

EMERGENCY HOUSING IN MONROE COUNTY

Most emergency shelters in Monroe County require referral and payment from the Monroe County Department of Human Services (MCDHS). A few shelters offer a *limited* number of short-term, “hospitality” beds without a referral/payment from MCDHS. Refer to the shelter list below.

Apply for County temporary financial assistance (shelter, food stamps, health insurance, etc.) at the MCDHS office at 691 St. Paul Street, Rochester NY 14605. Try to be there at 8:00am as they operate on a first come, first served model. (The Regional Transit Service RTS bus line #1 provides service to 691 St. Paul Street.) If you arrive in Rochester during non-business hours, call the County’s Emergency Shelter After Hours phone number at 585-442-1742 to request an emergency housing placement for one night or until the next business day when MCDHS office opens.

We recommend calling the shelters before visiting to inquire about updated policies or procedures.

Men or Women age 21 and over

House of Mercy Shelter and Drop-In Services

285 Ormond Street, Rochester, NY, 14621

585-546-2580

How to Apply: Referral from MCDHS. Call House of Mercy directly during the “Code Blue” cold winter months to see if there are beds available without an initial referral from MCDHS.

Men age 18 and over

Booth Haven Program

The Salvation Army Rochester Area Services

70 Liberty Pole Way, Rochester, NY, 14604

585-987-9540 ext. 2284

How to Apply: Referral from MCDHS. No record of arson, sex offenses or terroristic threats.

Francis Center Program

Catholic Charities Family and Community Services

547 Joseph Avenue, Rochester, NY, 14605

585-423-9590

How to Apply: Referral from MCDHS. No record of arson.

Open Door Mission, Samaritan House

210 W Main Street, Rochester, NY, 14614

(585) 454-6696

How to Apply: Walk-ins accepted, first come, first served. Bed sign up begins at 4pm and ends at 6:30pm. If you are not on the “bed list” from the previous night, arrive by 4pm to secure a bed, as the list fills quickly. If you cannot arrive by 4pm, call (585) 645-0646 to explain your situation and request a bed if one is still available.

Veterans Outreach Center, Inc.

290 Cypress Street, Rochester, NY, 14620

Eligibility: Provides emergency housing to chronically homeless and at-risk **veterans** who are homeless and can provide proof of veteran/discharge status. Must not have sex offender or arson conviction.

How to Apply: Visit the South Avenue office at 447 South Avenue, a few blocks north of Cypress Street, or call for information (585) 546-1081.

Volunteers of America of Western New York

Men's Emergency Shelter

175 Ward Street, Rochester, NY, 14605

585-402-7400

How to Apply: Most placements made through referral from MCDHS but can call to inquire about hospitality. No record of sex offense or arson.

Single Women age 18 and over**Bethany House**

1111 Joseph Ave., Rochester, New York 14621

(585) 454-4197

Eligibility determined case-by-case but prioritization is given for specific circumstances, including women reentering society following incarceration. Housing requests can be made via phone or email (info@bethanyhouserocny.org).

Hope House Program

Salvation Army Rochester Area Services

100 West Avenue, Rochester, NY, 14611

585-697-3430 ext. 2505

How to Apply: Referral from MCDHS. Call for more information.

Open Door Mission, Selah House

156 N. Plymouth Ave, NY, Rochester 14608

(585) 454-6696

How to Apply: Walk-ins accepted, first come, first served. Bed sign up begins at 4pm and ends at 6:30pm. If you are not on the "bed list" from the previous night, arrive by 4pm to secure a bed, as the list fills quickly. If you cannot arrive by 4pm, call (585) 645-0646 to explain your situation and request a bed if one is still available.

Sanctuary House Program

Catholic Charities Family and Community Services

Address is confidential, please call for more information (585) 277-7550. No record of arson.

How to Apply: Referral from DHS or call for information.

YWCA of Rochester and Monroe County

175 N Clinton Avenue, Rochester, NY, 14604

585-546-5820

How to Apply: Most placements made by referral from MCDHS. Call for more information, some courtesy nights with a denial letter from MCDHS.

Tenant Services of The Housing Council at PathStone

The Housing Council at PathStone offers tenants education about their rights and responsibilities. Please refer to our FAQs on their webpage at <https://www.thehousingcouncil.org/tenant-services-overview> to answer commonly asked questions or attend their Keys to Renting Workshops. You may also call the Housing Hotline, Monday - Friday from 9:00AM to 12:00PM at (585) 546-3700.

ROCHESTER FREE MEAL PROGRAMS

Note, the following is not a comprehensive list. Contact 211 for additional locations. You may also wish to contact the program to confirm current hours of operation prior to visiting.

Asbury Dining and Caring Center

1050 East Avenue / Rochester, NY, 14607 / (585) 271-1050 x1010

Hot Breakfast Wed through Fri 7–9am. Hot Lunch Sunday only, 12–1pm.

Hair Care services available Thursday mornings, 7–9 am (during breakfast) and the 3rd Sunday of the month, 12–1 pm.

Shower services Wednesday–11 am, and Thursday–Friday from 7–9 am on a first-come, first-served basis.

Laundry services Wednesday, 7-11 am, and Thursday–Friday from 7–9 am by appointment (made in-person the prior week/first-come, first-served).

Barakah Muslim Charity Soup Kitchen

584 Jefferson Avenue / Rochester, NY, 14611 / (585) 325-2621

Sundays, 10am – 1pm.

Blessed Sacrament Supper Program

534 Oxford St / Rochester, NY, 14607

Jul-Aug Mon, Tues, Wed, doors open at 5:30PM dinner served at 6:00PM.

Sep-Jun Mon through Friday, doors open at 5:30PM dinner served at 6:00PM.

Cameron Hot Lunch Program

48 Cameron Street / Rochester, NY, 14606 / (585) 254-2697

Hot meal five days a week, Monday-Friday from 12 – 1:30 pm.

Dining Room Ministries

4 Meigs Street / Rochester, NY, 14607 / (585) 271-6513

Every Saturday at 11:00am-12:00pm a warm, nutritious, and delicious meal.

Dimitri House Drop-In Lunch Program

102 North Union Street / Rochester, NY 14607 / (585) 325-1796

Tuesday, Wednesday, Thursday from 12 – 3pm

St. Peter's Soup Kitchen

681 Brown Street / Rochester, NY, 14611 / (585) 235-6511

Lunch is served daily Monday through Saturday from Noon to 1:00 PM.

Salem Nutrition Center

60 Bittner Street / Rochester, NY, 14604 / 585-454-5973

Monday and Tuesday from 10:30am-12:30pm.

St. Joseph's House of Hospitality

402 South Ave / Rochester, NY 14620 / (585) 232-3262

Lunch Program: Sunday through Friday: Bag lunches, sometimes featuring hot meals, distributed from 11:30am to 12:15pm. Coffee or tea served from 9am – 11am, or until gone.

Showers: Tuesday-Thursday mornings 9:00-11:00am

Zion Hill Breakfast Program

250 Dr. Samuel McCree Way / Rochester, NY, 14611 / (585) 328-4660

Hot breakfast T and Th, from 8:00-10:00am; September until June.



Financial Assistance Division

The Financial Assistance Division is responsible for the delivery of Temporary Assistance, Medicaid, SNAP (Supplemental Nutrition Assistance Program), Child Support Enforcement and Day Care subsidies, and for ensuring that only persons eligible for public assistance services are provided such aid. This division also includes employment, domestic violence, and managed health care services.

Financial Assistance services are provided in the form of cash, rent, utilities, transportation, food/nutrition, housing, health insurance, day care subsidies, job search support, and job skills training to those who meet eligibility requirements.

The government assistance programs of Temporary Assistance, Medicaid and SNAP (Supplemental Nutrition Assistance Program) are complex and governed individually by their own set of laws, rules and regulations. The answer to most program-related questions often begin with the words, 'it depends.'

In collaboration with community case managers from several local human services agencies, we have developed and published [DHS 101](#). This booklet of information serves as a basic guide to navigating the complex systems of social services. We try to publish updates at least once per year, but the laws often change frequently. If you see information that is out-dated, please let us know.

LDSS-5215 applications for Temporary Assistance are available at our 691 St. Paul St and 111 Westfall Road offices.

Q. How Do I Apply for Temporary Assistance?

You can apply on www.mybenefits.ny.gov or drop off, mail or walk into our 691 St. Paul Street with your completed application to be screened for shelter, utility or food emergencies.

Applications are also available on the [New York State Office of Temporary and Disability Assistance](#) website, both DHS offices and at many area community service agencies. Clients may also call the appointment line at 585 753-6960 to have an application mailed to them.

[NYS Temporary Assistance Applications & Forms](#)

The Financial Assistance Division receives over 40,000 applications yearly. Applicants are required to look for work throughout the application process as well as pursue any other potential benefits such as Social Security, child support and unemployment benefits.

If you are applying for Temporary Assistance as a **non-parent caretaker** of a child/children outside of the foster care system, see [attached form](#) for information relating to financial assistance programs and how to apply for them as well as information on OTDA or SSD funded resources, including those that provide supportive services.

Important: To apply for Medicaid/SNAP or child care assistance program benefits only, call:

Medicaid/SNAP: 585 753-6960

Child Care: 585 753-6960

Q. What is Meant by “Work First”?

“Work First” is the phrase used to convey the primary goals for applicants and recipients to consider work their first priority. “Work First” is based on the idea that finding a job and earning a paycheck is the best way for families to become self-sufficient.

The responsibility of this office and our partners in the community is to support work and help families overcome barriers. For job search assistance visit RochesterWorks! (585-258-3500) at 255 N. Goodman Street.

*****Note:** All Monroe County Financial Assistance/Temporary Assistance information on this page taken from <https://www.monroecounty.gov/hs-assistance#division>, accessed 1/17/2025. To access the edition of “DHS 101” referred above, visit: <https://www.monroecounty.gov/files/hs/DHS%20101%2010.2022%20update.pdf>