

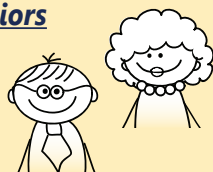
Our staff of **927 employees** across **12 counties** delivered direct services to nearly **25,000 people** in 2022.

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 and developmental disabilities, and immigration.

Some Program Highlights

Enabling Independence for Seniors

More than **1,100** older adults received services from our **Expanded In-Home Services for the Elderly Program** (EISEP) and **Support to Aging Residents** (STAR).



Language Services

- **6,000 hours** of interpreting provided.
- We offer interpreting and translation services in **15 languages**, including Amharic, Arabic, Cambodian, French, Russian, Somali, Spanish, and Ukrainian.



Behavioral Health



- **2,400** clients served by the **Outpatient Clinic**.
- **397** clients served by our **Integrated Care Program**, which allows clients to receive outpatient mental health and substance use treatment from one provider at the same location.

- **175 clients** served by **HCBS** and **CORE** programs.
- Over **300 adults** served in our **intensive residential homes**, which focus on stabilization and rehabilitation services.
- Over **246 adults** served in our **community residence programs**, which support reintegration with family and community.



We provide services to nearly **400 individuals** living with **Intellectual and Developmental Disabilities**

by providing housing, community supports and services through **self-direction**. We also offer transitional skill building and employment services that **foster inclusion** and **independence**.

Coordinated Care and Support

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

- Our **Supportive Services Division** helped more than **200** people with disabilities and significant health challenges achieve their job goals in 2022.
- **95% viral suppression** of HIV positive clients.



Community Resource Services



Since 2020, we have provided over **\$10M** to households that had fallen behind on rental payments, including **\$1.77M in 2022**.

Housing

- **1,836** served in shelters and supportive housing programs.
 - Our **Medical Respite** program served **100** individuals who are homeless and in need of non-hospital acute care. **70% moved to more permanent housing**.
 - **100% - STEHP* households** graduated to permanent housing.
- *STEHP = Solutions to Ending Homelessness Program



Support for Families and Children


In 2022, our **Children, Youth and Family Services** department provided **adoption, foster care, kinship care, pregnancy counseling, and preventive services** to **472 children** and **203 families**.

We provide intervention services to help keep families together, avoiding foster care placement.

>99% of **Child Protective Services** (CPS) referred families were able to keep their children safely at home.



Refugee Resettlement

- More than **2,600** refugees provided with **direct resettlement services** in 2022.
- Rochester became one of the largest hubs for **Ukrainian assistance** in the U.S. 
- We helped more than **400 Afghan humanitarian parolees** apply for asylum.



Health Homes

Over 575 people served in our Health Homes programs.

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
 585.339.9800

Regional Office:

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



Services Calling Guide

Providing comprehensive and coordinated services 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 — Case management, transportation, in-home services, subsidized housekeeping
• In-Home Services for Older Adults (EISEP) . . . (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 x 36
• 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 x 4846
• 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
hcsbreferrals@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 Security Case Management (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
• 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@cfcrochester.org. (585) 546-7220 x4628

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

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.fcsrochester.org and click "Give" or contact volunteers@fcsrochester.org

YouthBuild (585) 233-7422



Behavioral Health | Coordinated Care and Support for People of All Ages
Employment and Independence | Housing and Stabilization
Intellectual and Developmental Disability
Refugee and Immigration Services | Support for Families and Children