



## Service Integration Help Line

Hillside Children's Center, Snell Farm Children's Center, Hillside Work-Scholarship Connection

The Hillside Family of Agencies Service Integration Help Line is a 24 hour phone center that responds to calls from families and funders. Trained professionals answer calls from parents or guardians in Western New York Communities looking for information about services, or assistance with challenges they may be facing with their children or families. Calls are also taken from State and Local agencies seeking alternative types of care for the youth and families with whom they have been working.

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### ABOUT THE SERVICE

The Service Integration Help Line is part of a larger department at Hillside Family of Agencies called The Integration Center. This Center is located on Hillside's Monroe Campus and is the information and resource management hub for Hillside Family of Agencies. Staff who work in the Integration Center provide daily, around-the-clock information, intake, crisis counseling, community relations services, and help desk functions.

Services Provided by the Center include but are not limited to:

- General referral information for all Hillside services and also for other services located at other community organizations.
- Crisis counseling by phone (24/7), including information and referral services
- Referral processing and admissions for all Hillside services (24/7), including Emergency Services, Emergency assignment to other Hillside service locations and out-of-home living units.
- Development of customized contracts and service plans (with specialized case management as required)
- Accepting and processing customer feedback and requests for personal advocates
- Clinical information and records management
- Communications and information hub, including interpreter services, emergency management protocols, and help desk functions

Hours of Operation: 24/7 = 24 hours/day, 7 days/week

State and Local agencies seeking alternative types of care for the youth and families with whom they have been working.

## CONTACT INFORMATION

### Hillside Family of Agencies

585-256-7500

[info@hillside.com](mailto:info@hillside.com)

24 hours / day

## FACILITY

Monroe Ave

1183 Monroe Ave, Rochester

## SUPPORTED BY

*United Way*

## ELIGIBILITY CRITERIA

Gender: Male and Female

## RESIDENTS OF

Albany County, Allegany County, Bronx County, Broome County, Cattaraugus County, Cayuga County, Chautauqua County, Chemung County, Chenango County, Clinton County, Columbia County, Cortland County, Delaware County, Dutchess County, Erie County, Essex County, Franklin County, Fulton County, Genesee County, Greene County, Hamilton County, Herkimer County, Jefferson County, Kings County, Lewis County, Livingston County, Madison County, Monroe County, Montgomery County, Nassau County, New York County, Niagara County, Oneida County, Onondaga County, Ontario County, Orange County, Orleans County, Oswego County, Otsego County, Putnam County, Queens County, Rensselaer County, Richmond County, Rockland County, Saratoga County, Schenectady County, Schoharie County, Schuyler County, Seneca County, St Lawrence County, Steuben County, Suffolk County, Sullivan County, Tioga County, Tompkins County, Ulster County, Warren County, Washington County, Wayne County, Westchester County, Wyoming County, Yates County, Prince George's County

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Updated on April 21, 2016