nutrition, WIC Program, prevention and primary care, teen program.
www.jordanhealth.org

LIFE LINE ROCHESTER
Mailing address: 422 South Clinton Avenue, Rochester NY 14620
1-800-310-1160
(585) 275-5151
Provides free and confidential telephone crisis intervention, information, and referral services available 24 hours a day, 7 days a week.
www.211fingerlakes.org/
MONROE COMMUNITY COLLEGE
Dental Hygiene Clinic
1000 East Henrietta Road, Bldg. 7 Room 201, Rochester NY 14623
(585) 292-2045
Provides dental services. Call for fees.
www.monroeccc.edu/depts/denhyg/clinic.htm

PLANNED PARENTHOOD INC.
114 University Avenue, Rochester NY 14605
1-800-600-6886
Provides basic gynecological services, counseling and referrals, rape crisis hotline, educational services, and adolescent pregnancy and parenthood services. Can apply for free or sliding scale services.
www.pprsr.org

ROCHESTER MENTAL HEALTH CENTER
490 East Ridge Road, Rochester NY 14621
(585) 922-2500
Genesee Mental Health Center
224 Alexander Street, Rochester, NY 14607
(585) 922-7770
Provides crisis intervention, treatment evaluation, individual and group therapy, family therapy, and medication support services. Emergency services are available 24/7 at the Emergency Department of Rochester General Hospital.
www.rochestergeneral.org/behavioral-health-network/

ROCHESTER PRIMARY CARE NETWORK
259 Monroe Avenue, Level B, Rochester, NY 14607
(585) 325-2280
Provides health related services to the poor and underserved members of the community, with an emphasis on primary health care. Connected to 16 health centers with access to an affordable health line at (585) 328-7000.
www.rpcn.org

UNITY HEALTH SYSTEM
Health Care for the Homeless call (585) 368-3744
McCree McCuller Wellness Center
89 Genesee St., BK-3 Rochester, NY 14611
(585) 368-3200
Monday - Friday 8:00 AM - 5:00 PM

845 West Main Street, Rochester, NY 14611
(585) 368-4333
Monday - Friday 8:30 AM - 5:00 PM
Comprehensive AIDS & HIV care, community outreach programs, mental health services and women’s health care. Services provided regardless of ability to pay.
www.unityhealth.org/services/services_aids.aspx
Knowledge of legal rights will help if you are faced with issues such as job or housing discrimination against ex-offenders. Legal services can also provide tips on certain benefits or programs you may be eligible for such as the Certificate of Relief From Disabilities and the Certificate of Good Conduct that show you are a recognized rehabilitated ex-offender. Legal counseling may allow you to lift legal prohibitions against you for certain positions of employment. These agencies can also tell you how to correct errors on your rap sheet and make sure that it is updated correctly.

**EMPIRE JUSTICE CENTER**  
1 West Main Street, Suite 200, Rochester, NY 14614  
(585) 454-4060  
Provides protection and strengthens the legal rights of people in New York State who are poor, disabled, or disenfranchised through change advocacy, training and support. Also provides high quality, direct, civil legal representation.  
[www.empirejustice.org](http://www.empirejustice.org)

**JUDICIAL PROCESS COMMISSION**  
285 Ormond Street, Rochester, NY 14605  
(585) 325-7727  
Walk-In Mondays 10:00 AM -8:00 PM, Tuesdays 10:00 AM -5:00 PM  
Provides help with obtaining criminal records, rap sheet reviews and corrections, conviction summaries, certificates of relief from disabilities, and certificates of good conduct.  
[www.rocjpc.org](http://www.rocjpc.org)

**LEGAL AID SOCIETY OF ROCHESTER**  
1 West Main Street, Suite 800, Rochester NY 14614  
(585) 232-4090  
Provides legal services to low-income Monroe County residents concerning domestic violence, divorce court, immigration problems, the representation of minors, and orders of protection.  
[www.lasroc.org](http://www.lasroc.org)

**MONROE COUNTY BAR ASSOCIATION**  
1 West Main Street, 10th Floor, Rochester NY 14614  
Lawyer Referral Service (585) 546-2130  
$40.00 referral fee includes the first half hour session with a lawyer. Fee waived for personal injury, all negligence, workers’ compensations, and Social Security Disability matters.  
[www.mcba.org](http://www.mcba.org)

**MONROE COUNTY LEGAL ASSISTANCE CENTER**  
1 West Main Street, 4th Floor, Rochester NY 14614  
(585) 325-2520  
Provides a variety of legal services to those who cannot afford an attorney. Has a Public Benefits unit, a housing unit, and a Senior Legal Service Program for those 60 and over.  
[www.lawny.org](http://www.lawny.org)
MONROE COUNTY OFFICE OF THE CONFLICT DEFENDER
All clients must be referred by the Monroe County Office of the Public Defender (see next entry)
Provides representation to indigent clients in misdemeanor, family court, and appellate court cases.
www.mcacp.org

MONROE COUNTY OFFICE OF THE PUBLIC DEFENDER
10 North Fitzhugh Street, Rochester, NY 14614
(585) 753-4210
Intake is Monday-Friday between 10:00 AM-4:00 PM
Provides representation to indigent individuals in criminal court, family court, and surrogate court proceedings.
www.monroecounty.gov/defender-index.php

NEW YORK STATE DIVISION OF HUMAN RIGHTS
259 Monroe Avenue, Suite 308, Rochester, NY 14607
(585) 238-8250
Enforces the New York State Human Rights Law. Investigates illegal discrimination complaints.
www.dhr.state.ny.us

PARTNERS IN RESTORATIVE INITIATIVES
111 Hillside Avenue, Rochester, NY 14610
(585) 473-0970
Provides individuals, organizations, and communities with avenues to redress harm, repair relationships, and restore peace.
www.pirirochester.org

VOLUNTEER LEGAL SERVICES PROJECT
1 West Main Street, Rochester, NY 14614
(585) 232-3051
Provides free legal help to low-income residents of Monroe County facing non-criminal legal problems such as Social Security/SSI, family court, landlord/tenant issues, etc.
www.vlsprochester.org
Bus Transportation

REGIONAL TRANSIT SERVICE
1372 East Main Street, Rochester NY 14609
(585) 288-1700 / (888) 288-3777
(585) 654-0210 (TTD)
24 hour bus information available. Spanish spoken.
www.rgrta.com

Fares as of November 2011:
Adults (Ages 12 and over): $1.00
Children ages 6-11: $.50
Children 5 and under: Free with an adult (Limit 3 children per fare-paying adult)
Seniors (65+) / Disabled $.50 for the following time frames: 9-3:30 and after 6:30 weekdays and all day Saturday and Sunday. Participants must have proper ID.
Stored-Value Pass: $12.00
All-Day Unlimited Pass: $3.00
Adult 5-Day Unlimited Pass: $14.00
Adult 31-Day Unlimited Pass: $56.00
Senior / Disabled All-Day Unlimited Pass: $1.50
Senior / Disabled Adult 5-Day Unlimited Pass: $7.00
Senior / Disabled Adult 31-Day Unlimited Pass: $28.00
“If there is no struggle, there is no progress.”
Frederick Douglass

“Failure is impossible.”
Susan B. Anthony

GOOD LUCK!
This entire booklet is available on the library’s website. Go to www.libraryweb.org

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