

Services Overview and Calling Guide Program Highlights

Our Staff

- **1,065** employees across **12** counties delivered direct services to more than **25,000** clients in **2024**



Aging Services

- **1,700** clients provided with subsidized in-home supports, transportation, care management, and other direct services



Behavioral Health

- **2,232** clients served by Outpatient Clinic
- **1,115** clients provided with residential drug treatment services
- **206** clients served by home and community-based mental health and outpatient supports



Community Resource Services

- **796** households provided with emergency food assistance
- **330** households provided with rental assistance



Coordinated Care - Chronic Illness & Traumatic Brain Injury

- **409** adults and children served by Health Homes program
- **58** adults with Traumatic Brain Injury provided with care management



Employment Services

- **27** young adults completed YouthBuild program
- **167** adults with disabilities and other health challenges provided with vocational rehabilitation services
- **386** adults enrolled in Refugee Employment Services program



HIV/AIDS Services

- **351** Individuals provided with case management, health education, medical transportation, housing, employment and other support services



Housing & Stabilization

- **1,586** individuals served in emergency shelters and supportive housing
- **100** homeless individuals received medical respite care



Intellectual & Developmental Disabilities

- **425** clients received Self-Directed Services
- **91** individuals living in I/DD residences



Languages Services

- **12,732** interpreting sessions offered in **58** languages
- **8,800** calls to new on-demand phone interpreter service



Refugee & Immigration Services

- **7,400** refugees and immigrants served by **7** programs, including direct post resettlement, employment, legal assistance, and health case management



Support for Families & Children

- **449** children and **235** families received preventive and intervention services, kinship care, adoption, foster care, and pregnancy counseling services



Administrative Offices:

79 North Clinton
Rochester, NY 14604-1458
585.546.7220 | FCScharities.org

Program Services:

87 North Clinton
Rochester, NY 14604-1458
585.546.7220

1099 Jay Street, Bldg J
Rochester, NY 14611
585.546.7220

Regional Office:

2462 State Rt. 54A, Ste. 209
Penn Yan, NY 14527
315.536.2370

Services Calling Guide

Providing comprehensive and coordinated services to help people on their path to living with independence and dignity.

ACCES-VR Services — Vocational rehabilitation for youth and adults with disabilities. Services include employment, skill building, self-advocacy, and internships (585) 565-1605

Aging Services — Care management, transportation, in-home services, subsidized housekeeping
• In-Home Services for Older Adults (EISEP)
Subsidized housekeeping and/or personal care (care-managers provide on-going guidance to clients & their family). . . . (585) 262-7060 x4020
• Support to Aging Residents (STAR) (585) 262-7050
.or (585) 262-7059 (Spanish)

Care Management/Health Home — Supporting infants, children and adults living with chronic illness(es) including but not limited to: mental illness; substance use; asthma; COPD; diabetes; diseases of the heart; high blood pressure; obesity, ADHD, HIV, complex trauma, etc.
. (585) 546-7220 x367
• Finger Lakes Regional Office..... (315) 536-2370 x511

Children Youth and Family Services
• Adoption — Home study, post placement, domestic infant, international adoption, older special needs adoption, birth parent counseling (585) 546-7220 x4846
• Foster Care (Unaccompanied Refugee Minors) — Specialized training and support for people interested in becoming foster parents (585) 546-7220 x4846
• Pregnancy Counseling — Counseling, advocacy, referrals for parents, pregnant women & teens (585) 546-7220 x4850
• Sexual Abuse Crisis Intervention (585) 546-7220 x4818

Community Oriented and Recovery Empowerment Services (CORE) and Home and Community Based Services (HCBS) — Supporting people in recovery from serious mental illness and/or addictions, with employment support, education, community recovery support and more
hcbsreferrals@dor.org (585) 546-7220 x421

Emergency Rent Assistance (585) 232-2050

Employment Services
• ACCES-VR (585) 565-1605
• OPWDD (585) 565-1605
• OTDA/HIV-AIDS (585) 546-7220 x418
• Refugee Employment Services (585) 546-7220 x7320

Food Pantry (585) 232-2050

HIV/AIDS Services
• Case Management (585) 546-7220 x323
• Employment Services (585) 546-7220 x418
• Housing (585) 546-7220 x401

Housing Services — Safe emergency shelter for men, women and families; access to health care & social services; transitional housing with supportive services to help clients move to safe permanent housing (585) 546-7220

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• Francis Center (for men) x6501
• Sanctuary House (women & children) x6701
• Emergency Housing (DHS) (585) 442-1742

Immigration Services — Support to those appearing before the USCIS, and to permanent residents seeking citizenship. English Language classes, consultation, and assistance with completing applications, filing petitions and attorney consultation (87 N. Clinton Ave.)
immigration@fcscharities.org (585) 546-7220 x4609
or (585) 546-7220 x6112

Intellectual and Developmental Disability Services
Community residences and self-directed services
. (585) 546-7220 x248
Transitional skill building and employment services (585) 565-1605

Interpreter Services — Over 20 different languages for providers and non-English speaking clients at reasonable rates (585) 262-7139

Kinship Navigator — Provides information & assistance for relatives who are raising family members' child(ren) (no age or income restrictions) nysnavigator.org (877) 454-6463

Outpatient Behavioral Health — Mental Health and Restart Substance Use services, gambling treatment, medication services and therapy for adults and/or children facing depression, trauma, anxiety, bipolar disorder, etc. (79 North Clinton Ave., children and family clinic in 87 North Clinton Ave.) Includes Walk-In Hours (585) 262-7000

Parish Social Ministry and Advocacy (585) 546-7220 x6202

Refugee Resettlement Services — Resettles refugees in the Rochester area each year from all over the world. Volunteers needed to help refugees achieve independence in peace and freedom (585) 546-7220 x4601
• Refugee Career and Employment Services (585) 546-7220 x7320

Substance Use Treatment
Outpatient Clinic (79 N. Clinton Ave.), Includes Walk-In hours (585) 262-7000
Residential Program (585) 546-7220 x5053
• Referral fax line (585) 423-2201

Supportive Living — Community based apartment program (585) 546-7220 x5030

Traumatic Brain Injury — Service coordination and supports for people living with traumatic brain injury (585) 546-7220 x395
• Nursing Home Transition & Diversion Waiver . . (585) 546-7220 x395

Volunteer — visit www.fcscharities.org and click "Give" or contact volunteers@fcscharities.org

YouthBuild (585) 233-7422

