



PENNSYLVANIA  
HEALTH AND  
HUMAN  
SERVICES  
RESOURCE  
GUIDE

COMMONWEALTH OF PENNSYLVANIA



## Notes

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## PA's Health and Human Services Call Center



ONE call connects you to ALL of these resources for your household's information and referral needs.

Monday to Friday - 7 a.m. to 7 p.m

Brain Injury 1-866-412-4755	<ul style="list-style-type: none"><li>• Information for families, caregivers and coaches</li><li>• Falls prevention, shaken baby syndrome, school &amp; work return</li></ul>
Healthy Baby 1-800-986-BABY 1-800-986-2229	<ul style="list-style-type: none"><li>• Concerns about pregnancy and health care coverage</li><li>• WIC nutrition and breastfeeding information and support</li><li>• Newborn screening, immunizations and more</li></ul>
Healthy Kids 1-800-986-KIDS 1-800-986-5437	<ul style="list-style-type: none"><li>• Children's Health Insurance Program (CHIP)</li><li>• Medical Assistance eligibility prescreening (MA)</li><li>• Health and human services information and referrals</li></ul>
Facility Complaints 1-800-254-5164	<ul style="list-style-type: none"><li>• Concerns with the care of a resident in a nursing home or hospital</li><li>• Complaints about care in government-regulated facilities</li></ul>
Lead Information 1-800-440-LEAD 1-800-440-5323	<ul style="list-style-type: none"><li>• Lead poisoning prevention for pregnant women and children</li><li>• Publications for residents, landlords and contractors</li><li>• Lead abatement training and information</li></ul>
Long Term Living 1-866-286-3636	<ul style="list-style-type: none"><li>• Long-term living services and supports</li><li>• Financial planning, ombudsmen, living at home &amp; more</li></ul>
Special Kids Network System of Care 1-800-986-4550 1-877-232-7640	<ul style="list-style-type: none"><li>• Chronic behavioral, medical, emotional or developmental conditions</li><li>• Accessible and inclusive recreation, assistive technologies</li><li>• Community assistance to address local service gaps</li><li>• TTY for all toll-free lines</li></ul>

- Order publications, search the health & human services database, use Live Chat: [www.HelpinPA.state.pa.us](http://www.HelpinPA.state.pa.us)
- Language Line and bilingual representatives
- [www.Facebook.com/HelpinPA](http://www.Facebook.com/HelpinPA)



Made possible through a partnership of Pennsylvania's departments of Aging, Health, Insurance and Public Welfare under a contract with the Department of General Services



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



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

## CASH ASSISTANCE

### GENERAL ASSISTANCE (GA) Department of Public Welfare



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

Contact: Local county assistance office or PA DPW Helpline  
Phone: See county assistance office listing at the end of this guide.  
PA DPW Helpline: 1-800-692-7462  
Website: <http://www.dpw.state.pa.us> click on: For Adults  
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.refugeesinpa.org](http://www.refugeesinpa.org) for a description of who qualifies as a refugee. RCA is a federally-funded cash assistance program that may be provided for eight months from the date of entry into the United States; asylees for eight months from the date asylum is granted; and Afghanis and Iraqis with Special Immigrant Visas (SIVs) for eight months from the date the SIV is granted if granted after entry into the U.S. or the date of arrival to the U.S. if SIV is granted prior to entry.

Contact: Refugee Cash Assistance Program or PA DPW Helpline  
Phone: 717-787-8608  
PA DPW Helpline: 1-800-692-7462  
Website: [www.refugeesinpa.org](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 at the end of this guide.  
PA DPW Helpline: 1-800-692-7462  
Website: <http://www.dpw.state.pa.us> click one: For Adults  
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 and other services for eligible dependent children who are deprived of financial support as a result of death, absence, incapacity or unemployment of one or both of their parents.

Contact: Local county assistance office or PA DPW Helpline

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

PA DPW Helpline: 1-800-692-7462

Website: <http://www.dpw.state.pa.us> Click on: For Adults

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

## CHILD HEALTH AND SAFETY

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

Insurance Department



Offers health insurance to all uninsured children and teens who are not eligible for or enrolled in Medical Assistance. No family makes too much money for CHIP because there is no income limit.

CHIP's comprehensive benefit package includes doctor visits, dental, eye exams and glasses, prescriptions and immunizations, and much more. There are three easy ways to apply for CHIP—online, over the phone or with a paper application.

Contact: CHIP

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

or

TTY 1-877-232-7640

Website: [www.ChipCoversPAKids.com](http://www.ChipCoversPAKids.com)

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

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### PA NEWBORN SCREENING SERVICES Department of Health



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

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

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

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

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## CHILD HEALTH AND SAFETY (continued)

### SUDDEN INFANT DEATH SYNDROME (SIDS)/INFANT DEATH SERVICES

Department of Health

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

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

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

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

Website: [www.health.state.pa.us/pasids](http://www.health.state.pa.us/pasids)

## CHILD PROTECTION AND PLACEMENT

### ADOPTION PROGRAMS

Department of Public Welfare

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

Contact: Statewide Adoption and Permanency Network (SWAN),

Pennsylvania Adoption Exchange (PAE)

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

Website: [www.adoptpakids.org](http://www.adoptpakids.org)

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### CHILDLINE ABUSE HOTLINE

Department of Public Welfare

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

Contact: Childline Abuse Hotline

Phone: 1-800-932-0313

Website: <http://www.dpw.state.pa.us> Click on: For Children

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## CHILD PROTECTION AND PLACEMENT (continued)

### FOSTER CARE

Department of Public Welfare

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

Contact: Pennsylvania State Resource Family Association

Phone: 1-800-951-5151

Website: <http://www.dpw.state.pa.us> Click on: For Children or [www.psrfa.org](http://www.psrfa.org)

## EARLY CARE AND EDUCATION FOR CHILDREN

### CHILDCARE SUBSIDY

Departments of Public Welfare and Education

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

Contact: Childcare Works

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

Website: <http://www.dpw.state.pa.us> Click on: For Children

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### EARLY CHILDHOOD EDUCATION PROFESSIONAL DEVELOPMENT

Departments of Public Welfare and Education

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

Contact: PA Keys

Phone: 1-800-284-6031

Website: [www.pakeys.org](http://www.pakeys.org)

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

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

Contact: Office of Child Development and Early Learning

Phone: 717-346-9320

Website: [www.pakeys.org](http://www.pakeys.org)

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

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

Contact: Office of Child Development and Early Learning

Phone: 717-346-9320

Website: <http://www.dpw.state.pa.us> Click on: For Children

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### EARLY INTERVENTION Departments of Public Welfare and Education

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

Contact: CONNECT Helpline

Phone: 1-800-692-7288

Website: <http://www.dpw.state.pa.us> Click on: For Children

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### CHILDCARE CERTIFICATION

Departments of Public Welfare and Education

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

Contact: Regional child development office

Phone: see web link for contact information

Website: <http://www.dpw.state.pa.us> Click on: For Provider

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### EARLY HEAD START PROGRAM

Department of Public Welfare

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

Contact: Local program's enrollment office

Phone: 1-866-763-6481

Website: <http://www.dpw.state.pa.us> Click on: For Children

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### HEAD START PROGRAM

Department of Education

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

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

Contact: Local program's enrollment office

Phone: 1-866-763-6481

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

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### NURSE-FAMILY PARTNERSHIP (NFP)

Departments of Public Welfare and Education

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

Contact: Local program office

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

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### PA PRE-K COUNTS

Departments of Public Welfare and Education

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

Contact: Enrollment office at local programs

Website: [www.papromiseforchildren.com](http://www.papromiseforchildren.com)

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### PARENT CHILD-HOME PROGRAM

Departments of Public Welfare and Education

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

Contact: Local program office

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

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## FOOD AND NUTRITION

### CHILD AND ADULT CARE FOOD PROGRAM

Department of Education

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

Contact: Your child or adult care provider

Website: [www.education.state.pa.us](http://www.education.state.pa.us)

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### COMMODITY SUPPLEMENTAL FOOD PROGRAM (CSFP)

Department of Agriculture

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

Contact: PA Bureau of Food Distribution

Phone: 1-800-468-2433

Website: [www.agriculture.state.pa.us](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

Website: [www.agriculture.state.pa.us](http://www.agriculture.state.pa.us) (senior citizens) or [www.agriculture.state.pa.us](http://www.agriculture.state.pa.us) (WIC)

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### SUPPLEMENTAL NUTRITION ASSISTANCE PROGRAM (SNAP)

Department of Public Welfare

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

Contact: Local county assistance office or PA DPW Helpline

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

PA DPW Helpline: 1-800-692-7462

Website: <http://www.dpw.state.pa.us>

Click on: For Adults

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



## FOOD NUTRITION (continued)

### NATIONAL SCHOOL LUNCH AND SCHOOL BREAKFAST PROGRAMS Department of Education



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

Contact: Local school district or non-public school

Website: [www.education.state.pa.us](http://www.education.state.pa.us)

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

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

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

Contact: Pennsylvania Nutrition Education TRACKS

Phone: 814-863-0074

Website: [www.panutritiontracks.org](http://www.panutritiontracks.org)

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### SIMPLY DELICIOUS - SIMPLY NUTRITIOUS PROGRAM Department of Agriculture



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

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

Phone: 717-787-6901

Website: [www.agriculture.state.pa.us](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

Website: [www.education.state.pa.us](http://www.education.state.pa.us)

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### THE EMERGENCY FOOD ASSISTANCE PROGRAM (TEFAP)

Department of Agriculture

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

Contact: PA Bureau of Food Distribution

Phone: 1-800-468-2433

Website: [www.agriculture.state.pa.us](http://www.agriculture.state.pa.us)

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

Department of Health

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

Services include:

- Nutrition education and counseling
- Breastfeeding information and support
- Referrals to 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. On October 1, 2009, food packages were revised to include new foods such as baby vegetables, fruits and meats; whole grains, canned beans, vegetables, fruits and soy alternatives.

Contact: WIC Toll-free Hotline

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

Website: [http://www.portal.state.pa.us/portal/server.pt/community/women,\\_infants\\_\\_\\_children\\_\(wic\)/14204](http://www.portal.state.pa.us/portal/server.pt/community/women,_infants___children_(wic)/14204)

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### ARTHRITIS PROGRAM Department of Health

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

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

Contact: Arthritis Program

Western PA Chapter

Phone: (412) 566-1645

Website: [www.arthritis.org/chapters/western-pennsylvania/](http://www.arthritis.org/chapters/western-pennsylvania/)

Central PA Chapter

Phone: (717) 763-0900

Website: [www.arthritis.org/chapters/central-pennsylvania/](http://www.arthritis.org/chapters/central-pennsylvania/)

Eastern PA Chapter

Phone: (215) 574-3060

Website: [www.arthritis.org/chapters/eastern-pennsylvania](http://www.arthritis.org/chapters/eastern-pennsylvania)

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### ASTHMA CONTROL PROGRAM Department of Health

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

Contact: Asthma Control Program

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

Website: [www.health.state.pa.us/asthma](http://www.health.state.pa.us/asthma)

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### CHRONIC RENAL DISEASE PROGRAM (CRDP)

Department of Health

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

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

Contact: Chronic Renal Disease Program

Phone: 717-772-2762

Website: [www.health.state.pa.us/chronicrenalprogram](http://www.health.state.pa.us/chronicrenalprogram)

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### DIABETES PREVENTION AND CONTROL PROGRAM

Department of Health

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

Contact: Diabetes Prevention and Control Program

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

Website: [www.health.state.pa.us/diabetes](http://www.health.state.pa.us/diabetes)

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### HEALTHYWOMAN PROGRAM

Department of Health

Provides free breast and cervical screening for eligible women. If you are 40 to 64 years of age, have no insurance or limited coverage and have low to moderate household income (for example, if a family of four has a monthly income of less than 250% of Federal Poverty Income guideline), you may be eligible for free mammograms and Pap tests. Free treatment is also available through the Pennsylvania Department of Public Welfare's Breast and Cervical Cancer Prevention & Treatment (BCCPT) Program.

Contact: HealthyWoman Program

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

Website: [www.PAHealthyWoman.com](http://www.PAHealthyWoman.com)

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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)  
Website: [www.health.state.pa.us/heartdisease](http://www.health.state.pa.us/heartdisease)

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

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### HIV/AIDS PROGRAM

Department of Health

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

Contact: AIDS Counseling and Testing  
Phone: 1-800-662-6080  
Website: [www.health.state.pa.us/hiv](http://www.health.state.pa.us/hiv)

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### IMMUNIZATION PROGRAMS

#### Department of Health

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

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

Contact: Immunization Programs

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

Website: [www.health.state.pa.us/immunizations](http://www.health.state.pa.us/immunizations)

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### VACCINES FOR CHILDREN (VFC) PROGRAM

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

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### VIOLENCE AND INJURY PREVENTION PROGRAM

#### Department of Health

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

Contact: Violence and Injury Prevention Program

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

Website: [www.health.state.pa.us/injuryprevention](http://www.health.state.pa.us/injuryprevention)

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## HEALTH AND SAFETY (continued)

### OBESITY PREVENTION AND WELLNESS PROGRAM Department of Health

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

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

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### ORAL HEALTH PROGRAM Department of Health

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

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

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### SEXUALLY TRANSMITTED DISEASES (STD) PROGRAM Department of Health

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

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

## HEALTH AND SAFETY (continued)

Website: [http://www.portal.state.pa.us/portal/server.pt/community/sickle\\_cell/17329](http://www.portal.state.pa.us/portal/server.pt/community/sickle_cell/17329)

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### PENNSYLVANIA CANCER EDUCATION NETWORK

Department of Health

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

Contact: Comprehensive Cancer Control Section

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

Website: [www.health.state.pa.us/cancer](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)

Website: [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 at the end of this guide.

Website: <http://www.dpw.state.pa.us> Click on: For Adults

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## HOUSING AND UTILITIES (continued)

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

Department of Public Welfare

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

Contact: LIHEAP

Phone: 1-866-857-7095

Website: [www.staywarmpa.com](http://www.staywarmpa.com)

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

Stay Warm Helpline: 1-866-550-4355

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

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### PROPERTY TAX/RENT REBATE PROGRAM

Pennsylvania Department of Revenue/Pennsylvania Lottery

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

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

Contact: Property Tax/Rent Rebate Hotline

Phone: 1-888-222-9190

Website: [www.papropertytaxrelief.com](http://www.papropertytaxrelief.com)

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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

Website: [www.staywarmpa.com](http://www.staywarmpa.com)

## MEDICAL CARE AND COVERAGE

### AIDS WAIVER

#### Department of Public Welfare

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

Contact: AIDS Waiver

Phone: 717-705-8886

Website: <http://www.dpw.state.pa.us> Click on: For Adults

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### COMPREHENSIVE SPECIALTY CARE PROGRAM

#### Department of Health

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

Contact: Comprehensive Specialty Care Program

Phone: 717-772-2762

Website: [www.health.state.pa.us/familyhealth](http://www.health.state.pa.us/familyhealth)

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### MEDICAL ASSISTANCE

#### 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: Medical Assistance

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

Website: <http://www.dpw.state.pa.us> Click on: For Adults

or [www.HelpInPA.state.pa.us](http://www.HelpInPA.state.pa.us)

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

PA DPW Helpline: 1-800-692-7462

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

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## MEDICAL CARE AND COVERAGE (continued)

### MEDICAL ASSISTANCE TRANSPORTATION PROGRAM (MATP)

Department of Public Welfare



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

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

Contact: Local MATP provider

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

PA DPW Helpline: 1-800-692-7462

Website: [www.matp.pa.gov](http://www.matp.pa.gov)

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

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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 Medical Assistance coverage. Eligible individuals pay a monthly premium to receive MAWD.

Contact: Medical Assistance for Workers with Disabilities

Website: [www.dpw.state.pa.us](http://www.dpw.state.pa.us). Click on: Disability Services

or [www.HelpInPA.state.pa.us](http://www.HelpInPA.state.pa.us)

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

PA DPW Helpline: 1-800-692-7462

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

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## MEDICAL CARE AND COVERAGE (continued)

### SPECIAL PHARMACEUTICAL BENEFITS PROGRAM (SPBP)

#### Department of Public Welfare

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

Contact: Special Pharmaceutical Benefits Program (for HIV diagnosis)

Phone: 1-800-922-9384

Website: [www.dpw.state.pa.us/SPBP](http://www.dpw.state.pa.us/SPBP)

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

Contact: Special Pharmaceutical Benefits Program (for Schizophrenia diagnosis)

Phone: 1-877-356-5355

Website: [www.dpw.state.pa.us/SPBP](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 at the end of this guide.

Website: [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: 717-787-1587

### DRUG AND ALCOHOL PROGRAM

#### Department of Health

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

Contact: Drug and Alcohol Program  
Phone: 1-877-PA-HEALTH (1-877-724-3258)  
Website: [www.health.state.pa.us/bdap](http://www.health.state.pa.us/bdap)

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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. The 'Determined To Quit' Website provides additional resources and contact information for community-based programs.

Contact: PA Free Quitline  
Phone: 1-800-QUIT NOW (1-800-784-8669) or 1-866-228-4327 (TTY)  
Website: [www.DeterminedToQuit.com](http://www.DeterminedToQuit.com)

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### GAMBLING (PROBLEM AND COMPULSIVE)

#### Department of Health

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

Contact: Gambling Addiction Treatment Hotline  
Phone: 1-877-565-2112  
Website: [www.health.state.pa.us/gambling](http://www.health.state.pa.us/gambling)

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## INTELLECTUAL DISABILITY

### INTELLECTUAL DISABILITY SERVICES

Department of Public Welfare

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

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

Contact: Office of Developmental Programs

Phone: 1-888-565-9435

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

Website: <http://www.dpw.state.pa.us> Click on: For Adults

## MISCELLANEOUS

### LEGAL SERVICES

Department of Public Welfare

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

Contact: Pennsylvania Legal Services

Phone: 1-800-322-7572

Website: <http://www.dpw.state.pa.us> Click on: For Adults

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### ORGAN DONATION

Department of Health

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

Contact: Organ Donation Program

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

Website: [www.donatelife-pa.org](http://www.donatelife-pa.org)

## PREGNANCY AND FAMILY PLANNING

### ALTERNATIVES TO ABORTION Department of Public Welfare

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

Contact: Real Alternatives  
Phone: 1-888-LIFE AID (1-888-543-3243)  
Website: <http://www.dpw.state.pa.us/forfamilies/alternativestoabortionsservicesprogram>

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

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

Website: <http://www.selectplanforwomen.com>  
or <http://www.dpw.state.pa.us>

Click on: For Adults

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## PREGNANCY AND FAMILY PLANNING (continued)

SELECTPLAN FOR WOMEN  
Department of Public Welfare



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

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

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

Contact: SelectPlan for Women  
Phone: 1-800-842-2020  
Website: [www.selectplanforwomen.com](http://www.selectplanforwomen.com)

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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  
Website: <http://www.portal.state.pa.us/portal/server.pt/community/genetics/14239> or [www.HelpInPA.state.pa.us](http://www.HelpInPA.state.pa.us)

## PREGNANCY AND FAMILY PLANNING (continued)

### LOVE 'EM WITH A CHECK UP PROGRAM Department of Health



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

Contact: Healthy Baby Helpline

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

Website: [www.dsf.health.state.pa.us/health/cwp/view.asp?A=179&Q=201057](http://www.dsf.health.state.pa.us/health/cwp/view.asp?A=179&Q=201057) 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)

Website: [www.secretssafe.org](http://www.secretssafe.org)

## SERVICES FOR CHILDREN & ADULTS WITH DISABILITIES

### HOME MODIFICATIONS AND ADAPTATIONS Department of Aging, Department of Community and Economic Development, Department of Labor & Industry, Department of Public Welfare



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

Contact: Home Modifications and Adaptations

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

Website: [www.HelpInPA.state.pa.us](http://www.HelpInPA.state.pa.us)

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

### SPECIAL KIDS NETWORK SYSTEM OF CARE (SKN SOC) Department of Health Special Kids Network System of Care



The SKN SOC helps children and youth with special health care needs and their families get the services and support they need in order to thrive in the community and develop to their full potential. If your child has physical, developmental, behavioral or emotional conditions call or visit our website.

The SKN SOC offers:

- Information on health care products, respite care, advocacy, assistive technologies & more.
- Family support in overcoming challenges to ensure children & youth have access to services, education, employment.
- Information about accessible & inclusive recreation & leisure activities.
- Opportunities to have your voice heard by participating in a regional Parent, Youth & Professional Forum.

Contact: SKN System of Care  
Phone: 1-877-986-4550 – Health & Human Services Call Center  
Website: [www.gotoskn.state.pa.us](http://www.gotoskn.state.pa.us)

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### HEAD INJURY PROGRAM (HIP) Department of Health



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

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

Contact: Bureau of Family Health, Division of Child and Adult Health Services  
Phone: 717-772-2762  
Brain Injury Helpline: 1-866-412-4755 – Health & Human Services Call Center  
Website: [www.health.state.pa.us/headinjuryprogram](http://www.health.state.pa.us/headinjuryprogram) or [www.HelpInPA.state.pa.us](http://www.HelpInPA.state.pa.us)



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

### LONG-TERM LIVING SERVICES Department of Public Welfare



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

Services provided in the home cover a wide range of needs, including home 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 Living Helpline

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

Website: [www.ltlinPA.com](http://www.ltlinPA.com) or [www.HelpInPA.state.pa.us](http://www.HelpInPA.state.pa.us)

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

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

## SERVICES FOR OLDER PENNSYLVANIANS

### ALZHEIMER'S DISEASE AND RELATED DISORDERS Department of Aging

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

Contact: Long-Term Living Helpline

Phone: 1-866-286-3636

Website: [www.aging.state.pa.us](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 assists them in making the best decisions. Specially trained APPRISE counselors can answer questions about Medicare, Medicaid, Medigap, long-term care insurance, Medicare Advantage Plans and the new Medicare prescription drug benefit.

Contact: APPRISE

Phone: 1-800-783-7067

Website: [www.aging.state.pa.us](http://www.aging.state.pa.us)

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## AREA AGENCIES ON AGING

### Department of Aging

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

Contact: Area Agency on Aging

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

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## CONSUMER PROTECTION AND OLDER ADULT PROTECTIVE SERVICES

### Department of Aging

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

Contact: Protective Services - Area Agency on Aging

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

Contact: Ombudsman Services – Area Agency on Aging

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

Contact: Office of Consumer Advocate

Phone: 1-800-684-6560

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## SERVICES FOR OLDER PENNSYLVANIANS (continued)

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

Department of Aging, Department of Public Welfare



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

Services provided in the home cover a wide range of needs, including home 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: Area Agency on Aging

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

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

Phone: 1-866-286-3636

Website: [www.ltlinpa.com](http://www.ltlinpa.com) or [www.HelpInPA.state.pa.us](http://www.HelpInPA.state.pa.us)

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

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

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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

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

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## SERVICES FOR OLDER PENNSYLVANIANS (continued)

### SHARED RIDE/FREE TRANSIT PROGRAM

Pennsylvania Lottery, Department of Transportation

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

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

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

## TRAUMA / ABUSE

### DOMESTIC VIOLENCE SERVICES

Department of Public Welfare

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

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

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

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

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

Contact: Pennsylvania Coalition Against Domestic Violence

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

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

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

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## TRAUMA / ABUSE (continued)

### RAPE CRISIS

Department of Public Welfare

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

Contact: Rape Crisis

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

Website: <http://www.dpw.state.pa.us> Click on: For Adults

## MENTAL HEALTH AND ADDICTION (continued)

### ADULT AUTISM SERVICES

Department of Public Welfare

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

Contact: Bureau of Autism Services

Phone: 1-866-539-7689

Website: [www.autisminpa.org](http://www.autisminpa.org)

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## HEALTH AND SAFETY (continued)

### PA FAIR CARE

#### Department of Public Welfare

Pennsylvania's health plan for uninsured adults with pre-existing health conditions. This temporary plan offers transitional insurance coverage until the broader coverage provisions of federal health insurance reform come to fruition in January 2014. Individuals who are eligible will have a monthly premium, plus an annual deductible and copays for services.

As of July 2011, applications are being accepted for PA Fair Care enrollment, but space in the program may become limited. eligibility, the application process, services, or provider networks.

Contact: PA FAIR CARE

Phone: 1-888-767-7015 (TTY 1-888-767-7018)

Website: [www.pafaircare.com](http://www.pafaircare.com)

Apply Online: [www.pafaircare.com](http://www.pafaircare.com)

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

### PA Recreation and Leisure

#### Department of Public Welfare

The PA Recreation and Leisure line provides information and referrals for people of all ages to ensure all the state's citizens can enjoy both traveling and an active life in their communities. You may ask about accommodations for wheelchair accessibility or hearing, vision, speech or behavioral considerations. Some activities are for people who share a chronic health condition. When you call, you may ask to talk to a specialist from the Special Kids Network to discuss inclusive and accessible opportunities for children and youth with chronic developmental, behavioral, physical or emotional conditions. A range of opportunities exists such as accessible theaters, camps, horseback riding, sports, clubs, museums and more.

Contact: PA Recreation and Leisure

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

Publications, database search, and Live Chat: [www.HelpInPA.state.pa.us](http://www.HelpInPA.state.pa.us)

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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)
- Single County Authority (SCA)
- Stay Warm in PA (SW)

### ADAMS

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

### BERKS

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

### CAMBRIA

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

### ALLEGHENY

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

### BLAIR

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

### CAMERON

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

### ARMSTRONG

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

### BRADFORD

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

### CARBON

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

### BEAVER

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

### BUCKS

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

### CENTRE

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

### BEDFORD

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

### BUTLER

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

### CHESTER

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

## COUNTY BY COUNTY HELPLINES

### CLARION

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

### DAUPHIN

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

### FRANKLIN

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

### CLEARFIELD

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

### DELAWARE

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

### FULTON

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

### CLINTON

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

### ELK

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

### GREENE

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

### COLUMBIA

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

### ERIE

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

### HUNTINGDON

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

### CRAWFORD

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

### FAYETTE

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

### INDIANA

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

### CUMBERLAND

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

### FOREST

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

### JEFFERSON

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



## COUNTY BY COUNTY HELPLINES

### JUNIATA

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

### LUZERNE

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

### MONTGOMERY

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

### LACKAWANNA

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

### LYCOMING

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

### MONTOUR

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

### LANCASTER

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

### McKEAN

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

### NORTHAMPTON

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

### LAWRENCE

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

### MERCER

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

### NORTHUMBERLAND

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

### LEBANON

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

### MIFFLIN

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

### PERRY

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

### LEHIGH

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

### MONROE

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

### PHILADELPHIA

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

## COUNTY BY COUNTY HELPLINES

### PIKE

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

### SUSQUEHANNA

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

### WAYNE

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

### POTTER

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

### TIOGA

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

### WESTMORELAND

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

### SCHUYLKILL

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

### UNION

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

### WYOMING

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

### SNYDER

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

### VENANGO

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

### YORK

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

### SOMERSET

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

### WARREN

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

### SULLIVAN


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

### WASHINGTON

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

**To download copies of the  
PA Health and Human Services Guide  
visit  
[www.health.state.pa.us](http://www.health.state.pa.us)**

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## NOTES

