



UPSTATE NEW YORK

VOA Emergency Family Shelter - The Guest House

Homelessness and poverty is a complex problem that impacts thousands of people every year. Compounding the challenge is the shortage of safe, affordable housing in Rochester. In addition:

- Rochester has a significantly high poverty level, 33.5%, compared to the national average of 14.7%.
- In Rochester, 67% of households led by women with children under age 5 live in poverty.
- More than 750 people are homeless on any given night.



Volunteers of America provides immediate emergency shelter and support services for homeless families with children at The Guest House. This 14-unit emergency family shelter is one of only two shelters in Rochester that allows families in crisis to stay together. We accept any type of family – parents with children, single parents with children, same-sex couples with children or other family units. The goal is to provide immediate shelter and help families find appropriate, permanent affordable housing. We provide the basic daily living needs such as food, clothing, and hygiene supplies along with case management services to connect them with a wide range of community resources to help them get back on track. The Guest House serves 200 families annually.

How the VOA Guest House helps families:

- Families remain together which minimizes the trauma of homelessness.
- VOA ensures the families' basic needs are met by providing them with safe shelter, meals and toiletries.
- VOA provides support services to help families find and access permanent housing and address the challenges in their lives.
- Children are enrolled in school and have access to safe play areas, toys and books.
- Case managers connect families to other community resources to help them get back on their feet.



Learn More

To schedule a tour or discuss ways you can help the families at Guest House, contact Valerie Hoak at 585-402-7218 or vhoak@voaupny.org.

In addition to financial gifts, we also appreciate donations of new items to provide to families. There are volunteer opportunities for individuals and groups as well.

Visit our website at www.voaupny.org/housing