



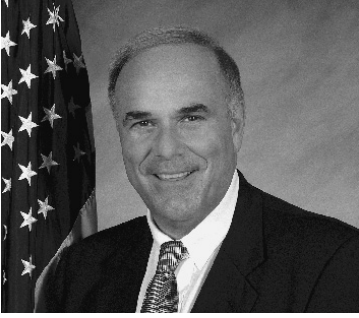
PENNSYLVANIA HEALTH AND HUMAN SERVICES RESOURCE GUIDE



COMMONWEALTH OF PENNSYLVANIA



A MESSAGE FROM GOVERNOR EDWARD G. RENDELL



It is my pleasure to present the revised Pennsylvania Health and Human Services Resource Guide--an all-in-one handbook which lists available state services for all Pennsylvanians.

We remain committed to your well-being and hope this revised handbook gives you easy access to information and resources meant to help improve your overall quality of life.

The guide compiles information from the state Departments of Aging; Agriculture; Community & Economic Development; Health; Insurance; Labor & Industry; Public Welfare; Revenue and Transportation. There is also information about the Health and Human Services Call Center, located on page three of this guide. Not only can you find information throughout the guide for the state's various programs, but you can also reach out to the Call Center if you would like to speak further regarding available resources. We encourage you to visit the Call Center's website at www.HelpinPA.state.pa.us.

If you see a program in this guide you'd like to apply for, you can do so with the click of a button on the COMPASS website (www.COMPASS.state.pa.us). For more information about COMPASS, see page four of this guide.

We want everyone in Pennsylvania to be healthy and live life to the fullest. We hope this updated guide can help.

Sincerely,

A handwritten signature in black ink that reads "Edward G. Rendell". The signature is written in a cursive style.

Edward G. Rendell

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HELP IN PA

Health and Human Services Call Center



Go to www.HelpInPA.state.pa.us to learn more about Pennsylvania services, or call one of the numbers listed below.

For the first time, families seeking information about health and human services in Pennsylvania can find that information by calling any one of the toll-free numbers listed below. The PA Departments of Health, Public Welfare, Aging and Insurance have brought their helplines together.

Now, if you call the Special Kids Network to find out about services for your child with a special healthcare need, you can also find out about long-term care/living services for any other member of your family. If you call to get information or applications for insurance such as the Children’s Health Insurance Program (CHIP), you can also find out about the effects of lead paint and what to do about lead paint in your home. A world of information awaits you! Make one toll-free call 7 a.m. - 7 p.m. Monday – Friday and 9 a.m. - 3 p.m. Saturday, or access the Call Center’s website at www.HelpinPA.state.pa.us.

I-800-986-BABY (I-800-986-2229)	<ul style="list-style-type: none"> • Love'em with a Check Up Program • Referrals to Dental Care • Breast Feeding Information and Support • Newborn Screening and Newborn Hearing Screening Programs
I-800-986-KIDS (I-800-986-5437)	<ul style="list-style-type: none"> • Children’s Health Insurance Program (CHIP) • Medical Assistance
I-800-GO-BASIC (I-800-462-2742)	<ul style="list-style-type: none"> • adultBasic Insurance Program
I-800-986-4550	<ul style="list-style-type: none"> • Special Kids Network • PA Recreation and Leisure Line
I-800-440-LEAD (I-800-440-5323)	<ul style="list-style-type: none"> • Lead Information Line
I-866-286-3636	<ul style="list-style-type: none"> • Long-Term Living Services Line
I-866-412-4755	<ul style="list-style-type: none"> • Traumatic Brain Injury
I-877-232-7640	<ul style="list-style-type: none"> • Teletypewriter (TTY)
I-800-254-5164	<ul style="list-style-type: none"> • Facility Complaint Line • Concerns with care of residents in a nursing home, personal care, home or hospital

Spanish-speaking operators are available on all Health and Human Services helplines. Look for the Help In PA symbol throughout this guide to indicate programs that can be accessed through the Call Center.



Find our programs on Facebook



Compass is the simple and fast way to apply online for social services offered by the Commonwealth. With the click of a button, you can learn about services, see if you qualify for programs, apply for those services and reapply when it's time for renewal. Visit www.COMPASS.state.pa.us to try it out.

You can use COMPASS for the following programs/services. More information about these services is available on the pages that follow.

- Healthcare Coverage
 - Medical Assistance – page 24
 - Medical Assistance for Workers with Disabilities – page 24
 - Children's Health Insurance Program (CHIP) – page 6
 - adultBasic Health Insurance – page 23
- SelectPlan for Women – page 29
- Supplemental Nutrition Assistance Program (Food Stamps) – page 13
- Cash Assistance – pages 5 - 6
- Childcare Works – page 9
- Long-Term Living Services - pages 32 and 34
- Low-Income Home Energy Assistance Program – page 22
- National School Lunch and School Breakfast Program – page 14
- Mental Retardation Services (Non-Medical Assistance) – page 27



All COMPASS applications are available in English and Spanish. Look for the COMPASS symbol throughout this guide for programs accessible through COMPASS.

CASH ASSISTANCE

GENERAL ASSISTANCE (GA) Department of Public Welfare



GA provides money and other services primarily to eligible single individuals and childless couples who do not have enough income to meet their needs as a result of circumstances that prevent them from working.

Contact: Local county assistance office or PA DPW Helpline
Phone: See county assistance office listing at the end of this guide.
PA DPW Helpline: 1-800-692-7462
Website: www.dpw.state.pa.us/cashassistance
Apply Online: www.COMPASS.state.pa.us

REFUGEE CASH ASSISTANCE PROGRAM Department of Public Welfare

Cash Assistance may be available under the Refugee Cash Assistance (RCA) program for refugees who do not meet Temporary Assistance for Needy Families (TANF) eligibility requirements. Refer to www.refugeesinpa.org for a description of who qualifies as a refugee. RCA is a federally-funded cash assistance program that may be provided for eight months from the date of entry into the United States; asylees for eight months from the date asylum is granted; and Afghanis and Iraqis with Special Immigrant Visas (SIVs) for eight months from the date the SIV is granted if granted after entry into the U.S. or the date of arrival to the U.S. if SIV is granted prior to entry.

Contact: Refugee Cash Assistance Program or PA DPW Helpline
Phone: 717-787-8608
PA DPW Helpline: 1-800-692-7462
Website: www.refugeesinpa.org

STATE BLIND PENSION PROGRAM Department of Public Welfare



Provides blind pension benefits for certain residents of Pennsylvania who meet visual requirements and other conditions of eligibility. Benefits include a cash payment and medical benefits.

Contact: Local county assistance office or PA DPW Helpline
Phone: See county assistance office listing at the end of this guide.
PA DPW Helpline: 1-800-692-7462
Website: www.dpw.state.pa.us/cashassistance
Apply Online: www.COMPASS.state.pa.us

CASH ASSISTANCE (continued)

TEMPORARY ASSISTANCE FOR NEEDY FAMILIES (TANF)

Department of Public Welfare

COMPASS
CLICK. APPLY. BENEFIT.



Provides money and other services for eligible dependent children who are deprived of financial support as a result of death, absence, incapacity or unemployment of one or both of their parents.

Contact: Local county assistance office or PA DPW Helpline

Phone: See county assistance office listing at the end of this guide.

PA DPW Helpline: 1-800-692-7462

Website: www.dpw.state.pa.us/cashassistance

Apply Online: www.COMPASS.state.pa.us

CHILD HEALTH AND SAFETY

CHILDREN'S HEALTH INSURANCE PROGRAM (CHIP)

Pennsylvania Insurance Department

COMPASS
CLICK. APPLY. BENEFIT.



CHIP now offers free and low-cost healthcare coverage for uninsured children and teens up to age 19. Now, no family makes too much money for CHIP! For most families, CHIP is free. Families with higher incomes pay low monthly premiums and co-pays. If a family's income falls below CHIP guidelines, their application will be sent to Medical Assistance.

CHIP coverage provides a comprehensive benefits package that includes doctor visits, prescriptions, dental and eye care, immunizations and much more.

There are three easy ways to apply: online, over the phone or with a paper application.

Contact: CHIP

Phone: 1-800-986-KIDS (1-800-986-5437) or 1-877-232-7640 (TTY)

Website: www.ChipCoversPAKids.com

or

www.ChipySuSalud.com (en español)

Apply Online: www.COMPASS.state.pa.us

CHILD HEALTH AND SAFETY (continued)

LEAD POISONING PREVENTION PROGRAM Department of Health



LEAD HAZARD CONTROL PROGRAM Helps to create lead-safe homes for low-income families with children age six and under through lead hazard risk assessments and lead hazard control activities.

CHILDHOOD LEAD POISONING PREVENTION PROGRAM (CLPPP)

Offers blood-lead screen and follow-up tests for children age six and under, with a focus on those children at highest risk for lead poisoning (for example, children who reside in homes built before 1978). Also provides:

- Referral for diagnostic services and medical treatment
- Assessment of environmental lead hazards when there is a confirmed case of lead poisoning
- Community, professional and parent education regarding the hazards of lead poisoning

Contact: Lead Information Helpline
Phone: 1-800-440-LEAD (1-800-440-5323)
Health & Human Services Call Center

PA NEWBORN SCREENING SERVICES Department of Health



Provides screening services to identify disorders in newborns, including two tests:

- Hearing loss
- Blood spot (heel prick) from newborns to detect metabolic or genetic conditions that cause serious medical problems, brain damage or death.

Early detection, diagnosis and treatment can prevent permanent disability, severe mental retardation, life-threatening complications and death.

Contact: Newborn Screening Services
Phone: 1-800-986-BABY (1-800-986-2229) Health & Human Services Call Center
Website: www.health.state.pa.us/familyhealth or www.HelpInPA.state.pa.us

CHILD HEALTH AND SAFETY (continued)

SUDDEN INFANT DEATH SYNDROME (SIDS)/INFANT DEATH SERVICES

Department of Health

Provides services to reduce the incidence of SIDS through a public education campaign and to support families affected by sudden infant death. Services provided include:

- Information and referral
- Follow-up contacts to families who experience an infant death
- Education and consultation to healthcare providers

Contact: Bureau of Family Health, Division of Child and Adult Health Services

Phone: 717-772-2762 or 1-877-PA-HEALTH (1-877-724-3258)

Website: www.health.state.pa.us/familyhealth

CHILD PROTECTION AND PLACEMENT

ADOPTION PROGRAMS

Department of Public Welfare

Brings foster children (who need permanent families) together with families (who have been approved to adopt). Brings together all of the adoption process parties and supports families and children before, during and after the adoption process.

Contact: Statewide Adoption and Permanency Network (SWAN), Pennsylvania Adoption Exchange (PAE)

Phone: 1-800-585-SWAN (1-800-585-7926)

Website: www.adoptpakids.org or www.dpw.state.pa.us/adoption

CHILDLINE ABUSE HOTLINE

Department of Public Welfare

Available 24 hours to receive reports of suspected child abuse. Callers may remain anonymous if they choose.

Contact: Childline Abuse Hotline

Phone: 1-800-932-0313

Website: www.dpw.state.pa.us/childabuse

CHILD PROTECTION AND PLACEMENT (continued)

FOSTER CARE

Department of Public Welfare

Provides temporary care for children who are unable to remain in their own homes and are placed in the custody of the county children and youth agency by the courts. Foster parents are individuals who are committed to providing a safe, temporary home for children who have been abused, neglected and/or are unable to remain living in their own homes.

Contact: Pennsylvania State Resource Parent Association

Phone: 1-800-951-5151

Website: www.dpw.state.pa.us/fostercare or www.psrfa.com

EARLY CARE AND EDUCATION FOR CHILDREN

CHILDCARE SUBSIDY

Departments of Public Welfare and Education

Helps eligible working parents pay for childcare expenses. Provides information and counseling to all parents regarding early childhood education services that are available in their communities.

Contact: Childcare Works

Phone: 1-877-4-PA-KIDS (1-877-472-5437)

Website: www.dpw.state.pa.us/childcare

EARLY CHILDHOOD EDUCATION PROFESSIONAL DEVELOPMENT

Departments of Public Welfare and Education

Provides low-cost professional development to early childhood education staff in childcare centers, group homes, family childcare homes; relative/neighbor caregivers; Head Start staff; and other Early Childhood Education staff working in other settings. Opportunities include workshops, conferences and college courses to enhance all levels of professional development with a focus on improving credentials of early childhood staff. Online professional development calendar and registration available as well as an 800 customer service phone line.

Contact: PA Keys

Phone: 1-800-284-6031

Website: www.pakeys.org

KEYSTONE STARS – QUALITY EARLY LEARNING **Departments of Public Welfare and Education**

Keystone STARS is an initiative to improve, support and recognize the continuous quality improvement efforts of early learning programs in Pennsylvania. The Keystone STARS Performance Standards address staff qualifications and professional development, the early learning program, partnerships with family, community, leadership and management. Participants in the Keystone STARS program whose facility serves at least five percent of low-income children are eligible to receive financial resources and technical assistance to strengthen their quality of services. Parents can recognize higher quality early learning programs by looking for programs with more STARS.

Contact: Office of Child Development and Early Learning
Phone: 717-346-9320
Website: www.pakeys.org

ONLINE CHILDCARE PROVIDER SEARCH **Departments of Public Welfare and Education**

Find out about early learning services in PA and search for an Early Childhood program such as Keystone STARS Childcare program, PA Pre-K Counts, Head Start, Nurse Family Partnership etc.

Contact: Office of Child Development and Early Learning
Phone: 717-346-9320
Website: www.dpw.state.pa.us/ServicesPrograms/ChildCareEarlyEd/

EARLY INTERVENTION **Departments of Public Welfare and Education**

Provides services for children from birth to age five who have or are at risk of having disabilities/developmental delays and their families. Early Intervention enhances family/caregiver/educator relationships with children by building on their strengths and strives to maximize the experiences, opportunities and resources within the routines and activities unique to each family and community. Early Intervention offers individualized services such as parent education, developmental therapy and other support services to meet the needs of children who have developmental delays and their families.

Contact: CONNECT Helpline
Phone: 1-800-692-7288
Website: www.dpw.state.pa.us/ServicesPrograms/ChildCareEarlyEd/

CHILDCARE CERTIFICATION

Departments of Public Welfare and Education

Regulates and enforces the minimum health and safety standards for childcare programs. Certifies and inspects childcare centers and group childcare homes and registers and inspects family childcare homes. Regional Child Development Offices can provide information on a childcare program's certification/registration status and complaints that may have been made against them.

Contact: Regional child development office

Phone: see web link for contact information

Website: <http://www.dpw.state.pa.us/PartnersProviders/childCareEarlyEd/003670452.htm>

EARLY HEAD START PROGRAM

Department of Public Welfare

Early Head Start provides services to expectant mothers, infants and toddlers up to age three years. Enrollment is prioritized for families whose income is at or below 100 percent of the Federal Poverty Guidelines. In addition to child development, Head Start also focuses on parent involvement, family partnerships, health, safety and nutrition. Programs offer classroom or home visits or a combination of both. Pennsylvania supplements federal funds to four grantees to add additional enrollment opportunities or extend services to enrolled children.

Contact: Local program's enrollment office

Phone: 1-866-763-6481

Website: <http://eclkc.ohs.acf.hhs.gov/hslc/HeadStartOffices>

HEAD START PROGRAM

Department of Education

Head Start provides services to children age three to five years and their families. Enrollment is prioritized for families whose income is at or below 100 percent of the Federal Poverty Guidelines. In addition to specializing in child development, Head Start also focuses on parent involvement, family partnerships, health, safety and nutrition. Programs offer classroom visits, home visits or a combination of both.

Pennsylvania supplements the federal funds to 48 grantees to add additional enrollment opportunities or extend services to enrolled children.

Contact: Local program's enrollment office

Phone: 1-866-763-6481

Website: <http://eclkc.ohs.acf.hhs.gov/hslc/HeadStartOffices>

NURSE-FAMILY PARTNERSHIP (NFP)

Departments of Public Welfare and Education

Provides services to low-income, first-time parents to help them have healthy pregnancies, learn how to take good care of their babies and make plans for the future. Registered nurses provide home visits to first-time pregnant mothers who are predisposed to infant health and developmental problems. NFP is designed for pregnant women who are first-time mothers; enroll by the 28th week of pregnancy; and participate in the program until their child is two years of age.

Contact: Local program office

Website: <http://www.nursefamilypartnership.org>

PA PRE-K COUNTS

Departments of Public Welfare and Education

Provides high quality pre-kindergarten opportunities to three- and four-year-olds at no cost to families. Children from age three until the entry age for kindergarten are eligible to apply. PA Pre-K Counts is targeted to children at risk of school failure, either because of income, language (English is not the first language), or special needs issues.

Contact: Enrollment office at local programs

Website: www.papromiseforchildren.com

PARENT CHILD-HOME PROGRAM

Departments of Public Welfare and Education

Provides a home visitor to help parents learn how to read and play with their children in a way that promotes early learning and builds a positive parent-child bond. Families of at-risk children who enroll their children between 18 months and two years of age and participate for two years are eligible. There is no cost to families.

Contact: Local program office

Website: <http://www.parent-child.org>

FOOD AND NUTRITION

CHILD AND ADULT CARE FOOD PROGRAM

Department of Education

Provides meals and snacks to eligible participants in licensed non-profit or for-profit non-residential family and group daycare homes, child or adult daycare centers. Meals and snacks must meet healthy nutrition requirements.

Contact: Your child or adult care provider

Website: www.education.state.pa.us

COMMODITY SUPPLEMENTAL FOOD PROGRAM (CSFP)

Department of Agriculture

Provides a box of food each month to eligible women, children, infants and seniors who are nutritionally at risk.

Contact: PA Bureau of Food Distribution

Phone: 1-800-468-2433

Website: www.agriculture.state.pa.us

FARMERS MARKET NUTRITION PROGRAM (FMNP)

Department of Agriculture

Provides qualified senior citizens as well as Women, Infants and Children (WIC) recipients with checks to purchase fresh fruits and vegetables at approved farm markets and farm stands in Pennsylvania.

Contact: PA Bureau of Food Distribution

Phone: 1-800-468-2433

Website: www.agriculture.state.pa.us (senior citizens) or www.agriculture.state.pa.us (WIC)

SUPPLEMENTAL NUTRITION ASSISTANCE PROGRAM (SNAP)

Department of Public Welfare

Previously known as the Food Stamp Program, SNAP provides assistance to those who have sufficient income to meet most of their basic living costs but still need help to supplement food expenses.

Contact: Local county assistance office or PA DPW Helpline

Phone: See county assistance listing at the end of this guide.

PA DPW Helpline: 1-800-692-7462

Website: www.dpw.state.pa.us/foodstamps

Apply Online: www.COMPASS.state.pa.us



FOOD NUTRITION (continued)

NATIONAL SCHOOL LUNCH AND SCHOOL BREAKFAST PROGRAMS Department of Education



Provides free and reduced-price meals to low-income children in participating public and non-public schools. Meals must meet federal nutrition standard requirements. Families can apply for free or reduced price school meals using a paper application, which is distributed by participating schools at the beginning of the school year, or by completing an electronic application in COMPASS.

Contact: Local school district or non-public school

Website: www.education.state.pa.us

Apply Online: www.COMPASS.state.pa.us

PENNSYLVANIA NUTRITION EDUCATION TRACKS (PA TRACKS) Department of Public Welfare

Provides nutrition education to adults, seniors, school-aged children and preschool children who are eligible or potentially eligible for the Supplemental Nutrition Assistance Program (SNAP), formerly known as the Food Stamp Program. TRACKS promotes the consumption of recommended daily amounts of fruits and vegetables, the use of the USDA's MyPyramid Food Guidance system and the Dietary Guidelines for Americans to make healthy food choices and healthy lifestyles that incorporate physical activity and support a healthy weight.

Contact: Pennsylvania Nutrition Education TRACKS

Phone: 814-863-0074

Website: www.panutritiontracks.org

SIMPLY DELICIOUS - SIMPLY NUTRITIOUS PROGRAM Department of Agriculture



Promotes Pennsylvania produce at grocery stores and farm markets statewide. The Simply Delicious logo indicates fresh, locally-grown produce.

Contact: Simply Delicious – Simply Nutritious, Department of Agriculture, Bureau of Market Development

Phone: 717-787-6901

Website: www.agriculture.state.pa.us

FOOD NUTRITION (continued)

SUMMER FOOD SERVICE PROGRAM

Department of Education

Provides breakfasts, lunches and snacks for children at nutrition sites in low-income areas during the summer months when school is no longer in session. Eligible sponsors include public and non-public schools, non-profit organizations and units of local government.

Contact: Summer Food Service Program

Phone: 1-800-331-0129

Website: www.education.state.pa.us

THE EMERGENCY FOOD ASSISTANCE PROGRAM (TEFAP)

Department of Agriculture

Provides assistance to low-income individuals with commodities, which are provided to counties for distribution to food pantries, soup kitchens, shelters and other agencies that provide food assistance to needy individuals.

Contact: PA Bureau of Food Distribution

Phone: 1-800-468-2433

Website: www.agriculture.state.pa.us

WOMEN, INFANTS AND CHILDREN (WIC) NUTRITION PROGRAM

Department of Health

WIC provides services to pregnant, breastfeeding and postpartum women and children under age five. A family of four may earn up to \$40,793 and be income-eligible for WIC. WIC is an equal opportunity provider.

Services include:

- Nutrition education and counseling
- Breastfeeding information and support
- Referrals to healthcare and community services
- Checks/vouchers for the purchase of healthy foods including milk, juices, peanut butter, cheese, eggs, dried beans/peas, cereal, infant formula and tuna fish. On October 1, 2009, food packages were revised to include new foods such as baby vegetables, fruits and meats; whole grains, canned beans, vegetables, fruits and soy alternatives.

Contact: WIC Toll-free Hotline

Phone: 1-800-WIC-WINS (1-800-942-9467)

Website: www.health.state.pa.us/familyhealth

HEALTH AND SAFETY

ARTHRITIS PROGRAM

Department of Health

Approximately one-third of Pennsylvania adults are affected by arthritis and other rheumatic diseases. Pennsylvania Arthritis Foundation Chapters offer educational sessions and opportunities to enroll in the following self-management programs:

- Arthritis Foundation Self-Help Program
- Chronic Disease Self Management Course
- Arthritis Foundation Aquatics Program
- Arthritis Foundation Exercise Program

Contact: Arthritis Program

Western PA Chapter

Phone: (412) 566-1645

Website: www.arthritis.org/chapters/western-pennsylvania/

Central PA Chapter

Phone: (717) 763-0900

Website: www.arthritis.org/chapters/central-pennsylvania/

Eastern PA Chapter

Phone: (215) 574-3060

Website: www.arthritis.org/chapters/eastern-pennsylvania

ASTHMA CONTROL PROGRAM

Department of Health

Provides information and resources to Pennsylvanians about asthma, a chronic disease of the lungs that affects 11 percent of children, zero to 17 years, and nine percent of adults. Offers information on how asthma attacks can be prevented.

Contact: Asthma Control Program

Phone: 1-877-PA-HEALTH (1-877-724-3258)

Website: www.health.state.pa.us/asthma

CHRONIC RENAL DISEASE PROGRAM (CRDP)

Department of Health

Provides life-saving care and treatment for eligible children and adults with end-stage renal disease and offers services such as:

- Dialysis
- Renal transplantation
- Medical management
- In-patient and out-patient services
- Home dialysis supplies and equipment
- Medications
- Patient transportation

Contact: Chronic Renal Disease Program

Phone: 717-772-2762

Website: www.health.state.pa.us/familyhealth

DIABETES PREVENTION AND CONTROL PROGRAM

Department of Health

Provides information and resources about diabetes, a chronic and life-threatening disease that affects approximately nine percent (more than 863,000) of Pennsylvanians.

Contact: Diabetes Prevention and Control Program

Phone: 1-877-PA-HEALTH (1-877-724-3258)

Website: www.health.state.pa.us/diabetes

HEALTHYWOMAN PROGRAM

Department of Health

Provides free breast and cervical screening for eligible women. If you are 40 to 64 years of age, have no insurance or limited coverage and have low to moderate household income (for example, if a family of four has a monthly income of less than \$4,594), you may be eligible for free mammograms and Pap tests. Free treatment is also available through the Pennsylvania Department of Public Welfare's Breast and Cervical Cancer Prevention & Treatment (BCCPT) Program.

Contact: HealthyWoman Program

Phone: 1-800-215-7494 (voice) or 1-800-332-8615 (TTY)

Website: www.PAHealthyWoman.com

HEART DISEASE AND STROKE PROGRAM

Department of Health

Provides resources and information about heart disease, which is the number one killer of both women and men in Pennsylvania. Also provides information about stroke, which is the third leading cause of death and a major cause of adult disability.

Contact: Heart Disease and Stroke Program

Phone: 1-877-PA-HEALTH (1-877-724-3258)

Website: www.health.state.pa.us/heartdisease

HEPATITIS PROGRAMS

Department of Health

PERINATAL HEPATITIS B PREVENTION PROGRAM

Provides hepatitis B vaccine for infants and individuals in frequent, close contact with hepatitis B virus-infected pregnant women.

HEPATITIS B VACCINATION FOR HIGH-RISK ADOLESCENTS AND ADULTS

Provides hepatitis A, hepatitis B and combination hepatitis A and B vaccines for clients 11 years of age and older who are at risk.

Contact (Both Programs): 1-877-PA-HEALTH (1-877-724-3258)

Website (Both Programs): www.health.state.pa.us/immunizations

HIV/AIDS PROGRAM

Department of Health

Provides HIV prevention and care services throughout Pennsylvania for individuals infected with and affected by HIV disease and for those at-risk for contracting HIV. Offers programs and resources to prevent disease and change high-risk behavior, as well as provide resources for sustaining preventative behavior and avoiding infection. Services provided include free counseling and testing, case management, housing assistance, access to medications, emergency medical care and education materials.

Contact: AIDS Counseling and Testing

Phone: 1-800-662-6080

Website: www.health.state.pa.us/hiv

IMMUNIZATION PROGRAMS

Department of Health

Provides resources and information about vaccine-preventable diseases, provides vaccines for specific diseases that affect infants, children, adolescents and adults.

Offers the following services:

- Educational materials
- Ongoing disease surveillance
- Enforcement of school and childcare immunization regulations
- Disease investigation
- Assessment of immunization coverage levels
- Registry and tracking systems
- Outbreak control interventions

Contact: Immunization Programs

Phone: 1-877-PA-HEALTH (1-877-724-3258)

Website: www.health.state.pa.us/immunizations

VACCINES FOR CHILDREN (VFC) PROGRAM

Provides vaccines free of charge to public and private providers for eligible children. Children ages 18 and younger are eligible if they are enrolled in Medical Assistance, are without insurance or are American Indian or Alaskan Native. Children with health insurance that does not cover vaccination are also eligible to receive VFC vaccines at public clinic sites.

VIOLENCE AND INJURY PREVENTION PROGRAM

Department of Health

Provides resources and information to encourage Pennsylvanians to practice safety and reduce their risk of injury. The top causes of preventable injuries that lead to hospitalization and death are motor vehicle crashes, poisonings, falls, suffocations, fires/burns and drowning.

Contact: Violence and Injury Prevention Program

Phone: 1-877-PA-HEALTH (1-877-724-3258)

Website: www.health.state.pa.us/injuryprevention

HEALTH AND SAFETY (continued)

OBESITY PREVENTION AND WELLNESS PROGRAM Department of Health

The Program provides education on the benefits of maintaining a healthy weight, nutrition and physical activity, such as: reduced risk of chronic disease; decreased bone loss; increased energy; ability to manage stress; and improved sleep. The Program promotes a healthy diet and daily physical activity for all Pennsylvanians per the U.S. Department of Health and Human Services (HHS), Physical Activity Guidelines for Americans and U.S. Department of Agriculture and HHS, Dietary Guidelines for Americans.

Contact: Obesity Prevention and Wellness Program
Phone: 1-877-PA-HEALTH (1-877-724-3258)
Website: www.health.state.pa.us/obesity

ORAL HEALTH PROGRAM Department of Health

Provides resources and information about oral health. Dental disease is the most common chronic disease in children and it is almost totally preventable.

Contact: Oral Health Program
Phone: 1-877-PA-HEALTH (1-877-724-3258)
Website: www.health.state.pa.us/oralhealth

SEXUALLY TRANSMITTED DISEASES (STD) PROGRAM Department of Health

Provides free, confidential testing for sexually transmitted diseases such as chlamydia, HIV, gonorrhea and syphilis. Also provides treatment, education, surveillance and resources to prevent and intervene in the transmission of STDs.

Contact: STD Program
Phone: 1-877-PA-HEALTH (1-877-724-3258)
Website: www.health.state.pa.us/std

SICKLE CELL DISEASE PROGRAM Department of Health

Provides comprehensive medical treatment and psychosocial services, care coordination and education to children and adults with sickle cell disease.

Contact: Sickle Cell Disease Program
Phone: 717-772-2762

HEALTH AND SAFETY (continued)

Website: www.health.state.pa.us/familyhealth

PENNSYLVANIA CANCER EDUCATION NETWORK **Department of Health**

Provides public education about colorectal, prostate, ovarian and all types of skin cancers. In 2006, colorectal, prostate, ovarian and melanoma of the skin cancers accounted for approximately 30 percent of invasive cancers diagnosed in Pennsylvania. Free, community-based education focuses on the importance of cancer prevention and early detection in all 67 counties. Presentations are arranged to fit organization's schedule and can range from brief 20-minute lectures to expanded seminars addressing one or more of these cancers.

Contact: Comprehensive Cancer Control Section
Phone: 1-877-PA-HEALTH (1-877-724-3258)
Website: www.health.state.pa.us/cancer

TUBERCULOSIS (TB) PROGRAM **Department of Health**

Provides education, resources and testing for tuberculosis. Encourages individuals belonging to high-risk groups to be tested. High-risk groups include those with HIV, intravenous drug users, foreign-born persons from TB-prevalent countries and especially those who have come in close contact with individuals with infectious tuberculosis.

Contact: Tuberculosis Program
Phone: 1-877-PA-HEALTH (1-877-724-3258)
Website: www.health.state.pa.us/tb

HOUSING AND UTILITIES

HOMELESS ASSISTANCE PROGRAM (HAP) **Department of Public Welfare**

Offers services to help prevent homelessness, help people who are homeless to find refuge and care and assist clients in moving toward self-sufficiency.

Contact: Local HAP Helpline
Phone: See county assistance listing at the end of this guide.
Website: www.dpw.state.pa.us/homelessassistance

HOUSING AND UTILITIES (continued)

LOW-INCOME HOME ENERGY ASSISTANCE PROGRAM (LIHEAP)

Department of Public Welfare

COMPASS
CLICK. APPLY. BENEFIT.



Helps low-income households meet their home heating needs via energy-assistance grants. Assistance can take the form of cash benefits to assist with heating bills, crisis benefits to resolve heating emergencies and weatherization/energy conservation assistance to provide long-range solutions.

Contact: LIHEAP

Phone: 1-866-857-7095

Website: www.staywarmpa.com or www.dpw.state.pa.us/LIHEAP

Local Contact: See county assistance office listing at the end of this guide.

Stay Warm Helpline: 1-866-550-4355

Apply Online: www.COMPASS.state.pa.us

PROPERTY TAX/RENT REBATE PROGRAM

Pennsylvania Department of Revenue/Pennsylvania Lottery

The Property Tax/Rent Rebate program benefits eligible Pennsylvanians age 65 and older; widows and widowers age 50 and older; and people with disabilities age 18 and older.

The 2006 Program expansion increased the income limit from \$15,000 to \$35,000 (which excludes half of Social Security income) for homeowners and raises the maximum standard rebate for both homeowners and renters from \$500 to \$650. The income limit for renters is \$15,000.

Contact: Property Tax/Rent Rebate Hotline

Phone: 1-888-222-9190

Website: www.papropertytaxrelief.com

WEATHERIZATION

Department of Community and Economic Development

Provides assistance to low-income individuals and families to reduce their energy costs while safeguarding their health and safety. Priority given to those low-income residents at higher risk, including older adults, individuals with disabilities and families with children.

Contact: Stay Warm Helpline

Phone: 1-866-550-4355

Website: www.staywarmpa.com

MEDICAL CARE AND COVERAGE

adultBasic
Pennsylvania Insurance Department

COMPASS
CLICK. APPLY. BENEFIT.



adultBasic offers basic benefits to qualifying individuals and families, based on income. Benefits include preventative care, physician services, diagnosis and treatment of illness or injury, in-patient hospitalization, out-patient hospital services and emergency accident and medical care.

There are three easy ways to apply -- online, over the phone or with a paper application.

Contact: adultBasic

Phone: 1-800-GO-BASIC (1-800-462-2742) or 1-877-232-7640 (TTY)

Website: www.insurance.pa.gov (click on Health Insurance tab and then click on adultBasic logo)

Apply Online: www.COMPASS.state.pa.us

AIDS WAIVER

Department of Public Welfare

Provides services that are not paid for under the Medical Assistance program to eligible persons with AIDS or Symptomatic HIV Disease. Offers programs to persons 21 or older with AIDS/HIV home healthcare services, nutritional consultation, nutritional supplements and specialized medical equipment and supplies.

Contact: AIDS Waiver

Phone: 717-705-8886

Website: www.dpw.state.pa.us/servicesprograms/medicalassistance/aidswaiverprogram/default.htm

COMPREHENSIVE SPECIALTY CARE PROGRAM

Department of Health

Provides comprehensive services to children with spina bifida, hemophilia, cardiac disorders, cleft palate, orthopedic and neuromuscular conditions, as well as those with hearing and speech impairment and ventilator dependency. Also offers comprehensive services to children and adults with Cooley's anemia, cystic fibrosis. Direct payment for services is available to enrolled clients per a fee schedule.

Contact: Comprehensive Specialty Care Program

Phone: 717-772-2762

Website: www.health.state.pa.us/familyhealth

MEDICAL CARE AND COVERAGE (continued)

MEDICAL ASSISTANCE Department of Public Welfare

COMPASS
CLICK. APPLY. BENEFIT.



HPA
Help in PA

Provides payment for healthcare services on behalf of eligible low-income individuals and individuals with limited income and high medical expenses.

Contact: Medical Assistance

Phone: 1-800-986-5437 – Health & Human Services Call Center

Website: www.dpw.state.pa.us/medicaid or www.HelpInPA.state.pa.us

Local Contact: Local county assistance office; see county listing at the end of this guide.

PA DPW Helpline: 1-800-692-7462

Apply Online: www.COMPASS.state.pa.us

MEDICAL ASSISTANCE TRANSPORTATION PROGRAM (MATP) Department of Public Welfare

Provides transportation to medical services for Medical Assistance (MA) consumers who do not have other transportation available to them. The transportation services may include any of the following:

- Tickets or tokens to ride public transportation
- Mileage reimbursement for use of a private car
- Paratransit services (for example, in a van)

Contact: Local MATP provider

Phone: See county listing at the end of this guide.

PA DPW Helpline: 1-800-692-7462

Website: www.matp.pa.gov

Phone: 1-800-986-5437 – Health & Human Services Call Center

MEDICAL ASSISTANCE FOR WORKERS WITH DISABILITIES (MAWD) Department of Public Welfare

COMPASS
CLICK. APPLY. BENEFIT.



HPA
Help in PA

Provides individuals with disabilities the opportunity to enter and remain in the workforce while receiving Medical Assistance coverage. Eligible individuals pay a monthly premium to receive MAWD.

Contact: Medical Assistance for Workers with Disabilities

Website: www.dpw.state.pa.us/ServicesPrograms/MedicalAssistance/003670301.htm or www.HelpInPA.state.pa.us

Apply Online: www.COMPASS.state.pa.us

PA DPW Helpline: 1-800-692-7462

Local Contact: Local county assistance office; see county listing at the end of this guide.

MEDICAL CARE AND COVERAGE (continued)

SPECIAL PHARMACEUTICAL BENEFITS PROGRAM (SPBP) Department of Public Welfare

SPBP 1: Helps eligible low- and moderate-income individuals and families pay for specific drug therapies and laboratory tests used for the treatment of persons with HIV/AIDS

Contact: Special Pharmaceutical Benefits Program (for HIV diagnosis)
Phone: 1-800-922-9384
Website: www.dpw.state.pa.us/SPBP

SPBP 2: Helps eligible low- and moderate-income individuals and families pay for specific drug therapies and laboratory tests used for the treatment of persons with a DSM-IV diagnosis for schizophrenia.

Contact: Special Pharmaceutical Benefits Program (for Schizophrenia diagnosis)
Phone: 1-877-356-5355
Website: www.dpw.state.pa.us/SPBP

MENTAL HEALTH AND ADDICTION

BEHAVIORAL HEALTH SERVICES Department of Public Welfare

Provides services to help children, adolescents and adults to remain in their communities, including services for individuals with both mental health and substance abuse disorders. Provides services through community and hospital programs, including outpatient, partial, residential, short-term in-patient hospital care; emergency crisis intervention services; counseling, information, referral and case management services.

Contact: Behavioral Health Services
Phone: 717-787-6443
Local Contact: Local county MH/MR; see county listing at the end of this guide.
Website: www.dpw.state.pa.us/OMHSAS

CHILD AND ADOLESCENT SERVICE SYSTEM PROGRAM (CASSP) Department of Public Welfare

Provides community outreach services, including home and community behavioral health services. Also provides family-based rehabilitation services and residential treatment services for children/adolescents with serious emotional disturbances.

Contact: Child and Adolescent Service System Program
Phone: 717-787-1587
Website: www.parecovery.org/principles_cassp.shtml

MENTAL HEALTH AND ADDICTION (continued)

DRUG AND ALCOHOL PROGRAM

Department of Health

Develops and implements programs for the prevention, intervention, treatment and case management of drug and alcohol abuse and dependence. Programs are implemented and services are provided through grant agreements with the 49 Single County Authorities (SCAs) who, in turn, contract with private service providers. SCAs provide administrative oversight to the local contracted programs, funded with state and Substance Abuse Prevention and Treatment Block Grant funds. The Bureau of Drug and Alcohol Programs also conducts statewide training programs for persons employed in community-based drug and alcohol programs.

Contact: Drug and Alcohol Program

Phone: 1-877-PA-HEALTH (1-877-724-3258)

Website: www.health.state.pa.us/bdap

TOBACCO PREVENTION AND CESSATION PROGRAM

Department of Health

Provides free resources to assist Pennsylvanians in the effort to quit tobacco use. When compared with tobacco users who try to quit on their own, tobacco users who make quit attempts with telephone support and self-help advice are approximately twice as likely to be successful. The 'Determined To Quit' website provides additional resources and contact information for community-based programs.

Contact: PA Free Quitline

Phone: 1-800-QUIT NOW (1-800-784-8669) or 1-866-228-4327 (TTY)

Website: www.DeterminedToQuit.com

GAMBLING (PROBLEM AND COMPULSIVE)

Department of Health

The Bureau of Drug and Alcohol Programs develops programs related to public education, awareness and training regarding compulsive and problem gambling, as well as the treatment and prevention of compulsive and problem gambling. In addition, the Bureau of Drug and Alcohol Programs provides mini-grants to qualified individuals, agencies and organizations for the purpose of educating and increasing public awareness in local communities about problem gambling and the availability of treatment. To apply for Mini-Grants, contact the Bureau of Drug and Alcohol Programs at (717) 783-8200

Contact: Gambling Addiction Treatment Hotline

Phone: 1-877-565-2112

Website: www.health.state.pa.us/gambling

MENTAL RETARDATION

MENTAL RETARDATION SERVICES

Department of Public Welfare

Provides a wide array of services and support for people with mental retardation, including the following:

- Transportation
- Community residential services in family living settings, single apartments with a roommate and group homes
- Support in the person's home or his/her family home
- Day services, including supported employment, vocational training and day habilitation
- Home and vehicle adaptations
- Respite care

Contact: Office of Developmental Programs

Phone: 1-888-565-9435

Local Contact: Local county MH/MR; see county listing at the end of this guide.

Website: www.dpw.state.pa.us/mentalretardationservices

MISCELLANEOUS

LEGAL SERVICES

Department of Public Welfare

Assists Pennsylvania residents who need help with a civil, not criminal, legal matter and cannot afford an attorney.

Contact: Pennsylvania Legal Services

Phone: 1-800-322-7572

Website: www.dpw.state.pa.us/legalservices

ORGAN DONATION

Department of Health

Increase organ and tissue donation designations by means of education and public awareness activities. Individuals who wish to become organ donors can sign up online at www.donatelife-pa.org or check "yes" for organ and tissue donation when renewing a driver's license, learner's permit or photo identification card. In Pennsylvania, there are over 7,100 people who are waiting for life-saving organ transplants. By saying yes to organ and tissue donation, you can potentially save and enhance the lives of up to 50 people.

Contact: Organ Donation Program

Phone: 1-877-PA-HEALTH (1-877-724-3258)

Website: www.donatelife-pa.org

PREGNANCY AND FAMILY PLANNING

ALTERNATIVES TO ABORTION

Department of Public Welfare

Offers free, caring, confidential and life-affirming options to abortion. Available to individuals who are involved in an unplanned pregnancy and to parents of infants up to 12 months of age.

Contact: Real Alternatives

Phone: 1-888-LIFE AID (1-888-543-3243)

Website: www.dpw.state.pa.us/altabortion

FAMILY PLANNING PROGRAM

Department of Health, Department of Public Welfare

Family planning in Pennsylvania provides services, information and counseling on healthcare for women, men and teens. Services are free or low-cost and are always confidential. They include:

- Routine gynecological care
- Pregnancy testing
- Contraceptives
- Cervical cancer exams
- Screening and treatment for sexually transmitted diseases
- Educational counseling

Contact: See regional numbers below for a local family planning agency:

- **Southeast PA:** 215-985-2600
- **Northeast PA:** 1-800-367-6347
- **Central PA:** 717-761-7380
- **Western PA:** 1-800-215-7494

Website: http://www.portal.health.state.pa.us/portal/server.pt/community/pregnancy___family_planning/14284/family_planning/558168
or

<http://www.dpw.state.pa.us/ServicesPrograms/MedicalAssistance/003670181.htm>

PREGNANCY AND FAMILY PLANNING (continued)

SELECTPLAN FOR WOMEN Department of Public Welfare

COMPASS
CLICK. APPLY. BENEFIT.



SelectPlan For Women is a women's healthcare program from the state of Pennsylvania that provides:

- Free birth control
- Free Pap tests
- Free Breast exams
- Free emergency contraception
- Free HIV testing and counseling
- Free STD testing and treatment
- Confidential, convenient, quality care
- You get to choose a participating provider

Women 18-44 years of age, who are pregnant, have little or no insurance, are Pennsylvania residents and meet income and other guidelines may qualify.

Contact: SelectPlan for Women
Phone: 1-800-842-2020
Website: www.selectplanforwomen.com

GENETIC SERVICES PROGRAM Department of Health



Helps low-income individuals and families learn about birth defects and genetic conditions and the risk of having an infant born with one of these conditions. Services include:

- Genetic screening and counseling
- Education and referral services
- Pre-pregnancy health appraisals

Contact: Genetic Services Program
Phone: 1-800-986-BABY (1-800-986-2229) – Health & Human Services Call Center
Website: www.health.state.pa.us/familyhealth or www.HelpInPA.state.pa.us

PREGNANCY AND FAMILY PLANNING (continued)

LOVE 'EM WITH A CHECK UP PROGRAM

Department of Health



Assists low-income women and their families in obtaining prenatal care and related health and human services. Provides general information and referral for Medical Assistance, the Children's Health Insurance Program (CHIP) and adultBasic.

Contact: Healthy Baby Helpline

Phone: 1-800-986-BABY (1-800-986-2229) – Health & Human Services Call Center

Website: www.dsf.health.state.pa.us/health/cwp/view.asp?A=179&Q=201057 or www.HelpInPA.state.pa.us

SAFE HAVEN

Department of Public Welfare



Provides a safe option for new mothers not ready for motherhood and their newborn babies—with no questions asked. Young women can take comfort in knowing they don't need to abandon their babies because there's a safe alternative. All hospitals in Pennsylvania are safe havens for newborn babies as long as the baby is unharmed and under 28 days old. No one will ask who is dropping off the child or where they live. No one needs to know the woman was pregnant or that a baby was even delivered. Help is also available during pregnancy. A confidential phone number (listed below) is available to explore all options and find additional services.

Contact: Safe Haven

Phone: 1-866-921-SAFE (1-866-921-7233)

Website: www.secretssafe.org

SERVICES FOR CHILDREN & ADULTS WITH DISABILITIES

HOME MODIFICATIONS AND ADAPTATIONS

Department of Aging, Department of Community and Economic Development, Department of Labor & Industry, Department of Public Welfare



Provides financial assistance to pay for modifications to make a home accessible for a person with a disability. Assistance is available for projects like ramps, grab bars and stair glides.

Contact: Home Modifications and Adaptations

Phone: 1-866-286-3636 – Health & Human Services Call Center

Website: www.HelpInPA.state.pa.us

SERVICES FOR CHILDREN & ADULTS WITH DISABILITIES (continued)

SPECIAL KIDS NETWORK Department of Health



Special Kids Network and Recreation and Leisure

Connects children and youth with special healthcare needs, including autism and their families with services to enrich their lives. Improves access to services by providing comprehensive information and links to service agencies.

Contact: SKN and Recreation and Leisure

Phone: 1-800-986-4550 – Health & Human Services Call Center

Website: www.health.state.pa.us/skn or www.HelpInPA.state.pa.us

Special Kids Network System of Care

Works with and within communities to support the creation and improvement of services for children with special healthcare needs and their families. Activities include needs assessment, coalition development, technical assistance and resource mapping and development.

Contact: SKN System of Care

Phone: 1-877-986-4550 – Health & Human Services Call Center

Website: www.gotoskn.state.pa.us

HEAD INJURY PROGRAM (HIP) Department of Health



Provides post-acute traumatic brain injury (TBI) rehabilitation services for eligible Pennsylvanians, age 21 and over. Services include:

- Pre-enrollment assistance that helps individuals with TBI access brain injury services
- Pre-admission assessment
- Service plan development
- Case management
- Rehabilitation services such as:
 - Cognitive therapy
 - Physical Therapy
 - Therapeutic Recreation
 - Work Skills Training
- Toll-free Brain Injury Helpline that provides information and referral services
- Brain Injury Resource Library

Contact: Bureau of Family Health, Division of Child and Adult Health Services

Phone: 717-772-2762

Brain Injury Helpline: 1-866-412-4755 – Health & Human Services Call Center

Website: www.health.state.pa.us/familyhealth or www.HelpInPA.state.pa.us

SERVICES FOR CHILDREN & ADULTS WITH DISABILITIES

(continued)

LONG-TERM LIVING SERVICES Department of Public Welfare



Provides services to allow a person under 60 years of age with physical, mental or other disabilities to live as independently as possible; offers a wide range of assistance, services or devices provided over an extended period of time and designed to meet medical, personal and social needs in a variety of settings or locations.

Services provided in the home cover a wide range of needs, including home healthcare, personal care (assistance with bathing, dressing, eating, grooming, toileting, etc.), housekeeping, shopping assistance, laundry, caregiver relief, transportation, assistance with routine household chores and home-delivered meals.

Contact: Long-Term Living Helpline

Phone: 1-866-286-3636 – Health & Human Services Call Center

Website: www.ltlinPA.com or www.HelpInPA.state.pa.us

Local Contact: Local county assistance office; see county assistance office listing at the end of this guide.

Apply Online: www.COMPASS.state.pa.us

OFFICE OF VOCATIONAL REHABILITATION (OVR) Department of Labor & Industry

Helps people with disabilities to get and keep jobs and live independently. Services include counseling and guidance, job training and physical and mental restoration.

Contact: Office of Vocational Rehabilitation

Phone: 1-800-442-6351 (voice) or 1-800-233-3008 (TTY)

SERVICES FOR OLDER PENNSYLVANIANS

ALZHEIMER'S DISEASE AND RELATED DISORDERS Department of Aging

Provides information on Alzheimer's disease through its toll free, Long-Term Living Helpline. The helpline provides information on Alzheimer's disease as well as information on geriatric assessment centers, dementia care units, older adult daily living centers, Alzheimer's Association chapters and training resources.

Contact: Long-Term Living Helpline

Phone: 1-866-286-3636

Website: www.aging.state.pa.us

SERVICES FOR OLDER PENNSYLVANIANS (continued)

APPRISE

Department of Aging

Helps Pennsylvanians understand their Medicare and other health insurance benefits and assists them in making the best decisions. Specially trained APPRISE counselors can answer questions about Medicare, Medicaid, Medigap, long-term care insurance, Medicare Advantage Plans and the new Medicare prescription drug benefit.

Contact: APPRISE

Phone: 1-800-783-7067

Website: www.aging.state.pa.us

AREA AGENCIES ON AGING

Department of Aging

Provides and coordinates services for older Pennsylvanians and has information on transportation, healthcare, homemaker and personal care services, employment, legal aid and other programs. Agencies also advocate for older adults through the Protective Services and Ombudsman programs.

Contact: Area Agency on Aging

Phone: See county area on aging listing at the end of this guide.

CONSUMER PROTECTION AND OLDER ADULT PROTECTIVE SERVICES

Department of Aging

Protects Pennsylvanians aged 60 and older from abuse, neglect, exploitation and abandonment by providing services to protect their health, safety and welfare. Elder Abuse Hotline is available 24 hours a day to report suspected elder abuse. Also, an ombudsman is available to investigate complaints made by or on behalf of older persons. The Office of Consumer Advocate will assist with problems with utilities, whether they pertain to service, billing or other matters.

Contact: Protective Services - Area Agency on Aging

Phone: 1-800-490-8505 or see county Area Agency on Aging listing at the end of this guide.

Contact: Ombudsman Services – Area Agency on Aging

Phone: 717-783-8975 for State Ombudsman office or see county Area Agency on Aging listings at the end of this guide.

Contact: Office of Consumer Advocate

Phone: 1-800-684-6560

SERVICES FOR OLDER PENNSYLVANIANS (continued)

LONG-TERM LIVING (HOME AND COMMUNITY-BASED SERVICES)

Department of Aging, Department of Public Welfare



Provides services to allow adults over the age of 60 with medical, physical and mental disabilities and provides services to persons under 60 years of age with physical, mental or other disabilities to live as independently as possible; offers a wide range of assistance, services or devices that may be provided over an extended period of time and designed to meet medical, personal and social needs in a variety of settings or locations.

Services provided in the home cover a wide range of needs, including home healthcare, personal care (assistance with bathing, dressing, eating, grooming, toileting, etc.) housekeeping, shopping assistance, laundry, caregiver relief, transportation, assistance with routine household chores and home-delivered meals.

Contact: Area Agency on Aging

Phone: See county listing at the end of this guide.

Contact: Long-Term Living Helpline (Health and Human Services Call Center)

Phone: 1-866-286-3636

Website: www.ltlinpa.com or www.HelpInPA.state.pa.us

Contact: Local county assistance offices or see county assistance office listing at the end of this guide.

Apply Online: www.COMPASS.state.pa.us

PACE/PACENET

Department of Aging, Pennsylvania Lottery

Offers prescription benefits for qualifying Pennsylvania residents 65 years of age or older.

Contact: PACE/PACENET

Phone: 1-800-225-7223

Website: <https://PACECares.fhsc.com>

SERVICES FOR OLDER PENNSYLVANIANS (continued)

SHARED RIDE/FREE TRANSIT PROGRAM

Pennsylvania Lottery, Department of Transportation

Available to persons 65 years of age and older. Services include:

- Door-to-door specialized transportation services at a reduced fare
- Free rides on scheduled fixed-route public transit services whenever the local public transit system is operating. Schedules and hours of service are available by contacting the local public transit agency.

Contact: Local public transportation providers for more information. To learn more about available services in your county, or for a description of the program, visit www.PACommutes.com.

TRAUMA / ABUSE

DOMESTIC VIOLENCE SERVICES

Department of Public Welfare

Provides emergency crisis intervention services to individuals who left their homes or consider leaving their homes because of physical assault. Provides emergency and ongoing social services, including:

- 24-hour crisis hotline
- Temporary shelter for victims and victims' families
- Ongoing individual counseling and support groups
- Referral to other community services
- Advocacy and support services

All services are provided without consideration of the client's family income.

Also provides prevention education programs to reduce the incidence and lessen the risk of domestic violence in the community at large and community education and professional training on the scope and dynamics of domestic violence.

Appy Online: www.COMPASS.state.pa.us

Contact: Pennsylvania Coalition Against Domestic Violence

Phone: 1-800-537-2238 or 717-545-6400

Local Domestic Violence Center: 1-800-932-4632

Website: www.pcadv.org; click on "Community-Based Programs"

TRAUMA / ABUSE (continued)

RAPE CRISIS

Department of Public Welfare

Provides emergency crisis intervention services to clients who need help in dealing with the trauma of sexual assault. Offers accompaniment through the police, medical and judicial systems, as well as ongoing supportive counseling to deal with the delayed effects of the sexual assault.

Contact: Rape Crisis

Phone: 1-888-543-PCAR (1-888-543-7227)

Website: www.dpw.state.pa.us/rapecrisis

MENTAL HEALTH AND ADDICTION (continued)

ADULT AUTISM SERVICES

Department of Public Welfare

Provides a wide array of services and supports designed specifically for individuals with an autism spectrum disorder, or ASD. There are two programs available in order to provide choices for adults with autism: the Adult Autism Waiver and the Adult Community Autism Program. Both programs are designed to help adults with an ASD participate in their communities through services based on their identified needs. Additional resources are provided for individuals with autism and their families through grant opportunities, regional collaboratives, and training initiatives. Please contact the Bureau of Autism Services for specific information about its programs, including program eligibility, the application process, services, or provider networks.

Contact: Bureau of Autism Services

Phone: 1-866-539-7689

Website: www.autisminpa.org

COUNTY BY COUNTY HELPLINES

- Area Agency on Aging (AAA)
- County Assistance Office (CAO)
- Homeless Assistance Program (HAP)
- Medical Assistance Transportation Program (MATP)
- Mental Health/Mental Retardation Center (MH/MR)
- Single County Authority (SCA)
- Stay Warm in PA (SW)

ADAMS

AAA: 717-334-9296
CAO: 800-638-6816
HAP: 717-334-6781
MATP: 800-830-6473
MH/MR: 717-771-9618
SCA: 717-840-4207
SW: 866-550-4355

ALLEGHENY

AAA: 412-350-4234
CAO: 412-565-2146
HAP: 412-350-4354
MATP: 888-547-6287
MH/MR: 412-350-4387
SCA: 412-350-6956
SW: 866-550-4355

ARMSTRONG

AAA: 724-548-3290
CAO: 800-424-5235
HAP: 724-548-3405
MATP: 800-468-7771
MH/MR: 724-548-3451
SCA: 724-354-2746
SW: 866-550-4355

BEAVER

AAA: 724-847-2262
CAO: 800-653-3129
HAP: 724-847-3889
MATP: 800-262-0343
MH/MR: 724-847-6225
SCA: 724-847-6225
SW: 866-550-4355

BEDFORD

AAA: 814-623-8148
CAO: 800-542-8584
HAP: 814-623-2002
MATP: 800-323-9997
MH/MR: 814-443-4891
SCA: 814-623-5009
SW: 866-550-4355

BERKS

AAA: 610-478-6500
CAO: 866-215-3912
HAP: 610-478-6194
MATP: 800-383-2278
MH/MR: 610-478-3272
SCA: 610-376-8669
SW: 866-550-4355

BLAIR

AAA: 814-946-1235
CAO: 866-274-7243
HAP: 814-693-3112
MATP: 800-245-3282
MH/MR: 814-693-3023
SCA: 814-693-3023
SW: 866-550-4355

BRADFORD

AAA: 570-265-6121
CAO: 800-542-3938
HAP: 570-265-1760
MATP: 800-242-3484
MH/MR: 570-265-1760
SCA: 570-265-1760
SW: 866-550-4355

BUCKS

AAA: 215-348-0510
CAO: 800-362-1291
HAP: 215-345-8175
MATP: 888-795-0740
MH/MR: 888-795-0740
SCA: 215-773-9313
SW: 866-550-4355

BUTLER

AAA: 724-282-3008
CAO: 866-256-0093
HAP: 724-284-5125
MATP: 866-638-0598
MH/MR: 724-284-5114
SCA: 724-284-5114
SW: 866-550-4355

CAMBRIA

AAA: 814-539-5595
CAO: 877-315-0389
HAP: 814-534-2658
MATP: 888-647-4814
MH/MR: 814-534-2800
SCA: 814-536-5388
SW: 866-550-4355

CAMERON

AAA: 814-776-2191
CAO: 814-486-3757
HAP: 814-486-1161
MATP: 866-282-4968
MH/MR: 814-772-8016
SCA: 814-642-9541
SW: 866-550-4355

CARBON

AAA: 610-824-7830
CAO: 800-314-0963
HAP: 610-824-7830
MATP: 800-990-4287
MH/MR: 570-421-2901
SCA: 570-421-3669
SW: 866-550-4355

CENTRE

AAA: 814-355-6716
CAO: 800-355-6024
HAP: 814-355-6768
MATP: 800-822-2610
MH/MR: 814-355-6782
SCA: 814-355-6744
SW: 866-550-4355

CHESTER

AAA: 610-344-6350
CAO: 888-814-4698
HAP: 610-344-6900
MATP: 877-873-8415
MH/MR: 610-344-6265
SCA: 610-344-6620
SW: 866-550-4355

COUNTY BY COUNTY HELPLINES

CLARION

AAA: 814-226-4640
CAO: 800-253-3488
HAP: 814-226-6252
MATP: 800-672-7116
MH/MR: 814-226-1080
SCA: 814-355-6744
SW: 866-550-4355

CLEARFIELD

AAA: 814-765-2696
CAO: 800-521-9218
HAP: 800-822-2610
MATP: 800-822-2610
MH/MR: 814-265-1060
SCA: 814-371-9002
SW: 866-550-4355

CLINTON

AAA: 570-323-3096
CAO: 800-820-4159
HAP: 570-893-4080
MATP: 800-222-2468
MH/MR: 570-326-7895
SCA: 570-323-8543
SW: 866-550-4355

COLUMBIA

AAA: 570-784-9272
CAO: 877-211-1322
HAP: 570-389-5700
MATP: 866-936-6800
MH/MR: 570-275-5422
SCA: 570-275-5422
SW: 866-550-4355

CRAWFORD

AAA: 814-336-1792
CAO: 800-527-7861
HAP: 814-373-2613
MATP: 800-210-6226
MH/MR: 814-373-2620
SCA: 814-724-4100
SW: 866-550-4355

CUMBERLAND

AAA: 717-240-6110
CAO: 800-269-0173
HAP: 717-240-6110
MATP: 800-315-2546
MH/MR: 717-240-6325
SCA: 717-240-6300
SW: 866-550-4355

DAUPHIN

AAA: 717-780-6130
CAO: 800-788-5616
HAP: 717-780-7050
MATP: 800-309-8905
MH/MR: 717-780-7050
SCA: 717-635-2254
SW: 866-550-4355

DELAWARE

AAA: 610-490-1300
CAO: 610-447-5500
HAP: 610-713-2306
MATP: 866-450-3766
MH/MR: 610-713-2440
SCA: 610-713-2365
SW: 866-550-4355

ELK

AAA: 814-776-2191
CAO: 800-847-0257
HAP: 814-772-3838
MATP: 866-282-4968
MH/MR: 814-772-8016
SCA: 814-642-9541
SW: 866-550-4355

ERIE

AAA: 814-459-4581
CAO: 800-635-1014
HAP: 814-451-6800
MATP: 814-455-3330
MH/MR: 814-451-6800
SCA: 814-451-6877
SW: 866-550-4355

FAYETTE

AAA: 724-489-8080
CAO: 877-832-7545
HAP: 724-628-7532
MATP: 800-321-7433
MH/MR: 724-430-1370
SCA: 724-438-3577
SW: 866-550-4355

FOREST

AAA: 814-726-1700
CAO: 800-876-0645
HAP: 814-755-3537
MATP: 800-222-1706
MH/MR: 814-726-2100
SCA: 814-726-2100
SW: 866-550-4355

FRANKLIN

AAA: 717-263-2153
CAO: 800-921-8839
HAP: 717-261-3141
MATP: 800-548-5600
MH/MR: 717-264-5387
SCA: 717-263-1256
SW: 866-550-4355

FULTON

AAA: 814-623-8148
CAO: 800-222-8563
HAP: 717-485-3553
MATP: 888-329-3276
MH/MR: 717-264-5387
SCA: 717-263-1256
SW: 866-550-4355

GREENE

AAA: 724-489-8080
CAO: 888-410-5658
HAP: 724-852-5305
MATP: 877-360-7433
MH/MR: 724-852-5276
SCA: 724-852-5276
SW: 866-550-4355

HUNTINGDON

AAA: 814-623-8148
CAO: 800-237-7674
HAP: 814-643-3010
MATP: 800-817-3383
MH/MR: 717-242-6467
SCA: 717-242-1446
SW: 866-550-4355

INDIANA

AAA: 724-349-4500
CAO: 800-742-0679
HAP: 724-463-8200
MATP: 888-526-6060
MH/MR: 724-548-3451
SCA: 724-354-2746
SW: 866-550-4355

JEFFERSON

AAA: 814-849-3096
CAO: 800-242-8214
HAP: 814-938-3302
MATP: 800-648-3381
MH/MR: 814-265-1060
SCA: 814-371-9002
SW: 866-550-4355

COUNTY BY COUNTY HELPLINES

JUNIATA

AAA: 717-242-0315
CAO: 800-586-4282
HAP: 717-248-0102
MATP: 800-348-2277
MH/MR: 717-242-6467
SCA: 717-242-1446
SW: 866-550-4355

LACKAWANNA

AAA: 570-963-6740
CAO: 877-431-1887
HAP: 570-963-6836
MATP: 570-963-6482
MH/MR: 570-346-5741
SCA: 570-963-6820
SW: 866-550-4355

LANCASTER

AAA: 717-299-7979
CAO: 717-299-7411
HAP: 717-299-7301
MATP: 800-892-1122
MH/MR: 717-299-8021
SCA: 717-299-8023
SW: 866-550-4355

LAWRENCE

AAA: 724-658-3729
CAO: 800-847-4522
HAP: 724-658-7258
MATP: 888-252-5104
MH/MR: 724-658-2538
SCA: 724-658-5580
SW: 866-550-4355

LEBANON

AAA: 717-273-9262
CAO: 800-229-3926
HAP: 717-273-9328
MATP: 717-273-9328
MH/MR: 717-274-3415
SCA: 717-274-0427
SW: 866-550-4355

LEHIGH

AAA: 610-782-3034
CAO: 877-223-5956
HAP: 610-782-3200
MATP: 888-253-8333
MH/MR: 610-782-3551
SCA: 610-782-3555
SW: 866-550-4355

LUZERNE

AAA: 570-822-1158
CAO: 866-220-9320
HAP: 570-826-8801
MATP: 800-679-4135
MH/MR: 570-825-9441
SCA: 570-826-8790
SW: 866-550-4355

LYCOMING

AAA: 570-323-3096
CAO: 877-867-4014
HAP: 570-323-9448
MATP: 800-222-2468
MH/MR: 570-326-1348
SCA: 570-323-8543
SW: 866-550-4355

McKEAN

AAA: 814-776-2191
CAO: 800-822-1108
HAP: 814-368-4235
MATP: 866-282-4968
MH/MR: 814-887-3357
SCA: 814-642-9541
SW: 866-550-4355

MERCER

AAA: 724-662-6222
CAO: 800-747-8405
HAP: 724-981-5310
MATP: 800-222-8797
MH/MR: 724-662-1550
SCA: 724-662-1550
SW: 866-550-4355

MIFFLIN

AAA: 717-242-0315
CAO: 800-382-5253
HAP: 717-248-6733
MATP: 800-348-2277
MH/MR: 717-242-6467
SCA: 717-242-1446
SW: 866-550-4355

MONROE

AAA: 570-420-3735
CAO: 877-905-1495
HAP: 570-420-3750
MATP: 888-955-6282
MH/MR: 570-421-2901
SCA: 570-421-3669
SW: 866-550-4355

MONTGOMERY

AAA: 610-278-3601
CAO: 877-398-5571
HAP: 610-278-3601
MATP: 215-542-7433
MH/MR: 610-278-3642
SCA: 610-278-3642
SW: 866-550-4355

MONTOUR

AAA: 570-784-9272
CAO: 866-596-5944
HAP: 570-271-3028
MATP: 570-271-0833
MH/MR: 570-275-5422
SCA: 570-275-5422
SW: 866-550-4355

NORTHAMPTON

AAA: 610-559-3245
CAO: 800-349-5122
HAP: 610-559-3010
MATP: 888-253-8333
MH/MR: 610-974-7500
SCA: 610-997-5800
SW: 866-550-4355

NORTHUMBERLAND

AAA: 570-495-2395
CAO: 800-368-8390
HAP: 570-495-2201
MATP: 800-479-2626
MH/MR: 570-988-4187
SCA: 570-495-2154
SW: 866-550-4355

PERRY

AAA: 717-582-5128
CAO: 800-991-1929
HAP: 717-582-8703
MATP: 877-800-7433
MH/MR: 717-240-6320
SCA: 717-240-6300
SW: 866-550-4355

PHILADELPHIA

AAA: 215-765-9000
CAO: 215-560-7226
HAP: 215-686-7104
MATP: 877-835-7412
MH/MR: 215-685-5460
SCA: 215-685-5404
SW: 866-550-4355

COUNTY BY COUNTY HELPLINES

PIKE

AAA: 570-775-5550
CAO: 866-267-9181
HAP: 570-296-3439
MATP: 866-681-4947
MH/MR: 570-421-2901
SCA: 570-421-3669
SW: 866-550-4355

POTTER

AAA: 814-544-7315
CAO: 800-446-9896
HAP: 814-544-7315
MATP: 800-800-2560
MH/MR: 814-544-7315
SCA: 814-544-7315
SW: 866-550-4355

SCHUYLKILL

AAA: 570-622-3103
CAO: 877-306-5439
HAP: 570-628-1190
MATP: 888-656-0700
MH/MR: 570-621-2890
SCA: 570-621-2890
SW: 866-550-4355

SNYDER

AAA: 570-524-2100
CAO: 866-713-8584
HAP: 570-374-8938
MATP: 877-877-9021
MH/MR: 570-275-5422
SCA: 570-275-5422
SW: 866-550-4355

SOMERSET

AAA: 814-443-2681
CAO: 800-248-1607
HAP: 814-445-9628
MATP: 800-452-0241
MH/MR: 814-443-4891
SCA: 814-445-1530
SW: 866-550-4355

SULLIVAN

AAA: 570-265-6121
CAO: 877-265-1681
HAP: 570-278-3338
MATP: 800-242-3484
MH/MR: 570-265-1760
SCA: 570-265-1760
SW: 866-550-4355

SUSQUEHANNA

AAA: 570-265-6121
CAO: 888-753-6328
HAP: 570-278-3338
MATP: 800-323-2051
MH/MR: 570-346-5741
SCA: 570-963-6820
SW: 866-550-4355

TIOGA

AAA: 570-265-6121
CAO: 800-525-6842
HAP: 570-724-5766
MATP: 800-242-3484
MH/MR: 570-724-5766
SCA: 570-724-5766
SW: 866-550-4355

UNION

AAA: 570-524-2100
CAO: 877-628-2003
HAP: 570-374-8938
MATP: 877-877-9021
MH/MR: 570-275-5422
SCA: 570-275-5422
SW: 866-550-4355

VENANGO

AAA: 814-432-9711
CAO: 877-409-2421
HAP: 814-432-9767
MATP: 877-836-4699
MH/MR: 814-432-9753
SCA: 814-432-9744
SW: 866-550-4355

WARREN

AAA: 814-726-1700
CAO: 800-403-4043
HAP: 814-726-2400
MATP: 877-723-9456
MH/MR: 814-726-2100
SCA: 814-726-2100
SW: 866-550-4355

WASHINGTON

AAA: 724-489-8080
CAO: 800-835-9720
HAP: 724-228-6995
MATP: 800-331-5058
MH/MR: 724-228-6832
SCA: 724-223-1181
SW: 866-550-4355

WAYNE

AAA: 570-253-4262
CAO: 877-879-5267
HAP: 570-278-3338
MATP: 800-662-0780
MH/MR: 570-253-4262
SCA: 570-253-6022
SW: 866-550-4355

WESTMORELAND

AAA: 724-830-4444
CAO: 800-905-5413
HAP: 724-832-7269
MATP: 800-242-2706
MH/MR: 724-830-3617
SCA: 724-684-9000
SW: 866-550-4355

WYOMING


AAA: 570-822-1158
CAO: 877-699-3312
HAP: 570-836-4090
MATP: 570-288-8420
MH/MR: 800-679-4135
SCA: 570-826-8790
SW: 866-550-4355

YORK

AAA: 717-771-9610
CAO: 800-991-0929
HAP: 717-771-9347
MATP: 800-632-9063
MH/MR: 717-771-9618
SCA: 717-840-4207
SW: 866-550-4355

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NOTES

