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

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

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

There is a fast, easy way to apply for many of these services on a computer. It is called COMPASS (see page 4). With the click of a button, you can learn about services, see if you qualify for programs, apply for those services and reapply when it’s time for renewal. Visit www.COMPASS.state.pa.us to try it out.

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

Best Wishes,

Edward G. Rendell
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PA HEALTH AND HUMAN SERVICES RESOURCE GUIDE • PAGE 2
Go to www.HelpInPA.state.pa.us to learn more about Pennsylvania services, or call one of the numbers listed below.

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

Now, if you call the Special Kids Network to find out about services for your child with a special health care need, you can also find out about long-term care/living services for any other member of your family. If you call to get information or applications for insurance such as the Children’s Health Insurance Program (CHIP), you can also find out about the effects of lead paint and what to do about lead paint in your home. A world of information awaits you! Make one toll-free call 8 a.m. - 8 p.m. Monday–Friday and 8 a.m. - 6 p.m. Saturday, or access the Call Center’s Web site, www.HelpInPA.state.pa.us.

<table>
<thead>
<tr>
<th>Number</th>
<th>Services</th>
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| 1-800-986-BABY (1-800-986-2229) | • Love’em with a Check Up Program  
|                          | • Referrals to Dental Care  
|                          | • Breast Feeding Information and Support  
|                          | • Newborn Screening and Newborn Hearing Screening Programs |
| 1-800-986-KIDS (1-800-986-5437) | • Children’s Health Insurance Program (CHIP)  
|                          | • Medicaid |
| 1-800-GO-BASIC (1-800-462-2742) | • adultBasic Insurance Program |
| 1-800-986-4550 | • Special Kids Network  
|                          | • PA Recreation and Leisure Line  
|                          | • PA FORE Families  
|                          | • Parent to Parent of PA |
| 1-800-440-LEAD (1-800-440-5323) | • Lead Information Line |
| 1-866-286-3636 | • Long-Term Living Services Line |
| 1-866-412-4755 | • Traumatic Brain Injury |
| 1-877-232-7640 | • TeleTYpewriter (TTY) |

Spanish-speaking operators are available on all Health and Human Services helplines. Look for the Help In PA symbol throughout this guide to indicate programs that can be accessed through the Call Center.
COMPASS is the simple and fast way to apply online for social services offered by the Commonwealth. With the click of a button, you can learn about services, see if you qualify for programs, apply for those services and reapply when it’s time for renewal. Visit www.COMPASS.state.pa.us to try it out.

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

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

All COMPASS applications are available in English and Spanish. Look for the COMPASS symbol throughout this guide to indicate COMPASS programs.
GENERAL ASSISTANCE (GA)
Department of Public Welfare

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

Contact: Local County Assistance Office or PA DPW Helpline
Phone: See county assistance office listing on pages 32–34.
PA DPW Helpline: 1-800-692-7462
Web site: www.dpw.state.pa.us/cashassistance
Apply Online: www.COMPASS.state.pa.us

REFUGEE CASH ASSISTANCE PROGRAM
Department of Public Welfare

Cash assistance may be available under the Refugee Cash Assistance (RCA) program for refugees who do not meet Temporary Assistance for Needy Families (TANF) eligibility requirements. Refer to www.dpw.state.pa.us/lowInc/Cash/003670283.htm for a description of who qualifies as a refugee. RCA is a federally-funded cash assistance program that may be provided for eight months from the date of entry into the United States.

Contact: Refugee Cash Assistance Program or PA DPW Helpline
Phone: 717-346-1094
PA DPW Helpline: 1-800-692-7462
Web site: www.refugeesinpa.org

STATE BLIND PENSION PROGRAM
Department of Public Welfare

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

Contact: Local County Assistance Office or PA DPW Helpline
Phone: See county assistance office listing on pages 32–34.
PA DPW Helpline: 1-800-692-7462
Web site: www.dpw.state.pa.us/cashassistance
Apply Online: www.COMPASS.state.pa.us
CASH ASSISTANCE (continued)

TEMPORARY ASSISTANCE FOR NEEDY FAMILIES (TANF)
Department of Public Welfare

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

Contact: Local County Assistance Office or PA DPW Helpline
Phone: See county assistance office listing on pages 32-34.
PA DPW Helpline: 1-800-692-7462
Web site: www.dpw.state.pa.us/cashassistance
Apply Online: www.COMPASS.state.pa.us

CHILD HEALTH AND SAFETY

CHILDREN’S HEALTH INSURANCE PROGRAM (CHIP)
Department of Insurance

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

Contact: CHIP
Phone: 1-800-986-KIDS (1-800-986-5437) – Health & Human Services Call Center
TTY 1-877-232-7640
Web site: www.HelpInPA.state.pa.us or www.COMPASS.state.pa.us
Apply Online: 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
PA NEWBORN SCREENING SERVICES
Department of Health

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

- Hearing loss
- A metabolic condition that causes serious medical problems, brain damage or death

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

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

SUDDEN INFANT DEATH SYNDROME (SIDS)/INFANT DEATH SERVICES
Department of Health

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

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

**Contact:** Maternal and Child Health Consultants located in local Department of Health District Offices
**Phone:** 1-877-PA-HEALTH (1-877-724-3258)
**Web site:** www.health.state.pa.us/familyhealth
ADOPTION PROGRAMS
Department of Public Welfare

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

Contact: Statewide Adoption Network (SWAN), Pennsylvania Adoption Exchange (PAE)
Phone: 1-800-585-SWAN (1-800-585-7926)
Web site: www.adoptpakids.org or www.dpw.state.pa.us/adoption

CHILDLINE ABUSE HOTLINE
Department of Public Welfare

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

Contact: Childline Abuse Hotline
Phone: 1-800-932-0313
Web site: www.dpw.state.pa.us/childabuse

FOSTER CARE
Department of Public Welfare

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

Contact: Pennsylvania State Foster Parent Association
Phone: 1-800-951-5151
Web site: www.dpw.state.pa.us/fostercare or www.psfpa.com
CHILD CARE SUBSIDY
Department of Public Welfare

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

Contact: Child Care Works
Phone: 1-877-4-PA-KIDS (1-877-472-5437)
Web site: www.dpw.state.pa.us/childcare

CHILD CARE TRAINING
Department of Public Welfare

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

Contact: PA Key
Phone: 1-800-284-6031
Web site: www.pakeys.org

EARLY CARE AND EDUCATION TRAINING, PROFESSIONAL DEVELOPMENT AND QUALITY SUPPORTS
Department of Public Welfare

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

Contact: Office of Child Development
Phone: 717-346-9320
Web site: www.pakeys.org
EARLY INTERVENTION
Department of Public Welfare

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

Contact: CONNECT Helpline
Phone: 1-800-692-7288
Web site: www.dpw.state.pa.us/child/earlyintervention

FOOD AND NUTRITION

CHILD AND ADULT CARE FOOD PROGRAM
Department of Education

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

Contact: Your child or adult care provider
Web site: www.pde.state.pa.us

COMMODITY SUPPLEMENTAL FOOD PROGRAM (CSFP)
Department of Agriculture

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

Contact: PA Bureau of Food Distribution
Phone: 1-800-468-2433
Web site: www.agriculture.state.pa.us

FARMERS MARKET NUTRITION PROGRAM (FMNP)
Department of Agriculture

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

Contact: PA Bureau of Food Distribution
Phone: 1-800-468-2433
Web site: www.agriculture.state.pa.us
FOOD STAMPS
Department of Public Welfare

Provides assistance to those who have sufficient income to meet most of their basic living costs but still need help to supplement food expenses.

Contact: Local County Assistance Office or PA DPW Helpline
Phone: See county assistance listing on pages 32–34.
PA DPW Helpline: 1-800-692-7462
Web site: www.dpw.state.pa.us/foodstamps
Apply Online: www.COMPASS.state.pa.us

NATIONAL SCHOOL LUNCH AND SCHOOL BREAKFAST PROGRAMS
Department of Education


Contact: Local school district or non-public school
Web site: www.pde.state.pa.us
Apply Online: www.COMPASS.state.pa.us

NUTRITION PROGRAM
Department of Health

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

Contact: Nutrition Program
Phone: 1-877-PA-HEALTH (1-877-724-3258)
Web site: www.health.state.pa.us/nutrition
PENNSYLVANIA NUTRITION EDUCATION PROGRAM (PA NEP)
Department of Public Welfare

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

Contact: Pennsylvania Nutrition Education Program
Phone: 814-863-0074
Web site: www.panen.org; click on PA NEP

SIMPLY DELICIOUS - SIMPLY NUTRITIOUS PROGRAM
Department of Agriculture

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

Contact: Simply Delicious – Simply Nutritious, Department of Agriculture, Bureau of Market Development
Phone: 717-787-6901
Web site: www.agriculture.state.pa.us

SUMMER FOOD SERVICE PROGRAM
Department of Education

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

Contact: Summer Food Service Program
Phone: 1-800-331-0129
Web site: www.pde.state.pa.us
THE EMERGENCY FOOD ASSISTANCE PROGRAM (TEFAP)
Department of Agriculture

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

Contact: PA Bureau of Food Distribution
Phone: 1-800-468-2433
Web site: www.agriculture.state.pa.us

WOMEN, INFANTS AND CHILDREN (WIC) NUTRITION PROGRAM
Department of Health

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

- Nutrition education
- Breastfeeding support
- Referrals to health care and community services
- Checks/vouchers for the purchase of healthy foods, including milk, juices, peanut butter, cheese, eggs, dried beans/peas, cereal, infant formula and tuna fish.

Contact: WIC
Phone: 1-800-WIC-WINS (1-800-942-9467)
Web site: www.health.state.pa.us/familyhealth
ARTHRITIS PROGRAM
Department of Health

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

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

Contact: Arthritis Program
Phone: 1-877-PA-HEALTH (1-877-724-3258)
Web site: www.health.state.pa.us/arthritis

ASTHMA CONTROL PROGRAM
Department of Health

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

Contact: Asthma Control Program
Phone: 1-877-PA-HEALTH (1-877-724-3258)
Web site: www.health.state.pa.us/asthma

CHRONIC RENAL DISEASE PROGRAM (CRDP)
Department of Health

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

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

Contact: Chronic Renal Disease Program
Phone: 717-772-2762
Web site: www.health.state.pa.us/familyhealth
DIABETES PROGRAM
Department of Health

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

Contact: Diabetes Program
Phone: 1-877-PA-HEALTH (1-877-724-3258)
Web site: www.health.state.pa.us/diabetes

HEALTHY WOMAN PROGRAM
Department of Health

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

Contact: Healthy Woman Program
Phone: 1-800-215-7494 (voice) or 1-800-332-8615 (TTY)
Web site: www.health.state.pa.us/womenshealth

HEART DISEASE AND STROKE PROGRAM
Department of Health

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

Contact: Heart Disease and Stroke Program
Phone: 1-877-PA-HEALTH (1-877-724-3258)
Web site: www.health.state.pa.us/heartdisease or www.health.state.pa.us/stroke

HEPATITIS PROGRAMS
Department of Health

PERINATAL HEPATITIS B PREVENTION PROGRAM
Provides hepatitis B vaccine for infants and individuals in frequent, close contact with hepatitis B virus–infected pregnant women.

HEPATITIS B VACCINATION FOR HIGH-RISK ADOLESCENTS AND ADULTS
Provides hepatitis A, hepatitis B and combination hepatitis A and B vaccines for clients 11 years of age and older who are at risk.

Contact (Both Programs): 1-877-PA-HEALTH (1-877-724-3258)
Web site (Both Programs): www.health.state.pa.us/immunizations
HIV/AIDS PROGRAM
Department of Health

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

Contact: AIDS Counseling and Testing
Phone: 1-800-662-6080
Web site: www.health.state.pa.us/hiv

IMMUNIZATION PROGRAMS
Department of Health

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

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

VACCINES FOR CHILDREN (VFC) PROGRAM
Provides vaccines free of charge to public and private providers for eligible children. Children ages 18 and younger are eligible if they are enrolled in Medicaid or are American Indian or Alaskan Native. Children with health insurance that does not cover vaccination are also eligible to receive VFC vaccines at public clinic sites.

Contact: Immunization Programs
Phone: 1-877-PA-HEALTH (1-877-724-3258)
Web site: www.health.state.pa.us/immunizations
INJURY PREVENTION PROGRAM
Department of Health

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

Contact: Injury Prevention Program  
Phone: 1-877-PA-HEALTH (1-877-724-3258)  
Web site: www.health.state.pa.us/injuryprevention

ORAL HEALTH PROGRAM
Department of Health

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

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

OSTEOPOROSIS PROGRAM
Department of Health

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

Contact: Osteoporosis Program  
Phone: 1-877-PA-HEALTH (1-877-724-3258)  
Web site: www.health.state.pa.us/osteoporosis

PHYSICAL ACTIVITY PROGRAM
Department of Health

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

Contact: Physical Activity Program  
Phone: 1-877-PA-HEALTH (1-877-724-3258)  
Web site: www.health.state.pa.us/physicalactivity
SEXUALLY TRANSMITTED DISEASES (STD) PROGRAM
Department of Health

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

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

SICKLE CELL DISEASE PROGRAM
Department of Health

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

Contact: Sickle Cell Disease Program
Phone: 717-772-2762
Web site: www.health.state.pa.us/familyhealth

SKIN CANCER PREVENTION AND CONTROL PROGRAM
Department of Health

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

Contact: Cancer Prevention and Control Program
Phone: 1-877-PA-HEALTH (1-877-724-3258)
Web site: www.health.state.pa.us/cancer

TUBERCULOSIS (TB) PROGRAM
Department of Health

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

Contact: Tuberculosis Program
Phone: 1-877-PA-HEALTH (1-877-724-3258)
Web site: www.health.state.pa.us/tb
HOMELESS ASSISTANCE PROGRAM (HAP)
Department of Public Welfare

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

**Contact:** Local HAP Helpline  
**Phone:** See county assistance listing on pages 32–34.  
**Web site:** www.dpw.state.pa.us/homelessassistance

LOW-INCOME HOME ENERGY ASSISTANCE PROGRAM (LIHEAP)
Department of Public Welfare

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

**Contact:** LIHEAP  
**Phone:** 1-866-857-7095  
**Web site:** www.staywarmpa.com or www.dpw.state.pa.us/LIHEAP  
**Local Contact:** See county assistance office listing on pages 32–34.  
**Stay Warm Helpline:** 1-866-550-4355  
**Apply Online:** www.COMPASS.state.pa.us

PROPERTY TAX/RENT REBATE
Pennsylvania Lottery

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

**Contact:** Property Tax/Rent Rebate Hotline  
**Phone:** 1-888-222-9190

WEATHERIZATION
Department of Community and Economic Development

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

**Contact:** Stay Warm Helpline  
**Phone:** 1-866-550-4355  
**Web site:** www.staywarmpa.com
**adultBasic**
Department of Insurance

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

**Contact:** adultBasic  
**Phone:** 1-800-GO-BASIC (1-800-462-2742) – Health & Human Services Call Center  
**Web site:** www.HelpInPA.state.pa.us  
**Apply Online:** www.COMPASS.state.pa.us

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**AIDS WAIVER**
Department of Public Welfare

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

**Contact:** AIDS Waiver  
**Phone:** 717-772-2525  
**Web site:** www.dpw.state.pa.us/health/HIVaidsserv

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**COMPREHENSIVE SPECIALTY CARE PROGRAM**
Department of Health

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

**Contact:** Comprehensive Specialty Care Program  
**Phone:** 717-772-2762  
**Web site:** www.health.state.pa.us/familyhealth
MEDICAID
Department of Public Welfare

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

Contact: Medicaid  
Phone: 1-800-986-5437 – Health & Human Services Call Center  
Web site: www.dpw.state.pa.us/medicaid or www.HelpInPA.state.pa.us  
Local Contact: Local County Assistance Office; see county listing on pages 32–34.  
PA DPW Helpline: 1-800-692-7462  
Apply Online: www.COMPASS.state.pa.us

MEDICAL ASSISTANCE TRANSPORTATION PROGRAM (MATP)
Department of Public Welfare

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

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

Contact: Local MATP provider  
Phone: See county listing on pages 32–34.  
PA DPW Helpline: 1-800-692-7462  
Web site: www.dpw.state.pa.us/MATP

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

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

Contact: Medical Assistance for Workers with Disabilities  
Phone: 1-800-986-5437 – Health & Human Services Call Center  
Web site: www.dpw.state.pa.us/medicaid or www.HelpInPA.state.pa.us  
Local Contact: Local County Assistance Office; see county listing on pages 32–34.  
PA DPW Helpline: 1-800-692-7462  
Apply Online: www.COMPASS.state.pa.us
SPECIAL PHARMACEUTICAL BENEFITS PROGRAM (SPBP)
Department of Public Welfare

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

Contact: Special Pharmaceutical Benefits Program
Phone: 1-800-922-9384
Web site: www.dpw.state.pa.us/SPBP

MENTAL HEALTH AND ADDICTION

BEHAVIORAL HEALTH SERVICES
Department of Public Welfare

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

Contact: Behavioral Health Services
Phone: 717-787-6443
Local Contact: Local County MH/MR; see county listing on pages 32-34.
Web site: www.dpw.state.pa.us/OMHSAS

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

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

Contact: Child and Adolescent Service System Program
Phone: 717-787-6443
Web site: www.dpw.state.pa.us/CASSP
MENTAL HEALTH AND ADDICTION (continued)

DRUG AND ALCOHOL PROGRAM
Department of Health

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

Contact: Drug and Alcohol Program
Phone: 1-877-PA-HEALTH (1-877-724-3258)
Web site: www.health.state.pa.us/addiction

TOBACCO PREVENTION AND CESSATION PROGRAM
Department of Health

Provides free resources to assist Pennsylvanians in the effort to quit tobacco use. When compared with tobacco users who try to quit on their own, tobacco users who make quit attempts with telephone support and self-help advice are approximately twice as likely to be successful.

Contact: PA Free Quitline
Phone: 1-800-QUIT NOW (1-800-784-8669) or 1-866-228-4327 (TTY)
Web site: www.health.state.pa.us/quitnow

MENTAL RETARDATION SERVICES
Department of Public Welfare

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

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

Contact: Office of Mental Retardation
Phone: 1-888-565-9435
Local Contact: Local County MH/MR; see county listing on pages 32-34.
Web site: www.dpw.state.pa.us/mentalretardationservices
MISCELLANEOUS

LEGAL SERVICES
Department of Public Welfare

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

Contact: Pennsylvania Legal Services  
Phone: 1-800-322-7572  
Web site: www.dpw.state.pa.us/legalservices

ORGAN DONATION
Department of Health

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

Contact: Organ Donation Program  
Phone: 1-877-PA-HEALTH (1-877-724-3258)  
Web site: www.health.state.pa.us/donatelife

PREGNANCY AND FAMILY PLANNING

ALTERNATIVES TO ABORTION
Department of Public Welfare

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

Contact: Alternatives to Abortion  
Phone: 1-888-LIFEAID (1-888-543-3243)  
Web site: www.dpw.state.pa.us/altabortion
FAMILY PLANNING PROGRAM
Department of Health, Department of Public Welfare

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

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

Contact: Regional numbers below will direct you to a local family planning agency
Southeast PA: 215-985-2600
Northeast PA: 1-800-367-6347
Central PA: 717-761-7380
Western PA: 1-800-215-7494
Web site: www.health.state.pa.us/familyhealth or www.dpw.state.pa.us/familyplanserv

GENETIC SERVICES PROGRAM
Department of Health

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

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

Contact: Genetic Services Program
Phone: 1-800-986-BABY (1-800-986-2229) – Health & Human Services Call Center
Web site: www.health.state.pa.us/familyhealth or www.HelpInPA.state.pa.us
LOVE 'EM WITH A CHECK UP PROGRAM
Department of Health

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

Contact: Healthy Baby Helpline  
Phone: 1-800-986-BABY (1-800-986-2229) – Health & Human Services Call Center  
Web site: www.health.state.pa.us/familyhealth or www.HelpInPA.state.pa.us

SAFE HAVEN
Department of Public Welfare

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

Contact: Safe Haven  
Phone: 1-866-921-SAFE (1-866-921-7233)  
Web site: www.dpw.state.pa.us/safehaven

SERVICES FOR CHILDREN AND ADULTS WITH DISABILITIES

CARING FOR CHILDREN WITH SPECIAL NEEDS
CHILDREN WITH SPECIAL NEEDS
Department of Public Welfare

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

CONNECT Helpline: 1-800-692-7288 (answers about child development and specific disabilities)  
Child Care Works: 1-877-4-PA-KIDS (1-877-472-5437)  
Web site: www.dpw.state.pa.us/specialneedschildren
CARING FOR CHILDREN WITH SPECIAL NEEDS cont.

SPECIAL KIDS NETWORK
Department of Health

Special Kids Network and Recreation and Leisure
Connects children with special needs including autism and their families with services to enrich their lives. Improves access to services by providing comprehensive information and links to service agencies.

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

Contact: SKN and Recreation and Leisure, SKN Community Systems Development
Phone: 1-800-986-4550 – Health & Human Services Call Center
Web site: www.health.pa.us/skn or www.health.state.pa.us/familyhealth or www.HelpInPA.state.pa.us

HEAD INJURY PROGRAM (HIP)
Department of Health

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

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

Contact: Public Health Program
Phone: 717-772-2762
Brain Injury Helpline: 1-866-412-4755 – Health & Human Services Call Center
Web site: www.health.state.pa.us/familyhealth or www.HelpInPA.state.pa.us
HOME MODIFICATIONS AND ADAPTATIONS
Department of Aging, Department of Community and Economic Development, Department of Labor & Industry, Department of Public Welfare

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

Contact: Home Modifications and Adaptations
Phone: 1-866-286-3636 – Health & Human Services Call Center
Web site: www.HelpInPA.state.pa.us

LONG-TERM LIVING SERVICES
Department of Public Welfare

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

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

Contact: Long-Term Care Line
Phone: 1-866-286-3636 – Health & Human Services Call Center
Alternate Contact: PA Department of Public Welfare at 1-800-757-5042
Web site: www.dpw.state.pa.us/longtermcare or www.HelpInPA.state.pa.us
Local Contact: Local County Assistance Office; see county assistance office listing on pages 32-34.
Apply Online: www.COMPASS.state.pa.us

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

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

Contact: Office of Vocational Rehabilitation
Phone: 1-800-442-6351 (voice) or 1-800-233-3008 (TTY)
Web site: www.dli.state.pa.us/OVR
ALZHEIMERS DISEASE AND RELATED DISORDERS
Department of Aging

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

Contact: Alzheimer’s Association
Phone: 1-800-438-4380
Web site: www.aging.state.pa.us

APPRISE
Department of Aging

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

Contact: APPRISE
Phone: 1-800-783-7067
Web site: www.aging.state.pa.us

AREA AGENCIES ON AGING
Department of Aging

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

Contact: Area Agency on Aging
Phone: See county area on aging listing on pages 32-34.
CONSUMER PROTECTION AND OLDER ADULT PROTECTIVE SERVICES
Department of Aging

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

Contact: Area Agency on Aging
Phone: 1-800-490-8505 or see county area on aging listing on pages 32–34.

LONG-TERM LIVING/HOME- AND COMMUNITY-BASED SERVICES
Department of Aging

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

Contact: Area Agency on Aging
Phone: See county area on aging listing on pages 32–34.

PACE/PACENET
Department of Aging, Pennsylvania Lottery

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

Contact: PACE/PACENET
Phone: 1-800-225-7223
Web site: https://PACECares.fhsc.com

SHARED RIDE/FREE TRANSIT PROGRAM
Pennsylvania Lottery, Department of Transportation

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

• Door-to-door specialized transportation services at a reduced fare
• Free rides on scheduled fixed-route public transit services during off-peak hours on weekdays and all day on weekends and holidays

Contact: Local public transportation providers for more information.
DOMESTIC VIOLENCE SERVICES
Department of Public Welfare

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

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

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

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

Contact: Pennsylvania Coalition Against Domestic Violence
Phone: 1-800-537-2238 or 717-545-6400
Local Domestic Violence Center: 1-800-932-4632
Web site: www.pcadv.org; click on “Community-Based Programs”

RAPE CRISIS
Department of Public Welfare

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

Contact: Rape Crisis
Phone: 1-800-543-PCAR (1-800-543-7227)
Web site: www.dpw.state.pa.us/rapecrisis
### County by County Helplines

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

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<td>570-893-4080</td>
<td>570-323-7575</td>
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<td>570-389-5700</td>
<td>570-784-8807</td>
<td>570-275-5422</td>
<td>866-550-4355</td>
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COUNTY BY COUNTY HELPLINES

DAUPHIN
AAA: 717-780-6130
CAO: 800-788-5616
HAP: 717-780-7050
MATP: 717-232-6100
MH/MR: 717-235-2888
SW: 866-550-4355

GREENE
AAA: 724-684-9000
CAO: 888-410-5638
HAP: 724-852-5305
MATP: 724-627-6778
MH/MR: 724-852-5276
SW: 866-550-4355

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

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

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

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

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

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

LUZERNE
AAA: 570-822-1158
CAO: 570-826-2100
HAP: 570-826-8801
MATP: 570-288-8420
MH/MR: 570-823-9441
SW: 866-550-4355

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AAA: 814-459-4581
CAO: 800-635-1014
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MATP: 814-455-3330
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JEFFERSON
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CAO: 800-242-8214
HAP: 814-938-3302
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LYCOMING
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MATP: 570-323-7575
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FAYETTE
AAA: 724-684-9000
CAO: 877-832-7545
HAP: 724-430-4600
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JUNIATA
AAA: 717-242-0315
CAO: 800-586-4282
HAP: 717-248-0102
MATP: 717-242-2277
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McKEAN
AAA: 814-776-2191
CAO: 800-822-1108
HAP: 814-368-4235
MATP: 877-282-4968
MH/MR: 814-362-4601
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FOREST
AAA: 814-726-1700
CAO: 800-876-0645
HAP: 814-755-3537
MATP: 814-927-8266
MH/MR: 814-726-2100
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LACKAWANNA
AAA: 570-963-6740
CAO: 877-431-1887
HAP: 570-963-6836
MATP: 570-963-6482
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MERCE
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CAO: 800-747-8405
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MATP: 724-662-6222
MH/MR: 724-662-1550
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FRANKLIN
AAA: 717-263-2153
CAO: 800-921-8839
HAP: 717-261-3141
MATP: 717-264-5225
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LANCASTER
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FULTON
AAA: 814-623-8148
CAO: 800-222-8563
HAP: 717-485-3553
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LAWRENCE
AAA: 724-658-3729
CAO: 800-847-4522
HAP: 724-658-7258
MATP: 724-652-5588
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MONROE
AAA: 570-420-3735
CAO: 570-424-3030
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