

# **Agency Services Summary**



## **24/7 Hotline, 585-222-SAFE (7233)**

## **24/7 Text Line, 585-348-SAFE (7233)**

Willow Center's 24/7 Crisis and Support Hotline is a resource for victims of domestic violence, concerned friends and family, and professionals, 24 hours a day, seven days a week. When you are ready to talk, we are here to listen. Without judgment. Compassionate and trained professionals are available all hours of the day and night – even on holidays – to answer your call. Hotline counselors provide a variety of services including: crisis intervention, crisis counseling, safety planning, advocacy, information, referral services, and technical support to providers.

## **Emergency Shelter, 585-222-SAFE (7233)**

Our 49-bed emergency shelter provides safe housing for survivors of domestic violence and their children. Adults of any gender and their dependent children who are victims of physical, verbal, psychological, sexual, economic, or threatened abuse by the person with whom they live or have lived in the past are candidates for shelter. It is not required that the victim be residing with the abuser at the time of the incident. Residents of any age, race, ethnicity, religion, gender, gender expression, sexual orientation, nationality and socioeconomic status are eligible to use shelter services. Emancipated youth age 16 and up may stay at Willow as adults. Children ages newborn to 18 may stay with their parent or guardian (and up to age 21 for youth with special needs). If our shelter is full, our Hotline advocates will assist you in finding a safe alternative place to stay until a bed is available at Willow.

## **Children's Programs, 585-222-SAFE (7233)**

The Children's Program supports children and families whose lives have been disrupted by violence and abuse. To assist children in dealing with the trauma of exposure to violence at home, the Children's Program Advocates offer individual & group activities to help children learn the skills to cope with their environment and resolve conflicts without violence. Advocacy for the child is provided through coordination of community resources and support according to the child's individual needs. Children's Program services include: healing activities through structured play, supportive family-focused programming, field trips to area attractions including children's museums, homework and educational programming, coordination with school districts to coordinate educational services and parenting workshops and support.

## **Pet Program, 585-222-SAFE (7233)**

When survivors of domestic violence escape their abusive homes they're not only faced with the challenge of finding shelter for themselves and their children, but also their pets. Willow's Pet shelter offers kennels for dogs, cats and other family pets and includes a welcome room a visiting room, an exam area for pet wellness and an outdoor play area for dogs.

## **Supportive Housing, 585-222-SAFE (7233)**

For families leaving Willow Center's Emergency Shelter, finding affordable safe housing can be a challenge. Willow Center offers a clear path to housing stability with 10 apartment units offering onsite support services. Housing units are open to survivors leaving the Emergency Shelter.

## **Counseling Center, 585-232-5200 x 332**

Short-term, solution focused, domestic violence counseling is offered for individual sessions. A variety of community groups are available every week including; support groups, art groups, skills groups, domestic violence education groups, and different collaborative groups with local partner agencies. Informational groups with community experts are also available on topics such as housing or legal issues. Free child care is offered for groups and some individual sessions. Counselors are available during regular business hours and some evenings and weekends.

## **Safety First Program, 585-222-SAFE (7233)**

A collaboration with Monroe County Child Protective Services (CPS). Willow Advocates work full time with CPS providing support, safety planning, referrals and information within the home.

**Court Advocacy Program (CAP), 585-371-3535**

Support for survivors navigating the process of requesting an Order of Protection in Monroe County Family Court is available through our CAP office, located onsite at the Hall of Justice in the Petitioner's Waiting Room. Advocates can answer questions and offer assistance throughout the court process including; crisis intervention, safety planning, court accompaniment, referrals to legal services and community resources. Court Advocates are available from 8:30am-5:00pm Monday-Friday.

**Mobile Advocacy Program, 585-308-1718**

Clients who are unable to come to Willow can meet with a mobile advocate in a safe place in the community to minimize barriers to receiving services and support. Mobile advocates are trained in all program areas and can provide clients with support, counseling, safety planning, advocacy and referrals. Limited transportation may be available for current Willow clients (exceptions apply). Mobile advocates are available during regular business hours and some evenings.

**HEAL Program (Healing through Education, Advocacy and Law), 585-275-HEAL (4325)**

As part of the HEAL Collaborative, a Willow advocate is available onsite at the University of Rochester Medical Center (URMC) on the ground floor of the Psychiatry Department. Willow advocates provide support, safety planning, referrals, and information. Assistance writing petition requests for Orders of Protection through Monroe County Family Court is offered as well as Skype court appearances for survivors at Strong Hospital who are unable to get to the Hall of Justice. Clients are also offered mental health counseling, case management, evidence collection and more by URMC partners co-located at the HEAL office. Advocates are available from 9:00am-5:00pm Monday-Friday.

**STRONGER Program, 585-348-8761**

Project STRONGER (Supporting Trauma Recovery Opportunities & Nurturing Growing Emotional Resilience), a collaboration with Mt. Hope Family Center, increases availability of evidence-based trauma treatments for children and families exposed to trauma and promotes policies that support trauma-informed care. STRONGER builds upon existing work with children and families in the child welfare system as well as military-affiliated families facing unique stressors, such as deployment or relocation. Depending on an individual's needs, STRONGER provides several trauma treatments to children and their caregivers: Alternatives for Families – A Cognitive Behavioral Therapy, Child-Parent Psychotherapy, Group Attachment-Based Intervention, Interpersonal Psychotherapy for Adolescents, and Trauma-Focused Cognitive Behavioral Therapy.

**Prevention Education & Training, 585-232-5200 x239 or [prevention@willowcenterny.org](mailto:prevention@willowcenterny.org)**

Willow Center educators provide training and speaking engagements throughout Monroe County. Willow serves as a resource and provides training and education for schools (K-12 and higher education), corporations, community organizations, faith communities, law enforcement, medical, legal, service providers and the media. Each presentation is tailored to the particular needs of the group and is free of charge.

***Willow services are free, confidential and available to survivors of domestic violence.***

For more information about services and our agency:

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

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Administrative Offices: 585-232-5200

