

Call 211 or Visit: <https://211lifeline.org/index.php> for any questions regarding:

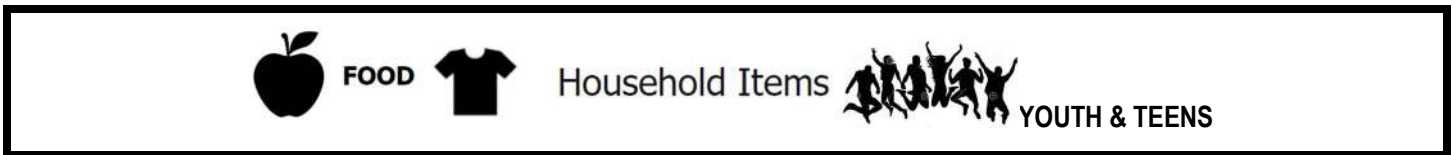


**Christian & Other Organizations we recommend by category:**



**Bethany House** (<https://www.bethanyhouserocny.org/>),

Contact Information: 1111 Joseph Ave Rochester, New York 14621, (585) 454-4197



**Cameron Community Ministries** (<https://cameronministries.org>)

Contact Information: 48 Cameron Street Rochester, NY 14606, (585) 254-2697

**Asbury Methodist Church:** 1010 East Avenue, Rochester, NY, 14607

Phone: 585-271-1050 Office Hours: Call for appointments or Email:

[asburystorehouse@asburyfirst.org](mailto:asburystorehouse@asburyfirst.org)

RESOURCES: Clothing Closet/Household Essentials & UR Well Clinic- PPD, STI Testing, Social Worker, Flu Shot, Pregnancy Tests, Dermatology



Health



MILITARY



ELDER CARE

**Caring Hearts of Rochester** (<https://www.caringheartsofrochester.com/>)

Contact Information: 95 Allens Creek Rd Bldg. 2, Suite 300, Rochester, NY 14618, (585) 245-



SUBSTANCE ABUSE



FAMILY



EMPLOYMENT AND EDUCATION

0134

**Catholic Family Center** (<https://www.cfcrochester.org/>)

Contact Information: 87 N Clinton Ave. Rochester, NY 14604, (585) 546-7220



PREGNANCY

**Compass Care** (<https://www.compasscare.info/>)

Contact Information: 2024 West Henrietta Rd Suite 6D Rochester, NY 14623, (585) 232-2350



Health



FAMILY



PREGNANCY



FOOD

**His Branches** (<https://hisbranches.org/>)

Contact Information: 340 Arnett Blvd. Rochester, NY 14619, (585) 235-9000



MENTAL HEALTH

Focus on depression and anxiety

**Luminance Mental Health Counseling** (<https://www.luminancemhc.com/>)

Contact Information: [carbincounseling@gmail.com](mailto:carbincounseling@gmail.com), (585) 576-1094



**Mission Share** (<https://missionshareoutreach.org/services>)

Contact Information: 10 Cedarfield Commons, Rochester, NY 14612 | (585) 368-0744

**Mary's Place Refugee Outreach:** 414 Lexington Avenue, Rochester, NY, 14613  
 Phone: 585-270-8626 Office Hours: 11am-4pm: Monday-Friday (No appointment necessary)  
 Email: Marysplacedirector@gmail.com

RESOURCES: ESL Classes, Case Management, DHS paperwork, Green Card Applications, Job Skills and Food Resources & Children's summer camps.

**Barakah Muslim Charity:** 584 Jefferson Avenue, Rochester, NY, 14611  
 Phone: 585-325-2621 Office Hours: Thursday 5pm-7pm, Sunday 10am-1pm  
 RESOURCES: Food Pantry, Meals, Case Management, Counseling, Referrals, Household Items/Clothing



**Monroe County Faith-Based & Community Initiatives**

(<https://www.monroecounty.gov/fbci#:~:text=The%20primary%20mission%20of%20the,of%20children,%20the%20elderly,%20the>)

Contact Information: 244 S. Plymouth Ave Rochester, NY 14608, (585) 262-5633



**Open Door Mission** (<https://opendoormission.com/>)

Contact Information: 156 N Plymouth Avenue Rochester, NY 14608, (585) 454-6696



\*For Refugee Families

**World Relief Western NY** (<https://worldrelief.org/western-ny/>)

Contact Information: 420 Winton Rd North, Rochester, NY, 14610, (585) 563-7175

**Catholic Charities:** [www.FCSCharities.org](http://www.FCSCharities.org)  
87 N. Clinton Ave. 14604 (585) 546-7220

**Head Start:Preschool** <https://eclkc.ohs.acf.hhs.gov/center-locator>  
Monday- Friday 8am-6pm [Headstart@eclkc.info](mailto:Headstart@eclkc.info)



\*For Mom and Tots



**PREGNANCY**

**MOM &TOTS English:** Thursdays 12:30 pm- 2 pm  
420 North Winton Rd

**MOM &TOTS English:** Wednesdays 12:30 pm- 2 pm  
414 Lexington Avenue



MENTAL HEALTH

Focus on marriage, family related issues

**Renew MHC** (<https://www.renewmhc.com/>)

Contact Information: [kristinferri@renewmhc.com](mailto:kristinferri@renewmhc.com), 585-210-8656



HOUSING



FOOD

**Saint Joe's House of Hospitality** (<http://www.saintjoeshouse.org/blog/>)

Contact Information: 402 South Ave, Rochester, NY 14620, (585) 232-3262



FOOD

**Food Link:**

Website: [foodlinkny.org](http://foodlinkny.org)

**St. Peters Kitchen:** Serving the 14604, 14606, 14608, 14611, 14614, 14619, and 14620

**Calvary Community Church of the Nazarene:**

<https://venturerochester.org/food-pantry>

4045 East Henrietta Rd Henrietta New York 14467

Wednesday 10pm-1pm, Saturday 10pm- 1pm



Health



MENTAL HEALTH



Legal



FINANCES

**Saint Joseph's Neighborhood Center** (<https://www.sincenter.org/>)

Contact Information: 417 South Ave. Rochester, NY 14620, (585) 325-5260

**Islamic Center of Rochester:** 727 Westfall Rd Rochester, NY 14620

Phone: (585)442-0117 Office Hours: Monday-Thursday 11am to 2pm Friday 11am to 3pm

RESOURCES: Prayer, Financial Assistance, Counseling, etc.



Health



Household Items

**Community Hygiene Bank**

**"Personal Care Blessing Bags" Distribution**

At Jubilee Christian Church

3565 Lake Rd North (Route 19)

Brockport, NY 14420

CHB Phone: 585.283.9356, Church Phone: (585) 637.8530

# Department of Human Services

## Contact Information for Financial Assistance

- ❖ If you have a question on a **pending** Temporary Assistance (Cash Benefits) or Supplemental Nutrition Assistance Program (SNAP) application, you can contact the Intake Workgroups at:

- By phone: 753-2780
- By e-mail: [dfa2a26.sm.monroe.intakell@dfa.state.ny.us](mailto:dfa2a26.sm.monroe.intakell@dfa.state.ny.us)
- By fax: 753-5315

- ❖ If you have a question on an **active** Temporary Assistance (Cash Benefits) case you can contact the Temporary Assistance Care Management and Self Sufficiency Workgroups at:

- By phone: 753-2750
- Care Management
  - Last name of case starts with A-DZ 753-2766
  - Last name of case starts with E-LE 753-2767
  - Last name of case starts with LF-ROD 753-2768
  - Last name of case starts with ROE-Z 753-2769
- To reschedule your TA recertification appointment: 753-6229
  - By e-mail: [dfa2a26.sm.TA.Customer.Service@dfa.state.ny.us](mailto:dfa2a26.sm.TA.Customer.Service@dfa.state.ny.us)
  - By fax:
    - 753-6305 to the Care Management Workgroup
    - 753-6924 to the Self Sufficiency Workgroup

- ❖ If you have a question on a **pending or active** Non-Temporary Assistance Supplemental Nutrition Assistance Program (SNAP) case (not applying for or in receipt of Cash Assistance) you can contact the SNAP Workgroup at:

- By phone: 753-2740
- By e-mail: [dfa2a26.sm.Monroe.Team41@dfa.state.ny.us](mailto:dfa2a26.sm.Monroe.Team41@dfa.state.ny.us)
- By fax: 753-6306

- ❖ If you have a question on a **pending** Community Medicaid case (under 65 yrs. old or not applying for Cash Assistance or in receipt of SSI) you can contact Team 47 at:

- By phone: 753-656
- By e-mail: [dfa2a26.sm.Monroe.Team47@dfa.state.ny.us](mailto:dfa2a26.sm.Monroe.Team47@dfa.state.ny.us)
- By fax: 753-5122

❖ If you have a question on an **active** Medicaid case (under 65 years old or not applying for Cash Assistance or in receipt of SSI) you can contact the Community Medicaid Workgroup at:

- By phone: 753-2760
- By e-mail: [dfa2a26.sm.Monroe.Team40@dfa.state.ny.us](mailto:dfa2a26.sm.Monroe.Team40@dfa.state.ny.us)
  - By fax: 753-5029
- If you have a question regarding a nursing home or hospital bill for the aforementioned population, please e-mail: [dfa2a26.sm.monroe.Medicaid.Specialty@dfa.state.ny](mailto:dfa2a26.sm.monroe.Medicaid.Specialty@dfa.state.ny)

❖ Clients who are receiving SSI and have a question regarding Medicaid can contact the Long-Term Medicaid Workgroup at:

- By phone: 753-6388
- By e-mail: [dfa2a26.sm.monroe.MA-SSI@dfa.state.ny.us](mailto:dfa2a26.sm.monroe.MA-SSI@dfa.state.ny.us)
  - By fax: 753-6618

❖ Clients who are 65 yrs old or older or in nursing home and are not applying for cash assistance or in receipt of SSI that have a question on a **pending** Medicaid application can contact the Long-Term Medicaid Workgroup at:

- By phone: 753-6485
- By e-mail: [dfa2a26.sm.monroe.senior.plus@dfa.state.ny.us](mailto:dfa2a26.sm.monroe.senior.plus@dfa.state.ny.us)
  - By fax: 753-6916

❖ Clients who are 65 yrs old or older or in nursing home and are not applying for cash assistance or in receipt of SSI that have a question on an **active** Medicaid case can contact the Long-Term Medicaid Workgroup at:

- By phone: 753-6559
- By e-mail: [dfa2a26.sm.monroe.senior.plus@dfa.state.ny.us](mailto:dfa2a26.sm.monroe.senior.plus@dfa.state.ny.us)
  - By fax: 753-6981

❖ Clients who have questions regarding child support should contact the Child Support Enforcement Unit at:

- By phone: 888-208-4485
- By e-mail: [childsupport.ny.gov](http://childsupport.ny.gov) (for questions and applications)
  - By fax: 753-1412
- ❖ To schedule an appointment with the Child Support Enforcement Unit:
  - By phone: 753-1441





❖ If you have a question about childcare and have an **active** Public Assistance case, please contact the Care Management and Self-Sufficiency workgroups using the contact information listed in the second section on the front of this form.

❖ If you have a question about your non-Public Assistance child care case or application, please contact the Income Eligible Child Care Team (Team 76):

- By phone: 753-6316
- By e-mail: [dfa2a26.sm.monroe.childcare-DHS@dfa.state.ny.us](mailto:dfa2a26.sm.monroe.childcare-DHS@dfa.state.ny.us)
- By fax: 753-6308

❖ You can request a replacement benefit card by calling 753-6006.