S1. Do you as the parent/caregiver need or want more consistent childcare for your child?

- **Monroe County Department of Social Services**
  - For Medicaid and/or Child Health Plus recipients
  - Application Line - 585-753-6960
  - Website - [https://www2.monroecounty.gov/hs-daycare.php](https://www2.monroecounty.gov/hs-daycare.php)

- **Childcare Council**
  - Telephone number - 585-654-4720
  - Website - [https://childcarecouncil.com/for-parents/](https://childcarecouncil.com/for-parents/)

- **YMCA**
  - Telephone number - 585-546-5500
  - Website - [https://rochesterymca.org/child-care/](https://rochesterymca.org/child-care/)

- **Crisis Nursery** (emergency, temporary childcare)
  - Telephone number - 585-235-5750

S2. Do you as the parent/caregiver need or want summer learning experiences for your child?

- **Home School District**
- **Community Place of Greater Rochester**
  - Telephone number - 585-288-0021
  - Website - [https://www.communityplace.org/programs/youth-services/](https://www.communityplace.org/programs/youth-services/)

- **YMCA**
  - Telephone number - 585-546-5500
  - Website - [https://rochesterymca.org/?gclid=EAIaIQobChMIo08lQobChMl0Sd9uOL6QIVZ_7jBx0U0wm6EAAYASAAEgLQxvD_BwE](https://rochesterymca.org/?gclid=EAIaIQobChMIo08lQobChMl0Sd9uOL6QIVZ_7jBx0U0wm6EAAYASAAEgLQxvD_BwE)

- **Rochester Kids Out and About**
  - [https://rochester.kidsoutandabout.com/content/guide-summer-camps-rochester-ny-area](https://rochester.kidsoutandabout.com/content/guide-summer-camps-rochester-ny-area)

- **Rochester Museum and Science Center**
  - Telephone number: 585-271-4320
  - Website: [https://rmsc.org/](https://rmsc.org/)

- **Seneca Park Zoo**
  - Telephone number – 585-336-7200
  - Website - [https://senecaparkzoo.org/education/](https://senecaparkzoo.org/education/)

- **Rochester Rotary Sunshine Camp**
  - Telephone number – 585-533-2080
  - Website - [https://www.sunshinecampus.org/](https://www.sunshinecampus.org/)

- **Camp Haccamo**
  - Telephone number - 585-381-5710
  - Website - [https://www.camphaccamo.org/](https://www.camphaccamo.org/)
S3. Do you as the parent/caregiver need or want more food for your family?

- 211 Lifeline
  - Telephone number - 211 or 1-877-356-9211
  - Website - [https://211lifeline.org/food.shtml](https://211lifeline.org/food.shtml)
- Monroe County Department of Social Services
  - In person - 691 St. Paul Street, Rochester, NY 14605
  - Website - [https://www.ny.gov/services/apply-snap](https://www.ny.gov/services/apply-snap)
- NYS Special Supplemental Nutrition Program for Women, Infants and Children (WIC)
  - Website - [https://www.wicstrong.com/wic-locations/](https://www.wicstrong.com/wic-locations/)

S4. Do you as the parent/caregiver need or want clothing for your children and you?

- 211 Lifeline
  - Telephone number - 211 or 1-877-356-9211
- Salvation Army of Greater Rochester’s Emergency & Family Services Program
  - In person - First come first serve, M-F, 7:30 am – 4 pm, 70 Liberty Pole Way
  - Telephone number – 585-987-9540
  - Website - [https://rochesterny.salvationarmy.org/Empire_RochesterNY/emergency-assistance](https://rochesterny.salvationarmy.org/Empire_RochesterNY/emergency-assistance)
- Faith-based organizations/places of worship

S5. Do you as the parent/caregiver need or want a more stable place for your family to live?

- 211 Lifeline
  - Telephone number - 211 or 1-877-356-9211
  - Website - [https://211lifeline.org/housing.shtml](https://211lifeline.org/housing.shtml)
- Rochester Housing Authority
  - Telephone number – 585-235-0447
  - Website - [https://www.rochesterhousing.org/](https://www.rochesterhousing.org/)
- The Housing Council at Pathstone
  - Telephone number – 585-546-3700
  - Website - [https://www.thehousingcouncil.org/find-an-apartment](https://www.thehousingcouncil.org/find-an-apartment)
- Monroe County Department of Social Services
  - In person - 691 St. Paul Street, Rochester, NY 14605
  - Website - [https://mybenefits.ny.gov/mybenefits/begin](https://mybenefits.ny.gov/mybenefits/begin)
**S6. Do you as the parent/caregiver need or want reliable transportation, so you can get to appointments, job, etc.?**

- **Transportation to Medical/Mental Health Appointments**
  - Medicaid Recipients
    - Medical Answering Service - Many vendors including Medical Motors
    - Medical necessity form required from PCP or Mental Health Clinician
  - Regional Transit Service (RTS)
    - Telephone number – 585-288-1700
    - Website - [https://www.myrts.com/](https://www.myrts.com/)
  - Uber
    - Mobile App
  - Lyft
    - Mobile App

**S7. Do you as the parent/caregiver need or want help with school, job training for you?**

- **Access VR**
  - Telephone number – 585-238-2900
  - Website - [http://www.acces.nysed.gov/vr/apply-vocational-rehabilitation-services](http://www.acces.nysed.gov/vr/apply-vocational-rehabilitation-services)
- **Rochester Works**
  - Telephone number – 585-258-3500
  - Website - [https://www.rochesterworks.org/](https://www.rochesterworks.org/)
- **211 Lifeline**
  - Telephone number - 211 or 1-877-356-9211
  - Website - [https://211lifeline.org/employment.shtml](https://211lifeline.org/employment.shtml)
- **Rochester Educational Opportunity Center (REOC)**
  - Telephone number – 585-232-2730
  - Website - [https://reoc.brockport.edu/](https://reoc.brockport.edu/)
- **TES Staffing (temporary and permanent)**
  - Telephone number – 585-232-4880
  - Website - [https://www.tesstaffing.com/](https://www.tesstaffing.com/)
- **Nesco Resource (temporary and permanent)**
  - Website - [https://www.nescoresource.com/locations](https://www.nescoresource.com/locations)
- **NYS Department of Labor**
  - Telephone number – 585-266-7760
  - Website - [https://dol.ny.gov/](https://dol.ny.gov/)
S8. Do you as the parent/caregiver need or want a job?

- **Access VR**
  - Telephone number – 585-238-2900
  - Website - [http://www.acces.nysed.gov/vr/apply-vocational-rehabilitation-services](http://www.acces.nysed.gov/vr/apply-vocational-rehabilitation-services)

- **Rochester Works**
  - Telephone number – 585-258-3500
  - Website - [https://www.rochesterworks.org/](https://www.rochesterworks.org/)

- **211 Lifeline**
  - Telephone number - 211 or 1-877-356-9211
  - Website - [https://211lifeline.org/employment.shtml](https://211lifeline.org/employment.shtml)

- **Rochester Educational Opportunity Center (REOC)**
  - Telephone number – 585-232-2730
  - Website - [https://reoc.brockport.edu/](https://reoc.brockport.edu/)

- **TES Staffing (temporary and permanent)**
  - Telephone number – 585-232-4880
  - Website - [https://www.tesstaffing.com/](https://www.tesstaffing.com/)

- **Nesco Resource (temporary and permanent)**
  - Website - [https://www.nescoresource.com/locations](https://www.nescoresource.com/locations)

- **NYS Department of Labor**
  - Telephone number – 585-266-7760
  - Website - [https://dol.ny.gov/](https://dol.ny.gov/)

S9. Do you as the parent/caregiver need or want a full-time job?

- **Access VR**
  - Telephone number – 585-238-2900
  - Website - [http://www.acces.nysed.gov/vr/apply-vocational-rehabilitation-services](http://www.acces.nysed.gov/vr/apply-vocational-rehabilitation-services)

- **Rochester Works**
  - Telephone number – 585-258-3500
  - Website - [https://www.rochesterworks.org/](https://www.rochesterworks.org/)

- **211 Lifeline**
  - Telephone number - 211 or 1-877-356-9211
  - Website - [https://211lifeline.org/employment.shtml](https://211lifeline.org/employment.shtml)

- **Rochester Educational Opportunity Center (REOC)**
  - Telephone number – 585-232-2730
  - Website - [https://reoc.brockport.edu/](https://reoc.brockport.edu/)

- **TES Staffing (temporary and permanent)**
  - Telephone number – 585-232-4880
  - Website - [https://www.tesstaffing.com/](https://www.tesstaffing.com/)
Child and Family Experiences Survey (CAFES) 1.0 - Resources

- Nesco Resource (temporary and permanent)
  - Website - https://www.nescoresource.com/locations

- NYS Department of Labor
  - Telephone number – 585-266-7760
  - Website - https://dol.ny.gov/

S10. Do you as the parent/caregiver need or want help to make ends meet, so you can pay bills on time?

- CCCS of Rochester Debt Management Program
  - Telephone number – 585-546-3440
  - Website - https://www.cccsrochester.org/create-a-budget-and-stick-to-it

- 211 Lifeline
  - Telephone number - 211 or 1-877-356-9211
  - Website - https://211lifeline.org/finances.shtml

- Monroe County Department of Social Services
  - In person - 691 St. Paul Street, Rochester, NY 14605
  - Website - https://mybenefits.ny.gov/mybenefits/begin

- Social Security Disability Insurance (SSDI)
  - In person - 200 E. Main Street, Rochester, NY 14606
  - Via phone - 1-800-772-1213, M-F, 7 am – 7 pm
  - Website - https://secure.ssa.gov/iClaim/dib

S11. Do you as the parent/caregiver need or want someone you can talk with about your child?

- Primary Care Provider
- UR Medicine: Pediatric Behavioral Health & Wellness
  - Telephone number – 585-279-7800

- Liberty Resources Behavioral Health Center
  - Telephone number – 585-410-3370
  - Website - https://www.liberty-resources.org/

- Rochester Regional Health Behavioral Health Services
  - Telephone number – 585-922-9900

- Catholic Family Center (CFC)
  - Telephone number - 585-546-7220

- Villa of Hope Behavioral Health Clinic
  - Telephone number – 585-328-0834
• **OnTrackNY** (for pts with psychosis)  
  o Telephone number - (585) 241-1364

• **211 Lifeline**  
  o Telephone number - 211 or 1-877-356-9211  
  o Website - [https://211lifeline.org/categories.php?cat=YouthCounsel](https://211lifeline.org/categories.php?cat=YouthCounsel)

**S12. Do you as the parent/caregiver need or want someone you can talk with?**

• **Primary Care Provider**

• **Rochester Regional Health Behavioral Health Services**  
  o Genesee Mental Health Clinic and Other Services  
  o Telephone number – 585-922-9900  
  o Website - [https://www.rochesterregional.org/locations?q=behavioral&sortBy=relevance&sortOrder=asc&page=1](https://www.rochesterregional.org/locations?q=behavioral&sortBy=relevance&sortOrder=asc&page=1)

• **UR Medicine: Mental Health & Wellness Adult Ambulatory Services**  
  o Telephone number – 585-273-5050  
  o Website - [https://www.urmc.rochester.edu/mental-health-wellness/adult-services/outpatient.aspx](https://www.urmc.rochester.edu/mental-health-wellness/adult-services/outpatient.aspx)

• **Catholic Family Center (CFC)**  
  o Telephone number - 585-546-7220

• **OnTrackNY** (for pts with psychosis)  
  o Telephone number - (585) 241-1364

• **211 Lifeline**  
  o Telephone number - 211 or 1-877-356-9211  
  o Website - [https://211lifeline.org/mental.shtml](https://211lifeline.org/mental.shtml)

**S13. Do you as the parent/caregiver need or want to get out of a bad relationship with another person?**

• **Willow**  
  o Telephone number – 585-222-7233  
  o Website - [https://willowcenterny.org/](https://willowcenterny.org/)

• **Healing through Education Advocacy and Law (HEAL) Collaborative**  
  o Telephone number – 585-275-4325  
  o Website - [https://www.urmc.rochester.edu/mental-health-wellness/adult-services/outpatient/heal.aspx](https://www.urmc.rochester.edu/mental-health-wellness/adult-services/outpatient/heal.aspx)

• **Monroe County Family Court**  
  o In person - 99 Exchange Blvd, 3rd Floor, Rochester, NY 14614
S14. Do you as the parent/caregiver need or want to stop smoking cigarettes?

- Primary Care Provider
- The NYS Quitline
  - Telephone number - 211 or 1-866-697-8487
  - Website - [https://www.nysmokefree.com/](https://www.nysmokefree.com/)
- 211 Lifeline
  - Telephone number - 211 or 1-877-356-9211

S15. Do you as the parent/caregiver need or want to stop using alcohol?

- Primary Care Provider
- UR Medicine: Mental Health & Wellness – Strong Recovery
  - 585-275-5400 (adolescents and adults)
- Rochester Regional Health/Unity
  - 585-922-9900 (adolescents and adults)
- Office of Addiction Services and Supports (OASAS)
  - 24/7 Hopeline - 1-877-8-HOPENY
  - Text - 467369
  - Website - [https://oasas.ny.gov/alcohol](https://oasas.ny.gov/alcohol)
- 211 Lifeline
  - Telephone number - 211 or 1-866-697-8487
  - Website - [https://211lifeline.org/substance.shtml](https://211lifeline.org/substance.shtml)

S16. Do you as the parent/caregiver need or want to stop using drugs?

- Primary Care Provider
- UR Medicine: Mental Health & Wellness – Strong Recovery
  - 585-275-5400 (adolescents and adults)
- Rochester Regional Health/Unity
  - 585-922-9900 (adolescents and adults)
- Office of Addiction Services and Supports (OASAS)
  - 24/7 Hopeline - 1-877-8-HOPENY
  - Text - 467369
  - Website - [https://oasas.ny.gov/combat-addiction](https://oasas.ny.gov/combat-addiction)
- 211 Lifeline
  - Telephone number - 211 or 1-877-356-9211
  - Website - [https://211lifeline.org/substance.shtml](https://211lifeline.org/substance.shtml)
S17. Do you as the parent/caregiver need or want to go to college?

- NYS Education Department
  - Telephone number - 1-518-474-5906
  - Website - http://www.acces.nysed.gov/what-hsetasc-test
- High school counselor if still in school

S18. Do you as the parent/caregiver need or want help from a lawyer?

- Legal Aid Society of Rochester
  - Telephone number – 585-232-4090
  - Website - https://www.lasroc.org/
- Empire Justice
  - Telephone number – 585-454-4060
  - Website - https://empirejustice.org/
- NYS Bar Association
  - Website - https://nysba.intouchondemand.com/findlawyer/search
- 211 Lifeline
  - Telephone number - 211 or 1-877-356-9211
  - Website - https://211lifeline.org/legal.shtml

S19. Do you as the parent/caregiver need or want help with SNAP (food stamps)?

- Monroe County Department of Social Services
  - In person - 691 St. Paul Street, Rochester, NY 14605
  - Website - https://mybenefits.ny.gov/mybenefits/begin

S20. Do you as the parent/caregiver need or want help with getting health insurance?

- NYS Marketplace
  - Telephone number - 1-855-355-5777
  - Website - https://nystateofhealth.ny.gov/
- 211 Lifeline
  - Telephone number - 211 or 1-877-356-9211
  - Website - https://211lifeline.org/health.shtml
- NY Medicaid Managed Care and Child Health Plus (CHP) and Family Planning Helpline
  - Telephone number: 1-800-698-4543 or
  - Telephone number: 1-800-541-2831 or
  - Telephone number: 1-866-463-6743
  - Website - https://nystateofhealth.ny.gov/
• **Family Health Plus**  
  o Telephone number: 1-877-934-7587  
  o Website - [https://nystateofhealth.ny.gov/](https://nystateofhealth.ny.gov/)

• **Coordinated Care Services, Inc. (CCSI)**  
  o Telephone number: 585-328-5190 or  
  o Telephone number: 585-613-7662

• **IBERO American Action League, Inc.**  
  o Telephone number: 585-256-8900

• **Monroe County Department of Human Services (DHS)**  
  o Telephone number: 585-753-6998