



# At a Glance



## Catholic Charities Family and Community Services

provided direct services to a combined **24,306** people in **2020**.

- Together we are walking with the those who need us the most on their path to living with independence and dignity.
- We provide housing, employment and coordination of care to help people of all ages and all walks of life who are facing the challenges of addiction, aging, mental illness, HIV, poverty, traumatic brain injury, intellectual / developmental disabilities and immigration.

### Services for Families and Children

provided **intervention services** to help keep families together, avoiding foster care placement.

**97%** of **Child Protective Services** (CPS) referred families kept their children in their homes.

### Annual Cost

**15x** It is more than 15x more expensive to place a child in foster care than it is to maintain a **child at home**.

\$1,500 - Maintaining a child at home

\$22,600 - Foster Care



Our **Outpatient Clinics** provided **17,384 Telehealth visits** to **1,897 clients**, of whom **227 were children**.

- Our clinics are **located next door to the Rochester Transit Center**, making **access relatively easy**.

- Both our **Mental Health Clinic** and our **Restart Outpatient Clinic** now offer **personal and group counseling sessions** using **Telehealth technologies**.
- Our **mental health and addiction treatment programs** are **certified** by the **National Health Service Corps. NHSC** offers **loan repayment and scholarship programs** to clinicians on our team.

We provide services to over **500 individuals** living with **Intellectual/Developmental Disabilities** by providing housing, community supports and services through **self-direction** that foster **inclusion** and **independence**.



### Supportive Services, Care Coordination

and **Peer Supports** assist those living with chronic illness, HIV/AIDS and traumatic brain injury to **achieve independence** and **person centered care**.

Our **Residential Programs**: supporting Independence and Community

- We are the largest provider of **Emergency Housing in Monroe County**, serving over **3,000 people in 3 locations**.

- Our **addiction treatment residential programs** serve **men and women**, and **women with their young children**, in Monroe and Wayne Counties.

- We operate **13 residential homes across** in Monroe, Wayne and Yates counties, **supporting adults** living with **intellectual and developmental disabilities**.



### Aging & Adults

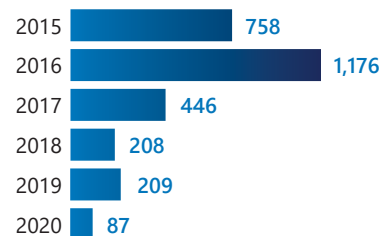
**>8x** It is more than 8x more expensive to provide services in an institution than it is to maintain an **elder at home**

**87%** of those served report achieving greater family stability

**Over 95%** **clients satisfied!**

### Refugee Resettlement

The majority of the small number of refugees resettled in Rochester in 2020 were Afghan, Burmese, Congolese, Iraqi and Ukrainian.



**Administrative Offices:** 79 N. Clinton Avenue | 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  
585.339.9800

#### Regional Office:

2562 State Rt. 54A, Ste. 209, Penn Yan, NY 14527  
315.536.2370



# Services Calling Guide

Providing comprehensive and coordinated services all serving one mission: to help people - especially the vulnerable and those facing poverty - achieve their full human potential.

**Addiction Treatment** — Outpatient Clinic . . . . . (79 N. Clinton Ave.)  
 . . . . . (585) 262-7000  
*Walk in hours: Monday through Friday, 8:30am - 12:00pm*

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

**Adoption** — Home study, post placement, domestic infant, international adoption, older special needs adoption, birth parent counseling; Adoption services are Hague Accredited . . . . . (585) 546-7220 x4818

**Care Management** — 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) 339-9800 x367  
 • Finger Lakes Regional Office . . . . . (315) 536-2370 x511

**Employment Services** — Employment Preparation, Job Counseling, Job Placement and Post-Placement Follow-up . . . . . (585) 546-7220 x4601

**Foster Care (Unaccompanied Refugee Minors)** — Specialized training and support for people interested in becoming foster parents  
 . . . . . (585) 546-7220 x4818

**HIV/AIDS Services** — Case management, employment services, housing, transportation and supports for people who are living with HIV/AIDS. . . . .  
 . . . . . (585) 339-9800 x401 (housing hotline)

**HEAP (Home Energy Assistance Program)** . . . . . (585) 753-6477

**Home and Community Based Services referrals:** . . . . . (585) 339-9800  
 hcbsreferrals@dor.org

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

**In-Home Services for Older Adults (EISEP)** — Subsidized housekeeping and/or personal care (case-managers provide on-going guidance to clients & their family) . . . . . (585) 262-7060

**Immigration Services** — Provides 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.)  
 . . . . . (585) 546-7220 x4628 or x4632 (Spanish)

**Intellectual and Developmental Disability Services** — Employment services, community residences, in-home supports and self-directed services for people with intellectual and developmental disabilities . . (585) 339-9800

**Interpreter Services** — Over 30 different languages. Interpreting provided for our clients and is also available to community providers working with non-English speaking clients at reasonable rates . . (585) 546-7220 x7139

**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.) . . . . . (585) 262-7000  
*Walk in hours: Monday – Friday, 8:30am - 12:00pm*

**Pregnancy** — Counseling, advocacy, referrals for parents, pregnant women & teens . . . . . (585) 546-7220 x4818

**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

**STAR (Support to Aging Residents) Program** — Transportation for seniors for medical appointments, grocery shopping, essential errands. Provide occasional in-home visits, some yard work, chores and telephone reassurance . . . . . (585) 262-7050 or 262-7059 (Spanish)

**Substance Abuse Prevention Services** — Prevention counseling services for elementary, junior and senior high school students in selected schools . . . . . (585) 546-7220 x5004

**Traumatic Brain Injury** — Service coordination and supports for people living with traumatic brain injury . . . . . (585) 339-9800 x395  
 • Nursing Home Transition & Diversion Waiver . . (585) 339-9800 x395

**Volunteer** — visit [www.fcsrochester.org](http://www.fcsrochester.org) and click “Helping” or contact [volunteers@fcsrochester.org](mailto:volunteers@fcsrochester.org)

**YouthBuild** . . . . . (585) 546-7220 x7312



Housing and Stabilization | Employment and Independence  
 Coordinated Care and Support for People of All Ages  
 Intellectual / Developmental Disabilities  
 Refugee, Immigration and Family Services | Behavioral Health