

[Click Here for the Table of Contents](#)

*The flags on the cover represent the Spanish speaking countries of the world, clockwise from the top middle of the page:*

*Bolivia*

*Panama*

*Paraguay*

*Peru*

*Puerto Rico*

*Spain*

*Venezuela*

*Guatemala*

*Honduras*

*Nicaragua*

*Ecuador*

*Mexico*

*Uruguay*

*Cuba*

*Dominican Republic*

*Chile*

*El Salvador*

*Columbia*

*Argentina*

*and Costa Rica are in the middle, left and right respectively.*

*The United States flag has been included because this directory was developed in this country for the benefit our Spanish speaking population.*

# Latino Health Resource Directory

*Brought to You By:*

The Health Care Sector  
of the  
Latino Alliance

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*AND*

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The Perinatal Network of Monroe County  
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*This directory was developed through collaboration among members of the Health Care Sector of the Latino Alliance, and the staff and volunteers of the Perinatal Network of Monroe County. Service listings come from the Perinatal Network's community service directory, and include agencies in Monroe County that have services targeted to Hispanic/Latino populations or who have staff skilled in speaking and translating Spanish. Introductory information developed by the Latino Alliance includes demographics, history, culture, and health issues for Latinos in Monroe County. We thank everyone who contributed to making this directory a reality.*

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- ◆ *The New York State Department of Health, Bureau of Women's Health*
- ◆ *The Federal Health Resources and Services Administration (HRSA)*

## **About Us:**

### **Health Care Sector of the Latino Alliance**

The Latino Alliance, Inc. is a not-for-profit organization that has been developing over the past few years. Its purpose is to promote a community mobilization of Latinos for systemic change, to enhance the quality of life in the Rochester region. Seven sectors carry out the work of the Alliance - Education, Government, Health Care, Human Services, Religion, Media, and Art and Culture. The Health Care Sector monitors Latino health trends, sets priorities, and carries out activities to improve services and reduce barriers to health care for Latinos.

### **Perinatal Network of Monroe County**

"Perinatal" refers to the time around pregnancy, birth, and the first year of a baby's life. Founded in 1996, the Perinatal Network - one of 15 networks in New York State - brings together consumers, health and human service providers, and the community at large to improve perinatal services and support the growth of healthy babies and families in Monroe County. This is done through providing centralized information, education, networking opportunities, partnership-building, and facilitating innovative demonstration programs.

#### **Feedback:**

This is a second edition. As much as is possible, we have tried to gather accurate information about Latino-friendly services provided in the categories of care included in this directory. Please contact us if you know of services and agencies not listed, corrections needed, or with your general comments and suggestions, which can be directed to the Perinatal Network at 585-546-4930, ext. 219.

Acknowledgements:

Multiple individuals participated in the development and production of the Latino Health Resource Directory. Special thanks go to the following for their outstanding efforts as lead coordinators of the project:

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# Directory of Healthcare Services Accessible to Hispanics

## **Purpose**

This directory has been developed to help healthcare professionals who work with Hispanic/Latino clients gain knowledge about the various resources available in Monroe County to serve clients with limited or no English proficiency. It also provides demographic information about the different Latino groups in our community, health disparities issues, and findings of the Nuestra Salud report prepared under the Finger Lakes Health System Agency. The main goal of the directory is to provide a concise guide to services that are "Latino-friendly" to improve Latino clients' access to healthcare, and ultimately, achieve better health.

The directory is the result of collaboration between the Latino Alliance, Inc. Healthcare Sector and The Perinatal Network of Monroe County/Healthy Start Rochester.

## **What's in a Name?**

The terms Hispanic or Latino have been used interchangeably to designate people with Spanish-speaking ancestry who have arrived in the United States from Central and South America, the Caribbean, or Spain. Specifically, the term Hispanic was used by the US Census Bureau in 1970 to group these individuals. What the terms do not convey is that these individuals have different nationalities, cultural backgrounds, and experiences with the North American way of life. Most would prefer to be called by their country of origin such as Puerto Rican, Dominican, Mexican, Cuban, etc. It has been suggested that the terms Hispano-American or Latin-American may be more appropriate. In case of doubt it is best to ask the person how he or she wants to be identified. In this publication, the terms Latino and Hispanic will be used for the purpose of simplification.

# Demographic Data

The Hispanic population in the United States has steadily increased over the years, particularly in recent decades. According to the 2002 update of the 2000 census done by the United States Census Bureau, the Hispanic population at 13.3% constitutes the largest minority group in the country. According to the 2000 Census, Hispanics make up 15.1% of the population in New York State, 5.3% in Monroe County, and 13% in the City of Rochester. Approximately 72% of the area Latino population lives in the city of Rochester.

<b>Table 1: Percent of the Hispanic Population in the United States, New York State, Monroe County, and the City of Rochester</b>	
United States	13.3
New York State	15.1
Monroe County	5.3
City of Rochester	13.0

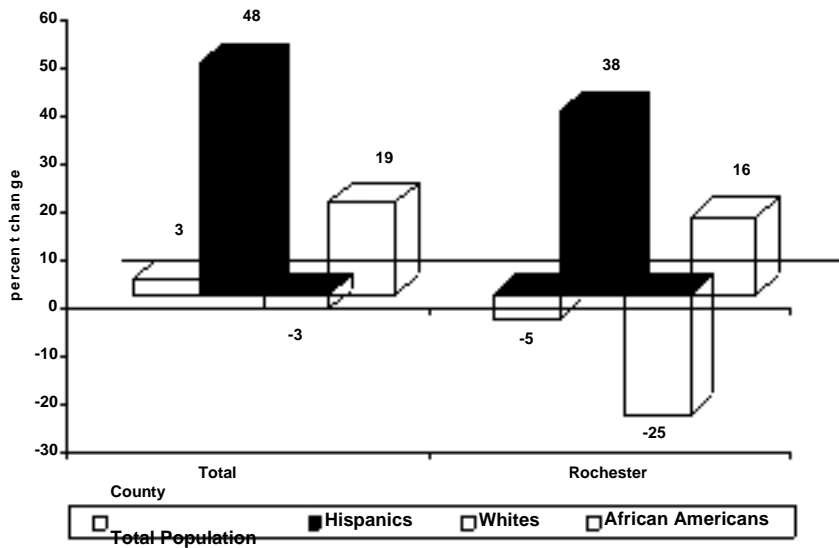
US Census Bureau - 2000 Census; Current Population Survey, March 2002 -  
Table by Luisa E. Baars, 8/04

## Hispanic Population Growth

While the above statistics may not seem telling to the casual observer, the real growth of the Latino population is more lucidly portrayed by additional data generated by the 2000 Census. A look at the local population percent change by race/ethnicity shows that the total (which includes Hispanics and African Americans) and white populations increased by a small percentage or decreased between 1990 and 2000, while the Latino and African American populations experienced a sharp increase. During this decade, the total population in Monroe County increased by 3%; Latinos by 48%; African Americans by 19%; while whites decreased by 3%. Corresponding data for the City of Rochester indicates a 5% decrease in the total population and a 25% decrease for whites, while Latinos increased by 38% and African Americans by 16%. In fact, if it were not for the significant Hispanic and African American population increases, area population would have decreased by a much greater percentage.



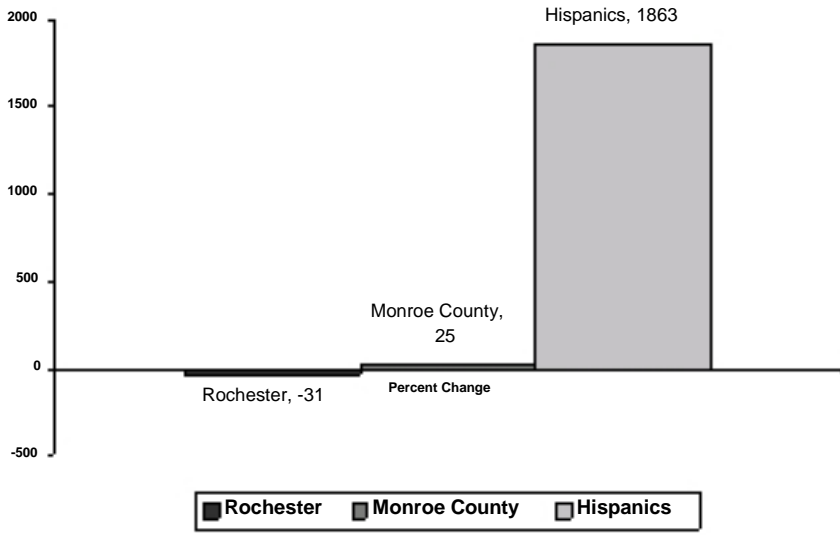
**Local Population Percent Change  
by Race/Ethnicity 1990-2000**



Source: US Census Bureau - Chart by Susan L. Costa, 7/01

According to data obtained from the U.S. Census Bureau, the percent change of the population between 1990 and 2000 for the City of Rochester, Monroe County, and Hispanics conveys considerable differences have taken place. While the city has lost 31% of its population, the county has gained 25%, and Hispanics gained significantly more at 1863%. The data confirm that the national trend of sizable increases in the number of Hispanics residing in the continental United States is also observed in Monroe County. The chart that follows on the next page indicates the marked increase in the Hispanic population:

## City, County & Hispanic Population Percent Change 1960-2000

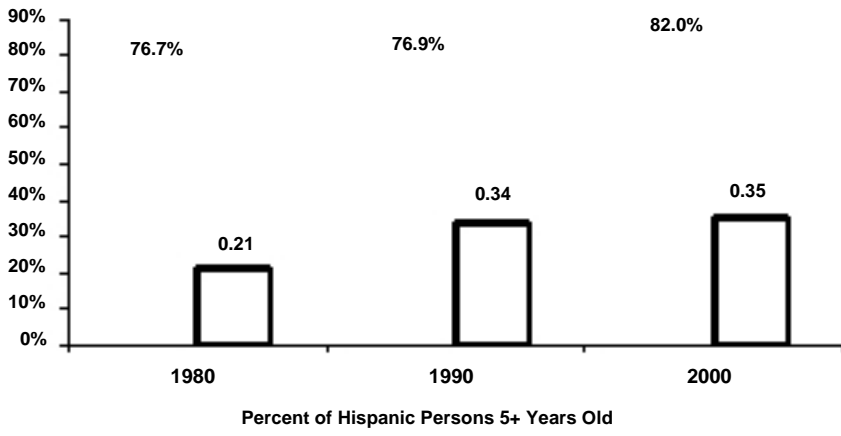


Source: US Census Bureau - Chart by Susan L. Costa, 9/01

### Heterogeneous Population

Further analysis of demographic data reveals the Latino population itself is far from being homogeneous. While it is assumed that the common link is the Spanish language, this is not always the case. There are individuals of Hispanic heritage who were born and raised in the United States who do not speak Spanish. Others may have American surnames and be of Hispanic heritage, while still others came to this country as adults and have no knowledge of the English language. Most Hispanics in Monroe County speak a language other than English (82%); while 35% indicate they do not speak English "very well." An increase from 21% to 35% of people who don't speak English very well is significant - a 66% increase in the number reporting they don't speak English well, over a 20 year period. It could be indicative of the continuing arrival of newcomers from Puerto Rico and other Latin American countries that appears to be fueling the Hispanic population increases. These changes are illustrated in the chart on the next page:

## Hispanics in Monroe County Language Spoken 2000



**Speak Language Other than English**  

**Do Not Speak English "very well"**

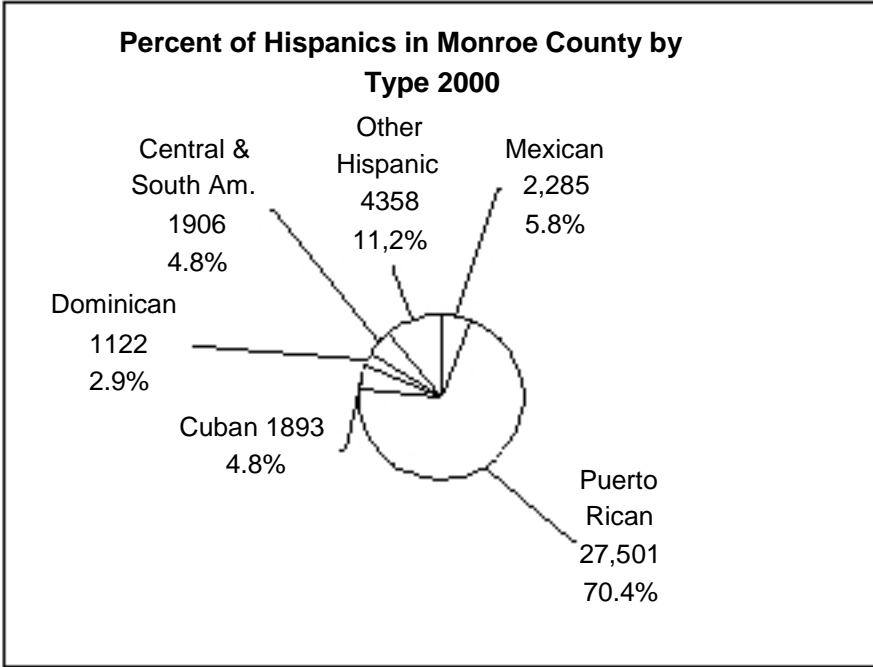
Source: US Census - Chart by Susan L. Costa, 9/02

### Many Ethnic Backgrounds

Among the Latino population there are American citizens born in Puerto Rico, refugees for political or economic reasons, as well as students and professionals recruited by large companies and agencies to work in the area. These individuals may be citizens of the Dominican Republic, Cuba, Guatemala, Colombia, Argentina, Ecuador, Chile, Mexico, or any of more than 20 other Hispanic nations.

People of Mexican heritage constitute the largest Latino group in the United States at 66.9%, followed by individuals of Central and South America heritage (representing many countries) at 14.3%, while Puerto Ricans (excluding those living in Puerto Rico) constitute 8.6%. This is in stark contrast to the 70.4% that Puerto Ricans represent among Latinos in Monroe County. Puerto Ricans, of course, are US citizens. There are close to 4 million residents on the island of Puerto Rico.

The US Census counted 27,501 Puerto Ricans, 2,285 Mexicans, 1,893 Cubans and 1,122 Dominicans in Monroe County in the year 2000. "Other Hispanics" represent a relatively high percentage (14%) because this groups all people who called themselves Spaniard, Spanish, Spanish American, or those who were not elsewhere classified. A growing number of individuals from the Dominican Republic and Central and South America are making Rochester their home. It should be noted that more than **five** years have passed since the 2000 Census and the numbers are surely higher. Extrapolating the Hispanic population growth in the last three decades onto the past four years suggests that the aforementioned numbers may really be as much as 20-25% larger.



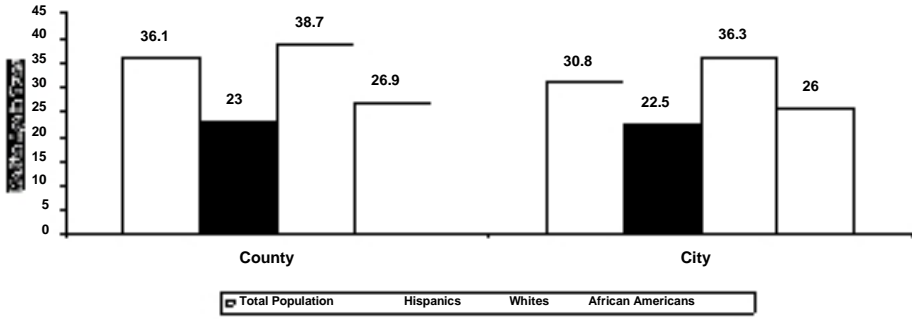
Source: US Census Bureau - Chart by Luisa E. Baars, 8/04

Education, Median Age, and Employment

Further studies of the national data reveal Cubans have higher economic and educational status, and individuals from Central and South America closely follow. Mexicans are at the lower end of the spectrum. Nationwide, Hispanics are a young population with 34.4% of the population 18 years or

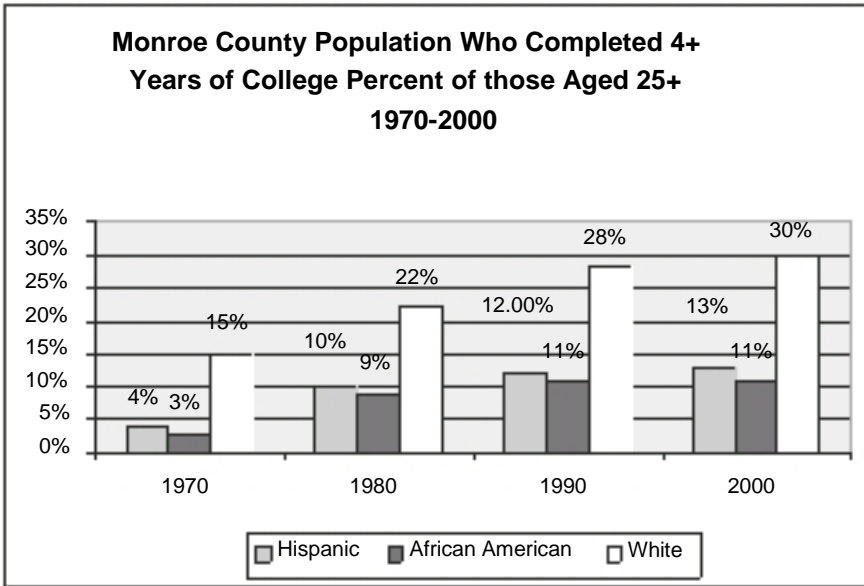
younger compared to only 22.8% of whites. Thirty-seven percent of the Mexican population is younger than 19 years, giving it the highest proportion of young people among Hispanic groups. In Monroe County, the median age of Hispanics is 23 but 38.7 for whites.

### Hispanics, County & City Median Age 2000

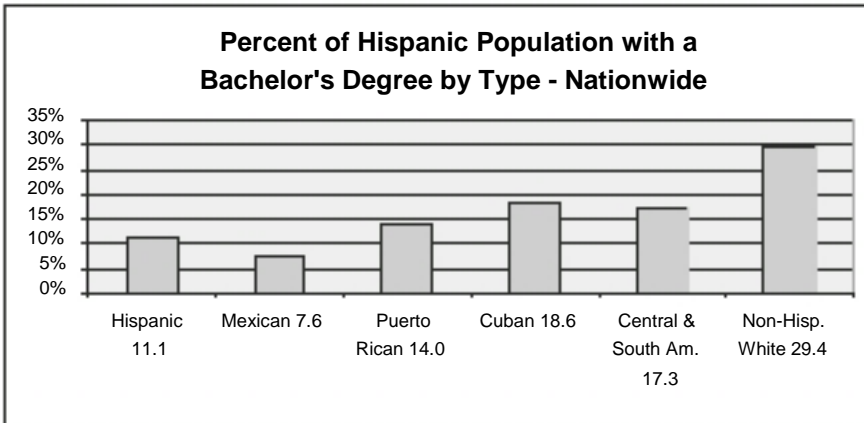


Source: US Census Bureau - Chart by Susan L. Costa, 9/01

Employment has long been known to closely reflect levels of educational attainment. Nationally, a smaller percent of Hispanics (11.1) obtain a bachelor's degree compared to Non-Hispanic Whites (29.4). In Monroe County 13.3% of Hispanics have a bachelor's degree compared to 30.2% of Non-Hispanic Whites. In addition, the percent of bachelor's degrees among Hispanics varies by ethnicity as illustrated by the graph below. A large number of Hispanics work in non-skilled, service jobs (18.1 % of the men and 27.8% of the women), while only 18.1% of the women and 11.3% of the men work in professional/managerial positions.



Source: US Census Bureau, Chart by Susan L. Costa, 8/04



Source: US Census Bureau - Current Population Survey, March 2002 - Chart by Luisa Baars, 8/04

Employment figures also indicate that Hispanics lag behind whites since 8.1% of Hispanics are unemployed compared to 5.1% of whites. Hispanic women show a slightly lower unemployment rate than men (7.9% vs. 8.3%), but this may be due to the fact that a large percentage of women are employed in non-skilled, service jobs or are housewives not looking for employment. The two following charts illustrate percent of population completing a college degree locally and nationally. The following table provides information about participation in the labor force and employment and unemployment rates for Hispanic men and women. The trends for unemployment rates among Hispanics in Monroe County closely resemble those for the nation as a whole. (It should be noted that Department of Labor unemployment data reflect only those people on unemployment insurance and/or actively looking for work according to the Department's records. They do not include people who are working part time but want full time jobs, who are not eligible for unemployment insurance or those who are 'discouraged' by their inability to find jobs and have stopped looking.)

<b>Table 2: Participation in Labor Force, Employment and Unemployment Rates for Hispanic Men and Women in Monroe County 2000</b>					
<b>Ethnicity/ Race</b>	<b>Total</b>	<b>% In Labor Force</b>	<b>% Not In Labor Force</b>	<b>% Employed</b>	<b>% Un- employed</b>
Hispanic Men	11,577	66.0	33.7	57.7	8.2
Hispanic Women	12,847	58.0	41.9	50.4	7.5

**Source: US Census Bureau- Table by Luisa E. Baars, 8/04**

Over the years, the Hispanic population has seen increase in the level of household income, but it still lags behind the level of income for non-Hispanic white households. Data from a sample based on the 2000 US Census indicate that the percent of Hispanic households with an income less than \$10,000 decreased from 25.8% in 1999 to 21.2% in 2000. Those in the range between \$10,000 and \$34,999 showed an increase from 37.7% in 1999 to 40.3% in 2000. The range between \$35,000 and \$49,999 remained

essentially unchanged while the range between \$50,000 and \$200,000 or more increased from 21.9% to 23.9%. These changes are illustrated on Table 2 below. This suggests that there has been some progress in the movement toward middle class status.

<b>Table 3: Comparison of Hispanic Household Income in Monroe County Between 1999 - 2000</b>		
<b>Income Level</b>	<b>1999</b>	<b>2000</b>
Less than \$10,000	25.8%	21.2%
\$10,000 to \$34,999	37.7%	40.3%
\$35,000 to \$49,999	14.5%	14.4%
\$50,000 to \$200,000 or more	21.9%	23.9%

**Source: US Census Bureau- Current Population Survey, March 2002 - Table by Luisa E. Baars, 8/04**

## References

1. Survey commissioned by the Latino Coalition and conducted by McLaughlin and Associates' Opiniones Latinas, August 2002.
2. Survey commissioned by the Latino Coalition and conducted by McLaughlin and Associates' Opiniones Latinas, August 2002.
3. United States Census Bureau, Current Population Survey, March 2002.
4. Charts provided by Susan L. Costa
5. Charts and Tables provided by Luisa E. Baars

For additional information, consult the following links:

<http://www.census.gov>; click on subjects A-Z, Hispanics

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# Latino Health: A National Snapshot

## Causes of Death Among Latinos and Prevalence Of Diseases

According to the CDC, an analysis of the major causes of death among Hispanics and non-Hispanic whites in 2001 shows that heart disease and cancer have the same frequency in both groups. Unintentional injuries, homicide, HIV, and infant mortality appear among the major causes of death for Hispanics but not for non-Hispanic whites. Diabetes, liver disease and cirrhosis appear at a higher frequency among Hispanics, while COPD is less frequent. The following chart presents the major causes of death among Latinos vs. White non-Latinos in decreasing order of frequency:

**TABLE. Ten leading causes of death among Hispanics of all races and non-Hispanic whites — National Vital Statistics System, United States, 2001**

Rank	Hispanic		White, non-Hispanic	
	Cause of death	No. (%)	Cause of death	No. (%)
1.	Heart disease	27,090 (23.9)	Heart disease	582,349 (29.7)
2.	Cancer	22,371 (19.7)	Cancer	456,709 (23.3)
3.	Unintentional injury	9,529 (8.4)	Stroke	133,879 (6.8)
4.	Stroke	6,416 (5.7)	Chronic lower respiratory disease	110,753 (5.6)
5.	Diabetes	5,663 (5.0)	Unintentional injury	75,262 (3.9)
6.	Homicide	3,331 (2.9)	Influenza and pneumonia	51,952 (2.6)
7.	Liver disease	3,301 (2.9)	Diabetes	51,402 (2.6)
8.	Chronic lower respiratory disease	2,832 (2.5)	Alzheimer's disease	49,030 (2.5)
9.	Influenza and pneumonia	2,722 (2.4)	Kidney disease	29,449 (1.5)
10.	Prenatal conditions	2,227 (2.0)	Suicide	25,813 (1.3)
	All others	27,937 (24.6)	All others	395,132 (1.3)
<b>Total</b>		<b>113,413 (100.0)</b>	<b>Total</b>	<b>1,962,810 (100.0)</b>

(Morbidity and Mortality Weekly Report Weekly October 15, 2004 / Vol. 53 / No. 40; **Health Disparities Experienced by Hispanics — United States**)

Health issues affecting Latinos are in part due to low socio-economic status (SES), lack of health insurance, language barriers, cultural beliefs, and genetic makeup in a different environment than originating country.

Some of these statistics are summarized from the CDC 2000 progress report on the following pages:

1 - More than one third of all Latinos lack health insurance coverage; employers do not insure them. When insured they participate in healthcare services at high rates despite low incomes. Many Latinos are not eligible for enrollment in a publicly funded insurance program due to their immigrant status.

2 - Health data obtained from studies are not always bad; some improvement has been made in the last decade. The following is a list of the areas of most significant improvement, or what the CDC calls "closing the gap."

- f* Infant mortality
- f* Prenatal care during the first trimester
- f* Blood cholesterol for Mexican Americans
- f* Breast exams and mammograms for women 50+ years old
- f* Pap test for women 18+ years old
- f* Regular source of primary care for individuals 18 years old

3- Improving but not closing the gap:

- f* Tuberculosis
- f* Adults 65+ receiving pneumococcal influenza vaccine

4- Moving away from the target were:

- f* Pregnancies for females ages 15-19
- f* Homicide rate for males ages 15-34
- f* Mexican Americans ages 65+ using oral health care
- f* Overweight prevalence in women 20+ years old
- f* Diabetes among Mexican Americans
- f* HIV/AIDS
- f* Hispanics over the age of 65 without health insurance

5- Health status by Latino subgroups:

- Cardiovascular Disease:
  - f* Lower death rates for Mexican American men, higher for Mexican American women
  - f* Puerto Ricans residing on the island have low rates of cardiovascular diseases.

- Diabetes:

- f Occurs in 10-15% of Mexican American men and women, higher morbidity and mortality rates, may be related to Native American genetic admixture, diet and SES
- f 2-3 times more common in Hispanics than in non-Hispanic whites
- f An estimated 700,000 Hispanics including Mexican-Americans have diabetes and do not know it
- f Diet: High use of saturated fat
- f Obesity, especially in children. Higher rates of complications, amputations, eye and kidney problems

The following table shows most recent prevalence data among Latinos in US and in Puerto Rico:

TABLE 1. Prevalence of self-reported diabetes among Hispanics and non-Hispanic whites aged ≥18 years, by age group and area of residence — Behavioral Risk Factor Surveillance System, selected areas<sup>1</sup>, 1998–2002

Area of residence	Prevalence of diabetes					
	Age group (yrs)				Adults overall	
	15–44	45–54	55–64	≥65	≥18	≥18 <sup>2</sup>
%	%	%	%	%	%	
California						
Hispanic	3.2 (2.2–4.2)	11.7 (8.4–15.0)	24.6 (18.3–30.9)	25.6 (19.7–31.5)	7.8 (6.8–8.8)	10.9 (9.5–12.3)
White, non-Hispanic	1.3 (0.9–1.7)	5.0 (4.0–6.0)	9.2 (7.4–11.0)	11.7 (10.3–13.1)	5.1 (4.7–5.5)	4.6 (4.2–5.0)
Florida						
Hispanic	2.2 (1.4–3.0)	6.1 (3.4–8.8)	12.8 (8.5–17.1)	20.6 (16.3–24.9)	6.6 (5.6–7.6)	7.2 (6.0–8.4)
White, non-Hispanic	1.4 <sup>†</sup> (1.0–1.8)	6.2 <sup>†</sup> (5.2–7.2)	11.0 <sup>†</sup> (9.5–12.4)	12.2 (11.2–13.2)	6.6 <sup>†</sup> (6.2–7.0)	5.2 (4.8–5.6)
Illinois						
Hispanic	2.0 (0.2–3.8)	15.9 (9.0–22.6)	19.8 (9.4–30.2)	25.8 (13.3–38.3)	6.2 (4.2–8.2)	10.6 (7.6–13.4)
White, non-Hispanic	1.5 <sup>†</sup> (1.1–1.9)	4.6 (3.6–5.6)	11.2 <sup>†</sup> (9.5–13.1)	15.0 <sup>†</sup> (13.4–16.6)	6.0 <sup>†</sup> (5.6–6.4)	5.5 (5.1–5.9)
New York/New Jersey						
Hispanic	2.4 (1.4–3.4)	10.5 (7.0–14.0)	15.9 (10.6–21.2)	17.7 (12.6–23.4)	6.2 (5.0–7.4)	8.0 (6.6–9.4)
White, non-Hispanic	1.4 <sup>†</sup> (1.2–1.6)	4.4 (3.6–5.2)	9.8 (8.4–11.2)	12.9 <sup>†</sup> (11.7–14.1)	5.6 <sup>†</sup> (5.2–6.0)	4.9 (4.5–5.3)
Texas						
Hispanic	2.6 (2.1–3.4)	13.0 (9.9–16.1)	20.8 (16.7–24.9)	25.4 (20.3–30.5)	7.1 (6.3–7.9)	10.6 (9.3–11.7)
White, non-Hispanic	1.4 (1.2–1.6)	6.6 (5.6–7.6)	10.5 (9.1–11.9)	11.8 (10.6–13.0)	5.7 (5.3–6.1)	5.1 (4.7–5.5)
Puerto Rico <sup>**</sup>	2.4 (2.0–2.8)	11.2 (9.8–12.6)	21.2 (19.2–23.2)	26.3 (23.5–27.1)	9.3 (8.7–9.9)	10.0 (9.4–10.6)

<sup>1</sup> California, Florida, Illinois, New York/New Jersey, Texas, and Puerto Rico.

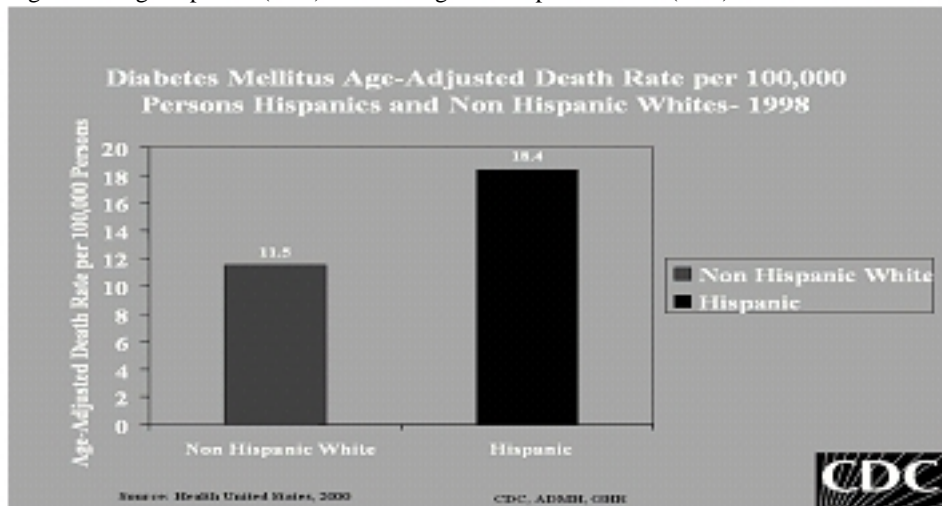
<sup>2</sup> Age adjusted to the 2000 U.S. standard population.

<sup>3</sup> Confidence interval.

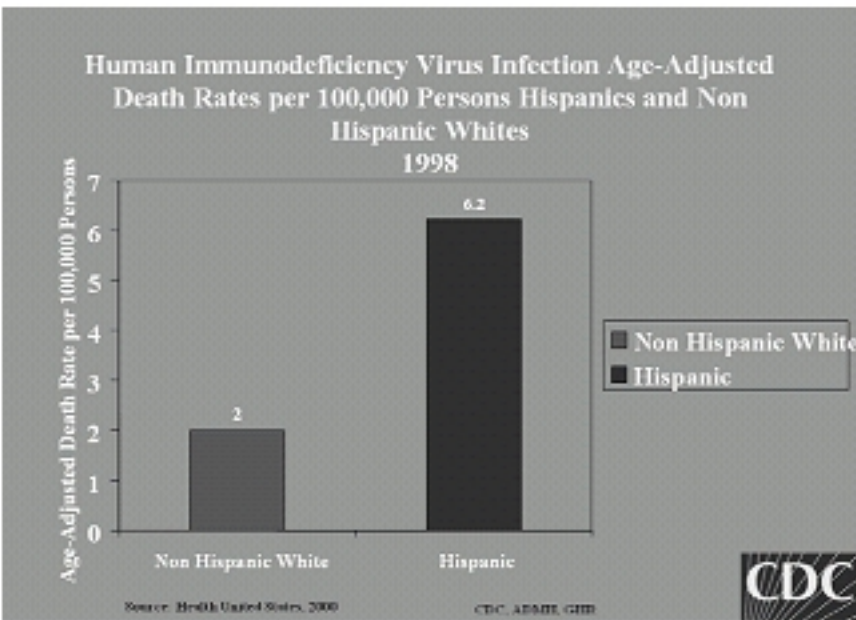
<sup>†</sup> Not statistically significant ( $p \geq 0.05$ ).

<sup>\*\*</sup> Hispanics only; non-Hispanic whites were not included because of small sample size.

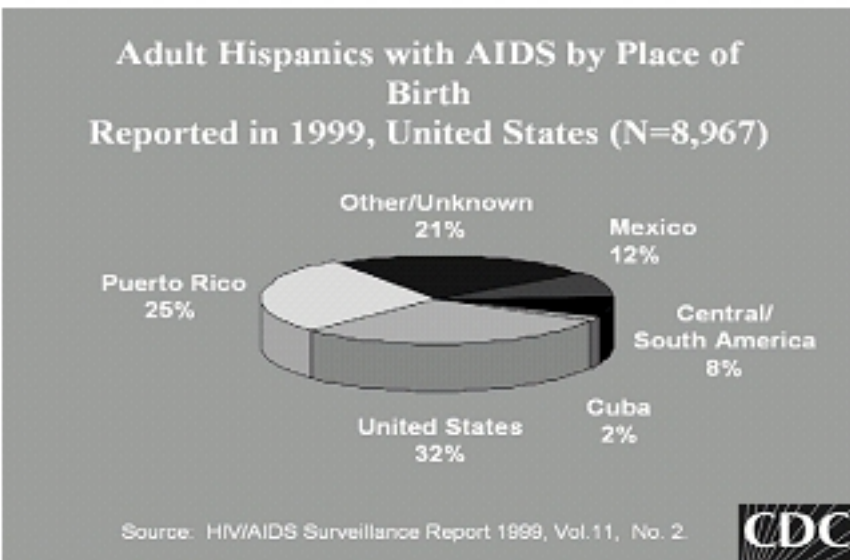
The chart below shows that age-adjusted death rate for diabetes mellitus is higher among Hispanics (18.4) than among non-Hispanic whites (11.5).



- Lung Cancer/Other Respiratory Cancer: Overall Hispanics show lower rates, except for esophageal cancer in Puerto Rican men living in New York City.
- Breast, Prostrate and Colon Cancer: Breast cancer and prostate cancer are less frequent among Hispanics, but Puerto Rican and Cuban men as well as populations on the Mexican-American border have higher rates of these types of cancer.
- Cervical Cancer: Mexican and Puerto Rican women have higher rates; Cubans have lower rates than non-Hispanic Whites.
- Gallbladder and Liver Cancer: The rate is five times higher for Mexican American females and twice as high for Mexican American males. Liver cancer rate is highest in Texas.
- Of special concern are the environmental /occupational exposures of agricultural workers. The "colonias" of Hispanics along the Mexican-American border have the highest rates of exposure to environmental and occupational hazards.
- HIV/AIDS is a major problem for Latinos. The age-adjusted death rate for Hispanics is over three times higher (6.2) than for non-Hispanic-whites (2), as illustrated by the following chart:

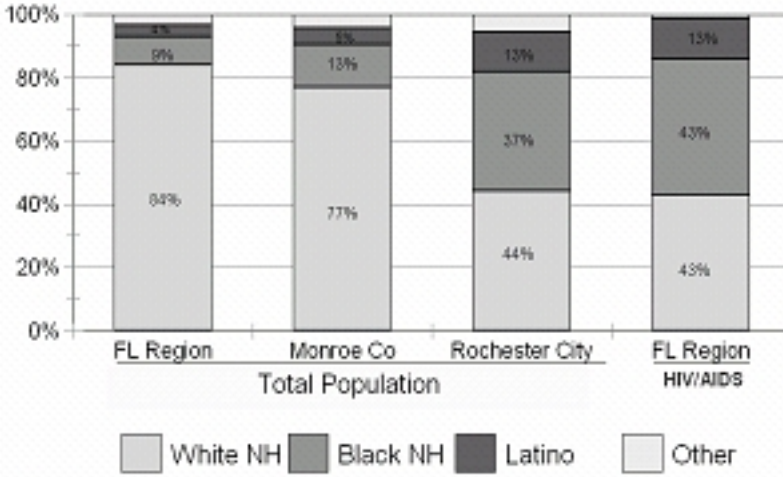


The AIDS infection rate among Hispanics varies significantly according to the place of birth. Those born in the United States and Puerto Rico have the highest rates at 32% and 25%, respectively, while those born in Cuba have the lowest at 2%.



The chart below indicates that although Latinos constitute only 4% of the population in the Finger Lakes region, they account for 13% of the population in the region who are HIV+ or have AIDS.

### Distribution by Race/Ethnicity Population & HIV/AIDS Cases\*



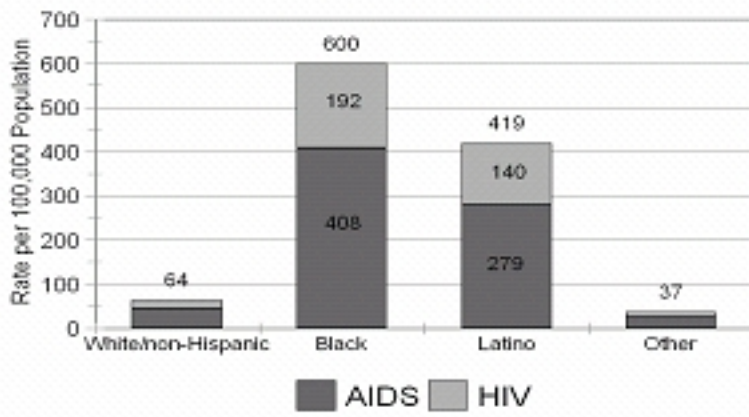
Presumed alive Dec 2001 – 1,578 HIV or AIDS Cases

NYS DOH Bureau of HIV/AIDS Epidemiology

Graph provided by Finger Lakes Health System Agency 8/04

The prevalence rate of HIV/AIDS among Hispanics is 6.5 times higher than the rate for non-Hispanic whites. Non-Hispanic blacks have a rate that is 9.3 times higher than the rate for non-Hispanic whites, as illustrated in chart on the following page:

**HIV/AIDS Prevalence Rates**  
Finger Lakes Region, December 2001



Graph provided by Finger Lakes Health System Agency 8/04

**Useful Links:**

*The Department of Health and Human Services:*  
[www.omhrc.gov/rah](http://www.omhrc.gov/rah)

*The Office of Minority Health:*  
[www.os.dhhs.gov/progorg/ophs/omh](http://www.os.dhhs.gov/progorg/ophs/omh)

*Agency for Healthcare Research and Quality:*  
[www.ahrq.gov/research/minorhlth.htm](http://www.ahrq.gov/research/minorhlth.htm)

*National Center on Minority Health and Health Disparities:*  
[www.omhrc.gov](http://www.omhrc.gov)  
*DHHS Race and Health Home page:*  
[raceandhealth.hhs.gov](http://raceandhealth.hhs.gov)



University of North Carolina Website:

[www.hsl.unc.edu/guides/focusonlatino.cfm](http://www.hsl.unc.edu/guides/focusonlatino.cfm)

Useful Latino Health link listing multiple sites by diseases:

<http://www.williecolon.com/health/latinohealth.html>

## Minority data intensive sites

U.S. Bureau of Census 2000 [www.census.gov](http://www.census.gov)

Agency for Healthcare Research and Quality: [www.ahrq.gov](http://www.ahrq.gov)

National Hispanic Medical Association [www.nhmamd.org](http://www.nhmamd.org)

U.S. Department of Health and Human Services, Office of Minority Health  
[www.ohmrc.gov/omh/aids/aidshome\\_new.htm](http://www.ohmrc.gov/omh/aids/aidshome_new.htm)

Finger Lakes Health System Agency [www.flhsa.org](http://www.flhsa.org)

CDC Office of Minority affairs [www.cdc.gov/omh/default.htm](http://www.cdc.gov/omh/default.htm)

## References

1- Morbidity and Mortality Weekly Report Weekly October 15, 2004 / Vol. 53 / No. 40 pp 937-949: "**Health Disparities Experienced by Hispanics — United States**"

2- HIV/AIDS among Hispanics as of 2004 :

<http://www.cdc.gov/hiv/pubs/facts/hispanic.htm> accessed on 3/27/06

### Prepared by:

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Updated 3/27/2006

# Nuestra Salud: A Snapshot of Hispanic Health Locally

In September of 1999, the Hispanic Health Coalition in conjunction with the Finger Lakes Health Systems Agency released *¡Nuestra Salud!*: a study of the health of the Hispanic community in the Rochester area. This report is the most comprehensive document outlining the health status of the Hispanics in this region to date. It brought to light some alarming disparities that Hispanics face in this community. A disparity is defined by the Institute of Medicine as "*racial or ethnic differences in the quality of health care that are not due to access related factors or clinical needs, preferences, and appropriateness of intervention*". What is most alarming about a disparity is that it usually exists even when factors such as socio-economic condition are taken into account. The Finger Lakes Health Systems Agency has updated the health and demographic data of *¡Nuestra Salud!* with analysis of 2000 US Census, mortality and maternal and child health data. The update is aptly titled *¡Nuestra Salud Hoy!*.

Below are highlights of *¡Nuestra Salud Hoy!*: Check [www.flhsa.org](http://www.flhsa.org) for more details and information.

## Nuestra Salud Hoy Highlights

### Demographics

- f* The Hispanic population in Monroe County increased by nearly 50% during the 1990s - to almost 40,000 people.
- f* In some portions of the City of Rochester, Latinos constitute a majority of the population. Because of this it is important that appropriate, culturally effective health care services are available in Spanish at health facilities in the city.
- f* The Hispanic population is young relative to the White/non-Hispanic population. The young age of the Hispanic population has an impact on what types of health care services are needed and should be taken into account when planning for health services targeted to Latinos.
- f* Almost 40% of Hispanic youth in the region are poor and thus are at higher risk for inadequate nutrition, substandard housing, exposure to environmental hazards, and decreased access to and use of health care services.

### **Access to Care**

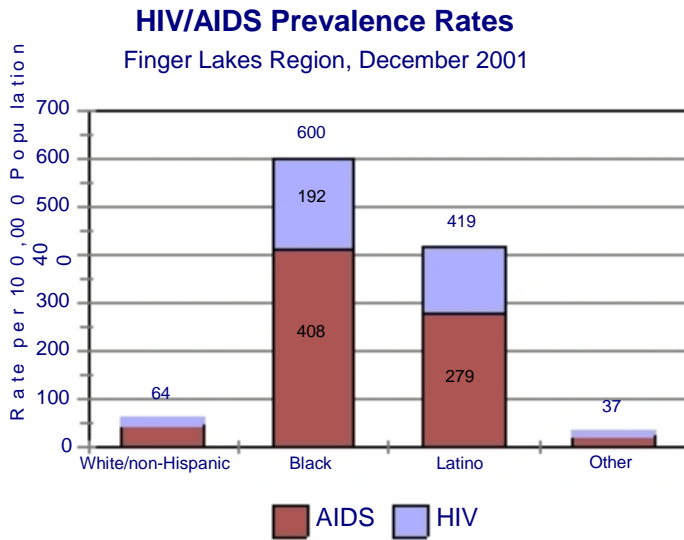
- f* One in five Hispanic adults is uninsured. Numerous studies have demonstrated that lack of health insurance is a significant barrier to obtaining medical care.
- f* One in three Hispanic adults does not have a regular doctor and thus lack a consistent source of preventive care.
- f* Latinos were twice as likely as White/non-Hispanics to indicate "not enough time" and "transportation" as reasons for not getting or postponing needed health care, raising concerns about Rochester bus routing, which requires most individuals to take at least two buses to reach many destinations.
- f* Almost 40% of Hispanic children had no dental care in the previous year.
- f* Over 40% of Hispanic adults taking medications for chronic conditions do not fill their prescriptions and/or take smaller doses than prescribed because of cost. These practices result in increased Emergency Department visits, hospitalizations, and doctor visits, and reduced quality of life.
- f* Latinos receive fewer preventive services than White/non-Hispanics in a number of areas- diabetes, heart disease, women's cancer, and flu shots- which can lead to increased morbidity and mortality among Latinos.
- f* The Ambulatory Care Sensitive (ACS) hospitalization rate for Monroe County Latinos, though declining, is more than 50% higher than for White/non-Hispanics, reflecting inadequate primary care.
- f* The Hispanic diabetes (an ACS condition) mortality rate is higher than ever before, highlighting the need for consistency in testing, medication and for Spanish diabetes health education materials.

### **Mortality**

- f* The Hispanic mortality rate has decreased since its 1996 peak; however, the long-term trend (since 1980) is upwards.
- f* The Hispanic heart disease mortality rate is static, while the White/non-Hispanic rate is decreasing. Preventative care and education targeted to Latinos could help to begin to decrease mortality rates.
- f* Overall the Hispanic homicide mortality rate is declining; however, it is on the increase among young Hispanic males.

## HIV/AIDS

- f The rate of new AIDS cases diagnosed among Latinos and White/Non-Hispanics has declined by two-thirds since the 1993-1995 period.
- f Latinos are six times more likely to be living with HIV/AIDS than White/non-Hispanics, emphasizing the need for culturally appropriate primary and secondary prevention and care.



## Maternal and Child Health

- f The receipt of early prenatal care has essentially remained constant since 1995; less than two-thirds of Hispanic mothers receive early prenatal care. Almost one in five Latinas receives inadequate formal prenatal care.
- f The Hispanic infant mortality rate has increased since the mid-1990s; attention to risk factors- premature birth, smoking during pregnancy, inadequate prenatal care, and teen pregnancy- is needed.
- f Half of Hispanic pre-school children in Monroe County live in neighborhoods where they are "in extreme risk" or "at high risk" of lead poisoning; early detection, effective treatment, and removal of lead contamination is crucial.

### Prepared by:

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# Hispanic Women's Health:

## Rochester 2006

"Healthy women build healthy communities" [HRSA]. The Latina female population in Rochester, NY is around 15,000. The average age ranges between 25.9 -40. They are young! Most of them live in the city and the areas of Greece and Chili [Democrat and Chronicle: May 23, 2001]. The birth rates are higher for Hispanics than for non-Hispanics. Although Hispanics are making progress in education, they lag behind non-Hispanics in educational and economic development. The largest majority of local Hispanics are Puerto Rican; the next largest group is from the Dominican Republic. There are some Mexican farm workers and Latinos from Central and South America. Only 38% of Latinas are married. They are more likely than non-Hispanics, to live unmarried or single, but the family unit is very strong. The top three religious denominations are: Catholic (60%), Pentecostal (39%) and Evangelical (6%). Ninety-three percent speak fair Spanish and 66% speak at least some English which enable them to get their ideas across. Yet, they may not have the fluency required to communicate with health care providers which limits their ability to know and use services available to them. [Maria Marcos, Nancy Padilla, Father Lawrence Tracy, Susan Costa - Nuestra Salud Report]

It is a fact that Latinas experience inequality in our health care system in terms of access to services and outcomes. Latinas get sicker and die younger.

Among the many disparities they experience, are the following:

- Difficulty navigating the health system.
- Lack of providers with language and cultural competency.
- Lack of insurance coverage for services (Specialists who do not accept Medicaid)
- Lack of health insurance; women lacking access to usual sources of care.
- Prenatal care: late registrant, no prenatal care, increases in the number of small-for-gestational age babies. Increase in the number of prenatal and neonatal deaths.
- Blindness: very few Latinas with vision problems access available services (Association for the Blind and Visually Impaired).

- Deaf and hard of hearing: Latinas do not access the excellent services available in this area.
- Alternative medicine and Santeria: cultural factors that encourage women to use these alternative sources of care which in some cases may help but, frequently delay access to medical care.
- Lack of social support.
- Poor health literacy (newcomers from Puerto Rico have at least a high school diploma, yet many do not speak English fluently which contribute to illiteracy regarding health care). Surgeon General Richard H. Carmona believes lack of health literacy is the mayor factor contributing to the disparities.
- Socioeconomic factors (lack of transportation, inadequate housing, lack of education, unemployment).
- Chronic diseases: obesity, diabetes, hypertension, cancer, arthritis, asthma)
- Mental illness, domestic violence, child abuse.
- High incidence of certain diseases:
  - f* 63% of women who died of heart disease had no symptoms,
  - f* colon cancer,
  - f* breast cancer and cervical cancer,
  - f* HIV / AIDS, other sexually transmitted diseases,
  - f* hepatitis,
  - f* parasites, and
  - f* cerebral vascular accidents.
- Lack of awareness, education and communication. If we cannot communicate properly, we are at risk of losing our patients. Information is power!
- Unwanted or unintended pregnancy.
- Contraceptive methods that are culturally acceptable to this population:
  - f* Bilateral Tubal Ligation is the most widely used method of contraception. Yet, this method known to Latinas as "la operación" is not the best contraceptive method for Latinas due to later regret.
  - f* Abortion and the use of contraceptives are acceptable - these have nothing to do with machismo/marianismo (traditional values that define male/female roles) or religion. For many Catholic Latinas, a confession is needed to feel better.

*f* Infertility is another problem. Though some Latinas may think that a "novena" (prayer) is helpful, it is important to emphasize that new reproductive technology is helpful, although for many it is too expensive.

- Alcohol and tobacco are misused and abused.
- Suicide rates are increasing in the younger population.
- The number of incarcerated women is increasing, which creates new health challenges.
- Women in the rural vs. the urban areas experience greater socioeconomic and health differences.
- Further research is needed about issues concerning older women:
  - f* menopause management,
  - f* disabilities,
  - f* retirement, and
  - f* political involvement.
- Dental care and palliative care is needed for all ages
- Some people believe that with the new technologies (electronic medical records), more communication will occur, and therefore decrease the disparities. However, I feel that this will need to be proven!

We need more research and collaboration in our communities: collaboration with the social sciences and social agencies. Help is also needed from the patients, providers, communities, universities, government, and the private sector. The pharmaceutical companies need to help to end health disparities. A poor socioeconomic condition alone does not account for all the disparities. We need to defeat all the barriers and apathy to eliminate disparities, we need to put forth our best effort and be united to eliminate the health disparities among women. We have come a long way, but still have miles to go!

Universal insurance? Here I quote Dr Robelo: "Rosa Parks one day in a seat, in a bus, in one city, showed us that change is possible".

References:

1. Nancy Padilla, Maria Marcos...The Survey of Latino Women in Rochester
2. Bonnie DeVinney, Art Striter, Veronica Triana; Nuestra Salud Report, 2006 Update
3. Maternal/Child Health Report Card Update, Monroe County, 2006

4. Directory; Perinatal Network Services of Monroe County and Health Care Sector of the Latino Alliance, 2004.
5. United Way Hispanic Survey, Julio Vázquez
6. UR Symposium on Latinos Health Care, Gladis Velarde, MD, Carlos Ortiz MD, Constantino Fernández MD ,Luisa Baars, MA, MPA, OTR., 2006
7. Health Care Sector, Latino alliance; Oral Debate and communication Luisa Baars, MA, MPA, OTR, Constantino Fernández, MD
8. Neonatal Continuum Care Program, Executive Summary, Golizano Children Hospital at Strong Memorial Hospital, 2005

**Prepared By:**

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# Lead Poisoning and Hispanic Children

Lead poisoning is an irreversible, but preventable, condition that causes permanent brain damage in young children and impacts cognitive function, behavior control and overall lifetime health. It is defined as 10ug/dL. Lead is found mainly in older homes with deteriorating paint. Many parents do not know about the dangers of lead exposure for the children and pregnant women. It is essential that healthcare providers who deal with pregnant women and children provide information about lead poisoning hazards and prevention.

Lead Poisoning in Monroe County is almost entirely the result of lead paint in homes that is peeling, flaking or simply deteriorating into dust. Homes built before 1978 have a high probability of containing lead; homes built before 1950 have even higher levels of lead.

## Lead Poisoning:

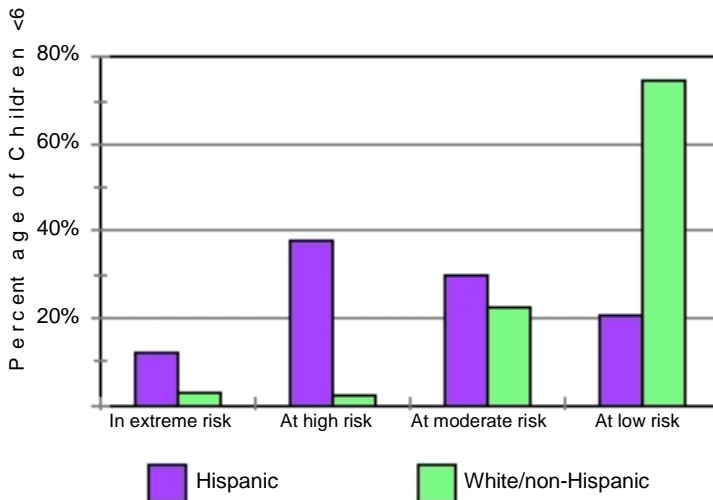
- Blood lead levels previously considered acceptable (below 10 µg/dL) are now known to cause the loss of an average of 7 IQ points; as exposure increases to 20 µg/dL another 4 points are lost. Loss of IQ will significantly reduce the lifetime earnings of poisoned children.
- Youth who were severely lead poisoned as babies are 7 times more likely to drop out of high school and nearly 6 times more likely to have a reading disability
- Many lead poisoned children suffer poor impulse control and aggressiveness. Between 11% and 37% of arrested juvenile delinquents are attributable directly to the lead poisoning they suffered as babies.
- Adults who were poisoned as children suffer increased osteoporosis, kidney damage, and hypertension.

A study by the Center for Governmental Research (CGR) commissioned by the Monroe County Health Department published in 2002, found that 30-34% of children that live in the Upper Falls neighborhood (about half of Zip code 14605) were lead poisoned. Similarly, in neighborhoods located in North Marketview, South Marketview (roughly the other half of zip code 14605) and

the southern part of zip code 14621 there were 25-29% of children screened that were lead poisoned. This information is of particular concern for Hispanics given that a large percentage of Hispanic families with young children live in these neighborhoods. Thus, healthcare providers serving Hispanic families must be on alert to educate the families, urge testing, and refer them to the services and agencies that can help eradicate lead from their homes. The chart below further corroborates the lead risk of Hispanic children in Monroe County.

## Lead Poisoning Risk, Monroe County

For Children Under 6



Data Sources: Center for Governmental Research  
2000 US Census of Population  
Calculations by FLHSA

FLHSA

## Reference

Center for Governmental Research (CGR) [www.cgr.org](http://www.cgr.org)

## Links

[www.monroecounty.gov/org158.asp?storyID=393](http://www.monroecounty.gov/org158.asp?storyID=393)  
[www.leadssafety2010.org](http://www.leadssafety2010.org)  
[www.thehousingcouncil.org](http://www.thehousingcouncil.org)  
[www.hud.gov/offices/lead](http://www.hud.gov/offices/lead)  
[www.epa.gov/lead](http://www.epa.gov/lead)  
[www.epa.gov/lead/nlic.htm](http://www.epa.gov/lead/nlic.htm)  
[www.leadlisting.org](http://www.leadlisting.org)

[www.leadshousing.org](http://www.leadshousing.org)  
[www.osha-slc.gov/SLTC/lead/index.html](http://www.osha-slc.gov/SLTC/lead/index.html)  
[www.afhh.org](http://www.afhh.org)  
[www.health.state.ny.us.nysdoh/environ/lead.htm](http://www.health.state.ny.us.nysdoh/environ/lead.htm)

**Prepared by:**

Sarita Rivera  
Chase Bank

## Religious Beliefs and Practices

Religion has always played a significant role in the life of the Latino people. Many Spanish-speaking countries designate the Catholic faith as their predominant religion. Nevertheless, many other religions are practiced in Latin America, the Caribbean, and Spain. Among the different religious affiliations are the following: Presbyterian, Adventist, Jehovah's Witness, Baptist, Muslim, Buddhism, and a host of other local religious groups formed under the leadership of ministers. The 2000 *Official Catholic Directory* lists the U.S. Catholic population at 65,270,444, representing 22.9 percent of the total population in the United States. Approximately 39 percent of Catholics in the United States are of Hispanic origin. Among the total Hispanic population, 72.6 percent are Catholic.<sup>2</sup>

A significant number of Latinos may hold beliefs associated with "spirits," "mediums," "curanderos," or "santeros" that are incorporated into their religious practices. Some of these practices include attending sessions where the practitioners attempt to communicate with the "spirit" of a person's departed friend or relative to alleviate his or her symptoms. In other instances, the person may wear amulets or take specially prepared potions to either ward off diseases or alleviate symptoms.

There are a multitude of health beliefs and practices that come from themes that are characteristic of the particular groups that the patient belongs to. Some consumers may hold beliefs regarding the causes of illnesses and treatment for the same that are contrary to established practices. Some may think illnesses are caused by "spirits", "evil eye", or are punishment for sins. Latinos may consult with the folk healers as well as the established medical professionals. They may use herbal and other folk treatments for the treatment of many conditions or folk illnesses. These practices may be in conflict with biomedical paradigms. The prevalence of these beliefs and practices varies according to ethnicity, national origin, region, and levels of acculturation. A patient's ability to follow-up with treatment recommendation and satisfaction with care may depend on the clinician's sensitivity to these beliefs. Flores<sup>1</sup> proposes several steps to help in developing an appropriate, non-judgmental response to patients who hold these beliefs. As a first step, he indicates awareness of the existence of folk illnesses/remedies is crucial. This awareness is essential because symptoms overlap with serious biomedical conditions, he adds. Besides, some remedies

may be harmful. If a remedy is harmless, the clinician could accept the practice but emphasize the importance of using the biomedical therapies as well. If the folk remedy is harmful, the clinician should explain the danger and replace it with another that fits into the patient's belief system. An example of the above is replacing a tea containing wormwood with a mint tea.

Some of the beliefs may result in delay or interference with preventive efforts and medical care or result in the use of harmful remedies. It is important to explain the medical treatment plans, emphasizing the rationale behind the therapeutic interventions.

1 Glenn Flores, MD; Division of General Pediatrics, Boston Medical center  
Journal of Pediatrics 2000;136:14-23

# Cultural Factors Influencing Healthcare Delivery

The cultural biases in the Latino population are by no means of a single tradition. It would be impossible to explain all the possible variants, emphasizing the importance of being curious and flexible when interviewing a Latino patient, but a few examples should help address some common interpretations and expectations about the doctor-patient relationship, health, disease and healthcare. As always, awareness of significant variability between cultures and subcultures is a key to avoid making erroneous assumptions. Also, some differences between the native and immigrant patients decreases with time including the incidence of mental illness which becomes higher with time in the US and through generations. Certain illnesses become epidemics with greater incidence among Latinos, for example, diabetes and obesity.

Most Latinos, particularly the elderly or recent arrivals in the United States, adhere to a code of conduct in establishing a relationship with a service provider that is different from the usual practices in this country. There is a tendency to treat service providers, people in positions of authority, and the elderly with deference. In Spanish the pronouns "tú" and "usted" are used for the single pronoun you in English. "Tú" is the familiar, informal one used when addressing people of the same age, group, family, etc. On the other hand, "usted" is used to address people in position of authority, the elderly, professionals, and unfamiliar people. It is very common that in addressing this latter group of people, the last name is used instead of the first name or, if the first name is used, this is preceded by either the use of "don" (male) or "doña" (female), particularly if the person is from Spanish speaking countries in the Caribbean. People from Latin America and Spain tend to use "señor" (for Mr.), "señora" (for Mrs.), or "señorita" (for Miss). Likewise, they expect to be greeted the same way by providers and other people they come in contact with, at least initially. Since in English those appellatives are not in common use, it is better to start by addressing the person by using the last name preceded by the appropriate appellative. As the relationship progresses, the provider should ask the person how she or he wants to be addressed.

In greeting a Latino person, the greeter should extend his or her hand and meet the person in the waiting area if at all possible. It is difficult for most Latinos to establish eye contact and sustain it for any length of time. It is

considered as disrespectful, but the Latino person expects the other person to look at him or her, and periodically looks at the person to make sure he or she is paying attention. A frequent complaint presented by providers is that consumers/patients seem to agree with the recommendations but do not follow through. There is another cultural factor involved here. It relates to the deference to authority and an attempt to "save face". It is assumed by the patient that the provider "knows best" or "should know best"; therefore, if he or she were to question the recommendation, the provider will "lose face". In this case, the patient seems to be in agreement (not disagreeing actively) but will follow what he or she feels is the right thing to do. In other cases, the patient may not fully understand what is being requested, but does not want to admit his or her limitations. It is very important to attempt to ascertain what the patient understood and how he or she feels about the recommendations.

It is important to ascertain how the treatment recommendations fit with the beliefs and religious practices of the individual (See above section for specifics). For instances, they may think that diet is not important and that a healthy person is an overweight one, while a slender person is sick. Some may be very concerned with the cold weather and keep the thermostat at 90 degrees during winter to prevent illnesses. Another practice relates to the sharing of medications among friends and family members or taking the medication in dosage and/or frequency different from the prescribed one. It is necessary to educate the patient about the danger of such practices. The use of home remedies is frequent, particularly among the poor, uninsured, or those wary of the medical establishment.

It is extremely difficult to list here all the peculiarities about interacting with Latinos in a medical setting. The best recommendation is to ascertain the degree of familiarity with the systems brought by the patient and to tailor the approach accordingly. To establish proper rapport, start by addressing the patient with respect and understanding. There are some values that are particularly important for Latinos. Among these: respect, dignity, *simpatía* (kindness, politeness and pleasantries valued), *fatalismo* (fatalism), *familismo* (loyalty to extended family), "personalismo" (person relates to individuals not to institutions), community-orientation vs. individualism, and family ties.

In regards to the provider - patient relationship, the largest influence seems to be afforded by language. When there is a language barrier, the content of communication is affected as well as the process. In other words, beyond understanding what is said, there is more trust based on an understanding that

goes beyond the medical issue into the context (cultural, etc.) and this creates more resonance between patient and provider. Even though the use of interpreters has its own challenges this trust and the resulting increase in motivation and quality of the communication could improve outcomes and is recommended. For more recommendations on this see the specific section in this booklet

Another factor affecting the relationship between provider (or healthcare system) and patient is the importance of religion in the person's life. There is a complex interaction between these and other factors that are beyond the scope of this short statement. Only a provider that is mindful and respectfully curious about these differences can see opportunities to improve the quality of the interaction.

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## **Bilingual Staff, Interpreters, and Translations**

Much has been said about the difficulties encountered by people with limited English proficiency when they access healthcare services. Language barriers compromise access to care for Hispanics and decrease patient satisfaction with services. Likewise, patient education about health issues, including prevention, is seriously compromised if mechanisms are not in place to address language barriers. In an ideal situation there would be bilingual, culturally competent staff able to communicate in the native language of the person seeking such services. Attempts have been made by the largest health care systems in the area to recruit Spanish speaking professional staff. Yet, there are many instances when patients need to bring their own interpreter to help at the doctor's office, clinic, or hospital. In some cases the facility provides interpreters who may or may not be properly trained to correctly interpret medical terminology. The use of informal interpreters may compromise accuracy and confidentiality.

Numerous studies have shown that patients with limited English proficiency who are assisted by trained interpreters benefit more from the services than those who do not receive such assistance. Among the benefits of using trained interpreters are the following:

- ™ Increase appropriate use of clinics.
- ™ Decrease inappropriate returns to emergency departments.
- ™ Decrease in the cost of care.
- ™ Decrease disparities between English speakers and non-English speakers  
in intensity of care received.

There are several considerations that need to be in place to ensure that the communication between provider and patient is accurate and confidential. The following suggestions are made in an attempt to facilitate the process:

- ¾ The interpreter must be familiar with the terminology used by the provider as well as common terminology used by patients to explain their symptoms.
- ¾ The interpreter must explain to the patient that his or her role is to translate exactly what is being said and to ask questions of both the provider and the patient to make sure he or she correctly understands what was said.
- ¾ The interpreter must state clearly that any information divulged will be kept in strict confidentiality.
- ¾ Keep in mind that asking a patient to bring a friend or relative as an interpreter may hinder the full disclosure of symptoms, particularly when dealing with very personal, embarrassing information. Furthermore, there is always the possibility that confidentiality may be breached.
- ¾ The provider must speak directly to the patient, facing him or her, not the interpreter.
- ¾ Written information given to the patient should be in the language spoken by the patient. This is particularly important when dealing with discharge instructions, how to take medications, how to care for a wound, etc. The same applies for follow-up appointments.
- ¾ Educational materials given to the patient should be in the language he or she speaks. Efforts should be made to have these materials written in an easy to understand language, keeping jargon to a minimum.
- ¾ The provider should not rely on using interpreters/translators who have not been properly trained for the task. Recent requirements that patients be notified of confidentiality and other legal issues brought about by the **Health Information Portability and Accountability Act of 1996 (HIPAA)** make it imperative that the information and accompanying forms be correctly translated.
- ¾ Care must be taken to make sure the patient understood instructions by asking him or her to restate in his or her own words what was said.

# **Proposed Department of Health Regulations Concerning Interpreters in the Health Care Setting**

The New York State Department of Health (SDOH) proposed new State regulations that would establish standards for hospitals' communication with limited-English-proficient (LEP) individuals, as well as for patients who are hearing and vision impaired. The proposed regulations would replace the current regulation, 10 NYCRR 405.7(a), in its entirety and make it clear that every LEP patient has a right to meaningful access to a hospital's services.

The current regulation requires hospitals to "manage a resource of skilled interpreters," and to translate forms and instructions for patients receiving treatment. The proposed regulation requires hospitals to develop a specific Language Assistance program to "ensure meaningful access to the hospital's services and reasonable accommodation for all patients who require language assistance." Specifically, this is accomplished with a Language Assistance Coordinator, which would oversee language assistance and be required to make progress reports to hospital administration.

Some provisions of the current regulation remain in the proposed version. Both regulations require hospitals to assure forms and instructions are available for non-English speaking groups that total more than one percent of the population in the hospital service area. Each regulation also requires "English proficiency interpreters" are available to patients, inpatient and outpatient settings within 20 minutes; and to patients in the emergency service within 10 minutes of a request from the patient or their family. The current and proposed regulations also provide rural hospitals with alternatives to these requirements if they show they have taken reasonable steps towards compliance and developed an effective interim plan.

What distinguishes the proposed regulation is the detailed programmatic blueprint it provides to hospitals. Along with a Language Assistance Coordinator, the hospital is required to have in place policies and procedures to identify a patient's need for language assistance services. All levels of the

hospital staff must receive training on providing culturally and linguistically competent service, and understand how they can access the hospital's language assistance system for patients that require such services.

Hospitals also are required to manage a resource of skilled limited English proficiency interpreters. In the hospital there must be proper signage for the free language assistance services in all public locations. Patient medical records must include their language of preference and if the patient had refused or accepted provided language assistance services in the past. Hospitals must also develop materials available to patients and potential patients describing the method to receive language assistance services.

Currently each year hospitals are required to assess and identify limited English speaking groups comprising more than one percent of the total hospital service area population. In the proposed regulations, however, based on this assessment of need, each hospital is required to identify particular language groups and translate significant hospital forms and instructions into those languages.

The proposed regulation also describes who can act as an interpreter. Family members, friends, or non-hospital personnel may not act as interpreters except when the patient agrees or the offered hospital interpreter services are refused. As for children under 16 years old acting as interpreters, children can be used to interpret only in emergency circumstances. According to the State Department of Health, the regulation will likely be approved some time around January or February 2006, and the earliest it is likely that the new regulation could go into effect would be June 2006.

**Provided By:**  
Michael Mule  
Empire Justice Center

# Translation Services in Major Healthcare Facilities

## **Purpose:**

The following pages include important information explaining the translation systems that three major health facilities in Monroe County use to serve their patients. Throughout the directory that follows, references may be made that departments or facilities use one of these systems. These systems have their limitations, and where possible, health facilities may use other staff members for translation purposes.

## **Strong Memorial Hospital:**

Strong Memorial hospital has on-site interpreters available 24 hours a day and 7 days a week. The referring provider must notify the service secretary that the patient needs a Spanish interpreter. In the event that patients must be admitted to the emergency room, the ambulance personnel or referring physician will notify the ER that an interpreter is needed. The ER personnel contact the interpreter. For languages other than English, Strong uses Cyracon, a translation service over the phone.

## **Rochester General Hospital:**

One interpreter is used for translation services throughout the hospital. The provider who is referring a patient to any RGH services must inform the secretary of the service at the time that the appointment is made that an interpreter is needed. The service at the hospital makes the arrangement with the interpreter. If a provider is sending a patient to the emergency room, he or she can contact the interpreter directly at 922-4673. In case there is no time to make arrangements, the service at the hospital will contact the hospital's operator who will connect to the Language Line, a private company that provides medical interpreting services over the phone. The Language Line has certified medical interpreters in over 140 languages.

**Unity Health System:**

Unity Health System provides interpreters for its patients through the use of a professional translation service. Patients can request an interpreter for their next visit at the time an appointment is made. The department secretary will make the arrangements with the translation service. If no interpreter has been scheduled a qualified staff will interpret based on availability.

**Prepared by:**

Luisa E. Baars, MA, MPA  
President, MAS Translation Services

# Physicians Who Speak Spanish

The following list of health care providers who offer Spanish services was compiled from the websites of Preferred Care and Excellus Blue Cross Blue Shield. Said websites indicated languages spoken at the office other than English. This does not necessarily mean that the direct service provider speaks Spanish. It is recommended that persons interested in receiving services in Spanish contact the provider to ascertain if his or her need for Spanish-speaking services can be met.

## **Acupuncture**

Dawn E Mamikunian, LAC  
152 W Commercial St  
East Rochester, NY 14445  
(585) 381-6490

## **Allergy and Immunology**

Eduardo Arreaza, (M)  
220 Alexander Street, Suite 402  
Rochester, NY 14607  
585-922-8350  
Hospital Affiliation: RGH

Bruce F Corcello,  
300 S Goodman St  
Rochester, NY 14607  
(585) 271-2755

Robert J Holzhauer, MD (M)  
225 Perinton Hills Office Park  
Fairport, NY 14450  
585-425-1650 Evening Hours  
Hospital Affiliations: SMH

Scott L. Roth, MD  
1012 Elmgrove Rd  
Rochester, NY 14624  
(585) 426-4160

**Anesthesiology**

John Ellie, Sr.MD  
500 Helendale Rd  
Rochester, NY 14609  
(585) 288-5690

Laurent J. Kaleka, MD  
1400 Portland Ave  
Rochester, NY 14621  
(585) 544-4462

Michael E Villareale, MD (M)  
1425 Portland Avenue  
Rochester, NY 14621  
585-922-3374  
Hospital Affiliations: RGH-LMH

**Audiology**

Larry E. Dalzell,, AuD  
2561 Lac De Ville Blvd  
Rochester, NY 14618  
(585) 461-9192

**Cardiovascular Disease**

Jules Cohen MD  
601 Elmwood Ave  
Rochester, NY 14642  
(585) 275-6170

Oscar A P Decastro,, MD  
1770 Long Pond Rd  
Rochester, NY 14606  
(585) 426-8440



David R Fries, MD  
2365 S Clinton Ave  
Rochester, NY 14618  
(585) 442-5320

Theckedath M Mathew, MD  
1445 Portland Ave  
Rochester, NY 14621  
(585) 338-2322

Spencer Z. Rosero,, MD  
601 Elmwood Ave  
Rochester, NY 14642  
(585) 275-6168

**Certified Nurse Midwife**

Catherine A.Burke, CNM  
300 West Ave  
Brockport, NY 14420  
(585) 637-3905

Caroline A.Burtner, CNM  
1283 Portland Ave  
Rochester, NY 14621  
(585) 266-1220

Elizabeth M.Cooper, CNM  
114 University Ave  
Rochester, NY 14605  
(585) 546-2771

Julia I. Cortes,, OD  
2354 Monroe Ave  
Rochester, NY 14618  
(585) 474-0332

Mary D.Maher, CNM  
300 West Ave  
Brockport, NY 14420  
(585) 637-3905

Lowry O.Simpson, CNM  
82 Holland St  
Rochester, NY 14603-0876  
(585) 423-2824

Carol D.Spoor-Sandefur, CNM  
82 Holland St  
Rochester, NY 14605  
(585) 423-2875

Helene M. Thompson-ScottCNM  
80 St Paul St  
Rochester, NY 14604  
(585) 454-7530

Martha D.Thompson, CNM  
1415 Portland Ave  
Rochester, NY 14621  
(585) 922-4200

**Chiropractor**

Russell S.Campanella, DC  
4138 W Henrietta Rd  
Rochester, NY 14623  
(585) 721-3310

Joseph R.Cipolla, DC  
2200 St Paul St  
Rochester, NY 14621  
(585) 266-3950

Jasellyn Diaz DC  
1732 E Ridge Rd  
Rochester, NY 14622  
(585) 266-2782

Donald R.Dudley, DC  
90 Erie Canal Dr  
Rochester, NY 14626  
(585) 225-6430

Michalene A.Elliott, DC  
2364 Lyell Ave  
Rochester, NY 14606  
(585) 429-5100

Steven FoleyDC  
38 Cooper Rd  
Rochester, NY 14617  
(585) 467-7070

John W. Goodbody DC  
2060 Fairport Nine Mile Pt Rd  
Penfield, NY 14526  
(585) 388-1110

Peter L.Kladstrup, DC  
565 Perinton Hills Ofc Pk  
Fairport, NY 14450  
(585) 425-3626

Gregory J. Krapf,, DC  
45 Goodway Dr  
Rochester, NY 14623  
(585) 427-2180

Christopher Lannon, DC  
28 Willow Pond Way  
Penfield, NY 14526  
(585) 377-3220

Dorothy S.Rupley, DC  
1722 Lake Ave  
Hamlin, NY 14464  
(585) 964-7790

Steven T.Sadlon, DC  
625 Panorama Trl  
Rochester, NY 14625  
(585) 586-7630

**Dentists**

Carmen Benitez DDS (General Dentist)  
2164 Hudson Ave.  
Rochester, NY. 14617  
585-342-7330

Sarah J. Smith DDS (General Dentist)  
1299 Portland Ave. #4  
Rochester, N.Y. 14621  
585-342-7902

Josué Padilla DMD, MS, PhD. (Periodontics & Dental Implants)  
Progressive Implantology & Periodontics  
151 Sully's Trail  
Suite #1  
Pittsford, NY. 14534  
585-385-4867

Eduardo Torrado DMD (Prosthodontics)  
1100 Long Pond Road  
Rochester, NY. 14626  
585-225-7790

**Dermatology**

Mark H.Goldgeier, MD  
125 Lattimore Rd  
Rochester, NY 14620  
(585) 244-4240

Beth H.Lertzman, MD  
300 White Spruce Blvd  
Rochester, NY 14623  
(585) 424-6770

Robert W.Loss, Jr.MD  
100 White Spruce Blvd  
Rochester, NY 14623  
(585) 272-0700

Stephen E.Presser, MD  
1815 S Clinton Ave  
Rochester, NY 14618  
(585) 442-4310

Brett C ShulmanMD (M)  
1850 Brighton-Henrietta Townline Rd  
Rochester NY 14623  
292-8460  
Hospital Affiliations: PRH-SMH-HH-RGH-MCH

1331 E Victor Rd  
Victor, NY 14564  
585-924-2100  
Hospital Affiliations: PRH-SMH-HH-RGH-MCH

470 Long Pond Rd  
Rochester, NY 14612  
585-292-8460  
Hospital Affiliations: PRH-SMH-HH-RGH-MCH

Francisco A.Tausk, MD  
601 Elmwood Ave  
Rochester, NY 14642  
(585) 275-7546

**Endocrinology**

Laura M.Calvi, MD  
601 Elmwood Ave  
Rochester, NY 14642  
(585) 275-2901

Kathleen M.Hoeger, MD  
601 Elmwood Ave  
Rochester, NY 14642  
(585) 275-1930

**Family Practice**

Vinay R Aggarwal MD  
80 West Ave  
Brockport, NY 14420  
(585) 637-9510

Fatma Akmese MD  
300 West Ave  
Brockport, NY 14420  
(585) 637-5310

Thomas J Arnone DO  
1100 Long Pond Rd  
Rochester, NY 14626  
(585) 368-4350

Clara L Auty MD  
340 Arnett Blvd  
Rochester, NY 14619  
(585) 235-2250

William H Bayer MD  
924 Jefferson Ave  
Rochester, NY 14611  
(585) 463-3870

Jeanne C Beddoe MD  
809 E Ridge Rd  
Rochester, NY 14621  
(585) 341-3620

Richard J Botelho MD  
777 S Clinton Ave  
Rochester, NY 14620  
(585) 279-4800

Melissa I Brown MD  
480 Genesee St  
Rochester, NY 14611  
(585) 436-3040

John C Dickinson MD  
777 S Clinton Ave  
Rochester, NY 14620  
(585) 279-4803

Laurie J Donohue MD  
Westside Health Svcs  
Rochester, NY 14608  
(585) 254-6480

Ronald M Epstein MD  
777 S Clinton Ave  
Rochester, NY 14620  
(585) 279-4800

Kevin A Fiscella MD  
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Rochester, NY 14611  
(585) 436-3040

Colleen T Fogarty MD  
885 South Ave  
Rochester, NY 14620  
(585) 442-7470

Teresa Gipson MD  
1000 South Ave  
Rochester, NY 14620  
(585) 341-6568

Reynold S Golden MD  
1561 Long Pond Rd  
Rochester, NY 14626  
(585) 368-4050

Sheryl R Holley MD  
2260 Lake Ave  
Rochester, NY 14612  
(585) 254-1850

Leila A Kirdani MD  
158 Orchard St  
Rochester, NY 14611  
(585) 368-4500

Joseph C Mancini MD  
309 Upper Falls Blvd  
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**Gastroenterology**

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Marguerite A Urban MD  
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995 Senator Keating Blvd  
Rochester, NY 14618  
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(585) 223-9660

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(585) 424-5440

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913 Culver Rd  
Rochester, NY 14609  
(585) 654-5432

Narendra C Changkakoti MD  
1404 Portland Ave  
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Stephen H Cohen MD  
995 Senator Keating Blvd  
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2400 S Clinton Ave  
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2400 S Clinton Ave  
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1561 Long Pond Rd  
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800 Carter St  
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1561 Long Pond Rd  
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(585) 368-4050

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Lisa Y Harris MD  
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Rochester, NY 14604  
(585) 423-1880

Stephen O Hellems MD  
3101 W Ridge Rd  
Rochester, NY 14626  
(585) 227-4560

John K Hix MD  
1425 Portland Ave  
Rochester, NY 14621  
(585) 922-5184

Robert K Horowitz MD  
601 Elmwood Ave  
Rochester, NY 14642  
(585) 275-2464

Carlos A Jimenez-Rueda MD  
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Rochester, NY 14621  
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Ruth W Kouides MD  
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(585) 922-506

Lisa Kurian MD  
220 Alexander St  
Rochester, NY 14607  
(585) 922-8003

Jose E Lopez MD  
425 Titus Ave  
Rochester, NY 14617  
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1425 Portland Ave  
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(585) 338-2322

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21 Union Hill Dr  
Spencerport, NY 14559  
(585) 352-4411

Theckedath M Mathew MD  
1445 Portland Ave  
Rochester, NY 14621  
(585) 338-2322

Annette Medina-Walpole MD  
435 E Henrietta Rd  
Rochester, NY 14620  
(585) 760-6350

Clelia Negrini MD  
601 Elmwood Ave  
Rochester, NY 14642  
(585) 275-4912

Telva E Olivares MD  
1650 Elmwood Ave  
Rochester, NY 14620  
(585) 241-5430

Robert J Panzer MD  
601 Elmwood Ave  
Rochester, NY 14642  
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R Harold Parmalee MD  
3101 W Ridge Rd  
Rochester, NY 14626  
(585) 227-4560

Deniz M Pirincci MD  
3000 Mt Read Blvd  
Rochester, NY 14616  
(585) 865-3223

Darren J Pulley MD  
995 Senator Keating Blvd  
Rochester, NY 14618  
(585) 279-3606

Betty A Rabinowitz MD  
2400 S Clinton Ave  
Rochester, NY 14618  
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Jay Rajda MD  
1561 Long Pond Rd  
Rochester, NY 14626  
(585) 368-4800

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913 Culver Rd  
Rochester, NY 14609  
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Ernesto J Santana MD  
800 Carter St  
Rochester, NY 14621  
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Steven M Scofield MD  
913 Culver Rd  
Rochester, NY 14609  
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Bernard E Shore MD  
2021 S Winton Rd  
Rochester, NY 14618  
(585) 427-7760

Michelle Steffers MD  
1425 Portland Ave  
Rochester, NY 14621  
(585) 922-3662

Carlos M Swanger MD  
2400 S Clinton Ave  
Rochester, NY 14618  
(585) 271-3800

Donald G Symer Jr. MD  
2400 S Clinton Ave  
Rochester, NY 14618  
(585) 341-7683

Pamela A Tarkington MD  
71 Park Ave  
Rochester, NY 14607  
(585) 473-1230

Megan M Terwilliger MD  
800 Carter St  
Rochester, NY 14621  
(585) 338-1400

William M Valenti MD  
87 N Clinton Ave  
Rochester, NY 14604  
(585) 244-9000

Barbara E Weber MD  
1425 Portland Ave  
Rochester, NY 14621  
(585) 922-4882

Geoffrey C Williams MD  
2400 S Clinton Ave  
Rochester, NY 14618  
(585) 341-7683

**Neurological Surgery**

Paul J Holman MD  
601 Elmwood Ave  
Rochester, NY 14642  
(585) 275-7904

Paul K Maurer MD  
1401 Stone Rd  
Rochester, NY 14615  
(585) 581-6790

James T Maxwell MD  
1445 Portland Ave  
Rochester, NY 14621  
(585) 342-7170

**Neurology**

Richard L Barbano MD  
919 Westfall Rd  
Rochester, NY 14618  
(585) 341-7500

Giuseppe Erba MD  
601 Elmwood Ave  
Rochester, NY 14642  
(585) 275-0698

Albert J Fessler III.MD  
601 Elmwood Ave  
Rochester, NY 14642  
(585) 275-8503

David Gill MD  
919 Westfall Rd  
Rochester, NY 14618  
(585) 341-7500

John C Henry MD  
601 Elmwood Ave  
Rochester, NY 14642  
(585) 275-8503

Joshua Hollander MD  
1425 Portland Ave  
Rochester, NY 14621  
(585) 922-4371

Leslie H Lee MD  
601 Elmwood Ave  
Rochester, NY 14642  
(585) 275-8503

John D Markman MD  
601 Elmwood Ave  
Rochester, NY 14642  
(585) 275-1390

**Obstetrics & Gynecology**

Julius K Avorkliyah MD  
819 W Main St  
Rochester, NY 14611  
(585) 235-4860

Michelle L Chin MD  
120 Erie Canal Dr  
Rochester, NY 14626  
(585) 368-4000

Hilary J Cholhan MD  
500 Helendale Rd  
Rochester, NY 14609  
(585) 266-2360

Mary T Cunnane MD  
515 Long Pond Rd  
Rochester, NY 14612  
(585) 720-9280

Susan E Dantoni MD  
90 Office Pkwy  
Pittsford, NY 14534  
(585) 586-3640

Karin R Dickinson MD  
43 Willow Pond Way  
Penfield, NY 14526  
(585) 377-5420

Steven H Eisinger MD  
1000 South Ave  
Rochester, NY 14620  
(585) 341-8202

Constantino Fernandez MD  
2115 Chili Ave  
Rochester, NY 14624  
(585) 247-0640

Benjamin P Fiorica MD  
6565 4th Section Rd  
Brockport, NY 14420  
(585) 637-2670

Haldipur V Janardhana MD  
1299 Portland Ave  
Rochester, NY 14621  
(585) 467-0822

Jimmy J Julia MD  
500 Helendale Rd  
Rochester, NY 14609  
(585) 266-2360

Gary D MarkowitzMD (M)  
1016 Elmgrove Road  
Rochester, NY 14624  
585-429-5330  
Evening & Saturday Hours available

2301 Lac de Ville Blvd  
Rochester, NY 14618  
585-244-0332  
Evening & Saturday Hours available  
Hospital Affiliations: SMH-RGH-HH-PRH-GSC

M Raymond Naassana MD  
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Rochester, NY 14623  
(585) 292-5170

Georgette J Pulli MD  
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Rochester, NY 14620  
(585) 461-5940

Deborah M Rib MD  
1050 Pittsford-Victor Rd  
Pittsford, NY 14534  
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G Theodore Ruckert IV.MD  
990 South Ave  
Rochester, NY 14620  
(585) 232-3210

Joseph J Scibetta MD  
125 Lattimore Rd  
Rochester, NY 14620  
(585) 461-5940

Richard J Seeger, MD (M)  
1015 Ridge Road  
Webster, NY 14580  
585-872-1300

125 Red Creek Drive, Suite 220  
Rochester, NY 14623  
585-359-0500  
Hospital Affiliations: PRH-RGH-SMH

Coral L Surgeon MD  
1815 S Clinton Ave  
Rochester, NY 14618  
(585) 244-3430

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125 Red Creek Drive, #220 14623  
Rochester, NY 14623  
585-359-0500  
Hospital Affiliations: -RGH-SMH-STM-PRH

Richard Urban MD  
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Rochester, NY 14621  
(585) 544-5880

Megan B Vaules MD  
120 Erie Canal Dr  
Rochester, NY 14626  
(585) 368-4000

Catalina M Vial MD  
990 South Ave  
Rochester, NY 14620  
(585) 232-3210

**Occupational Therapy**

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320 Cedarwood Ofc Pk  
Fairport, NY 14450  
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**Ophthalmology**

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1972 S Clinton Ave  
Rochester, NY 14618  
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Frederick Dushay MD  
601 Elmwood Ave  
Rochester, NY 14642  
(585) 275-3256

Omar E Hanuch MD  
1972 S Clinton Ave  
Rochester, NY 14618  
(585) 244-5630

Scott M Macrae MD  
100 Meridian Ctr  
Rochester, NY 14618  
(585) 273-2020

Gregory J McCormick MD  
601 Elmwood Ave  
Rochester, NY 14642  
(585) 273-3937

Sean P Mogan MD  
1015 Ridge Rd  
Webster, NY 14580  
(585) 872-1300

Arnold L Shapiro MD  
1644 Monroe Ave  
Rochester, NY 14618  
(585) 442-1420

Joseph D Silverberg MD  
601 Elmwood Ave  
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(585) 275-3256

Kyle Williams MD  
2301 Lac De Ville Blvd  
Rochester, NY 14618  
(585) 244-0332

**Optometry**

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Rochester, NY 14621  
(585) 338-1400

Tiffany Boswell OD  
700 Elm Ridge Ctr Dr  
Rochester, NY 14626  
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Pamela J Brown OD  
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(585) 637-0240

Meet Chande OD  
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(585) 474-0332

R Craig Evans OD  
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Therese Farugia OD  
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James S Ferrari OD  
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Raymond L Gottlieb OD  
422 S Clinton Ave  
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(585) 232-1111

Robert Jay Malinoff OD  
2443 W Ridge Rd  
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(585) 227-6890

Joseph M Stamm OD  
100 Meridian Ctr  
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Katherine G White OD  
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Alberto L Da Conceicao MD  
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# Childcare



**Friendship Children's Center, Inc.**

**342-7250**

310 Fernwood Avenue, 14609

A private, non-profit childcare center. We offer year-round care for children 12 months to 12 years of age. We house a RCSD Universal Pre-Kindergarten, before and after school care and a summer camp. We are NAEYC Accredited and have provided Quality Care to children for 78 years. Have bi-lingual services.  
[www.communitywishbook.com/FriendshipChildrenCenter.html](http://www.communitywishbook.com/FriendshipChildrenCenter.html)

**Monroe Community College**

**292-2640**

Childcare Center

1000 E. Henrietta Rd, 14623

Ages 8 wks - 5yrs. Also have summer program for 1<sup>st</sup> through 6<sup>th</sup> graders during July and August. They also have a program called "Summer College for Kids" in July - August, consisting of 3 two week sessions for children entering the 1<sup>st</sup> through 6<sup>th</sup> grades. The childcare center is nationally accredited. Have bi-lingual services.  
<http://www.monroecc.edu./depts/childcr/index.htm>

## **Early Education:**

### **Ibero-American Action League**

Ibero Early Childhood Services

**454-1200**

777 Clifford Ave., 14621

Early Childhood Development Department offers programs in a learning, challenging and nurturing environment that enhances the children's development and meets their family's needs. Have bi-lingual services.

<http://iaal.org/es/recuros.htm>

# Developmental Disabilities



## **ARC of Monroe County**

**271-0660**

1000 Elmwood Ave. 14620

Twenty-six locations in Monroe County. Adult residential, adult day and work services, service coordination for men, women, and children. Cash reimbursement for noninsured incidentals, in-service coordination, and special sitters (sit for children or adults with developmental disabilities or other special cases.) Clinic offering essentially all services except primary care. Offer Spanish bilingual services, some direct, some through interpreters. Services vary depending on site. Also have forms and official documents in Spanish.

[www.arcmonroe.org/](http://www.arcmonroe.org/)

**The Community Place****288-0021**

145 Parsells Ave., 14609

57 Central Park, 14605

327-7200

500 Carter Street, 14621

336-4697

Medicaid Service Coordination provides linkage, monitoring and referrals to individuals diagnosed with a developmental disability. The Sky is the Limit provides a structured and recreational environment in which social skills, education and community service are encouraged. Adult Skills Group offers bi-weekly meetings for developmentally disabled adults with an emphasis on increasing their social skills, parenting skills, money management and nutrition information. Supported Housing provides case management to assist mentally challenged to live in the community with a network of supports. Family Outreach provides weekend respites, support groups, and field trips to reduce the stigma and social isolation of developmentally disabled individuals and their family. All of these services use Spanish interpretive services.  
<http://www.communityplace.org/>

**Ibero American Action League****256-8900**

817 E. Main St., 14605

Residential Habilitation Program provides individualized, intensive, at home training for individuals with developmental disabilities. Individualized Residential Alternatives offers supported apartments to families with developmentally disabled members to assist them in managing the daily issues of raising a family. Supported Employment helps clients find entry-level employment by utilizing a job coach to motivate the job seekers and to provide support after the job has been secured. Spanish language services available.  
<http://iaal.org/es/recursos.htm>

**LDA Life and Learning Services****263-3323**

339 East Ave., 14604

Info and Referral—Adults and children, Adult Basic Education, Recreation, leisure services, day habilitation services, employment counseling and assistance, residential programs, and Adult Self-Advocacy Groups. Bilingual staff is only available for Advocacy groups and the children's summer camp.  
<http://www.ldagvi.org/>

**Lifetime Assistance Inc.****426-4120**

425 Paul Road, 14624

Provides comprehensive services and programs to over 1500 children and adults throughout Monroe County. Programs include Recreation, Transportation, Family Care, Vocational, Day Habilitation, Case Management and Residential. Unique to the agency are two residences specially designed for developmentally disabled women and their babies/children. Depending on what service someone requires, we do have bilingual staff if needed. (We have 1000 employees working throughout the agency).  
[www.lifetimeassistance.org](http://www.lifetimeassistance.org)

**Urban League of Rochester****325-6530**

265 N. Clinton Ave., 14605

Serves developmentally disabled individuals of all ages to gain access to community resources. Program components include: Medicaid Service Coordination; Family Reimbursement, Residential Habilitation and Case Management Services. Spanish-speaking staff/services are available in the Developmental Disabilities program.  
[www.ulr.org/body.htm](http://www.ulr.org/body.htm)

# Education/GED Information and Services



## **Action for a Better Community**

Employment Solutions Plus

**325-5116 X 3409**

49 Stone Street, 14604

Assistance to individuals as they transition from welfare to work including vocational/occupational training and GED. Bilingual staff in all programs. Translation services also available.  
[www.abcinfo.org](http://www.abcinfo.org)

## **Dial-a-Teacher.**

**262-5000**

"Homework assistance for grades 1-college. Monday-Thursday 4-7 PM. Services available for Spanish-speaking youth.

## **The Family Learning Center**

**262-8000**

30 Hart Street, 14605

GED programs and English as a Second Language classes for adults. Certified nursing assistant course. Offer citizenship help. ESL classes are offered for all languages, including Spanish.



**PRYD (Puerto Rican Youth Development)**

**325-3570**

997 N. Clinton Ave., 14621

Hispanic Youth Tutorial Program: One-to-one tutoring for Hispanic students. Project Poder: For 11-20 year olds who has academic, attendance, or behavioral problems at school. Project Se Puede: Tutoring and family services for at risk Latino students in city secondary schools.

681 N Clinton Avenue

**325-7590**

Now have a computer lab and tutoring from 1-4:30 M-Th for students.

Both locations: All employees are bilingual. Materials in Spanish available.

<http://www.pryd.org/>

# Family Violence Programs



## **Alternatives for Battered Women (ABW)**

**232-7353**

PO Box 39601, 14604

24hr hotline, 38 bed emergency housing for women & their children. Transitional support services for women who are coping with the effects of an abusive relationship or its aftermath. Family Court Advocacy for women petitioning for Orders of Protection. Referrals to Legal Aid Society. Dating Violence Education for youth & those who work with youth. They have a bilingual hotline counselor and residential counselor. They are working on a community support group for Hispanic women, but it is not yet available.  
<http://www.abwrochester.org/>

## **Domestic Violence Hotline**

English

**1-800-942-6906**

Spanish

**1-800-942-6908**

**Family and Victim Services****428-1203**

185 Exchange Blvd, 14614; Public Safety Building

Through Rochester Police. Resolve family problems and repercussions associated with any kind of crime. Have supervisor and counselor that offer bilingual services and materials are available in Spanish.

<http://www.rochester.lib.ny.us/humanserv/sm0176ca.htm>

<http://www.rochesternypolice.com/administration.htm>

**Family Violence Program****325-6101**

Society for the Protection and Care of Children (SPCC)

148 South Fitzhugh St, 14604

Provides family home support services (counseling for the children, parenting skills training, advocacy, information and referrals) for families experiencing domestic violence. Includes a free, easy-to-understand packet on the effects domestic violence has on children and a coloring book, "What can I do?". Has one Spanish speaking social worker and forms and materials in Spanish.

[www.spcc-roch.org](http://www.spcc-roch.org)

**LIFELINE****275-5151**

TTY

**275-2700**

Crisis hotline, general referral, and a multitude of information services. Does offer bilingual services.

[www.thehealthassociation.org/lifeline](http://www.thehealthassociation.org/lifeline)

**Lifespan-Elder Abuse Prevention****Program (EEAP)****244-8400 X 148**

Provides counseling, referral, advocacy and case management services for victims of elder abuse, including physical and emotional abuse, active neglect and financial exploitation for people 60 and older. Have Spanish speaking staff for intake and case management.

[www.lifespan-roch.org](http://www.lifespan-roch.org)

**National Center for Missing and Exploited Children**

**242-0900**

275 Lake Ave., 14608

1-800-The-Lost

The National Center for Missing and Exploited Children/New York branch mission is to help prevent child abduction and sexual exploitation; find missing children; and assist victims of child abduction and sexual exploitation, their families, and the professionals who serve them. The NY Branch mission is carried out through: Case Assistance on Missing Children, Targeted Poster Distribution, Prevention Education Classes, School Safety Curriculum Grades K-8, NY State Mandated Reporter Classes, Polisseni Law Enforcement Training. Have staff members who are Spanish speaking, Also have access to certified translators. Assistance is also available through the 800 number, where numerous staff members are bilingual. Also many safety materials available in Spanish.

[www.kidsoutandabout.com](http://www.kidsoutandabout.com)

[www.missingkids.com](http://www.missingkids.com)

**Rochester Police - City Division**

**Victim's Assistance Unit**

**428-6630**

Victim's Witness Program

185 Exchange St., 14614

Information on orders of protection and restraining orders.

Counseling for victims. Have bilingual staff.

Victims Assistance Sheriffs Department

**428-5495**

[www.rochesternypolice.com](http://www.rochesternypolice.com)

[www.rochester.lib.ny.us/humanserv](http://www.rochester.lib.ny.us/humanserv)

# Financial Assistance



## **Action for a Better Community (ABC)**

Energy Conservation Program (ECP)

**442-4160**

917 E. Main Street, 14604

Provides home energy conservation services to reduce household energy consumption. HEAP provides low-income families basic energy grants to assist with high fuel bills. Bilingual staff in all departments. Translation services also available.

[www.abcinfo.org](http://www.abcinfo.org)

## **Consumer Credit Counseling Service**

**546-3440**

50 Chestnut Plaza, 14604

Help with payments and can work with creditors. Do offer Spanish bilingual services and have Spanish literature.

[www.ccsroch.org](http://www.ccsroch.org)

## **The Housing Council**

**546-3700**

183 E. Main St., Suite 1100, 14604

Rental assistance and foreclosure prevention. Have direct Spanish bilingual services. (6 counselors.) Do have literature in Spanish.

[www.thehousingcouncil.org](http://www.thehousingcouncil.org)

# Health Facilities and Services



**ABVI-Goodwill  
(Association for the Blind and  
Visually Impaired-Goodwill)**

**232-1111**

422 S. Clinton Avenue, 14620

Offers comprehensive vision rehabilitation services for people who are blind or visually impaired including support and counseling services, low vision exams, rehabilitation teaching, orientation and mobility, and career and training services.

Healthy Vision 2010 is a project ABVI-Goodwill is working on to educate the Hispanic community in Rochester about Low Vision, what it is, how it affects them, and how our services at ABVI-Goodwill can help enhance a person's quality of life while suffering from Low Vision. We have bilingual staff available for Spanish-speaking individuals and we are providing Low Vision Education through various agency presentations, Hispanic Health Fairs, and Project Eye Care.

Some of the services ABVI-Goodwill provides are:

- \* Free eye exams for the uninsured of all ages through Project Eye Care

For the Visually Impaired we have:

- \* Vision Rehabilitation Services
- \* Job Training & Employment Services
- \* Children's Services
- \* Counseling and Support Groups
- \* Consumer Shoppe offering Low Vision Aides and Products
- \* Low Vision Exams/Optical Shop

[www.abvi-goodwill.com](http://www.abvi-goodwill.com)

**AIDS Community Health Center (ACHC)**

**244-9000**

87 North Clinton Avenue, 14604

Formerly called Community Health Network. Provides expert HIV healthcare and primary cares along with a wide range of comprehensive support services. Collaborates with local agencies to provide comprehensive medical and psycho-social care, including on-site services including a Latino practice, substance abuse evaluation and treatment, mental health counseling, insurance assistance, case management, and laboratory services. Provides HIV Testing and educates the community about HIV and AIDS through outreach programs focusing on HIV prevention and testing, as well as HIV vaccine research. They are in the process of hiring a Latino physician and have already received grant money for a Latino outreach program. Have Spanish speaking staff in every department and have Spanish literature.

**Anthony Jordan Health Center**

**423-5800**

82 Holland St., 14605

Internal medicine, pediatrics, OB/GYN, HIV/AIDS clinic. Sliding fee scale. Nearly 30% of all staff is Spanish bilingual. Offers Spanish services directly when possibly, using interpreters when not possible.  
[www.rochester.lib.ny.us/humanserv](http://www.rochester.lib.ny.us/humanserv)

**American Diabetes Association**

Spanish language section on website.  
www.diabetes.org

**American Heart Association**

**1-800-242-8721**

Has Spanish speaking services on phone line and Spanish language section on website.  
www.americanheart.org

**American Lung Association**

Has Spanish language section on website.  
www.lungusa.org

**Clinton Family Health**

**546-2360**

309 Upper Falls Blvd., 14605

Family practice including internal medicine, pediatrics, and OB/GYN. Serves infants to adults in all but some highly specialized cases. Offers same day access for patients. Staff and doctors are Spanish bilingual. Also have literature in Spanish.  
www.thehealthassociation.org

**Eastman Dental Center**

**275-5051**

625 Elmwood Ave., 14620

Programs for handicapped and cleft palate clients. Mobile Dental Facility. They have Spanish bilingual services through professional interpretation service. Have Spanish materials and forms.  
www.urmc.rochester.edu/dentistry

**Genesee Health Service**

**922-8585**

220 Alexander Street 14607

Internal medicine, pediatrics, OB/GYN, allergy & rheumatology, Diabetes Care & Resource Center, Asthma Center. Will accept all insurances except Strong & has sliding fee scale for uninsured. Have bilingual services.  
www.viahealth.org



**Hearing and Speech Center of Rochester**

1000 Elmwood Ave Suite 400, 14620

**271-0680**

Diagnostic evaluation, speech therapy, aural rehab, counseling for client, parent, social work service, hearing aid dispensing, mobile unit services. Accepts Medicare Medicaid, sliding fee scale. Bilingual speech pathologist on staff - does all evaluations for Spanish-speaking clients.

[www.rhsc.org](http://www.rhsc.org)

**Highland Breast Care Center**

**341-6869**

1000 South Ave., 14620

Mammography screening, breast biopsy, and ultrasound. They have Spanish a speaking technologist and use the interpreters through Highland.

<http://www.stronghealth.com/services/womenshealth/breastcare/br eastcarecenter.cfm>

**Highland Center for Women**

**271-4636**

1000 South Ave., 14620

Massage therapy, eating disorders program, osteoporosis screening, life skills training. Use the translational service through Highland Hospital.

[www.stronghealth.com/services/womenshealth](http://www.stronghealth.com/services/womenshealth)

**Highland Hospital**

**473-2200**

1000 South Ave., 14620

Emergency

**341-6880**

**Lead Poisoning Control Program**

**274-6087**

111 Westfall Rd., 8th floor; 844 (DHHS)

Works closely with physicians/health centers. Investigates homes to identify sources of lead. Provides education for the community. Maintains registry for all lead tests of children residing in Monroe County. Have Spanish literature and Spanish outreach worker used for educational and delinquent follow up.

[www.ggw.org/RochesterEnvironment/lead\\_poisoning.htm](http://www.ggw.org/RochesterEnvironment/lead_poisoning.htm)

**Mary Parkes Center for Asthma, Allergy and Pulmonary Care**

400 Red Creek Dr., Suite 110  
Rochester, NY 14623

**486-0147**

Pulmonary and Allergy evaluation for patients of all ages. Latino Pulmonary Specialist on staff. Educational material on lung and allergy conditions written in Spanish. Certified Asthma Educators available for educational services. Full Pulmonary Function Laboratory. Latino Asthma initiative to improve Asthma care among Latinos in Rochester area is being developed. Multiple Community educational activities. Annual teaching educational seminar for health care providers, next one on 11/18/04.

**MCHD STD Free Clinic**

855 West Main Street, 14611  
M, Th 9:30 AM -3:30 PM  
T, W 8:30 AM -3:30 PM  
F 8:30 AM - 11:30 PM

**464-5928**

STD screening, treatment, and counseling. Free HIV testing. Strictly confidential. Use Hispanic staff members to translate for patients. Have both literature and forms in Spanish.  
<http://www.monroecounty.gov/org246.asp?orgID=246&storytypeid=&storyID=>

**Mercy Outreach Center**

142 Webster Ave, 14609

**288-2634**

Internal & family medicine, pediatrics, dentistry, ophthalmology, podiatry, counseling, ear, nose and throat, chiropractic, health screenings. \$8.00 donation requested. Have Spanish speaking staff providing bilingual and translation services. Also have materials in Spanish.

**Monroe County Medical Society**

Provides names of private Physicians. Has a list of Spanish-speaking physicians in Monroe County that is a part of their organization.

**473-7573**

**Oak Orchard Community Health Center** **637-3905**  
300 West Avenue, Brockport , 14420  
301 West Avenue, Albion, 14411 589-5613  
Primary and preventive medical care; preventive, restorative and cosmetic dental care; optometry, family planning, obstetrics, health and parenting education, perinatal case management, outreach services, nutrition counseling (WIC), crisis intervention, mental health counseling, transportation, and Spanish interpretation. Also have a migrant and seasonal farmworker outreach program.

**Planned Parenthood** **1-866-600-6886**  
114 University Ave, 14605  
2256 Westridge Road, 14626  
M-Th until 8 PM  
Fri. until 5 PM  
Sat. until 1 PM  
Family planning services, pregnancy options counseling, full range of reproductive health care services. Prenatal care is only at the Univ. Ave location. Spanish bilingual staff available at all times on the phone line and for in person services at the University Ave. location. Offer bilingual services in any language through professional translation service. Have Spanish forms and literature.  
<http://www.pprsr.org/home/>

**Rochester General Hospital** **922-4000**  
1425 Portland Avenue, 14621  
Rochester Pediatrics **922-2575**  
Emergency  
[www.viahealth.org](http://www.viahealth.org) **922-2000**

**St. Mary's Hospital (Unity Health System)**

24 hour Walk in Care Center.

**368-3050**

89 Genesee St., 14611

Offer non-life threatening care for urgent medical concerns.

Internal medicine and emergency doctors available. Offers general medical care - no specialists on staff. Have access to a translation services through UHS. Also use staff members occasionally. Have Spanish materials including HIPAA.  
www.unityhealth.org

**Strong Memorial Hospital**

**275-2100**

601 Elmwood Ave., 14642

Patient Information

**275-2181**

Emergency Department

**275-4551**

www.urmc.rochester.edu or www.stronghealth.com

**Threshold**

**454-7530**

80 St. Paul St., 14604

Medical care for ages 12-25 years. Free care for 12-18 years.

Have bilingual staff members for Spanish.

www.thresholdcenter.org

**West Main OB/GYN**

**235-4860**

819 W. Main, 14611

Part of UHS. Comprehensive OB/GYN services. Has a translator for Spanish speaking clients and most forms are available in Spanish.

www.unityhealth.org

**Westside Health Services:**

Brown Square Center **254-6480**

322 Lake Ave., 14608

Woodward Health Center **436-3040**

480 Genesee Street, 14611

Complete family medical and dental services, plus OB/GYN. All insurances accepted. Sliding fee scale for uninsured. Also have a nutritionist, mental health services, social work, and Medicaid PCAP (prenatal care assistance program) for pregnant women. Bilingual services for Spanish speaking, Ukrainian, Vietnamese, and Somalian.

[www.rochester.lib.ny.us/humanserv](http://www.rochester.lib.ny.us/humanserv)

**The Woman's Center at Rochester General** **922-4200**

1415 Portland Ave., Suite 490, 14621

OB/Gyn Office **922-5800**

Social work, psychologist, Perinatal coordinator, dietician, nurse educator, colposcopy, high-risk patient care, Youth clinic providing comprehensive care to children up to 21 years, full-time triage nurse. Have staff that translates as well as a hospital translator. Also can use a system through AT&T for any language. Have Spanish literature and forms.

**Women's Health Services at Strong** **275-2691**

601 Elmwood Ave., 14642

OB/GYN services for children to elderly. Have 2 service providers that offer services directly in Spanish. Also use a translation service if necessary. Have forms in Spanish as well.

[www.stronghealth.com/services/womenshealth](http://www.stronghealth.com/services/womenshealth)

# Health Insurance

## **Affordable HealthLine**

**328-7000**

For referrals to medical, dental, mental health and substance abuse services which offer discounted fees for low income and uninsured individuals. Phone information in Spanish

## **Family Health Plus**

**613-7662**

### **Family Health Plus Hotline**

**1-877-934-7587**

New York State's health insurance plan for adults who don't qualify for Medicaid. Offers free or low cost medical care coverage. No co-pay or deductible. Do offer same services in Spanish—call same #.  
[www.health.state.ny.us/nysdoh/fhplus](http://www.health.state.ny.us/nysdoh/fhplus)

## **Healthy New York**

**1-866-432-5849**

TTY

**1-866-205-8922**

Comprehensive healthcare insurance for the uninsured who are ineligible for Medicare. Must meet low-income guidelines. Some copayments applicable. Can include prescription drug benefits. Through Blue Choice or HealthNow New York, Inc. Spanish options available at the same numbers.  
<http://www.ins.state.ny.us/healthny.htm>

## **Monroe Plan for Medical Care**

**244-5550**

Blue Choice Option

2700 Elmwood Ave., 14618

Can provide Blue Choice Option, Family Health Plus, and Child Health Plus. For low-income families. Do offer Spanish speaking assistance.  
[www.monroeplan.com](http://www.monroeplan.com)

**Preferred Care**

**325-3920**

259 Monroe Ave., 14607

**Preferred Option**

**327-2470**

Preferred Option users must be enrolled in Medicaid. Offers comprehensive coverage with no copayments or deductibles for those who qualify. SSD is not eligible (those who have Medicare and Medicaid.) No preexisting clauses limiting access. Have literature in Spanish and offer services directly in Spanish. [www.preferredcare.org](http://www.preferredcare.org)

# HIV/AIDS



## **Action for a Better Community**

Action Front Center

**262-4330**

33 Chestnut Street, 14604

Provides an array of services to individuals and families living with and impacted by HIV/AIDS. Caters to African Americans and Hispanics. Counseling, case management, advocacy, and education. Spanish bilingual staff that offer direct case management services in Spanish. Has important literature translated into Spanish.

[www.abcinfo.org](http://www.abcinfo.org)



**AIDS Community Health Center (ACHC)****244-9000**

87 North Clinton Avenue, 14604

Formerly called Community Health Network. Provides expert HIV healthcare and primary cares along with a wide range of comprehensive support services. Collaborates with local agencies to provide comprehensive medical and psycho-social care, including on-site services including a Latino practice, substance abuse evaluation and treatment, mental health counseling, insurance assistance, case management, and laboratory services. Provides HIV Testing and educates the community about HIV and AIDS through outreach programs focusing on HIV prevention and testing, as well as HIV vaccine research. They are in the process of hiring a Latino physician and have already received grant money for a Latino outreach program. Have Spanish speaking staff in every department and have Spanish literature.

**AIDS Rochester****442-2200**

They offer materials and services directly in Spanish (using a bilingual case manager for example) at both locations. Most forms are also available in Spanish.

1350 University Ave, 14607

Case management, support groups, referrals, on site mental health and nutritional counseling.

844 N Clinton Ave, 14605

**454-5556**

Needle Exchange Program.  
[www.aidsrochester.org](http://www.aidsrochester.org)

**Anthony Jordan Health Center****423-2879**

82 Holland St., 14605

Medical cares and case management. Support groups for infected adults. Specialized care for African American & Latino MSMs, lesbians & transgender populations. 28% of staff is Spanish bilingual. Offer bilingual services directly when possible, but also have designated interpreters.

[www.rochester.lib.ny.us/humanserv](http://www.rochester.lib.ny.us/humanserv)

**Catholic Charities AIDS Services**

**339-9800**

1945 E. Ridge Road, 14622

For HIV positive clients and their families.

Case management, subsidized housing, and short-term emergency assistance. Services for AIDS services only (not other branches of Catholic Charities) are offered directly by Spanish speaking counselors.

[www.dor.org/charities](http://www.dor.org/charities)

**Huther-Doyle**

**325-5100**

360 East Avenue, 14604

For HIV positive clients who are chemically dependent.

Continuum of outpatient treatment services focusing on living with chronic illness. Offer Spanish language outpatient chemical dependency treatment service that is culturally focused. Also have Spanish speaking staff in every department, including Intake, Case Management and reception.

[www.depaul.org](http://www.depaul.org)

**Ibero HIV Outreach Program**

**256-8900**

817 E. Main St., 14605

Assists Latinos who are HIV positive and are not receiving treatment. Case management. All staff is bilingual.

<http://iaal.org/es/recursos.htm>

**McCree/McCuller Wellness Center**

**368-3200**

89 Genesee St. (St. Mary's Hospital), 14611

1400 Portland Ave., 14621

Medical care, case management, social work intervention, nutritional evaluation. The T.C.E. Program offers mental health evaluation & counseling, substance abuse evaluation & counseling. Have bilingual case manager at both locations and information in Spanish.

[www.unityhealth.org](http://www.unityhealth.org)

**National AIDS Hotline** **1-800-342-2437**  
**www.ashastd.org/nah**

**New York State AIDS Hotline** **1-800-541-2437**  
**www.health.state.ny.us/nysdoh/aids/hivtesti.htm**  
Latino line: SIDA Hotline 1-800-233-7432

**Puerto Rican Youth Development (PRYD)** **325-3570**  
997 North Clinton Ave., 14621

For those infected and affected by AIDS. Crisis intervention, risk assessment, & service plan development. Bienestar Program: For Latino adolescents and young adults who are at HIGH risk of or who are already HIV positive. Youth will have an individual service plan with goals relating to their success and will be expected to take part in group and individual level interventions. All staff is bilingual.  
<http://www.pryd.org/>

**Strong Memorial Hospital** **275-2720**  
AIDS Center  
Comprehensive adult and pediatric HIV/AIDS care; clinical drug trails Access to Interpretation services

**Westside Health Services:**  
Comprehensive medical cares for HIV positive clients. Case management and counseling. Education and support for family and friends. Bilingual services for Spanish speaking, Ukrainian, Vietnamese, and Somalian

**Brown Square Health Center** **254-6480**  
322 Lake Ave., 14608

**Woodward Health Center** **436-3040**  
480 Genesee St., 14611  
<http://www.rochester.lib.ny.us./humanserv/>

**Regional Coalition:**

Rochester Area Task Force On AIDS (RATFA)

461-3520

Coalition of regional HIV/AIDS education, treatment and support programs. Bilingual staff

# Hotlines



**Child Health Plus Statewide Information** **1-800-698-4543**  
[www.health.state.ny.us/nysdoh/chplus](http://www.health.state.ny.us/nysdoh/chplus)

**CDC National STD Hotline** **1-800-227-8922**  
[www.cdc.gov/std](http://www.cdc.gov/std)

**Domestic Violence Hotline:**  
English **1-800-942-6906**  
Spanish **1-800-942-6908**  
[www.ndvh.org](http://www.ndvh.org)

**Family and Victim Assistance** **428-6630**  
Through Rochester Police Dept. Resolve family problems and repercussions associated with any kind of crime.

**Growing Up Healthy Hotline** **1-800-522-5006**  
[www.health.state.ny.us/nys](http://www.health.state.ny.us/nys)

**Lawyer Referral/ Info Local:** **546-2130** **1-800-342-3666**  
[www.mcba.org/lawyer/legalsvc.htm](http://www.mcba.org/lawyer/legalsvc.htm)

<b>Life Line</b>	<b>275-5151</b>
TTY for hearing impaired	275-2700
Resources for multiple services and crisis hotline. <a href="http://www.thehealthassociation.org/lifeline">www.thehealthassociation.org/lifeline</a>	
<b>Child Protective Services</b>	<b>461-5690</b>
TDD	1-800-342-3720
<a href="http://www.monroecounty.gov">www.monroecounty.gov</a>	1-800-638-5136
<b>Monroe County Drug Helpline</b>	<b>275-0505</b>
<b>Monroe County Sheriff's Department</b>	<b>911</b>
<a href="http://www.monroecounty.gov">www.monroecounty.gov</a>	
<b>Narcotics Anonymous</b>	<b>234-7889</b>
<a href="http://www.na.org">www.na.org</a>	
<b>National AIDS Hotline</b>	<b>1-800-342-2437</b>
<a href="http://www.ashastd.org/nah/">http://www.ashastd.org/nah/</a>	
<b>National Clearinghouse for Alcohol and Drug Publications</b>	<b>1-800-729-6686</b>
<a href="http://www.health.org">www.health.org</a>	
<b>National Runaway Hotline</b>	<b>1-800-621-4000</b>
<a href="http://www.nrscrisisline.org">www.nrscrisisline.org</a>	
<b>New York State Child Abuse Hotline</b>	<b>1-800-635-1522</b>
Spanish available. <a href="http://www.ocfs.state.ny.us/main/prevention/Default.asp">http://www.ocfs.state.ny.us/main/prevention/Default.asp</a>	
<b>New York State HIV/AIDS Hotline</b>	<b>1-800-541-2437</b>
<a href="http://www.health.state.ny.us/nysdoh/aids/hivtesti.htm">www.health.state.ny.us/nysdoh/aids/hivtesti.htm</a>	
<b>New York State Smoker's Quitline</b>	<b>1-866-697-8487</b>
<a href="http://www.nysmokefree.com">www.nysmokefree.com</a>	

**Rochester City School District's Program  
for Homeless Students and Families**

**760-4094**

Resources for students and families.

# Housing and Shelter Resources



Listed by subcategory:

Emergency, Non-Emergency, Housing Resources

## **Emergency:**

### **Alternatives for Battered Women (ABW)**

**232-7353**

24hr hotline, 38 bed emergency housing for women & their children. Transitional support services for women who are coping with the effects of an abusive relationship or its aftermath. They have a bilingual hotline counselor and residential counselor. They are working on a community support group for Hispanic women, but it is not available yet.  
[www.abwrochester.org](http://www.abwrochester.org)

### **The Center for Youth Services**

**271-7670**

905 Monroe Ave., 14620

Emergency shelter 24 hours for youth up to age 18. Drop in hours Monroe Ave. office 10-9pm. Transitional Living Program and counseling for youth to ages 21. Learn to Earn program. Prevention education of risk behavior. Have staff that speaks Spanish. Spanish forms and literature.  
[www.rochester.lib.ny.us/humanserv](http://www.rochester.lib.ny.us/humanserv)



**The Housing Council**

**546-3700**

183 East Main, Suite 1100, 14604

Home ownership counseling, community reinvestment, landlord/tenant counseling, complete apartment listings, foreclosure prevention, and rental assistance. Have direct Spanish bilingual services. (6 counselors.) Do have literature in Spanish.  
[www.thehousingcouncil.org](http://www.thehousingcouncil.org)

**Volunteers of America**

**647-1344**

214 Lake Avenue, 14608

Homelessness and eviction prevention. Medical equipment. Do have Spanish bilingual staff.  
[www.volunteersofamerica.org](http://www.volunteersofamerica.org)

# Immigrant and Multicultural Services



## **Catholic Family Center**

**262-7070**

Refugee and immigrant services, including initial reception and placement; assistance with housing, medical care, education, employment and cultural adjustment; ongoing case management and monitoring. Trains volunteers and other agencies to assist clientele. Full interpretation services available in multiple.  
[www.cfrochester.org](http://www.cfrochester.org)

## **Farmworker Legal Services**

**325-3050**

80 St Paul St., 14604

Provides free legal services to migrant and seasonal agricultural workers. Handles problems with labor law and civil rights. Have Worker Protection Standard Program, Domestic Violence Program, and Farmworkers Women's Institute. Also provide HIV and Legal education. Several Spanish bilingual staff, one Italian, and others.  
[www.flsny.org](http://www.flsny.org)

**Oak Orchard Community Health Center.**

**637-5319**

300 West Avenue, Brockport , 14420

301 West Avenue, Albion, 14411

589-5613

They have translators on site at all times. They have all Spanish materials. (Bilingual friendly.) Have a migrant and seasonal farmworker outreach program. Primary and preventive medical care; preventive, restorative and cosmetic dental care; optometry, family planning, obstetrics, health and parenting education, perinatal case management, outreach services, nutrition counseling (WIC), crisis intervention, mental health counseling, transportation, and Spanish interpretation  
[www.oakorchardhealth.org](http://www.oakorchardhealth.org)

**Rural Opportunities, Inc.**

**546-7180**

400 East Avenue, 14607

Creates opportunities for migrant and seasonal Farmworkers and other disenfranchised people to overcome barriers that systematically prevent them from gaining access to economic, educational, social and political resources. Have programs in employment and training, health and safety, and housing and economic development. Bilingual services are available, especially in Spanish.  
[www.ruralinc.org](http://www.ruralinc.org)

# Legal Assistance



## **Consumer Credit Counseling Service**

**546-3440**

50 Chestnut Plaza, 14604

Help with payments and can work with creditors. Do offer Spanish bilingual services and have Spanish literature.

## **Family and Victim Services**

**428-7183**

185 Exchange Blvd., 14614; Public Safety Building

Through Rochester Police Dept. Resolve family problems and repercussions associated with any kind of crime. Have supervisor and counselor that offer bilingual services and materials are available in Spanish.

## **Farmworker Legal Services**

**325-3050**

80 St Paul St., 14604

Provides free legal services to migrant and seasonal agricultural workers. Handles problems with labor law and civil rights.

Have Worker Protection Standard Program, Domestic Violence Program, and Farmworkers Women's Institute. Also provide HIV and Legal education.

[www.flsny.org](http://www.flsny.org)

**Legal Aid Society****232-4090**

65 West Broad Street, 14614; Suite 400

Representation, advice, referral to low income persons on family law, landlord-tenant issues, juvenile programs. Domestic violence and youth advocacy programs available. Program for eviction victims. Advice and representation for low-income individuals/families. Spanish, French, & Italian speakers. Limited Means Program offers individuals with limited means information and representation for legal issues. Youth Advocacy Program offers students with advocacy against school districts, both city and suburbs. Hispanic Outreach Program provides legal representation and counseling to monolingual members of the Hispanic Community in cases of divorce, Family Court orders of protection, custody, visitation, landlord/tenant matters and child support. Offers services directly in Spanish with several staff members. Have some documents in Spanish.  
[www.nylegalservices.org](http://www.nylegalservices.org)

**Mercy Outreach Center****288-2634**

142 Webster Avenue, 14609

Consultation with an attorney. Have Spanish speaking staff members.

**Monroe County Child Support Services****428-5915 (general #)**

33 N. Fitzhugh St., 14614

**428-2411 (Appt. #)**

Establishes paternity, creates, modifies, and enforces support orders. Spanish speaking available. Dedicated Spanish worker, forms in English and Spanish.  
<http://www.monroecounty.gov/org658.asp?orgID=658>

**Monroe County Legal Assistance Program** **325-2520**

80 St. Paul Street Suite 700, 14604

Legal assistance for individuals denied DSS, illegal eviction, and Senior Citizen legal issues. Fair housing enforcement project for discrimination in renting. Homelessness prevention. All literature in Spanish. Offers services directly in Spanish using bilingual staff.

[www.mclac.com](http://www.mclac.com)

**Monroe County Public Defender's Office** **428-5210**

10 North Fitzhugh Street, 14614

Criminal and family court matters. Spanish speakers available.

For 16 years and older.

<http://www.nysda.org/>

**Rochester Police - City Division**

Victim's Assistance Unit

**428-6630**

Victim's Witness Program

185 Exchange St., 14614

Information on orders of protection and restraining orders.

Counseling for victims. Bilingual Staff.

**VLSP- Volunteer Legal Services Project** **232-3051**

1 West Main St., 14604

Legal services in cases of divorce, custody, and visitation for victims of family violence. Spanish speakers available.

[www.vlsprochester.org](http://www.vlsprochester.org)

# Mental Health Services

**Compeer, Inc.****546-8280**

Monroe Square 1 Floor  
259 Monroe Ave., 14607

Matching of volunteers on a one to one basis with children and adults with mental illnesses and/or health issues. Mentoring for youth and skill building for youth and adults. No formal Spanish bilingual services offered, but use a staff member to translate as necessary. Do have literature in Spanish.

[www.compeer.org](http://www.compeer.org)

**Hillside Children's Center****256-7500**

1183 Monroe Ave., 14620

Preventive and emergency services, early intervention for at-risk children, counseling and support programs, residential and day treatment with special education services, group homes, therapeutic foster families, adoption, and customized home and community-based services. Have Spanish speaking staff and Spanish speaking social workers. Interpretation services also available.

[www.hillside.com](http://www.hillside.com)

**Lazos Fuertes****244-6643**

817 E Main Street, 14605 (inside Ibero building)

Was created to meet the behavioral health needs of the Latino community. Evaluation and assessment; individual, family, couples, and group therapy; pharmacotherapy; family education and support; child and adolescent psychiatric consultations; and case management services. All staff are Spanish speaking.

<http://iaal.org/es/recursos.htm>

- Lifeline** **275-5151**  
 Offers a multitude of information services about various mental health services/programs. Also crisis intervention, information services. Does offer bilingual services.  
[www.thehealthassociation.org/lifeline](http://www.thehealthassociation.org/lifeline)
- Mt. Hope Family Center** **275-2991**  
 187 Edinburgh St., 14608  
 Therapeutic services for at-risk children and families, specifically people struggling with issues such as child maltreatment, community and familial violence, and mental illness such as depression. Parent education classes and individual and group therapy for children exposed to trauma and violence. MIGHT (Mothers and Infants Growing Healthy Together) provides therapeutic support to mothers who have been diagnosed with depression and their infant children. After School Program and Summer Camp for children ages 7-11 years. Bi lingual Spanish language staff available but only for clients referred through Child Protective Services.  
[www.psych.rochester.edu/research/mhfc](http://www.psych.rochester.edu/research/mhfc)
- Operation Friendship** **473-9027**  
 The Health Association  
 160 Mt. Hope Ave., 14620  
 A clubhouse model of rehabilitation to help members become more dependent, improve vocational skills, develop leadership abilities and function more effectively in the community.  
 Bilingual staff available at main office.  
 Satellite Offices
- Rosa Wims Outreach Center 436-9705  
 176 Genesee Street, 14611
- Livingston County Satellite Program 243-3083  
 Route 63, Geneseo 14454  
[www.thehealthassociation.org/mental\\_health.htm](http://www.thehealthassociation.org/mental_health.htm)



**Project Link****279-4900**

Strong Ties Community Support Program  
1650 Elmwood Avenue, 14620

Project Link is designed to provide comprehensive community mental health care for individuals suffering from severe mental illness and are at risk for criminal justice involvement. This program, of the University of Rochester Department of Psychiatry, maintains around the clock availability and places special emphasis on serving a culturally diverse population within the Monroe County area. Have Spanish speaking staff members.

[www.stronghealth.org](http://www.stronghealth.org)

**Rochester Mental Health****922-2500**

490 East Ridge Road, 14621

IPRT, relapse intervention, MICA Net case manager, emergency psych walk-in service. Adult and child services, as well as geriatric. Turning Point Social Club is a psychosocial, recreational, and prevocational rehabilitation program. PATH serves adults with severe and persistent mental illness who are homeless or at risk for becoming homeless. Have literature and forms in Spanish, and many bilingual staff members. Provide some direct services in Spanish, and contract with an outside agency for other needs.

[www.viahealth.org/behavioralhealth](http://www.viahealth.org/behavioralhealth)

**Strong Memorial Hospital**

Adult Ambulatory Center  
300 Crittenden Blvd., 14620

**275-3535**

Psychiatric Emergency

**275-4501**

[www.stronghealth.org](http://www.stronghealth.org)

**Unity Mental Health Center**

**368-6550**

Genesee St. Campus

835 West Main St.

Bullshead Plaza

Rochester, NY 14611

Provides Behavioral Health Services for adults and children.  
Bilingual secretary, and Spanish speaking therapists for both  
adult and children.

[www.unityhealth.org](http://www.unityhealth.org)

# Parenting Education



## **Family Outreach Program**

**325-6101**

Society for the Protection and Care of Children (SPCC)

148 South Fitzhugh St, 14604

Family counseling and support to help parents cope with the challenges of parenthood and raising their children in a nurturing and supportive atmosphere. Services are provided in the home and include individual and family counseling and parenting skills training. All referrals to this program are received through the Preventive Unit of the Monroe County Department of Health and Human Social Services. Also has 2 Spanish speaking social workers, and forms and info in Spanish.

[www.spcc-roch.org](http://www.spcc-roch.org)

## **Family Resource Centers of Rochester**

**458-4100**

426 Lyell Ave., 14606

The following agencies are members of the network. They are neighborhood based, and they provide free services. All offer the Parents as Teachers program, which is a home visiting one-to-one parent education program, and Parent Education for parents of children up to 10 years old. Plus Family Place offers Father's Night Program, a parenting education program for dads, and Southwest has Skip Generations, a support group for adults parenting their grandchildren.

Peter Castle Family Resource Center  
555 Ave. D, 14621

**467-8130**

Offer parent classes in Spanish at this Center and Spanish speaking staff in early Childhood program.  
[www.frcr.org](http://www.frcr.org)

**Healthy Start Center**

**436-7827**

819 W. Main St., 14611

For pregnant women and women parenting children under 2 years old. Childcare, transportation for medical appointments and DSS appointments. Parenting education classes. Have bilingual case manager who also does translation.  
[www.pnmc-hsr.org](http://www.pnmc-hsr.org)

**National Center for Missing & Exploited Children**

**242-0900**

275 Lake Ave., 14608

1-800-The-Lost

The National Center for Missing and Exploited Children/New York branch mission is to help prevent child abduction and sexual exploitation; find missing children; and assist victims of child abduction and sexual exploitation, their families, and the professionals who serve them. The NY Branch mission is carried out through: Case Assistance on Missing Children, Targeted Poster Distribution, Prevention Education Classes, School Safety Curriculum Grades K-8, NY State Mandated Reporter Classes, Polisseni Law Enforcement Training. Have staff members who are Spanish speaking, Also have access to certified translators. Assistance is also available through the 800 number, where numerous staff members are bilingual. Also many safety materials available in Spanish.

[www.kidsoutandabout.com](http://www.kidsoutandabout.com)

staff that are bilingual. Do not offer formal services in Spanish, but can manage. No general literature, but some more specific literature in Spanish.

<http://www.stjosephsvilla.org/>

**Urban League of Rochester**

**325-6530**

265 N. Clinton Ave., 14605

Intensive family counseling, crisis intervention, help in improving community and parenting skills, and assistance in accessing and utilizing community resources to families at risk of losing their children to foster care. The Foster Care program has Spanish speaking staff and services.

<http://www.ulr.org/body.htm>

# Pregnancy Education and Support Programs



## Breastfeeding Helplines:

### **Jordan HealthLink WIC**

**454-2630**

Uses bilingual staff to translate. No formal Spanish language Service or program.  
[www.rochester.lib.ny.us/humanserv](http://www.rochester.lib.ny.us/humanserv)

### **Strong Memorial Hospital**

**275-9575**

Videos, literature in Spanish. Use an interpreter for consultation. Do not have counselors that answer the phones in Spanish.  
[www.stronghealth.com/services/womenshealth/maternity/breastfeeding](http://www.stronghealth.com/services/womenshealth/maternity/breastfeeding)

## **Pregnancy Support Services:**

### **Baby Love**

**266-0021**

555 Avenue D, 14621 (Peter Castle Family Resource Center)

Home visiting program for pregnant and parenting women in Northwest Rochester and the 14621 zip code. Prenatal and parenting education, case management, referrals. Bilingual services available.

[www.childrensinstitute.net/communitypartnerships/reep](http://www.childrensinstitute.net/communitypartnerships/reep)

### **Community Health Worker Program**

**753-5437**

691 St. Paul St., 14605

Home visiting program for pregnant women or women parenting a child under 1 year old anywhere in Monroe County. Prenatal and parenting education, case management, referrals. Bilingual caseworkers.

[www.monroecounty.gov/publichealth/childandfamilyhealth/prenatalparentingprogram](http://www.monroecounty.gov/publichealth/childandfamilyhealth/prenatalparentingprogram)

### **Cornell Cooperative Extension of Monroe County**

**461-1000**

**Ext. 235**

Community Nutrition Education Program. Among other services, conducts a free eight-week series of nutrition classes for limited income individuals. Have Bilingual educators and some materials in Spanish.

[www.cce.cornell.edu/~monroe](http://www.cce.cornell.edu/~monroe)

### **Healthy Moms**

**368-3735**

89 Genesee St. (St. Mary's Hospital), 14611

Free 10 week prenatal education program teaches Childbirth, Parenting & Empowerment classes and offers support to pregnant women. Classes from 11am-2:30pm. Provides lunch, childcare, & transportation. Women can stay as long as they like. Have several sites across Rochester. Empowerment and Parenting counselors are bilingual. Have literature in Spanish including necessary forms, pamphlets, and brochures

[www.unityhealth.org](http://www.unityhealth.org)

- Healthy Start Center** **436-7827**  
 819 W. Main St., 14611  
 For pregnant women and women parenting children under 2 years old. Childcare, transportation for medical appointments and DSS appointments. Childbirth and Breastfeeding classes.  
**Perinatal Depression Program:** Depression screening and a mental health assessment. One on one counseling is offered as well as participation in the "Ups and Downs of Life" therapy group. Have bilingual case manager.  
[www.pnmc-hsr.org](http://www.pnmc-hsr.org)
- LIFELINE** **275-5151**  
 Offer crisis intervention and a multitude of information services. If calling about prenatal issues, be sure to specify that the client is pregnant. Does offer bilingual services.  
[www.thehealthassociation.org/lifeline](http://www.thehealthassociation.org/lifeline)
- PACT (Parent and Child Training)** **275-2400**  
 Strong Memorial Hospital  
 601 Elmwood Ave., 14642  
 Parenting education program for families whose children are at risk for foster care placement. Patient must receive care through Strong Health. Bilingual staff.
- RAMP (Rochester Adolescent Maternity Program)** **275-2962**  
 905 Culver Road, 14609; Northwest Medical Building  
 Parenting and Childbirth classes. Must be willing to use Strong Health Midwives. They use Spanish interpreters as necessary.
- Young Families** **275-1523**  
 Strong Memorial Hospital  
 601 Elmwood Ave., 14642  
 Same as the PACT program but for clients under 18 years old.



## **Pregnancy Testing & Alternatives to Abortion:**

The following agencies provide confidential pregnancy testing, help to continue pregnancy, referral to resources, educational guidance, and adoption information.

### **CompassCare Pregnancy Services**

**232-2350**

200 White Spruce, 14623

Medical consultation, ultrasound, STD testing, pregnancy options counseling, abortion recovery, access to community resources, 24 hour helpline. They have 1 helpline counselor that is bilingual in Spanish and comes in to interpret if needed. They have Spanish materials.

[www.compasscare.info](http://www.compasscare.info)

# Prenatal Care



## **Anthony Jordan Health Center**

**423-5897**

82 Holland Street, 14605

28% of staff is Spanish bilingual. Offer bilingual services directly when possible, but also have designated interpreters. Verified current information for PNMC directory with director of health center. Need to find info on MC County WIC (food).  
[www.rochester.lib.ny.us/humanserv](http://www.rochester.lib.ny.us/humanserv)

## **Genesee Health Services**

**922-8585**

OB/GYN

220 Alexander St., Suite 602, 14607

Accepts all insurances except Strong. Uses an interpretation service through Rochester General Hospital for Spanish speaking clients.  
[www.viahealth.org](http://www.viahealth.org)

## **Healthy Start Center**

**436-7827**

819 W. Main St., 14611

For pregnant women and women parenting children under 2 years old. Childcare, transportation for medical appointments and DSS appointments. Childbirth and Breastfeeding classes. Have bilingual Case Manager.  
[www.pnmc-hsr.org](http://www.pnmc-hsr.org)

- Highland Hospital** **341-6732**  
 Community OB/GYN  
 905 Culver Rd.14609  
 Interpretation services available
- Oak Orchard Community Health Center** **637-5319**  
 300 West Avenue, Brockport 14420  
 They have translators on site at all times. They have all Spanish materials. (Bilingual friendly.) Have a migrant and seasonal farmworker outreach program. Primary and preventive medical care; preventive, restorative and cosmetic dental care; optometry, family planning, obstetrics, health and parenting education, perinatal case management, outreach services, nutrition counseling (WIC), crisis intervention, mental health counseling, transportation, and Spanish interpretation  
[www.oakorchardhealth.org](http://www.oakorchardhealth.org)
- Strong Midwifery Group** **275-2962**  
 Rochester Adolescent Maternity Group  
 905 Culver Rd.  
 Interpretation is available
- Westside Health Services:** **254-6480**  
 Brown Square Center  
 322 Lake Ave., 14608  
 Patients deliver at Highland Hospital. Interpretation services available.
- The Woman's Center at Rochester General** **922-5800**  
 OB/GYN  
 1415 Portland Ave., Suite 400, 14621  
[www.viahealth.org/rgh/departments/womensctr](http://www.viahealth.org/rgh/departments/womensctr)
- Women's Health Services at Strong** **275-2691**  
 601 Elmwood Ave., 14642  
 OB/GYN services for children to elderly.  
[www.stronghealth.com](http://www.stronghealth.com)

**Woodward Health Center**

480 Genesee Street, 14611

Patients deliver at Strong Memorial Hospital.

[www.rochester.lib.ny.us/humanserv](http://www.rochester.lib.ny.us/humanserv)

**436-3040**

# Substance Abuse Programs



Drug, Alcohol, & Smoking Cessation Education & Treatment Services

## **Action for a Better Community**

New Directions

**325-5116 X 3200**

33 Chestnut Street, 14604

Individual and group counseling and support services to individuals facing alcohol addiction and substance abuse. Spanish speaking staff members, as well as groups and counseling offered in Spanish. Has important literature translated into Spanish.

[www.abcinfo.org](http://www.abcinfo.org)

## **Alcoholics Anonymous Information**

**232-6720**

10 Manhattan Square; Suite D, 14607

M-F 9am-7pm. 12 step recovery program. Information about AA meetings and programs of recovery. Have separate Spanish groups and Spanish literature however, since they are an all volunteer organization, the availability of the Spanish language services depends on the volunteer's schedule.

[www.rochester-ny-aa.org](http://www.rochester-ny-aa.org)

**Al-Anon** **288-0540**  
805 Blossom Road, 14610  
Have Spanish speaking meetings and literature. Web site is very helpful and also has a Spanish language tab.  
[www.rochester-ny-aa.org](http://www.rochester-ny-aa.org)

**American Cancer Society** **288-1950**  
1400 North Winton Road, 14609  
Advocate smoking cessation. Currently trying to fill a position with a Spanish bilingual staff member. Spanish literature available. Use AT&T service for Spanish phone calls if necessary.  
National Quitline **1-877-937-7848**  
[www.cancer.org](http://www.cancer.org)

**Esperanza Latina** **325-7987**  
235 N. Clinton Ave., 14605  
A satellite of Mainquest, and affiliated with The Health Association. Offers comprehensive outpatient services and assessments to Spanish speakers. Group and individual therapy, social recreational activities, alcohol and substance abuse evaluations, and referral services for clients. All staff are Spanish bilingual.  
[www.thehealthassociation.org](http://www.thehealthassociation.org)

**Freedom House** **546-3046**  
81 Barberry Terrace, 14621  
Operated by Catholic Family Center Restart. Residential treatment program which offers high level long term care for men who have a hard time staying clean. Spanish speaking staff members in all departments and programs.  
[www.cfcrochester.org](http://www.cfcrochester.org)

**Huther Doyle****325-5100**

360 East Avenue, 14604

Chemical Abuse Program for individuals who are not chemically dependent but have experienced problems with substance abuse. Intensive Outpatient Program for adults and adolescents who are chemically dependent. Relapse Awareness Prevention is for clients who maintain brief periods of sobriety. Intervention is for the chemical abuser who is in denial. Offer Spanish services directly by using separate groups for Spanish speakers. Have literature but not forms in Spanish.  
www.hutherdoyle.com

**Liberty Manor****266-3080**

1111 Joseph Avenue, 14621

Operated by Catholic Family Center Restart. Residential treatment program which offers high level long term care for women who have a hard time staying clean. Can keep children with them. Have Spanish speaking staff members in all departments.  
www.cfcrochester.org

**MainQuest Treatment Center****464-8870**

774 W Main Street, 14611

For chemically dependent women and HIV/AIDS. Outpatient and Inpatient services, supportive living, program for the mentally challenged, rehabilitation group, buprenorphine group (essentially equivalent to a methadone group). Family program during evenings, relapse prevention program on Saturdays. Have Spanish bilingual staff. Have literature in Spanish, and handle many Spanish speaking clients. Refer to Esperanza Latina if necessary

**Primary Care****235-8700**

24hrs, voluntary detox station for persons 18 years and older. Referral for counseling and rehab, social and medical assistance. DSS and help for uninsured. Bilingual staff and literature in Spanish. Refer to Esperanza Latina if necessary.

**NCADD-RA** **423-9490**  
**(National Council on Alcoholism & Drug Dependency)**

One Mt. Hope Avenue

Education, prevention, & advocacy services. DWI victim's advocacy. Addiction Counselor Training, Hispanic Prevention Education Program, Total Approach Family Program, Prevention Network, Trainings for educators/professionals. Have Spanish speaking coordinator and secretary in Hispanic program. Also have literature within that one specific program.

www.thehealthassociation.org

**Park Ridge Chemical Dependency Services** **368-6900**

At Evelyn Brandon Health Center

81 Lake Ave. 14608

Outpatient dependency service Bilingual services

**Project Link** **279-4900**

Strong Ties Community Support Program

1650 Elmwood Avenue, 14620

Project Link is designed to provide comprehensive community mental health care for individuals suffering from severe mental illness and are at risk for criminal justice involvement. This program, of the University of Rochester Department of Psychiatry, maintains around the clock availability and places special emphasis on serving a culturally diverse population within the Monroe County area. Bilingual staff.

www.stronghealth.com

**RESTART Drug Services** **546-3046**  
(through Catholic Family Center)

55 Troup Street, 14608

See Freedom House and Liberty Manor

www.cfrochester.org



**Rochester Mental Health**

**922-2500**

490 East Ridge Road, 14621

Drug and alcohol treatment administered through group and one-on-one therapy. Have literature and forms in Spanish, and many bilingual staff members. Provide some direct services in Spanish, and contract with an outside agency for other needs.  
[www.viahealth.org](http://www.viahealth.org)

**Threshold**

**454-7530**

80 St. Paul St, 14604

School based prevention and counseling programs. Have Hispanic bilingual counselors.  
[www.thethresholdcenter.org](http://www.thethresholdcenter.org)

# Youth Services



## **Baby Love**

**266-0021**

555 Avenue D, 14621 (Peter Castle Family Resource Center)

Home visiting program for pregnant and parenting women in Northwest Rochester and the 14621 zip code. Prenatal and parenting education, case management, referrals. Bilingual services available.

[www.frcr.org](http://www.frcr.org)

[www.thechildrensinstitute.net/communitypartnerships/reep](http://www.thechildrensinstitute.net/communitypartnerships/reep)

## **Birthright of Rochester**

24 hour hotline

**1-800-550-4900**

## **The Center for Youth Services**

**271-7670**

905 Monroe Ave., 14620

Emergency shelter 24 hours. Transitional Living Program and counseling for youth to age 21. Shelter for youth to age 18.

Drop in hour's downtown office 10-9pm. Learn to Earn program. Prevention, education of risk behavior. Have staff that speaks Spanish. Spanish forms and literature.

[www.rochester.lib.ny.us/humanserv](http://www.rochester.lib.ny.us/humanserv)

**Child Health Plus** **613-7662**  
**Child Health Plus Hotline** **1-800-698-4543**  
New York State's health insurance plan offers free or low cost medical care coverage to children through 18 yrs. Includes well-child visits, illness, injury, x-rays, diagnostic tests, emergency care, prescriptions, non-prescription drugs, eye care, dental, mental health & more. For those who do not qualify for Medicaid.  
[www.health.state.ny.us/nydoh.chplus](http://www.health.state.ny.us/nydoh.chplus)

**Child Protective Services** **461-5690**  
111 Westfall Road, 14620  
NYS Hotline 1-800-342-3720  
To report child abuse or suspected child abuse.  
Domestic Violence Hotlines:  
English 1-800-942-6906  
Spanish 1-800-942-6908  
[www.monroecounty.gov/humanandhealthservices](http://www.monroecounty.gov/humanandhealthservices)

**Family and Victim Services** **428-7183**  
185 Exchange Blvd., 14614; Public Safety Building  
Through Rochester Police. Crisis intervention for 16 years and under. Resolve family problems and repercussions associated with any kind of crime. Have supervisor and counselor that offer bilingual services and materials are available in Spanish.

**Healthy Moms** **368-3735**  
89 Genesee St. (St. Mary's Hospital), 14611  
Free 10 week prenatal education program teaches Childbirth, Parenting & Empowerment classes and offers support to pregnant women. Classes from 11am-2: 30pm. Provides lunch, childcare, & transportation. Women can stay as long as they like. Have several sites in Monroe County. Empowerment and Parenting counselors are bilingual. Have literature in Spanish including necessary forms, pamphlets, and brochures  
[www.unityhealth.org](http://www.unityhealth.org)

**Healthy Start Center****436-7827**

819 W. Main St., 14611

For pregnant women and women parenting children under 2 years old. Childcare, transportation for medical appointments and DSS appointments. Childbirth and Breastfeeding classes. Caterpillar/Butterfly Program - support group for rape/incest victims. Have bilingual case worker.  
[www.pnmc-hsr.org](http://www.pnmc-hsr.org)

**Ibero-American Action League****256-8900**

817 E. Main St., 14609

Ibero Youth Services provides services geared at preparing the youth to meet the challenges of adulthood in education, employment, and development of self-esteem. All staff is Spanish speaking.  
<http://iaal.org/es/recursos.htm>

**MCHD STD Clinic****464-5928**

855 West Main Street, 14611

M, Th 9:30 AM -3:30 PM

T, W 8:30 AM -3:30 PM

F 8:30 AM - 11:30 PM

STD screening, treatment, and counseling. Free HIV testing. Strictly confidential. Use Hispanic staff members to translate for patients. Have both literature and forms in Spanish.  
[www.monroecounty.gov/publichealth](http://www.monroecounty.gov/publichealth)

**Puerto Rican Youth Development (PRYD)****325-3570**

997 N. Clinton Ave., 14621

Hispanic Youth Tutorial Program: One-to-one tutoring for Hispanic students. Project Poder: For 11-20 year olds who has academic, attendance, or behavioral problems at school. Project Se Puede: Tutoring and family services for at risk Latino students in city secondary schools. Bienestar Program: For Latino adolescents and young adults who are at HIGH risk of or who are already HIV positive. Youth will have an individual

service plan with goals relating to their success and will be expected to take part in group and individual level interventions.  
681 N Clinton Avenue 14605 325-7590  
Computer lab and tutoring for students M-Th: 1 PM - 4:30 PM  
All staff at both locations is bilingual.  
<http://www.pryd.org/>

**RAMP (Rochester Adolescent Maternity Program)** 275-2962  
905 Culver Road, 14609; Northwest Medical Building  
Parenting and Childbirth classes. Must be willing to use Strong Health Midwives. They use interpreters as necessary.

**Salvation Army** 235-2260  
Genesis House  
70 Liberty Pole Way, 14604  
Genesis House is a temporary runaway homeless youth emergency shelter. Provide food, clothing, and shelter. Also provide job readiness training or assistance in attaining education. The phone is answered by a live person 24 hours a day. Out of last year's residents, around 10% of them were Spanish speaking. They have bilingual staff who caters to those who only speak Spanish. Provide ethnic food.  
[www.rochestersalvationarmy.org](http://www.rochestersalvationarmy.org)

**Threshold** 454-7530  
80 St. Paul Street, 14604  
GED program. Computer training skills, educational & vocational counseling, job readiness. T  
[www.thethresholdcenter.org](http://www.thethresholdcenter.org)

# Countries and Important Data

The flags on the cover of this directory represent countries where Spanish is the main language.

The flag of the United States has been included because the directory has been developed in this country where Spanish is spoken by members of the largest minority group. As per the most recent US Census:

- f* Total Population (Civilian, Not Institutionalized) 281.4 million
- f* Total Latino Population 35.3 million (figure was updated in 2002)
- f* Total Population that spoke Spanish: 28.1 million

Many of the websites listed have a choice of Spanish or English versions.

Country	Capital	Population	Life Expectancy		Literacy Rate %		
			M	F	T	M	H
<b>Caribbean</b>							
Cuba	Havana	11,382,820	75	79	97	97	97
Dominican Republic	Santo Domingo	9,183,984	70	73	85	85	85
	<a href="http://www.domrep.org/">www.domrep.org/</a>						
Puerto Rico	San Juan	3,927,188	74	83	94	94	94
	<a href="http://www.puertoricowow.com/">www.puertoricowow.com/</a>						
<b>Central America</b>							
Costa Rica	San Jose	4,075,261	74	80	96	96	96
	<a href="http://www.infocostarica.com/">www.infocostarica.com/</a> <a href="http://crtimes.com/">http://crtimes.com/</a>						
El Salvador	San Salvador	6,822,378	68	75	80	83	78
	<a href="http://www.state.gov/p/wha/ci/c2862.htm">www.state.gov/p/wha/ci/c2862.htm</a> <a href="http://lcweb2.loc.gov/frd/cs/svtoc.html">http://lcweb2.loc.gov/frd/cs/svtoc.html</a>						
Guatemala	Guatemala City	12,293,545	68	71	71	78	63
	<a href="http://www.odci.gov/cia/publications/factbook/geos/gt.html">www.odci.gov/cia/publications/factbook/geos/gt.html</a> <a href="http://www.ahguatemala.com">www.ahguatemala.com</a>						
Honduras	Tegucigalpa	7,326,496	67	71	76	76	76
	<a href="http://www.hondurasinfo.hn">http://www.hondurasinfo.hn</a> <a href="http://lcweb2.loc.gov/frd/cs/hntoc.html">http://lcweb2.loc.gov/frd/cs/hntoc.html</a>						

Mexico	Mexico City	107,449,525	73	78	92	94	90
	<a href="http://portal.sre.gob.mx/eua/">http://portal.sre.gob.mx/eua/</a>						
Nicaragua	Managua	5,570,129	69	73	68	67	68
	<a href="http://lweb2.loc.gov/frd/cs/nitoc.html">http://lweb2.loc.gov/frd/cs/nitoc.html</a> <a href="http://library.thinkquest.org/17749/">http://library.thinkquest.org/17749/</a>						
Panama	Panama City	3,191,319	73		78	93	93
	<a href="http://ahpanama.com/">http://ahpanama.com/</a> <a href="http://www.loc.gov/fr/international/hispanic/panama/panama.html">www.loc.gov/fr/international/hispanic/panama/panama.html</a>						
<b>Europe</b>							
Spain	Madrid	40,397,842	76	83	98	98	98
	<a href="http://www.spaininformation.org/">www.spaininformation.org/</a> <a href="http://lweb2.loc.gov/frd/cs/estoc.html">http://lweb2.loc.gov/frd/cs/estoc.html</a>						
<b>South America</b>							
Argentina	Buenos Aires	39,921,833	72	80	97	97	97
	<a href="http://www.argentour.com/">www.argentour.com/</a> <a href="http://www.buenosairesherald.com/">www.buenosairesherald.com/</a>						
Bolivia	La Paz	8,989,046	63	69	87	93	82
	<a href="http://www.boliviaweb.com/">www.boliviaweb.com/</a> <a href="http://www.bolivia.com/">www.bolivia.com/</a>						
Chile	Santiago	16,134,219	73	80	96	96	96
	<a href="http://www.chile.com/">www.chile.com/</a>						
Colombia	Bogota	43,593,035	68	76	93	92	93
	<a href="http://pages.infinit.net/colombia/">http://pages.infinit.net/colombia/</a> <a href="http://www.cia.gov/cia/publications/factbook/geos/co.html">www.cia.gov/cia/publications/factbook/geos/co.html</a>						
Ecuador	Quito	13,547,510	74	79	98	94	91
	<a href="http://www.cia.gov/cia/publications/factbook/geos/ec.html">www.cia.gov/cia/publications/factbook/geos/ec.html</a> <a href="http://www.ecuador.com/">www.ecuador.com/</a>						
Paraguay	Paraguay	6,506,464	73	78	94	95	93
	<a href="http://www.paraguay.com/">www.paraguay.com/</a> <a href="http://www.latinworld.com/sur/paraguay/">www.latinworld.com/sur/paraguay/</a>						
Peru	Lima	28,302,603	68	72	88	94	82
	<a href="http://www.peru.org.pe/">www.peru.org.pe/</a> <a href="http://www.cia.gov/cia/publications/factbook/geos/pe.html">www.cia.gov/cia/publications/factbook/geos/pe.html</a>						
Uruguay	Montevideo	3,431,932	73	80	98	98	98
	<a href="http://www.uruguay.com/">www.uruguay.com/</a> <a href="http://www.uruwashi.org/">www.uruwashi.org/</a>						
Venezuela	Caracas	25,730,435	71	78	93	93	93
	<a href="http://www.embavenez-us.org/">www.embavenez-us.org/</a> <a href="http://www.cia.gov/cia/publications/factbook/geos/ve.html">www.cia.gov/cia/publications/factbook/geos/ve.html</a>						

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