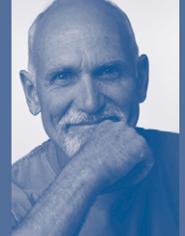
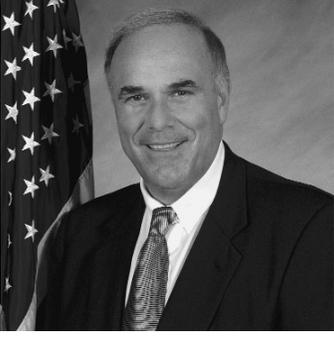


**PENNSYLVANIA  
HEALTH AND  
HUMAN  
SERVICES  
RESOURCE  
GUIDE**

**COMMONWEALTH OF PENNSYLVANIA**  
**EDWARD G. RENDELL, GOVERNOR**



## A MESSAGE FROM GOVERNOR EDWARD G. RENDELL



It is my pleasure to present to you the Pennsylvania Health and Human Services Resource Guide, your all in one handbook for the services that are available to you as a Pennsylvania resident.

We're committed to your well-being, and I hope that this handbook will give you the easiest and most streamlined access to information and resources that will improve your quality of life.

You also should know about the many services that are available to you through the Health and Human Services Call Center, explained on page 3. With one toll-free call to any help line at the Call Center, you're able to find help that's available from the PA Departments of Aging, Health, Insurance and Public Welfare, as well as in your community. We encourage you to go to the Call Center's Web site at [www.HelpinPA.state.pa.us](http://www.HelpinPA.state.pa.us).

There is a fast, easy way to apply for many of these services on a computer. It is called COMPASS (see page 4). 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](http://www.COMPASS.state.pa.us) to try it out.

We want everyone in Pennsylvania to be healthy and live life to the fullest. We hope this guide can help you achieve that goal. Please take the time to read about the resources available to you in this guide. Use the contact information to obtain more details about resources that could improve your quality of life.

Best Wishes,

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](http://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 health care 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 8 a.m. - 8 p.m. Monday–Friday and 8 a.m. - 6 p.m. Saturday, or access the Call Center’s Web site, [www.HelpinPA.state.pa.us](http://www.HelpinPA.state.pa.us).

1-800-986-BABY (1-800-986-2229)	<ul style="list-style-type: none"> <li>• Love'em with a Check Up Program</li> <li>• Referrals to Dental Care</li> <li>• Breast Feeding Information and Support</li> <li>• Newborn Screening and Newborn Hearing Screening Programs</li> </ul>
1-800-986-KIDS (1-800-986-5437)	<ul style="list-style-type: none"> <li>• Children’s Health Insurance Program (CHIP)</li> <li>• Medicaid</li> </ul>
1-800-GO-BASIC (1-800-462-2742)	<ul style="list-style-type: none"> <li>• adultBasic Insurance Program</li> </ul>
1-800-986-4550	<ul style="list-style-type: none"> <li>• Special Kids Network</li> <li>• PA Recreation and Leisure Line</li> <li>• PA FORE Families</li> <li>• Parent to Parent of PA</li> </ul>
1-800-440-LEAD (1-800-440-5323)	<ul style="list-style-type: none"> <li>• Lead Information Line</li> </ul>
1-866-286-3636	<ul style="list-style-type: none"> <li>• Long-Term Living Services Line</li> </ul>
1-866-412-4755	<ul style="list-style-type: none"> <li>• Traumatic Brain Injury</li> </ul>
1-877-232-7640	<ul style="list-style-type: none"> <li>• TeleTYpewriter (TTY)</li> </ul>



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.

# COMPASS

## Commonwealth of Pennsylvania Access to Social Services



Go to  
[www.COMPASS.state.pa.us](http://www.COMPASS.state.pa.us)  
to apply online  
today!

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](http://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.

- Health Care Coverage
  - Medicaid – page 21
  - Medical Assistance for Workers with Disabilities – page 21
  - Children's Health Insurance Program (CHIP) – page 6
  - adultBasic Health Insurance – page 20
- Food Stamp Benefits – page 11
- Cash Assistance – page 5
- Long-Term Living Services - 28
- Low-Income Home Energy Assistance Program – page 19
- Free or Reduced Price School Meals – page 11



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

## CASH ASSISTANCE

### GENERAL ASSISTANCE (GA)

Department of Public Welfare



GA provides money primarily to 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 on pages 32–34.

**PA DPW Helpline:** 1-800-692-7462

**Web site:** [www.dpw.state.pa.us/cashassistance](http://www.dpw.state.pa.us/cashassistance)

**Apply Online:** [www.COMPASS.state.pa.us](http://www.COMPASS.state.pa.us)

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### 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.dpw.state.pa.us/lowInc/Cash/003670283.htm](http://www.dpw.state.pa.us/lowInc/Cash/003670283.htm) 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.

**Contact:** Refugee Cash Assistance Program or PA DPW Helpline

**Phone:** 717-346-1094

**PA DPW Helpline:** 1-800-692-7462

**Web site:** [www.refugeesinpa.org](http://www.refugeesinpa.org)

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### 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 on pages 32–34.

**PA DPW Helpline:** 1-800-692-7462

**Web site:** [www.dpw.state.pa.us/cashassistance](http://www.dpw.state.pa.us/cashassistance)

**Apply Online:** [www.COMPASS.state.pa.us](http://www.COMPASS.state.pa.us)

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## CASH ASSISTANCE (continued)

### TEMPORARY ASSISTANCE FOR NEEDY FAMILIES (TANF)



Department of Public Welfare

Provides money for dependent children who are deprived of financial support from their parents 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 on pages 32-34.

**PA DPW Helpline:** 1-800-692-7462

**Web site:** [www.dpw.state.pa.us/cashassistance](http://www.dpw.state.pa.us/cashassistance)

**Apply Online:** [www.COMPASS.state.pa.us](http://www.COMPASS.state.pa.us)

## CHILD HEALTH AND SAFETY

### CHILDREN'S HEALTH INSURANCE PROGRAM (CHIP)



Department of Insurance

Offers free and low-cost health care coverage for children. A family of four can earn up to \$47,000 a year to qualify and take advantage of a comprehensive benefit package including doctor visits, prescription drugs and immunizations, to name a few. CHIP is a nationally recognized program.

**Contact:** CHIP

**Phone:** 1-800-986-KIDS (1-800-986-5437) – Health & Human Services Call Center  
TTY 1-877-232-7640

**Web site:** [www.HelpInPA.state.pa.us](http://www.HelpInPA.state.pa.us) or [www.COMPASS.state.pa.us](http://www.COMPASS.state.pa.us)

**Apply Online:** [www.COMPASS.state.pa.us](http://www.COMPASS.state.pa.us)

### 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

## CHILD HEALTH AND SAFETY (continued)

### PA NEWBORN SCREENING SERVICES

#### Department of Health



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

- Hearing loss
- A metabolic condition that causes 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

**Web site:** [www.health.state.pa.us/familyhealth](http://www.health.state.pa.us/familyhealth) or [www.HelpInPA.state.pa.us](http://www.HelpInPA.state.pa.us)

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### 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
- Bereavement counseling
- Support group referrals
- Follow-up contacts to families who experience an infant death
- Education and consultation to health care providers

**Contact:** Maternal and Child Health Consultants located in local Department of Health District Offices

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

**Web site:** [www.health.state.pa.us/familyhealth](http://www.health.state.pa.us/familyhealth)

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# CHILD PROTECTION AND PLACEMENT

## ADOPTION PROGRAMS

### Department of Public Welfare

Brings together children who need families and families who have been approved to adopt. Brings together all of the adoption process parties and supports families and children through the adoption process.

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

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

**Web site:** [www.adoptpakids.org](http://www.adoptpakids.org) or [www.dpw.state.pa.us/adoption](http://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

**Web site:** [www.dpw.state.pa.us/childabuse](http://www.dpw.state.pa.us/childabuse)

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## 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 Foster Parent Association

**Phone:** 1-800-951-5151

**Web site:** [www.dpw.state.pa.us/fostercare](http://www.dpw.state.pa.us/fostercare) or [www.psfpa.com](http://www.psfpa.com)

---

## EARLY CARE AND EDUCATION FOR CHILDREN

### CHILD CARE SUBSIDY

#### Department of Public Welfare

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

**Contact:** Child Care Works

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

**Web site:** [www.dpw.state.pa.us/childcare](http://www.dpw.state.pa.us/childcare)

---

### CHILD CARE TRAINING

#### Department of Public Welfare

Provides free and low-cost training to child care staff in child care centers, group homes, family day care homes and to relative/neighbor caregivers. Training opportunities include workshops, conferences and college courses to enhance all levels of professional development.

**Contact:** PA Key

**Phone:** 1-800-284-6031

**Web site:** [www.pakeys.org](http://www.pakeys.org)

---

### EARLY CARE AND EDUCATION TRAINING, PROFESSIONAL DEVELOPMENT AND QUALITY SUPPORTS

#### Department of Public Welfare

Provides free and low-cost training and professional development to early care and education staff in child care centers, group homes and to relative/neighbor caregivers. Training opportunities include workshops, conferences and college courses to enhance all levels of professional development. Participants in the Keystone STARS program whose facility serves at least 5 percent of low-income children are eligible to receive financial resources and technical assistance to strengthen their quality of services.

**Contact:** Office of Child Development

**Phone:** 717-346-9320

**Web site:** [www.pakeys.org](http://www.pakeys.org)

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## EARLY CARE AND EDUCATION FOR CHILDREN (continued)

### EARLY INTERVENTION

#### Department of Public Welfare

Provides services and supports to help families with children with developmental delays between birth and three years of age. Services can include information on how children develop, early childhood education and interventions, ideas for how families can help children both at home and in the community and plans designed to enhance children's growth and learning.

**Contact:** CONNECT Helpline

**Phone:** 1-800-692-7288

**Web site:** [www.dpw.state.pa.us/child/earlyintervention](http://www.dpw.state.pa.us/child/earlyintervention)

## 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 day care homes, child or adult day care centers. Meals and snacks must meet healthy nutrition requirements.

**Contact:** Your child or adult care provider

**Web site:** [www.pde.state.pa.us](http://www.pde.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

**Web site:** [www.agriculture.state.pa.us](http://www.agriculture.state.pa.us)

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### 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

**Web site:** [www.agriculture.state.pa.us](http://www.agriculture.state.pa.us)

## FOOD AND NUTRITION (continued)

### FOOD STAMPS

Department of Public Welfare



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 on pages 32–34.

**PA DPW Helpline:** 1-800-692-7462

**Web site:** [www.dpw.state.pa.us/foodstamps](http://www.dpw.state.pa.us/foodstamps)

**Apply Online:** [www.COMPASS.state.pa.us](http://www.COMPASS.state.pa.us)

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### 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 healthy nutrition requirements. The following school districts are accepting electronic income eligibility applications for free and reduced-priced meals that are completed in COMPASS: Allentown City School District, Armstrong School District, Carlisle Area School District, Chambersburg Area School District, Conrad Weiser Area School District, Cumberland Valley School District, Harrisburg School District, Hempfield School District, Lancaster School District, Mechanicsburg Area School District, Pottstown School District, Reading School District, Susquehanna Township School District, Wayne Highlands School District, Williamsport Area School District. Additional school districts will begin accepting electronic COMPASS applications in the 2006-07 school year.

**Contact:** Local school district or non-public school

**Web site:** [www.pde.state.pa.us](http://www.pde.state.pa.us)

**Apply Online:** [www.COMPASS.state.pa.us](http://www.COMPASS.state.pa.us)

---

### NUTRITION PROGRAM

Department of Health

Promotes the daily consumption of five to nine servings of fruits and vegetables a day for all Pennsylvanians. Provides opportunities for preschool children to learn about the benefits of healthy eating.

**Contact:** Nutrition Program

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

**Web site:** [www.health.state.pa.us/nutrition](http://www.health.state.pa.us/nutrition)

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## FOOD AND NUTRITION (continued)

### PENNSYLVANIA NUTRITION EDUCATION PROGRAM (PA NEP)

Department of Public Welfare

Provides nutrition education to adults, school-aged children and preschool children who are food stamp eligible or potentially eligible. The NEP promotes the consumption of five to nine servings of fruits and vegetables daily, the use of the USDA Food Guidance system/Dietary Guidelines to make healthy food choices, and healthy lifestyles that incorporate physical activity and support a healthy weight.

**Contact:** Pennsylvania Nutrition Education Program

**Phone:** 814-863-0074

**Web site:** [www.panen.org](http://www.panen.org); click on PA NEP

---

### 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

**Web site:** [www.agriculture.state.pa.us](http://www.agriculture.state.pa.us)

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### 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

**Web site:** [www.pde.state.pa.us](http://www.pde.state.pa.us)

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## FOOD AND NUTRITION (continued)

### 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

**Web site:** [www.agriculture.state.pa.us](http://www.agriculture.state.pa.us)

---

### WOMEN, INFANTS AND CHILDREN (WIC) NUTRITION PROGRAM

#### Department of Health

Provides services to pregnant, breastfeeding, and postpartum women and children under age five. A family of four may earn up to \$35,798 and be income-eligible for WIC. Services include:

- Nutrition education
- Breastfeeding support
- Referrals to health care 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.

**Contact:** WIC

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

**Web site:** [www.health.state.pa.us/familyhealth](http://www.health.state.pa.us/familyhealth)

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## HEALTH AND SAFETY

### ARTHRITIS PROGRAM

#### Department of Health

Offers information and resources about arthritis and chronic joint symptoms, which affect approximately one third of Pennsylvanians. Resources for self-management of arthritis include the following:

- Arthritis Foundation Aquatics Program, a water physical activity program
- Arthritis Foundation Exercise Program, a community-based recreational physical activity program
- Arthritis Foundation Self-Help Program, a self-management education intervention

**Contact:** Arthritis Program

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

**Web site:** [www.health.state.pa.us/arthritis](http://www.health.state.pa.us/arthritis)

---

### ASTHMA CONTROL PROGRAM

#### Department of Health

Provides information and resources to Pennsylvanians about asthma, a chronic disease of the lungs that affects close to 10 percent of the school-age population. Offers information on how asthma attacks can be prevented.

**Contact:** Asthma Control Program

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

**Web site:** [www.health.state.pa.us/asthma](http://www.health.state.pa.us/asthma)

---

### CHRONIC RENAL DISEASE PROGRAM (CRDP)

#### Department of Health

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

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

**Contact:** Chronic Renal Disease Program

**Phone:** 717-772-2762

**Web site:** [www.health.state.pa.us/familyhealth](http://www.health.state.pa.us/familyhealth)

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## HEALTH AND SAFETY (continued)

### DIABETES PROGRAM

#### Department of Health

Provides information and resources about diabetes, a chronic and life-threatening disease that affects approximately 8 percent—or more than 960,000—Pennsylvanians.

**Contact:** Diabetes Program

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

**Web site:** [www.health.state.pa.us/diabetes](http://www.health.state.pa.us/diabetes)

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### HEALTHY WOMAN PROGRAM

#### Department of Health

Provides free breast and cervical screening for eligible women. If you are 50 to 64 years of age, have no or limited insurance and have low to moderate income (for example, if a family of four has a monthly income of less than \$4,031), you may be eligible for free mammograms and Pap tests.

**Contact:** Healthy Woman Program

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

**Web site:** [www.health.state.pa.us/womenshealth](http://www.health.state.pa.us/womenshealth)

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### 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)

**Web site:** [www.health.state.pa.us/heartdisease](http://www.health.state.pa.us/heartdisease) or [www.health.state.pa.us/stroke](http://www.health.state.pa.us/stroke)

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### 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)

**Web site (Both Programs):** [www.health.state.pa.us/immunizations](http://www.health.state.pa.us/immunizations)

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## HEALTH AND SAFETY (continued)

### 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

**Web site:** [www.health.state.pa.us/hiv](http://www.health.state.pa.us/hiv)

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### IMMUNIZATION PROGRAMS

#### Department of Health

Provides resources and information about vaccine-preventable diseases, as well as providing 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

### 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 Medicaid 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.

**Contact:** Immunization Programs

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

**Web site:** [www.health.state.pa.us/immunizations](http://www.health.state.pa.us/immunizations)

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## HEALTH AND SAFETY (continued)

### 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:** Injury Prevention Program

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

**Web site:** [www.health.state.pa.us/injuryprevention](http://www.health.state.pa.us/injuryprevention)

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### ORAL HEALTH PROGRAM

#### Department of Health

Provides resources and information about dental 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)

**Web site:** [www.health.state.pa.us/oralhealth](http://www.health.state.pa.us/oralhealth)

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### OSTEOPOROSIS PROGRAM

#### Department of Health

Provides resources and education for Pennsylvanians regarding osteoporosis, a weakening of the bones and loss of bone mass. By 2020, half of all Americans over 50 will have weak bones unless changes to eating habits and lifestyles are made.

**Contact:** Osteoporosis Program

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

**Web site:** [www.health.state.pa.us/osteoporosis](http://www.health.state.pa.us/osteoporosis)

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### PHYSICAL ACTIVITY PROGRAM

#### Department of Health

Promotes the incorporation of at least 30 minutes of daily physical activity by all Pennsylvanians. Supports the Keystone State Games, a statewide, annual competition for amateur athletes. Provides education on the benefits of daily physical activity, such as reduced risk of cardiovascular disease, decreased bone loss, increased energy and ability to manage stress, improved sleep and weight control.

**Contact:** Physical Activity Program

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

**Web site:** [www.health.state.pa.us/physicalactivity](http://www.health.state.pa.us/physicalactivity)

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## HEALTH AND SAFETY (continued)

### 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)

**Web site:** [www.health.state.pa.us/std](http://www.health.state.pa.us/std)

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### 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

**Web site:** [www.health.state.pa.us/familyhealth](http://www.health.state.pa.us/familyhealth)

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### SKIN CANCER PREVENTION AND CONTROL PROGRAM

#### Department of Health

Provides information and resources to Pennsylvanians about the dangers of skin cancer. One serious sunburn can double your risk of developing skin cancer. One person dies from skin cancer every hour in the United States, and children and young adults are most at risk. Provides tips for protecting skin from the sun.

**Contact:** Cancer Prevention and Control Program

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

**Web site:** [www.health.state.pa.us/cancer](http://www.health.state.pa.us/cancer)

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### 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)

**Web site:** [www.health.state.pa.us/tb](http://www.health.state.pa.us/tb)

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## 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 on pages 32–34.

**Web site:** [www.dpw.state.pa.us/homelessassistance](http://www.dpw.state.pa.us/homelessassistance)

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### LOW-INCOME HOME ENERGY ASSISTANCE PROGRAM (LIHEAP)

Department of Public Welfare



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

**Web site:** [www.staywarmpa.com](http://www.staywarmpa.com) or [www.dpw.state.pa.us/LIHEAP](http://www.dpw.state.pa.us/LIHEAP)

**Local Contact:** See county assistance office listing on pages 32–34.

**Stay Warm Helpline:** 1-866-550-4355

**Apply Online:** [www.COMPASS.state.pa.us](http://www.COMPASS.state.pa.us)

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### PROPERTY TAX/RENT REBATE

Pennsylvania Lottery

Provides rebates for qualified individuals, based on age, disability and income.

**Contact:** Property Tax/Rent Rebate Hotline

**Phone:** 1-888-222-9190

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### 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

**Web site:** [www.staywarmpa.com](http://www.staywarmpa.com)

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## MEDICAL CARE AND COVERAGE

### adultBasic

#### Department of Insurance



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, outpatient hospital services and emergency accident and medical care.

**Contact:** adultBasic

**Phone:** 1-800-GO-BASIC (1-800-462-2742) – Health & Human Services Call Center

**Web site:** [www.HelpInPA.state.pa.us](http://www.HelpInPA.state.pa.us)

**Apply Online:** [www.COMPASS.state.pa.us](http://www.COMPASS.state.pa.us)

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### AIDS WAIVER

#### Department of Public Welfare

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

**Contact:** AIDS Waiver

**Phone:** 717-772-2525

**Web site:** [www.dpw.state.pa.us/health/HIVaidsserv](http://www.dpw.state.pa.us/health/HIVaidsserv)

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### COMPREHENSIVE SPECIALTY CARE PROGRAM

#### Department of Health

Provides comprehensive services to children with cardiac, 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, hemophilia and spina bifida. Direct payment for services is available to enrolled clients per a fee schedule.

**Contact:** Comprehensive Specialty Care Program

**Phone:** 717-772-2762

**Web site:** [www.health.state.pa.us/familyhealth](http://www.health.state.pa.us/familyhealth)

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## MEDICAL CARE AND COVERAGE (continued)

### MEDICAID

Department of Public Welfare



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

**Contact:** Medicaid

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

**Web site:** [www.dpw.state.pa.us/medicaid](http://www.dpw.state.pa.us/medicaid) or [www.HelpInPA.state.pa.us](http://www.HelpInPA.state.pa.us)

**Local Contact:** Local County Assistance Office; see county listing on pages 32–34.

**PA DPW Helpline:** 1-800-692-7462

**Apply Online:** [www.COMPASS.state.pa.us](http://www.COMPASS.state.pa.us)

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### 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 on pages 32–34.

**PA DPW Helpline:** 1-800-692-7462

**Web site:** [www.dpw.state.pa.us/MATP](http://www.dpw.state.pa.us/MATP)

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### MEDICAL ASSISTANCE FOR WORKERS WITH DISABILITIES (MAWD)

Department of Public Welfare



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

**Contact:** Medical Assistance for Workers with Disabilities

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

**Web site:** [www.dpw.state.pa.us/medicaid](http://www.dpw.state.pa.us/medicaid) or [www.HelpInPA.state.pa.us](http://www.HelpInPA.state.pa.us)

**Local Contact:** Local County Assistance Office; see county listing on pages 32–34.

**PA DPW Helpline:** 1-800-692-7462

**Apply Online:** [www.COMPASS.state.pa.us](http://www.COMPASS.state.pa.us)

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## MEDICAL CARE AND COVERAGE (continued)

### SPECIAL PHARMACEUTICAL BENEFITS PROGRAM (SPBP)

#### Department of Public Welfare

Helps eligible low- and moderate-income individuals and families pay for specific drug therapies used for the treatment of persons with HIV/AIDS or a DSM-IV diagnosis for schizophrenia.

**Contact:** Special Pharmaceutical Benefits Program

**Phone:** 1-800-922-9384

**Web site:** [www.dpw.state.pa.us/SPBP](http://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 on pages 32-34.

**Web site:** [www.dpw.state.pa.us/OMHSAS](http://www.dpw.state.pa.us/OMHSAS)

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### 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:** 717-787-6443

**Web site:** [www.dpw.state.pa.us/CASSP](http://www.dpw.state.pa.us/CASSP)

## MENTAL HEALTH AND ADDICTION (continued)

### DRUG AND ALCOHOL PROGRAM

#### Department of Health

Provides for the prevention, intervention, rehabilitation and treatment of drug and alcohol abuse. Individuals can receive confidential referral to treatment or counseling programs. Treatment may be free for eligible individuals.

**Contact:** Drug and Alcohol Program

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

**Web site:** [www.health.state.pa.us/addiction](http://www.health.state.pa.us/addiction)

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### 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.

**Contact:** PA Free Quitline

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

**Web site:** [www.health.state.pa.us/quitnow](http://www.health.state.pa.us/quitnow)

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## 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:

- 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
- Transportation

**Contact:** Office of Mental Retardation

**Phone:** 1-888-565-9435

**Local Contact:** Local County MH/MR; see county listing on pages 32-34.

**Web site:** [www.dpw.state.pa.us/mentalretardationservices](http://www.dpw.state.pa.us/mentalretardationservices)

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## 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

**Web site:** [www.dpw.state.pa.us/legalservices](http://www.dpw.state.pa.us/legalservices)

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### ORGAN DONATION

#### Department of Health

Provides resources and information to encourage Pennsylvanians to become organ and tissue donors. Individuals who wish to be organ donors are encouraged to sign and carry a donor card, designate “organ donor” on their driver’s license or photo identification card, or clearly state their designation on a living will. In Pennsylvania alone, there are nearly 6,500 people who are waiting for life-saving organ transplants.

**Contact:** Organ Donation Program

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

**Web site:** [www.health.state.pa.us/donatelife](http://www.health.state.pa.us/donatelife)

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## 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:** Alternatives to Abortion

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

**Web site:** [www.dpw.state.pa.us/altabortion](http://www.dpw.state.pa.us/altabortion)

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## PREGNANCY AND FAMILY PLANNING (continued)

### FAMILY PLANNING PROGRAM

Department of Health, Department of Public Welfare

Family planning in Pennsylvania provides services, information and counseling on health care 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:** Regional numbers below will direct you to 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

**Web site:** [www.health.state.pa.us/familyhealth](http://www.health.state.pa.us/familyhealth) or [www.dpw.state.pa.us/familyplanserv](http://www.dpw.state.pa.us/familyplanserv)

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### 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

**Web site:** [www.health.state.pa.us/familyhealth](http://www.health.state.pa.us/familyhealth) or [www.HelpInPA.state.pa.us](http://www.HelpInPA.state.pa.us)

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## 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 Medicaid, 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

**Web site:** [www.health.state.pa.us/familyhealth](http://www.health.state.pa.us/familyhealth) or [www.HelpInPA.state.pa.us](http://www.HelpInPA.state.pa.us)

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### 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)

**Web site:** [www.dpw.state.pa.us/safehaven](http://www.dpw.state.pa.us/safehaven)

## SERVICES FOR CHILDREN AND ADULTS WITH DISABILITIES

### CARING FOR CHILDREN WITH SPECIAL NEEDS

#### CHILDREN WITH SPECIAL NEEDS

Department of Public Welfare

Early Intervention is a program that helps develop the potential of children who are developing more slowly than typical children. Offers services free of charge, including speech therapy, physical therapy and parent education/support. Services may be provided in a variety of settings, including the child's home, child care center, nursery school, play group, Head Start program or other setting familiar to the family.

**CONNECT Helpline:** 1-800-692-7288 (answers about child development and specific disabilities)

**Child Care Works:** 1-877-4-PA-KIDS (1-877-472-5437)

**Web site:** [www.dpw.state.pa.us/specialneedschildren](http://www.dpw.state.pa.us/specialneedschildren)

## SERVICES FOR CHILDREN AND ADULTS WITH DISABILITIES (continued)

### CARING FOR CHILDREN WITH SPECIAL NEEDS cont.

#### SPECIAL KIDS NETWORK Department of Health



##### Special Kids Network and Recreation and Leisure

Connects children with special 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.

##### Special Kids Network Community Systems Development

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

**Contact:** SKN and Recreation and Leisure, SKN Community Systems Development

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

**Web site:** [www.health.pa.us/skn](http://www.health.pa.us/skn) or [www.health.state.pa.us/familyhealth](http://www.health.state.pa.us/familyhealth) or [www.HelpInPA.state.pa.us](http://www.HelpInPA.state.pa.us)

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#### HEAD INJURY PROGRAM (HIP)

Department of Health



Provides post-acute rehabilitation services for eligible Pennsylvanians, age 21 and over, who sustained a traumatic brain injury (TBI) after July 1, 1985. Resources available include:

- Toll-free Brain Injury Helpline that provides information and referral services
- Brain Injury Resource Library
- Pre-enrollment assistance that helps individuals with TBI access brain injury services

**Contact:** Public Health Program

**Phone:** 717-772-2762

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

**Web site:** [www.health.state.pa.us/familyhealth](http://www.health.state.pa.us/familyhealth) or [www.HelpInPA.state.pa.us](http://www.HelpInPA.state.pa.us)

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## SERVICES FOR CHILDREN AND ADULTS WITH DISABILITIES (continued)

### 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

**Web site:** [www.HelpInPA.state.pa.us](http://www.HelpInPA.state.pa.us)

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### 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 health care, 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 Care Line

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

**Alternate Contact:** PA Department of Public Welfare at 1-800-757-5042

**Web site:** [www.dpw.state.pa.us/longtermcare](http://www.dpw.state.pa.us/longtermcare) or [www.HelpInPA.state.pa.us](http://www.HelpInPA.state.pa.us)

**Local Contact:** Local County Assistance Office; see county assistance office listing on pages 32-34.

**Apply Online:** [www.COMPASS.state.pa.us](http://www.COMPASS.state.pa.us)

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### 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)

**Web site:** [www.dli.state.pa.us/OVR](http://www.dli.state.pa.us/OVR)

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## SERVICES FOR OLDER PENNSYLVANIANS

### ALZHEIMERS DISEASE AND RELATED DISORDERS

#### Department of Aging

Provides information and referral services through a toll-free helpline.

**Contact:** Alzheimer's Association

**Phone:** 1-800-438-4380

**Web site:** [www.aging.state.pa.us](http://www.aging.state.pa.us)

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### APPRISE

#### Department of Aging

Helps Pennsylvanians understand their Medicare and other health insurance benefits and assist 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

**Web site:** [www.aging.state.pa.us](http://www.aging.state.pa.us)

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### AREA AGENCIES ON AGING

#### Department of Aging

Provides and coordinates services for older Pennsylvanians. Provides information on transportation, health care, homemaker services, employment, legal aid and other programs.

**Contact:** Area Agency on Aging

**Phone:** See county area on aging listing on pages 32-34.

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## SERVICES FOR OLDER PENNSYLVANIANS (continued)

### CONSUMER PROTECTION AND OLDER ADULT PROTECTIVE SERVICES

#### Department of Aging

Protects Pennsylvanians aged 60 and older from abuse, neglect, exploitation and abandonment by offering services. Phone number available 24 hours a day to report older adults who need protective services. Also, an ombudsman is available to investigate complaints made by or on behalf of older persons and the Office of Consumer Advocate will assist with problems with utilities, whether they pertain to service, billing or other matters.

**Contact:** Area Agency on Aging

**Phone:** 1-800-490-8505 or see county area on aging listing on pages 32–34.

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### LONG-TERM LIVING/HOME- AND COMMUNITY-BASED SERVICES

#### Department of Aging

Provides services in the home covering a wide range of needs, including home health care, personal care (assistance with bathing, dressing, eating, grooming, toileting, etc.), housekeeping, shopping assistance, laundry, transportation and other routine household chores.

**Contact:** Area Agency on Aging

**Phone:** See county area on aging listing on pages 32–34.

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### 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

**Web site:** <https://PACECares.fhsc.com>

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### 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 during off-peak hours on weekdays and all day on weekends and holidays

**Contact:** Local public transportation providers for more information.

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## 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.

**Contact:** Pennsylvania Coalition Against Domestic Violence

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

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

**Web site:** [www.pcadv.org](http://www.pcadv.org); click on "Community-Based Programs"

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### 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:** 1-800-543-PCAR (1-800-543-7227)

**Web site:** [www.dpw.state.pa.us/rapecrisis](http://www.dpw.state.pa.us/rapecrisis)

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## 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)
- Stay Warm in PA (SW)

### ADAMS

AAA: 717-334-9296  
CAO: 800-638-6816  
HAP: 717-334-6781  
MATP: 717-337-1345  
MH/MR: 717-771-9618  
SW: 866-550-4355

### BRADFORD

AAA: 570-265-6121  
CAO: 800-542-3938  
HAP: 570-265-1760  
MATP: 570-265-4057  
MH/MR: 570-265-2211  
SW: 866-550-4355

### CHESTER

AAA: 610-344-6350  
CAO: 888-814-4698  
HAP: 610-344-6900  
MATP: 610-594-6930  
MH/MR: 610-344-6265  
SW: 866-550-4355

### ALLEGHENY

AAA: 412-350-4234  
CAO: 412-565-2146  
HAP: 412-350-4354  
MATP: 412-350-4484  
MH/MR: 412-350-5701  
SW: 866-550-4355

### BUCKS

AAA: 215-348-0510  
CAO: 215-781-3300  
HAP: 215-345-8175  
MATP: 215-794-5554  
MH/MR: 215-442-0760  
SW: 866-550-4355

### CLARION

AAA: 814-226-4640  
CAO: 800-253-3488  
HAP: 814-226-6252  
MATP: 814-226-7012  
MH/MR: 814-226-1080  
SW: 866-550-4355

### ARMSTRONG

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

### BUTLER

AAA: 724-282-3008  
CAO: 724-284-8844  
HAP: 724-284-5125  
MATP: 866-638-0598  
MH/MR: 724-284-5114  
SW: 866-550-4355

### CLEARFIELD

AAA: 814-765-2696  
CAO: 800-521-9218  
HAP: 800-822-2610  
MATP: 814-765-1551  
MH/MR: 814-265-1060  
SW: 866-550-4355

### BEAVER

AAA: 724-847-2262  
CAO: 724-773-7300  
HAP: 724-847-3889  
MATP: 724-728-5633  
MH/MR: 724-847-6225  
SW: 866-550-4355

### CAMBRIA

AAA: 814-539-5595  
CAO: 877-315-0389  
HAP: 814-534-2658  
MATP: 814-536-9031  
MH/MR: 814-536-2293  
SW: 866-550-4355

### CLINTON

AAA: 570-323-3096  
CAO: 800-820-4159  
HAP: 570-893-4080  
MATP: 570-323-7575  
MH/MR: 570-323-6467  
SW: 866-550-4355

### BEDFORD

AAA: 814-623-8148  
CAO: 800-542-8584  
HAP: 814-623-2002  
MATP: 814-623-6107  
MH/MR: 814-443-4891  
SW: 866-550-4355

### CAMERON

AAA: 814-776-2191  
CAO: 814-486-3757  
HAP: 814-486-1161  
MATP: 877-282-4968  
MH/MR: 814-362-4601  
SW: 866-550-4355

### COLUMBIA

AAA: 570-784-9272  
CAO: 877-211-1322  
HAP: 570-389-5700  
MATP: 570-784-8807  
MH/MR: 570-275-5422  
SW: 866-550-4355

### BERKS

AAA: 610-478-6500  
CAO: 610-736-4211  
HAP: 610-478-6194  
MATP: 610-921-2361  
MH/MR: 610-478-3271  
SW: 866-550-4355

### CARBON

AAA: 610-824-7830  
CAO: 570-325-9540  
HAP: 610-824-7830  
MATP: 570-669-6380  
MH/MR: 570-420-1900  
SW: 866-550-4355

### CRAWFORD

AAA: 814-336-1792  
CAO: 800-527-7861  
HAP: 814-373-2613  
MATP: 814-333-7090  
MH/MR: 814-336-4352  
SW: 866-550-4355

### BLAIR

AAA: 814-946-1235  
CAO: 814-946-7111  
HAP: 814-693-3112  
MATP: 814-946-1235  
MH/MR: 814-693-3023  
SW: 866-550-4355

### CENTRE

AAA: 814-355-6716  
CAO: 800-355-6024  
HAP: 814-355-6768  
MATP: 814-355-6807  
MH/MR: 814-355-6782  
SW: 866-550-4355

### CUMBERLAND

AAA: 717-240-6110  
CAO: 800-269-0173  
HAP: 717-240-6110  
MATP: 717-240-6340  
MH/MR: 717-240-6320  
SW: 866-550-4355

# COUNTY BY COUNTY HELPLINES

## DAUPHIN

AAA: 717-780-6130  
CAO: 800-788-5616  
HAP: 717-780-7050  
MATP: 717-232-6100  
MH/MR: 717-255-2888  
SW: 866-550-4355

## DELAWARE

AAA: 610-490-1300  
CAO: 610-447-5500  
HAP: 610-713-2306  
MATP: 610-490-3977  
MH/MR: 610-713-2330  
SW: 866-550-4355

## ELK

AAA: 814-776-2191  
CAO: 800-847-0257  
HAP: 814-772-3838  
MATP: 877-282-4968  
MH/MR: 814-362-4601  
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  
SW: 866-550-4355

## FAYETTE

AAA: 724-684-9000  
CAO: 877-832-7545  
HAP: 724-430-4558  
MATP: 724-430-4600  
MH/MR: 724-430-1370  
SW: 866-550-4355

## FOREST

AAA: 814-726-1700  
CAO: 800-876-0645  
HAP: 814-755-3537  
MATP: 814-927-8266  
MH/MR: 814-726-2100  
SW: 866-550-4355

## FRANKLIN

AAA: 717-263-2153  
CAO: 800-921-8839  
HAP: 717-261-3141  
MATP: 717-264-5225  
MH/MR: 717-264-5387  
SW: 866-550-4355

## FULTON

AAA: 814-623-8148  
CAO: 800-222-8563  
HAP: 717-485-3553  
MATP: 717-485-0931  
MH/MR: 717-264-5387  
SW: 866-550-4355

## GREENE

AAA: 724-684-9000  
CAO: 888-410-5658  
HAP: 724-852-5305  
MATP: 724-627-6778  
MH/MR: 724-852-5276  
SW: 866-550-4355

## HUNTINGDON

AAA: 814-623-8148  
CAO: 800-237-7674  
HAP: 814-643-3010  
MATP: 814-641-6408  
MH/MR: 717-242-6467  
SW: 866-550-4355

## INDIANA

AAA: 724-349-4500  
CAO: 800-742-0679  
HAP: 724-463-8200  
MATP: 724-463-3235  
MH/MR: 724-548-3451  
SW: 866-550-4355

## JEFFERSON

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

## JUNIATA

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

## LANCASTER

AAA: 717-299-7979  
CAO: 717-299-7411  
HAP: 717-299-7301  
MATP: 717-291-1243  
MH/MR: 717-299-8021  
SW: 866-550-4355

## LAWRENCE

AAA: 724-658-3729  
CAO: 800-847-4522  
HAP: 724-658-7258  
MATP: 724-652-5588  
MH/MR: 724-658-2538  
SW: 866-550-4355

## LEBANON

AAA: 717-273-9262  
CAO: 800-229-3926  
HAP: 717-867-2909  
MATP: 717-273-8901  
MH/MR: 717-274-3415  
SW: 866-550-4355

## LEHIGH

AAA: 610-782-3034  
CAO: 610-821-6509  
HAP: 610-782-3036  
MATP: 610-432-3200  
MH/MR: 610-782-3500  
SW: 866-550-4355

## LUZERNE

AAA: 570-822-1158  
CAO: 570-826-2100  
HAP: 570-826-8801  
MATP: 570-288-8420  
MH/MR: 570-825-9441  
SW: 866-550-4355

## LYCOMING

AAA: 570-323-3096  
CAO: 877-867-4014  
HAP: 570-323-9448  
MATP: 570-323-7575  
MH/MR: 570-323-6467  
SW: 866-550-4355

## McKEAN

AAA: 814-776-2191  
CAO: 800-822-1108  
HAP: 814-368-4235  
MATP: 877-282-4968  
MH/MR: 814-362-4601  
SW: 866-550-4355

## MERCER

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

## MIFFLIN

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

## MONROE

AAA: 570-420-3735  
CAO: 570-424-3030  
HAP: 570-420-3750  
MATP: 570-839-8210  
MH/MR: 570-420-1900  
SW: 866-550-4355

# COUNTY BY COUNTY HELPLINES

## MONTGOMERY

AAA: 610-278-3601  
CAO: 610-270-3500  
HAP: 610-278-3601  
MATP: 215-542-7433  
MH/MR: 610-278-3642  
SW: 866-550-4355

## MONTOUR

AAA: 570-784-9272  
CAO: 570-275-7430  
HAP: 570-271-3028  
MATP: 570-271-0833  
MH/MR: 570-275-5422  
SW: 866-550-4355

## NORTHAMPTON

AAA: 610-559-3245  
CAO: 610-250-1700  
HAP: 610-559-3010  
MATP: 610-432-3200  
MH/MR: 610-974-7555  
SW: 866-550-4355

## NORTHUMBERLAND

AAA: 570-644-4545  
CAO: 800-368-8390  
HAP: 570-495-2201  
MATP: 570-644-4463  
MH/MR: 570-988-4434  
SW: 866-550-4355

## PERRY

AAA: 717-582-5128  
CAO: 800-991-1929  
HAP: 717-582-8703  
MATP: 717-567-2490  
MH/MR: 717-240-6320  
SW: 866-550-4355

## PHILADELPHIA

AAA: 215-765-9000  
CAO: 215-560-2900  
HAP: 215-686-7104  
MATP: 215-563-2000  
MH/MR: 215-685-5460  
SW: 866-550-4355

## PIKE

AAA: 570-775-5550  
CAO: 570-296-6114  
HAP: 570-296-3439  
MATP: 570-775-5550  
MH/MR: 570-420-1900  
SW: 866-550-4355

## POTTER

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

## SCHUYLKILL

AAA: 570-622-3103  
CAO: 877-306-5439  
HAP: 570-628-1190  
MATP: 570-628-1425  
MH/MR: 570-628-1180  
SW: 866-550-4355

## SNYDER

AAA: 570-524-2100  
CAO: 570-374-8126  
HAP: 570-374-8938  
MATP: 570-522-1390  
MH/MR: 570-275-5422  
SW: 866-550-4355

## SOMERSET

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

## SULLIVAN

AAA: 570-265-6121  
CAO: 877-265-1681  
HAP: 570-278-3338  
MATP: 570-265-4057  
MH/MR: 570-265-2211  
SW: 866-550-4355

## SUSQUEHANNA

AAA: 570-265-6121  
CAO: 888-753-6328  
HAP: 570-278-3338  
MATP: 570-853-4510  
MH/MR: 570-346-5741  
SW: 866-550-4355

## TIOGA

AAA: 570-265-6121  
CAO: 800-525-6842  
HAP: 570-724-5766  
MATP: 570-265-4057  
MH/MR: 570-724-5766  
SW: 866-550-4355

## UNION

AAA: 570-524-2100  
CAO: 570-524-2201  
HAP: 570-374-8938  
MATP: 570-522-1390  
MH/MR: 570-275-5422  
SW: 866-550-4355

## VENANGO

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

## WARREN

AAA: 814-726-1700  
CAO: 800-403-4043  
HAP: 814-726-2400  
MATP: 814-723-1874  
MH/MR: 814-726-2100  
SW: 866-550-4355

## WASHINGTON

AAA: 724-684-9000  
CAO: 800-835-9720  
HAP: 724-228-6995  
MATP: 724-223-8747  
MH/MR: 724-228-6832  
SW: 866-550-4355

## WAYNE

AAA: 570-253-4262  
CAO: 877-879-5267  
HAP: 570-278-1889  
MATP: 570-253-4280  
MH/MR: 570-346-5741  
SW: 866-550-4355

## WESTMORELAND

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

## WYOMING

AAA: 570-822-1158  
CAO: 570-836-5171  
HAP: 570-836-4090  
MATP: 570-288-8420  
MH/MR: 570-825-9441  
SW: 866-550-4355

## YORK

AAA: 717-771-9610  
CAO: 800-991-0929  
HAP: 717-771-9347  
MATP: 717-845-7553  
MH/MR: 717-771-9618  
SW: 866-550-4355

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