

PENN TRAUMA

VIOLENCE RECOVERY PROGRAM

Resource Guide for Healing and Recovery

For questions, please reach out to the program team at

ViolenceRecovery@penmedicine.upenn.edu
Office Phone #: (215) 662-9484

(Or ask your clinical team)



Support



Legal Services



Victim's Assistance



Identification



Education



Employment



Food



Clothing



Housing



Utilities



Transportation



Furniture



Childcare



Hygiene



Immigrant Services



LGBTQ+



Intimate Partner Violence



Social Security



Mental Health

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this document online:**



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General Support

Anti-Violence Partnership of Philadelphia

Location: 4946 Parkside Ave, Philadelphia, PA 19131

Phone: (215) 567-6776

Victim Services Phone: (267) 217-3754

Email: avp@avpphila.org

Victim Services Email: victimservices@avpphila.org

Website: <https://avpphila.org/>

About this resource: In addition to victim's compensation, AVP provides counseling, support, and youth outreach in West and Southwest Philadelphia.

Healing Hurt People

Phone: 215-762-1177

Website: <https://drexel.edu/cnsj/healing-hurt-people/overview/>

About this resource: HHP is a program for people ages 8-35 who have been shot, stabbed, or assaulted, and for those who have witnessed these events. The goal of the program is to help survivors heal from their physical and emotional wounds in order to support their well-being, personal healing, and ultimately, break the cycle of violence. HHP provides trauma-focused evidence-based practices, trauma-informed peer services, and case management. We also connect people to physical health and other community resources as needed.

Philadelphia Anti-Drug Anti-Violence Network

Phone: 215-940-0550

Website: www.paan1989.org

About this resource: The Community Crisis Intervention Program works to provide positive alternatives to criminal activity and peaceful conflict resolution. The Intensive Prevention Services program provides early intervention support for kids ages 10-17 at risk for violence.

YEAH! Philly

Phone: (267) 892-3538

Email: teens@yeahphilly.org

Website: <https://yeahphilly.org/programs-services/>

About this resource: YEAH provides services to address the short and long-term needs of teens in the evenings when violence is most prevalent. Services include peer mediation and conflict resolution training, teen-led food and resource bank, teen hangouts, juvenile justice support, advocacy, and employment.

Concilio

Location: 141 East Hunting Park Ave, Philadelphia, PA 19124

Phone: 215-627-3100

Website: <https://elconcilio.net>

Contact: Angelis Padilla, Program Coordinator, Angelis.Padilla@elconcilio.net

About this resource: Through services provided, victims receive information about the different options available to them as well as support from committed staff who are sensitive, trauma-informed and committed to maintaining the highest levels of confidentiality in their communications with victims. The Victim Witness Services Program is open for referrals and walk-ins are welcome. Contact for more information.

General Support (cont.)

District Attorney's Office Crisis Assistance, Response and Engagement for Survivors (DAO CARES)

Email: Melany.Nelson@phila.gov

Website: <https://phillyda.org/victims-and-witnesses/cares-peer-crisis-responders-for-homicide-survivors/>

About this resource: CARES Peer Crisis Responders help survivors of homicide develop a Support and Recovery Plan to ensure that they and their families are safe, understand communications from the police and the criminal justice system and can take steps to heal from trauma. For up to 60 days after the homicide, CARES Peer Crisis Responders provide case-management support services. CARES is staffed by skilled Peer Crisis Responders, all of whom are homicide survivors themselves. They each know that no one's pain is the same, but firmly believe everyone can heal, especially with compassionate support.

BenePhilly

Phone: (215) 567-6776

Email: benephilly@phila.gov

Website: <https://www.phila.gov/programs/benephilly/>

About this resource: BenePhilly offers free, one-on-one help to enroll Philadelphia residents in public benefit programs. These programs can help you afford some expenses, such as health insurance, food, property taxes, heat and other utilities, disability benefits and more. A BenePhilly counselor can fill out public benefit applications with you and follow up on the status of your applications.

Philadelphia Financial Empowerment Centers (FEC)

Phone: (855) 346-7445

Website: <https://www.phila.gov/programs/financial-empowerment-centers/>

About this resource: Financial Empowerment Centers (FEC) educate, empower, and protect people with low incomes. To do so, they provide financial counseling that is free, high quality, personalized (one-on-one), and confidential. Financial counselors provide sessions on money management and budgeting, banking and basic financial transactions, credit reports and using credit wisely, student loans, and more. Anyone who wants free financial counseling can make an appointment by calling (855) FIN-PHIL. Counseling sessions are available in English and Spanish. Support in other languages may be available upon request.

Legal Services

Community Legal Services

Locations: Center City, 1424 Chestnut Street, Philadelphia, PA
North Philadelphia, 1410 W. Erie Avenue, Philadelphia, PA

Phone: 215-981-3700

Website: <https://clsphila.org/>

About this resource: Offer legal services for low-income residents concerning employment with a criminal record, landlord tenant issues, public housing, DHS, SSI, utilities and many other services

Philadelphia Legal Assistance

Location: 718 Arch Street Suite 300N, Philadelphia

Phone: 215-981-3800, M-Th 9:30am-12pm

Website: <https://philalegal.org/>

About this resource: Offer legal assistance for low-income residents concerning Welfare, Food Stamps, Medical Assistance, Divorce (Referrals and Advice Only), Child support and custody, PFAs, Unemployment, Bankruptcy and many other legal services and referrals. Referrals to other organizations and pro bono lawyers will be made when necessary. Interpreters are available.

Pennsylvania Health Law Project

Location: 123 Chestnut Street, Suite 400, Philadelphia, PA 19106

Phone: 215-625-3990

Helpline: 1-800-274-3258

Website: <https://www.phlp.org/en/>

About this resource: Free legal services for people having trouble getting or keeping health services.

Temple Legal Aid

Location: 1719 Broad Street, Philadelphia, PA 19122

Phone: 215-204-1800

Website: <https://law.temple.edu/resources/community-service/temple-legal-aid/>

About this resource: Legal assistance for low-income persons with child custody, support and adoption, health insurance problems, life planning, employment discrimination and public benefits related to chronic illness and physical disabilities.

Criminal Record Expungement Project (C-REP)

Location: 1501 Cherry Street Philadelphia, PA 19102

Phone: 215-995-1230

Website: <https://plsephilly.org/>

About this resource: Hosted by Philadelphia attorneys across the city for Social Equity, the clinic allows volunteers to check your criminal record information and notify whether one of your charges or convictions is subject to expungement. If you are eligible for expungement and are eligible for free legal services, the PLSE may be able to represent you in the expungement process.

Legal Services (cont.)

CARIE

Location: 1500 JFK Boulevard, Suite 1500, Philadelphia. PA 19102

Phone: 215-545-5728, Toll-Free: 1-800-356-3606

Website: <https://www.carie.org/>

About this resource: Information and assistance to elders, families and professionals. Advocacy and referral services. Options counseling, information, advocacy and education to help elders and caregivers identify and access resources on any issue an elder may be facing.

Accessibility: Free, Interpretation in many languages, 60+, open to all genders

Drexel University Dornsife Center

Phone: 215.571.4019

Website: <https://drexel.edu/dornsifecenter/programs/individual-and-family-supports/legal-services/>

About this resource: Free legal advice and support including record expungement and estate planning.

Senior Law Center

Location: Two Penn Center, 1500 JFK Boulevard, Suite 1501, Philadelphia, PA 19102

Phone helpline: 1-877-727-7529

PHILADELPHIA COUNTY Intake Phone: (215) 988-1242

Website: <https://seniorlawcenter.org/>

About this resource: provides a wide array of civil legal services across Pennsylvania. Offers direct legal services and representation for housing, kinship care, elder abuse, advanced life planning, consumer protection, etc.

Legal Clinic for the Disabled

Location: 1513 Race Street, Philadelphia, PA 19102

Phone: 215-587-3158

Website: www.lcdphila.org

About this resource: Legal assistance for low income individuals with physical disabilities; domestic violence proceedings; legal services for the deaf; legal proceedings to access special education; legal assistance for divorce proceedings; custody; protection from abuse orders; social security; public and private benefits; landlord/tenant as well as referrals to counseling and other services.

AIDS Law Project of Pennsylvania

Location: 1211 Chestnut Street, Suite 600 Philadelphia, PA 19107

Phone: Call M-F 9:30am-1pm, 215-587-9377

Email: intake@aidslawpa.org or intake@lawprojectpa.org

Website: <https://www.aidslawpa.org/>

About this resource: Free legal assistance for those living with HIV. Advocates, educates and provides adequate access to legal services.

Women Against Abuse Legal Center

Phone: 216-686-7082

Website: <https://www.womenagainstabuse.org/services/legal-center>

About this resource: Provides free legal advice and representation for survivors of intimate partner violence for all gender identified people

Victims Assistance Services

West/Southwest Victims Service

Location: 5548 Chestnut Street, Philadelphia PA

Phone: (215) 567-6776

Fax: (215) 567-6775

Email: avp@avpphila.org

Website: <http://avpphila.org/west-by-southwest-victim-services/>

About this resource: West/Southwest Victims Services provides compensation and services to persons who have been a victim of a crime. They are part of the Anti-Violence Partnership of Philadelphia (AVP).

Pennsylvania Office of the Victim Advocate

Locations:

Department of Corrections - 1920 Technology Parkway Mechanicsburg, PA 17050

Phone: 1 (800) 322-4472; 1 (800) 563-6399; TTY: 1-877-394-1064

Email: ra-ovainfo@pa.gov (Interpreters available)

Website: <https://www.ova.pa.gov/Pages/default.aspx>

Board of Probation and Parole –

Harrisburg location: 1101 South Front Street, Suite 5200 Harrisburg, PA 17104

Philly location: 3 South Penn Square Philadelphia, PA 19107

Phone: 215.686.9889

Contact: Sara DeNault / Tia Plummer

Email: sdenault@pa.gov / tplummer@pa.gov

Victim Services Directory for Philadelphia: <https://www.ova.pa.gov/County-Crime-Victims/PublishingImages/Pages/Philadelphia/Philadelphia%20Service%20Directory.pdf>

About this resource: The Pennsylvania Office of the Victim Advocate helps victims of crime by offering a variety of services including notifications, support and advocacy

Victims Compensation Assistance Program (VCAP)

Phone: 1-800-233-2339 OR 717-783-5153

Website: [https://www.pccd.pa.gov/Victim-Services/Pages/Victims-Compensation-Assistance-Program-\(VCAP\).aspx](https://www.pccd.pa.gov/Victim-Services/Pages/Victims-Compensation-Assistance-Program-(VCAP).aspx)

About this resource: The Victims Compensation Assistance Program helps victims and their families through the emotional and physical aftermath of a crime by easing the financial impact placed upon them by the crime. The overall maximum award is \$35,000. Contact the program for more information.

PA SAVIN: PA Victim Notification Service

Phone: (800) 322-4472, (800) 563-6399, or (877) 349-1064

Website: <https://pcv.pccd.pa.gov/available-services/Pages/PA-SavinOffender-Notification.aspx>

Email: ra-ovainfo@pa.org

About this resource: 24/7, Confidential Service. SAVIN is an automated victim notification system. This service provides free, confidential notification regarding offender's release, transfer or escape. Pa SAVIN includes offenders under supervision of county jails, state prisons and state parole. Information on any changes with offender's custody; calls can be received at any time.

Free Photo Identification

If you are experiencing homelessness, you can get a free ID if you visit one of the following city intake locations:

Day-time in-take: Appletree Family Center: 1430 Cherry Street, weekdays, 7 a.m. to 5 p.m., 215-686-7150; **OR** Roosevelt Darby Center: 804 N. Broad Street, weekdays, 7a.m. to 5 p.m., 215-685-3700

After hours in-take: Red Shield Family Residence: 715 N. Broad Street, every night, 5 p.m. to 7 a.m., 215-787-2887; **OR;** Station House: 2601 N. Broad Street (rear entrance), every night, 5 p.m. to 7 a.m., 215-225-9230; **OR** Gaudenzia's House of Passage: 111 N. 49th St., entrance on 48th Street, every night, 5 p.m. to 7 a.m., 267-713-7778

Bebashi PHL

Location: 1235 Spring Garden Street, Philadelphia, PA 19123

Phone: (215) 769-3561

Broad Street Ministry

Location: 315 S. Broad Street, Philadelphia PA 19107, Monday-Friday, 12-2pm

Face to Face Germantown

Location: 109 E. Price Street, Philadelphia PA 19144, Monday, Tuesday, Friday: 9am-1pm

Phone: 215-438-7939

Project HOME

Location: 1515 Fairmount Avenue, Philadelphia PA 19130 Times: Monday-Friday, 10-4:30pm

Phone: 215-232-7272

Education Programs

Graduate Philadelphia

Phone: 215.933.2139

Email: Advisor@GraduatePhiladelphia.org.

Web: <https://graduatephiladelphia.org>

About this resource: Provides free advising, guidance, coaching and supports to adults who seek to return to college.

Jevs E³ Program (alternative schooling)

Phone: 267-238-3180

Email: e3@jevs.org

Website: <https://www.jevshumanservices.org/program/e3-power-center-city/>

About this resource: A free education, employment, and empowerment services for people ages 16-24 who are out of school or returning from juvenile placement. GED classes, college and SAT Prep, job and career readiness classes, job placement and life skill classes.

GED to College Success Program

Location: Breslin Learning Center, 100 South Broad Street, 10th Floor Philadelphia, PA 19110

Phone: 215-568-2220

Website: www.1199ctraining.org

About this resource: Free program with services ranging from GED Subject Classes and Tutoring to College Readiness Preparation. Criteria: Philadelphia resident, ages of 17- 21 and out of school, able to pass an entry assessment, and able to meet WIA eligibility.

Employment Services

West Philly Skills Initiative (WPSI)

Location: 3801 Market Street, Suite 206, Philadelphia, PA 19104

Phone: 215.243.0555

Web: <https://philadelphiaskills.org/>

About this resource: Programs that connect job seekers to the tools and supports needed to build a meaningful career. Upon completing one of WPSI's training programs, participants have an opportunity to interview for a job with employer partners. Although WPSI does not guarantee job placements, 95% of our participants secure a position upon graduation.

Drexel University: Community Health Worker Peer (CHWP) Training Academy

Location: Drexel University, 3141 Chestnut Street, Philadelphia, PA 19104

Phone: 215-762-1170

Email: aeg336@drexel.edu (Aunnalea Grove, Director of Healing Centered Learning)

Website: <https://drexel.edu/cnvsj/projects/community-health-workers/>

About this resource: This program is designed to train men, ages 18-30, who have experienced violent injury in their own lives to become Community Health Worker Peers. Participants who complete the CHWP Training Academy may be eligible to apply for employment as a CHWP.

1199c Behavioral Health Technician Pre-Apprenticeship Training Program

Location: 100 South Broad Street, Philadelphia, PA 19110

Website: www.1199ctraining.org

About this resource: The Behavioral Health Technician Pre-Apprenticeship Training will prepare individuals for employment as a direct care support professional at residential and out-patient facilities.

Philabundance Community Kitchen Program

Location: 3616 South Galloway Street Philadelphia, PA 19148

Phone: (215) 770-6569

Email: PCKRecruitment@philabundance.org

Website: <https://www.philabundance.org/pck/become-a-student/>

About this resource: A 14-week culinary vocational training program. Students will earn their ServSafe certificate; have an internship opportunity in the culinary industry; prepare meals for those in need; and receive retention services by PCK staff for two years after graduation.

Common Grounds Food Service Training to Employment Program

Location: 606 Main Street Lansdale, PA 19446

Phone: 215-855-5454

Email: sjurina@mannaonmain.org

Website: <https://mannaonmain.org/about-us/cgtp/>

About this resource: The Common Grounds Food Service Training to Employment Program is a free, 14-week culinary and work skills program hosted by MANNA.

Construction Apprentice Preparatory Program

Location: 4548 Market Street Philadelphia, PA 19139

Phone: (609) 792-4768

Website: <http://cappprep.blogspot.com/>

About this resource: Diverse training program designed to prepare people over age 18 interested in an apprenticeship in one of the Building Trades Union.

Employment Services (cont.)

POWER Pre-Apprenticeship Program

Phone: (267) 270-5095

Web: <http://www.tradesfordifference.org/power>

About this resource: A 7-week Core Program that teaches the basics of construction while helping identify a desired career pathway in the construction industry. After completing the Core Program, students will receive 6 industry certifications. Apprentices will go through a series of hiring job fairs with ABC members for employment in their selected trade pathway. Applicants must be PHA residents or have a Section 8 voucher, as well as be 18 and older and have a HS diploma/GED.

Food Related Resources

Coalition Against Hunger

Phone: 215-430-0556

Website: <http://www.hungercoalition.org/food-pantries>

About this resource: This is an online food pantry map for the greater Philadelphia area. Some of the information is outdated, so make sure you or the family call before they are to go to the pantry. Of note, some pantries require referrals.

Coalition Against Hunger SNAP (Food Stamp) Hotline

Phone: 215-430-0556

About this resource: The Coalition Against Hunger can help you apply for SNAP (food stamps) by phone. Find food pantries near you and learn about other programs that help. This service is free and confidential.

Share Food Program

Location: 2901 W. Hunting Park Philadelphia, PA 19129

Phone: 215-223-2220

Website: <https://www.sharefoodprogram.org/find-food/>

About this resource: Share Food Program works with hundreds of community-based organizations and partners across the Philadelphia region to provide nutritious food to anyone facing food insecurity.

Philadelphia Food Distribution Sites

Website: <https://www.phila.gov/food/>

About this resource: You can use the City's free food locator to find free food and meals. The locator is available in six languages and you can search by address. There are food distribution sites (free food for all residents, no ID or proof of income is required), student meal sites (free meals for children and youth at recreation centers and community-based sites), older adult meal sites, and general meal sites (free meals for all residents, no ID or proof of income required). Be sure to confirm meal times before visiting a site.

Grace Lutheran Church

Location: 3529 Haverford (at N. 36th St.) Philadelphia, PA 19104

Phone: 215-222-3570

Website: <https://www.hungercoalition.org/food-pantries/grace-evangelical-lutheran-church-0>

About this resource: Food distribution occurs Wednesdays and Thursdays only from 9 a.m. – 1 p.m. on a first come, first serve basis. Must have ID. Can pick up food once a week.

Food Related Resources (cont.)

Helping Others Resources

Location: 214 S. 71st St

Phone: 800-557-0426

Website: <http://www.hungercoalition.org/food-pantries/helping-others-resources-inc>

About this resource: Provides produce and dry foods from 11:00 a.m. – 2:00 p.m. Tuesday, Wednesday and Thursday. Must have photo ID and proof of address with you. Allow guests to choose foods they want from shelves (Choice Pantry) AND provide prepacked bags or boxes of food.

Green Light Pantry

Website: <http://www.hungercoalition.org/green-light-pantries>

About this resource: Food pantry focused on highly nutritious food. Pantry members also take part in monthly nutrition workshops and receive other services.

MANNA: (note that for parents suffering with a chronic illness; food is provided for dependents)

Location: 420 North 20th Street Philadelphia, PA 19130

Phone: (215) 496-2662

Email: info@mannapa.org

Website: www.mannapa.org

About this resource: MANNA provides food for those who are in need. Especially for people at acute nutritional risk due to life-threatening illness, MANNA (Metropolitan Area Neighborhood Nutrition Alliance) prepares and delivers delicious nourishing meals and counsel, empowering individuals to battle illness and improve their quality of life.

Philabundance Food Bank

Location: 3616 S Galloway Street Philadelphia, PA 19148

Phone: (215) 339-0900 *Fax:* (215) 339-0924

Email: contactus@philabundance.org

Website: www.Philabundance.org

About this resource: Philabundance offers food services to those in need residing in the Delaware Valley. For more information, visit the website listed above.

Philly Community Fridges

Community fridges where neighbors provide mutual aid for each other through food donations. Most, if not all, of the area's community fridges are available 24 hours a day, seven days a week, and don't require any registration to give or take food — aid can happen at any time.

Locations (last updated 2021 by Philly Inquirer):

Cedar Park Community Fridge — 4819 Springfield Ave.

Cedar Park: The People's Fridge — 511 S. 52nd St.

Powelton Village: Powelton Fridge — 3750 Lancaster Ave.

Spring Garden: Spring Garden Community Pantry — 1924 Spring Garden St.

Mantua: Ronnie Vega Community Fridge — 4134 Lancaster Ave.

Germantown: Ourchive215 — 5424 Lena St.

More lists of fridge locations can be found at:

<https://www.mamateefridge.com/fridgelocations>

<https://www.instagram.com/fridgesandfamily>

<https://www.instagram.com/southphlcommunityfridge>

Housing Related Resources

If you are currently experiencing homelessness, please see Project HOME's Where To Turn guide at <https://www.projecthome.org/where-to-turn>

Lutheran Settlement House (LSH)

Location 1: Fishtown Site: 1340 Frankford Avenue Philadelphia, PA 19125

Phone: (215) 426-0581

Location 2: Jane Addams Place: 1007 West Lehigh Avenue Philadelphia, PA 19133

Phone: (215) 387-2587

Website: <https://www.lutheransettlement.org/services/>

About this resource: Lutheran Settlement House (LSH) is a non-profit, community-based organization committed to serving children, adults, and families living in Philadelphia.

Affordable Housing Online

Website: <http://affordablehousingonline.com/>

About this resource: Database of Federal housing assistance and exhaustive affordable housing data for each state, county, and city in America.

Achievability

Location: 35 N. 60th Street Philadelphia, PA 19139

Phone: (215) 748-8800

Fax: (215) 748 6969

Email Information: info@achievability.org

Website: www.achievability.org

About this resource: Achievability is a non-profit organization that aims to reduce the cycle of poverty through offering a variety of social services to low-income families.

Horizon House

Program Services Location: 5901 Market Street, 3rd Floor, Philadelphia, PA 19139

Phone: (215) 386-3838

Fax: (215) 386-4854

Email info: horizon.house@hhinc.org

Website: <https://www.hhinc.org/behavioral-health-services/housing-and-supported-living/>

About this resource: Horizon House Incorporated is a resource made available to persons with psychiatric disabilities and their families. Provides comprehensive, community-based services. We create opportunities for those served to manage their lives through environments that emphasize individual strength and choice.

Pathways to Housing PA

Location: 5201 Old York Road, Fourth Floor, Suite 108, Philadelphia, PA 19141

Phone: (215) 390-1500

Website: <https://pathwaystohousingpa.org/>

About this resource: The mission of Pathways to Housing PA is to transform individual lives by ending homelessness and supporting recovery for people with disabilities. Pathway's staff work in multidisciplinary teams to help each individual to move out of homelessness, to reconnect with family and friends, to manage their finances, and to re-learn tasks like grocery shopping, cooking for themselves, doing laundry, or simply riding the bus.

Housing Related Resources (cont.)

Bethesda Project

Location: 1630 South Street, Philadelphia, PA, 19146

Phone: (215) 985-1600

Website: <https://www.bethesdaproject.org/housing-shelter>

About this resource: Since 1979, Bethesda Project has been providing emergency shelter, housing and supportive services for thousands of individuals experiencing homelessness in Philadelphia. Across its 15 locations, Bethesda Project offers a home and safe environment where guests and residents can stabilize and regain their dignity and self-worth.

HopePHL (fka PEC or People's Emergency Center)

Location: 325 N 39th St, Philadelphia, PA 19104

Phone: (267) 777-5880

Website: <https://www.hopephl.org/i-need-services.html>

About this resource: HopePHL's mission is to nurture families, strengthen neighborhoods and drive change. For families, children, and youth experiencing homelessness, HopePHL offers more than 235 affordable housing units, job training, parenting and early childhood education, financial education and planning, life skills and technology classes.

Women's Community Revitalization Project

Location: 100 West Oxford Street E-2300 Philadelphia, PA 19122

Phone: 215-627-5550

Contact Person: Astrid Zayas, 215-229-4020

Email: azayas@wcrpphila.org

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

About this resource: WCR develops affordable housing; provide supportive services; advocate for policy change; and honor and promote leadership, dignity, and justice in our communities.

Adaptive Modifications Program (AMP) of the Philadelphia Housing Development Corp.

Phone: 215-448-2160

Website: <https://phdcphila.org/residents-and-landlords/home-repair-and-improvements/adaptive-modifications-program/>

About this resource: AMP provides free adaptations to the house or apartment of a person with permanent physical disabilities, allowing easier access to and mobility within the home. Income guidelines apply. PHDC also provides other home repair services: <https://phdcphila.org/residents-and-landlords/home-repair-and-improvements/>

Utilities

Low Income Home Energy Assistance Program (LIHEAP)

Fax: (202) 401-5661

Email Info: LIHEAPconsumers@acf.hhs.gov

Website: <https://www.dhs.pa.gov/Services/Assistance/Pages/LIHEAP.aspx>

About this resource: The Low Income Home Energy Assistance Program (LIHEAP) helps low income families obtain and maintain their access to utilities.

Utilities (cont.)

PECO Customer Assistance Referral Evaluation Programs (CARES)

Phone: 1-800-774-7040

About this resource: Customer Assistance and Referral Evaluation Services (CARES) is a referral and information service designed to assist special-needs, low-income customers who have a temporary personal or financial hardship that prevents the payment of the utility bill. Call the above listed number to determine eligibility.

Matching Energy Assistance Fund (MEAF)

Phone: 1-800-774-7040.

About this resource: The Matching Energy Assistance Fund (MEAF) is an energy assistance program that enables us to assist low-income, residential customers in our service territory with bill payment.

Heater Hotline

Location: 106 W. Clearfield St. Philadelphia, PA 19133

Phone: 215-568-7190

E-mail: info@ecasavesenergy.org

Website: <https://www.ecasavesenergy.org/heater-hotline>

About this resource: The Heater Hotline provides free repairs for income eligible homeowners with broken gas, oil, coal, or electric heating systems; also performs preventative maintenance and heater clean outs during the spring and summer months. Eligibility: Must have single family home (no apartment or businesses); Homeowners only; Income must be below 150% Federal Poverty Level (FPL).

Philadelphia Water Department Water Bill Customer Assistance

Location: 1101 Market Street, 5th Floor Philadelphia, PA 19107 *Phone:* 215-685-6300

Email: watercap@phila.gov

Website: <https://www.phila.gov/services/payments-assistance-taxes/income-based-assistance-programs/water-bill-customer-assistance/>

About this resource: The mission is to provide all Philadelphians with safe water. By offering more affordable options, they are encouraging more customers to stay current on their water bills- a benefit to all customers and the neighborhoods in which they live. If someone is having problems paying your water bill, go to the above listed website to print, request, or start an application to see if a person is eligible for assistance.

Utility Emergency Services Fund (UESF)

Location: 1608 Walnut Street, Suite 600, Philadelphia, PA 19103

Phone: (215) 927-5170

Fax: (215) 927-5174

Website: www.uesfacts.org

About this resource: Helps individuals and their families maintain their access to utilities by providing the funds necessary to pay for them. Services include provision of financial assistance so families and individuals can avoid utility termination or get utility service restored; security deposit, rent, and mortgage assistance to further stabilize housing; ongoing self-sufficiency workshops to encourage responsibility and maintain stability; formation of partnerships and ongoing advocacy activities.

Utilities (cont.)

Benefits Data Trust (BDT)

Location: 1500 Market St, Suite 2800, Philadelphia, PA 19102

Phone: (215) 207-9100

Website: <https://bdtrust.org/get-help/>

About this resource: Benefits Data Trust (BDT) provides live personnel that walk through the screening process for public benefits. The live personnel provide great support to individuals that are trying to get public benefits.

Basic Systems Repair Program

Location: 1234 Market St. 17th Floor Philadelphia, PA 19107

Phone: (215) 448-2160, *TDD:* (215) 449-2184

Website: <http://ohcdphila.org/home-repair/bsrp/>

About this resource: The Basic Systems Repair Program (BSRP) provides free repairs to the electrical, plumbing, and heating systems of owner-occupied homes in Philadelphia. BSRP may also provide free replacement of a house's roof if major interior damage such as a collapsing ceiling is evident.

Transportation

Modivcare

Website: <https://www.mymodivcare.com/how-it-works>

About this resource: Modivcare is an agency that provides transportation to children and adults on Medical Assistance to non-emergency appointments.

SEPTA CCT Connect

Phone: (215) 580-7145

Website: <http://www.septa.org/service/cct/>

Brochure for people with disabilities: <http://www.septa.org/service/cct/pdf/ADA-Brochure.pdf>

About this resource: SEPTA provides transportation services for people with disabilities who are unable to use regular bus service for their transportation needs. Eligible individuals can travel whenever and wherever buses operate in SEPTA's service region.

Child Care/Early Education

Early Learning Resource Center

Location: Three locations in Philadelphia: 2361-2373 Welsh Road, 2816 Germantown Avenue, and 5548 Chestnut St, 2nd Floor

Phone: 215-382-4762, 1-888-461-5437

Website: <https://philadelphiaelrc18.org/>

About this resource: The ELRC for Region 18 provides a single point-of-contact for families, early learning service providers and communities to gain information and access services that support high quality child care and early learning programs.

Furniture

OHAAT Beds for Kids

Location: 421 Pike Road, Unit 5 Huntingdon Valley, PA 19006

Phone: 215-346-6427

Email: info@ohaat.org

Website: <http://www.ohaat.org/program-info/>

About this resource: Delivers beds, bedding, and tools that encourage healthy bedtime habits like books and toothbrushes, directly to the homes of children in need.

Philadelphia Furniture Bank

Location: 3650 I St, Philadelphia, PA 19134

Phone: (215) 2991-9830

Website: <https://pathwaystohousingpa.org/furniture>

About this resource: Philadelphia Furniture Bank collects gently used furniture from the public in our warehouse and provides it to individuals and families in crisis. Only clients who have been referred to us by Member Agencies are eligible to come to our warehouse to select furniture, ensuring that furniture is distributed DIRECTLY to families and individuals most in need.

West Philadelphia Tool Library (WPTL)

Location: 1314 South 47th Street, Philadelphia, PA 19143

Phone: 215-833-3190

Email: info@westphillytools.org

Website: <http://westphillytools.org>

About this Resource: The West Philly Tool Library loans tools to community members so they can perform simple home maintenance, tend their yards and gardens, build furniture, start projects, and learn new skills in a safe and affordable manner.

Hygiene

Our Brothers Place

Location: 907 Hamilton St, Philadelphia, PA 19123

Phone: (215) 985-1600

Website: <https://www.bethesdaproject.org/housing-shelter>

About this resource: Bethesda Project's Our Brothers' Place is run in conjunction with the City of Philadelphia and provides emergency shelter for 149 men and supportive services for an additional 50 on a daily basis. Individuals experiencing homelessness receive warm meals and social services, taking the first step in accessing housing in the community.

Project HOME Hub of Hope

Location: 1400 Arch Street, Sub Concourse Level, Municipal Services Building

Phone: 215-309-5225

Website: <https://www.projecthome.org/hub-hope>

About this resource: The Hub of Hope offers a safe place where people who are experiencing homelessness can enjoy a warm cup of coffee, take a shower, wash their laundry, and speak to peers or resource coordinators and ultimately, begin the process of finding a permanent home. In addition to social services, the Hub of Hope offers a range of health care services, including—primary medical care, behavioral health care, and reproductive health services.

Hygiene (cont.)

No More Secrets

Location: 4811 Germantown Avenue, Suite 101, Philadelphia, PA 19144

Website: <https://www.nomoresecretsmbbs.org/>

Phone: (215) 485-7881

About this resource: Provides menstrual supplies, education, and healthcare resources as well as life skills on budgeting, nutrition, bodily autonomy, consent, and healthy relationships.

Immigrant/Refugee Related Resources

African American Health Organization (AFAHO)

Location: 4415 Chestnut St., Suite 202 Philadelphia, PA 19104

Phone: (215) 546-1232

Website: <https://afaho.org/>

About the resource: Provides culturally and linguistically sensitive health, human and educational services to African and Caribbean immigrants and refugees in the greater Philadelphia area.

Congreso Health Center

Location: 216 West Somerset St. Philadelphia, PA 19133

Phone: (215) 763-8870

Email: info@congreso.net

Website: <http://www.congreso.net/>

About the resource: Congreso de Latinos Unidos, Inc. is a nonprofit organization that was founded in 1977. Congreso has a mission to assist individuals and families in predominantly Latino neighborhoods with achieving economic self-sufficiency and well-being.

Pennsylvania Immigration Resource Center (PIRC)

Location: 294 Pleasant Acres Rd, York, PA 17402

Phone: (717) 600-8099

Email: info@pirclaw.org

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

About the resource: PIRC provides free, effective legal representation, legal counsel, education, and advocacy to help immigrants obtain or protect their legal status. Services include comprehensive legal services to immigrants in detention.

Southeast Asian Mutual Assistance Associations Coalition (SEAMAAC)

Location: 1711 S. Broad Street, Philadelphia, PA 19148

Phone: (215) 467-0690

Email: info@seamaac.org

Website: <https://seamaac.org/>

About the resource: SEAMAAC provides educational, health and social service, and community developmental opportunities. The health and social services department strives to improve the quality of immigrant and refugee families lives by helping them gain access to health care, social services, community building, advocacy, all while building bridges to health care and social service providers.

Immigrant/Refugee Related Resources (cont.)

HIAS Pennsylvania

Location: 2100 Arch Street, Philadelphia, PA 19103

Phone: (215) 832-0900

Website: <https://hiaspa.org/get-help/access-our-services/>

About the resource: Services include representation and legal counseling before immigration agencies and courts. Citizenship, refugee resettlement and other social services to assist newly arriving immigrants, refugees and those recently granted asylum.

Vietlead

Location: 320 W. Oregon Ave, Philadelphia, PA 19148

Phone: (267) 457-2851

Email: info@vietlead.org

Website: <https://www.vietlead.org/community-defe>

About the resource: VietLead is a grassroots community organization in Philadelphia and South Jersey that is creating a vision and strategy for community self-determination, social justice, and cultural resilience. The Community Defense program focuses on case support (such as legal referral, accompaniment to ICE check-ins, etc.), leadership development, and policy advocacy to end ICE detention and deportation of Southeast Asian community members in PA and NJ.

LGBTQ+ Related Resources

Attic Youth Center

Location: 255 South 16th Street

Philadelphia, PA 19102

Phone: (215) 545-4331

Email: info@atticyouthcenter.org

Website: <https://www.atticyouthcenter.org/>

About this resource: The Attic creates opportunities for Lesbian, Gay, Bisexual, Transgender, and Questioning (LGBTQ) youth to develop into healthy, independent, civic-minded adults within a safe and supportive community, and promotes the acceptance of LGBTQ youth in society.

Philadelphia FIGHT

Main Office: 1233 Locust Street, Philadelphia, PA 19107

Health Centers for Youth and Adults: 1207 Chestnut Street, Philadelphia, PA 19107

Main Phone: (215) 985-4448

Website: <https://fight.org/programs-2/>

Email: fight@fight.org

About this resource: Philadelphia FIGHT Community Health Centers provide culturally competent comprehensive primary care, and state of the art HIV primary care to low-income members of the community, along with research, consumer education, advocacy, social services and outreach to people living with HIV and those who are at high risk. The John Bell Health Center is a comprehensive healthcare clinic that provides state-of-the-art primary medical care to adults age 18 and older. The Y-HEP Health Center offers an inclusive, trauma-informed, gender affirming approach to healthcare for adolescents and young adults (ages 13-24). Both centers are located at the Chestnut St location.

LGBTQ+ Related Resources (cont.)

William Way LGBT Community Center

Location: 1315 Spruce Street, Philadelphia, PA 19107

Phone: 215-732-2220

Website: <https://www.waygay.org/>

Email: info@waygay.org

About this resource: The William Way LGBT Community Center serves the LGBTQIA+ community of Philadelphia and its allies 365 days a year. From social groups, networking events, and counseling and support services to art exhibitions and cultural experiences, the Center consistently strives to provide new and innovative programs for the LGBTQIA+ communities throughout Greater Philadelphia. The Peer Counseling Program of the William Way LGBT Community Center offers one-to-one temporary counseling that is confidential and free of charge.

Mazzoni Center

Location 1: 1348 Bainbridge Street Philadelphia, PA 19147

Location 2 (Washington West Project): 1201 Locust Street Philadelphia, PA 19107

Main Phone: 215-563-0652; *Medical:* 215-563-0658; *Legal:* 215-563-0657

Website: <https://www.mazzonicenter.org/>

About this resource: Mazzoni Center is the largest health care provider in the Philadelphia region specifically targeting the unique health care needs of the lesbian, gay, bisexual, and transgender communities.

Galaei

Location: 149 W. Susquehanna Ave North Philadelphia, PA 19122

Phone: (267) 457-3912

Email: INFO@GALAEI.ORG

Website: <https://www.galaei.org/mission>

About this Resource: The youth program works to support the empowerment and leadership development of queer Latinx and black youth through individual coaching, group support, and community engagement. Galaei provides a safe and affirming drop-in every Mon-Thurs from 3-6 p.m. where youth are coached through various issues relating to sexual health, education, employment, conflict resolution, and trauma.

Domestic Violence, Intimate Partner Violence, and Sexual Abuse Support

Dawn's Place

Location: (undisclosed) P.O. Box 48253, Philadelphia PA, 19144

Phone: (215) 849-2396

Email: info@ahomefordawn.org

Website: <http://www.ahomefordawn.org/about.php>

About this Resource: Dawn's Place is a residential, 501(c) 3 non-profit organization located in Philadelphia, Pennsylvania, USA. Support for victims of Commercial Sexual Exploitation (CSE), "sex trafficking" or slavery. Dawn's Place works to improve the lives of women trapped by, or at risk for, CSE by providing housing, trauma recovery services, vocational training and other services.

Domestic Violence, Intimate Partner Violence, and Sexual Abuse Support (cont.)

Women Against Abuse (WAA)

Location: 100 South Broad Street, Suite 1341 Philadelphia, PA 19110

Phone: 1-215-356-1280

Hotline: 1-866-723-3014

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

About this resource: Domestic violence advocate and service provider.

Women in Transition (WIT)

Phone: 215-751-1111

Email: witservices@helpwomen.org

Website: <https://www.helpwomen.org/>

About this resource: Women In Transition uniquely addresses the linkage of domestic violence and substance abuse through early intervention, prevention and recovery support services which endeavor to help women identify, early, how domestic violence and substance abuse are affecting their lives. WIT's programs are designed to empower women to make positive changes in their lives and live free of intimate partner violence, substance abuse and poverty.

Women Organized Against Rape (WOAR)

Location: 1617 John F Kennedy Blvd., Suite 800 Philadelphia, PA 19103

Phone: 215-985-3315

Hotline: 215-985-3333

Email: info@woar.org

Website: <https://www.woar.org/>

About this resource: WOAR is a non-profit organization in Philadelphia, Pennsylvania whose mission is to eliminate all forms of sexual violence through specialized treatment services, comprehensive prevention education programs, and advocacy for the rights of victims of sexual assault.

Clothing Services

Career Wardrobe

Location: 413 North 4th Street, Philadelphia, PA 19123

Phone: (215) 568-6693 ext. 19

Website: <https://careerwardrobe.org/>

Email: info@wardrobepa.org

About this resource: Career wardrobe is a consignment shop that offers up to 70% off for professional attire for both men and women. Career Wardrobe also offers style coaching on what individuals should wear in the professional world.

Our Closet

Location: 400 S State Road (Former Anthem Institute) Springfield, PA 19064

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

Email: info@ourclosetpa.org

About this resource: Our Closet is a volunteer-driven organization that provides clothing to vulnerable Philadelphians and their families free of charge by operating "pop-up shops" throughout the city.

Social Security

Supplemental Security Income (SSI)

Toll-free hotline: 1(800) 772-1213

Email: <https://secure.ssa.gov/emailus/>

Website: www.ssa.gov/pgm/ssi.htm

About this resource: Supplemental Security Income is a service subsidized by the U.S government that provides a source of income for individuals who have low-income and are 65 years old or older, blind, or disabled.

The United States Social Security Administration

Locations:

FOR CARD SERVICES: 2 Penn Center, Suite 2000B Philadelphia, PA 19102

FOR ALL OTHER SERVICES: 4240 Market Street Philadelphia, PA 19104

Phone: 1(800) 772-1213

Website: www.ssa.gov

About this resource: Government service that provides funds to retired workers, persons with disabilities, families of persons with disabilities due to working and also deceased workers' families.

Mental Health Resources

Community Behavioral Health (CBH)

Location: 801 Market Street, Suite 7000 Philadelphia, PA 19107

Phone: (215) 413-3100, (215) 413-8586

Website: <http://dbhids.org/community-behavioral-health/>

About this resource: Community Behavioral Health is an organization funded by the state of Pennsylvania that provides mental health services to individuals who receive Medicaid in Philadelphia.

Drexel Psychological Services Center

Location: Stratton Hall, 2nd Floor 3201 Chestnut Street Philadelphia, PA 19104

Mailing Address: 3141 Chestnut Street, Suite 250 Philadelphia, PA 19104

Phone: 215.553.7128

Fax: 215.553.7183

Website: <https://drexel.edu/coas/academics/departments-centers/psychology/clinic/>

About this Resource: The Drexel Psychological Services Center (PSC) is a training facility run by the Department of Psychology. Provide mental health services on a sliding scale fee.

Merakey

Location: 265 E. Lehigh Ave, Philadelphia, PA 19125

Phone: 215-427-1500

Website: <https://www.merakey.org/location-pennsylvania.html>

About this Resource: Merakey is a leading developmental, behavioral health, and education non-profit provider offering a breadth of integrated services to individuals and communities across the country

Mental Health Crisis Response

National Suicide Prevention Hotline

CALL 988, 24 hrs a day

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

Friends Hospital CRC

4641 Roosevelt Boulevard Philadelphia, PA

Phone: (800) 889-0548 or (215) 831-2600

www.friendshospital.com/contact/

Einstein Hospital CRC

Located at Einstein Hospital CRC.

5501 Old York Road, Philadelphia, PA, 19141

Phone: (215) 951-8300

Please note that individuals arriving at Einstein Hospital CRC intervention must enter through the emergency room for triage. The emergency room is located at the back of the main hospital tower facing Old York Road.

Temple/Episcopal Hospital CRC

Located at 100 East Lehigh Avenue at Front

Street Philadelphia, PA

Phone: (215) 707-2577

Pennsylvania Hospital CRC

(Hall-Mercer CMH/MRC) Located at 8th and Locust Streets

Phone: (215) 829-5433

24-Hour Mental Health Delegate Line: 215-685-6440

Call the Mental Health Delegate Line if you are seeking help for yourself, a family member, a friend, etc. (available 24-Hours a day, 7 days a week) for:

- Information, consultation, guidance, technical advice and referral
- A Mobile Crisis Team for on-site assessment and intervention
- Referral to a nearby Crisis Response Center for evaluation, treatment and recovery services
- Deployment of a Crisis Specialist to provide appropriate support and related service for a limited period of time to a person in their own home who is experiencing a significant crisis
- Applications for Involuntary Emergency Examination and Treatment for Persons who have a mental disability, are a danger to themselves or others and refuse to accept treatment
- A short term mental health crisis residence providing intervention for various psychiatric stress conditions
- A Community Response Team for communities experiencing violence and other traumatic events to foster resilience by offering support, crisis counseling, psychological first aid, psycho-education and referral for other appropriate services.