Department of Human Services

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Community Information & Referral Packet

Last updated in January 2016
Allegheny County Department of Human Services
Community Information & Referral Packet – 412-350-6778 or 412-350-2441
Any suggestions/corrections are welcome
One Smithfield Street, Suite 400, Pittsburgh, PA 15222
www.alleghenycounty.us/Human-Services/Resources/Publications/Resource-Guides.aspx

About the Department of Human Services, Community Information & Referral Packet

This resource guide was created by the Allegheny County Department of Human Services (DHS) to assist human service professionals in finding referrals for the individuals and families they serve. It is the sincere hope of those who gathered this information that it is a helpful tool.

The information in this packet is in no way meant to be a comprehensive guide to every service throughout Allegheny County. Inclusion in this packet does not necessarily represent endorsement of the organization or its program nor does exclusion represent lack of endorsement.

Additional Resource Tools

The **Community Information & Referral Packet** has gone through a number of changes. Some of the information from previous Packets can be found in the guides below.

Dental/Vision/Hearing, Health Clinics, Health Insurance

> **Allegheny County Underinsured/Uninsured Resource Directory**
> www.achd.net/mainstart.html

Drugs/Alcohol, Drugs/Alcohol Support Groups, Dual Diagnosis, Mental Health, Mental Health – Children & Adolescents

> **Where to Call** – directory of main numbers for mental health and substance use disorder service providers www.alleghenycounty.us/Human-Services/Resources/Publications/Resource-Guides.aspx

Community Resources for People with Disabilities is a resource guide detailing local and national resource information for those with any disability. ww.alleghenycounty.us/Human-Services/Resources/Publications/Resource-Guides.aspx

The Family Resource Guide www.familyresourceguide.org/index.aspx provides resources for children birth to 21 with developmental delays, disabilities and special healthcare needs in and around Allegheny County.

LGBTQ (Lesbian, Gay, Bisexual, Transgender, Questioning) Resource Guide: www.alleghenycounty.us/Human-Services/Resources/LGBTQ/Resource-Guide.aspx

United Way – PA 211 Southwest - offers additional resource support. Dial 2-1-1 or 888-553-5778 or 7-1-1 if hearing impaired, or e-mail: info@pa211sw.org or for an extensive directory of health and human services in our region. Website access: www.Pa211sw.org

Director's Action Line 1-800-862-6783
Addresses concerns, complaints, comments or questions about any service provided by DHS or a DHS-contracted provider; or a DHS staff person or staff of a DHS-contracted provider, the DAL is here to help.

Allegheny Link 1-866-730-2368
Provides information on services available to help older adults, people with disabilities and individuals who are homeless or at risk of becoming homeless, maintain their independence, dignity and quality of life.

The **Community Information & Referral Packet**

For questions about this guide or to make suggestions on changes, please contact:
Victor Johnson, 412-350-6778, Victor.Johnson@alleghenycounty.us
Samantha Murphy, 412-350-2441, Samantha.Murphy@alleghenycounty.us

The information furnished in this resource guide is not meant to be comprehensive listing of every service throughout Allegheny County. Information listed about agencies or programs may or may not be directly associated with Allegheny County Department of Human Services contracts. Inclusion of these guides/links does not necessarily represent endorsement of the organization or its program nor does exclusion represent lack of endorsement.

Please visit the following link for information about other human service topics:
www.alleghenycounty.us/human-services/index.aspx

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(1) Angels' Place
N. Side 2615 Norwood Avenue, Pittsburgh, PA 15214, 412-321-4447
Brookline 600 Fordham Avenue, Pittsburgh, PA 15226, 412-531-MOMS (6667)
Swissvale 2538 Woodstock Avenue, Pittsburgh, PA 15218, 412-271-BABY (2229)
http://angelsplacepgh.org/

Angel's Place provides comprehensive services to low-income single parents who are full-time students in high school or post-secondary school. They provide free child care, tutoring, support groups, counseling, and informal classes in parenting skills. Their goal is to support and enable these parents to complete their educations, break the welfare cycle, and provide for their families. Child care centers are located in the North Side, Swissvale and Brookline.

To be eligible for assistance through Angel's Place, you must be a single parent (unmarried, separated, divorced) and meet low-income requirements based upon federal guidelines. You must be enrolled as a full-time student while maintaining passing grades of a C or better. You will be required to contribute two hours of service to Angel's Place per week and to attend a weekly parenting class.

(2) Child Care Information Services, YWCA of Greater Pittsburgh
305 Wood Street, Pittsburgh, PA 15222
412-261-CARE (2273) or 1-800-392-3131
www.ywcapgh.org/Child-Care-Information-Services

Child Care Information Services (CCIS) is committed to: improving the quality of child care, providing referral service to parents from every economic level in order to help parents make informed child care choices, providing subsidy to eligible parents to the extent possible given funding constraints, and enhancing the system of child care in Allegheny County whenever possible.

Parents can call CCIS for information on the different types of child care available, how to choose child care that meets their needs, community resources, financial assistance for child care and referrals to child care providers in the geographic area of their choice. Each caller receives information on choosing quality child care that will aid them in their search.

Child Care and Development Block Grant (CCDBG): This program is state and federally funded and comes to CCIS through the Commonwealth of Pennsylvania, Department of Public Welfare. Every family who calls us for child care referrals or information is told about this program. To qualify, the caretaker and live-in companion/spouse of the child(ren) needing care must be working or enrolling in a job-related training program at least three days, twenty hours per week and the family's gross monthly income must meet income guidelines. For parents receiving cash assistance through the County Assistance Office (CAO), they must be participating in a CAO approved activity.

After a family is determined eligible, they are assigned a fee based on their income and family size. This fee is payable directly to the child care provider upon enrollment under the subsidy program. Parents may choose any child care provider that is currently under contract or willing to obtain a contract with CCIS to be subsidized. Any legal child care provider may participate in this "parent-choice" program.

(3) Child's Way® – a program of The Children's Home & Lemieux Family Center
5324 Penn Avenue, Pittsburgh, PA 15224, 412-441-4884
www.childrenshomepgh.org/childsWay.aspx

Child's Way® is a day care center for children with special medical needs who may also be technology independent. Daily care by registered nurses incorporates therapeutic play with nursing care, individualized to meet the needs of each child; 1-3 ratio of staff to children. The center is an alternative to home health care for children ages birth to 21 years. Child's Way is a pediatric extended care program licensed by the PA Dept. of Health and the PA Dept. of Welfare. Child's Way participates with Child Care Information Services. For more information, contact Child's Way or Child Care Information Services (CCIS).

COMMUNICATIONS
TELEPHONE • INTERNET • MESSAGE HELP

There are telephone and message options available to help maintain contact with human service agencies and resources, family and friends and for effective job search.

For information directly from the Public Utility Commission, visit this site:
www.puc.state.pa.us/utilitychoice/downloads/telephone/lowincome.pdf

TELEPHONE SERVICES

Since 1984, the federal Lifeline programs have heiped people get and keep telephone service. Lifeline has two landline programs, and one cell phone program. Eligibility must be re-certified annually, and expires any time the household income rises above the limit or is no longer in the other qualifying federal program. Terms vary by state, and these terms are for PA from the information below:

- Choose one service, either Landline or Cell Phone. A household can participate in either one, but not both.
- Choose to income-qualify by either Program Participation, or by submitting Proof of Income.

Verizon's link to low-income assistance:
www22.verizon.com/about/community/pa/lowincome/pa_lowincome.html

Verizon Link Up America: Provides a 50% discount on the Line Connection Charge. Income guidelines will apply. 1-800-640-4155

Verizon Lifeline Service: Helps low-income customers get or keep their residential telephone service. Lifeline Service provides a credit on the telephone bill every month, and a 50% discount on the Line Connection Charge. When combined with the Link Up America Program, new customers who apply for Lifeline Service **will not** pay a Line Connection Charge.
1-888-641-8722 www.lifelinesupport.org

Verizon Universal Telephone Assistance Program (UTAP): Helps low-income customers who are served by Verizon to pay their basic telephone charges in time of crisis. To be eligible for UTAP money, you must already be a Lifeline customer, or be a Lifeline applicant who needs to have basic service charges paid before getting Lifeline Service. 1-800-837-4966

Qualify for any Lifeline service in PA: by Program, or by Income

To Qualify based on Program Participation, must already be receiving:

- Federal Public Housing Assistance or Section 8
- Food Stamps and / or Medicaid and / or TANF welfare cash
- Low Income Home Energy Assistance Program (LIHEAP I *or* LIHEAP 2 / Crisis)
- National School Lunch (free program only)
- Supplemental Security Income / SSI
- State Blind Pension

To Qualify by Income, meet income limits and documentation requirements below:

Table below shows maximum gross income to be eligible for service (135% of FPIG)

Number Persons in Household	Annual Income
1	$15,080
2	$20,426
3	$25,772
4	$31,118
For each additional person, add...	$5,346

The following are examples of documents that are accepted: 4 months of consecutive pay stubs, or letter from your employer, or last year's income tax return, or employer W-2 form.

SafeLink Wireless - Free Cell Phone

SafeLink Wireless includes a free cell phone and free service, with up to 250 free minutes per month, depending upon which one of three plan options you choose. You must have a valid United States Postal Address in order to ship your free phone. PO Boxes cannot be accepted. No one else in your household may receive landline or cell phone Lifeline Assistance. You may purchase retail TracFone prepaid cards for more minutes.

Enroll in this federally-supported program at www.safelinkwireless.com, or by calling 1-800-977-3768. If you qualify by already participating in certain federal assistance programs, SafeLink does the verification. If you income-qualify, you must fax or mail copies of documents that prove your income. Fax to 1-800-834-7713; Mail to PO Box 220009, Milwaukie, OR 97269-0009. If you apply online to income-qualify, include a downloaded copy of your application with your proof-of-income documents.

Assurance Wireless provides a free cell phone and 250 voice minutes per month to eligible consumers. Visit www.assurancewireless.com/public/welcome.aspx or call 1-888-898-4888 for details and an application.

INTERNET

COMCAST INTERNET ESSENTIALS FOR LOW-INCOME ALLEGHENY COUNTY RESIDENTS

Comcast is offering qualifying Allegheny County residents low-cost internet access. The program, called Internet Essentials, offers high-speed internet access for $9.95 a month and a voucher for $150 to buy a small, netbook-style computer.

How to qualify
To qualify for $9.95 a month Internet service and a low-cost computer, your household must meet all of the following criteria:

- Be located where Comcast offers Internet service
- Have at least one child receiving free school lunches through the National School Lunch program
- Have not subscribed to Comcast Internet service within the last 90 days
- Not have an overdue Comcast bill or unreturned equipment

How to apply

- Call **1-855-8-INTERNET** (1-855-846-8376) request an application
- Comcast will mail you an application. Complete and return it, along with lunch program documents from your child's school
- Comcast will notify you by mail about the status of your application. Allow 7-10 days for a response.

How to get connected
Once you are approved, Comcast will mail you a welcome package with everything you need to set up your Internet service and receive free Internet training. If you chose to purchase a low-cost computer, your welcome package will provide details.

For more information
www.internetessentials.com

MESSAGE HELP

PA CareerLink offers the Hello Line (412 - 552 - 7042), a local phone number you may offer employers only, on your resume and job applications. You can begin using this number right away, and you do not need to apply or sign up for this service. PA CareerLink staff answer this phone line, and will take a message for you from an employer. You must come in to our office and check the message board for your messages; this is not a call-in message service.

You may also need to maintain contact with human service agencies and resources, and to stay in touch with supportive family and friends. The good news is - there are two programs to help you, and they are free! The Community Voice Mail program is free to anyone, and explained below. The Lifeline programs which have eligibility requirements, offer a household choice of either low-cost landline service, or the SafeLink free cell phone program.

Choose a service or services that are right for you. Whether you use the PA CareerLink Hello Line, Community Voice Mail, Lifeline landline or the SafeLink cell phone, you can stay in touch with employers, services, and anyone who is a positive influence.

Community Voice Mail / CVM helps people living in transition or homelessness rebuild their lives by connecting them to jobs, housing, information and hope. We do this by providing a stable voice mail number at no cost to receive vital messages.

This free service is for anyone seeking employment, housing, healthcare services, safety from domestic violence, and contact with friends, family and social service agencies. There are no income, household size or residency restrictions, and no minimum or maximum time limit as long as the client is actively using their voice mail number.

Contact Travelers Aid at the Pittsburgh Greyhound Office at 412-281-0751 to enroll over the telephone.

The Pittsburgh, PA Community Voice Mail program is part of the national network of CVM sites. Headquartered in Seattle, WA, the CVM National Office website is www.cvm.org .

Crisis Hotlines

Allegheny County
Information/Referral/Emergency Services
412-350-4457 24-Hour service
for help with MH/MR/D&A emergencies.
www.alleghenycounty.us/dhs

re:solve Crisis Network
1-888-YOU-CAN or 1-888-796-8226
Answers 24 hours per day for emergency mental health counseling and access to mobile mental health assistance, walk-in service available.
www.upmc.com/services/behavioral-health/pages/resolve-crisis-network.aspx

Area Agency on Aging Protective Services
412-350-6905 or 1-800-344-4319
Or 1-800-490-8505
24-Hour hotline to report abuse, exploitation and neglect of older adults. Also assists with issues involving self-neglect and abandonment.
www.alleghenycounty.us/Human-Services/About/Contact/Older-Adult-Abuse.aspx

Domestic Violence

Alle-Kiski HOPE Center
1-888-299-HOPE or 1-888-299-4673
www.akhopecenter.org

Crisis Center North
412-364-5556
Or 1-866-782-0911
www.crisiscenternorth.org

Woman's Center and Shelter of Greater Pittsburgh - 412-687-8005
www.wcspittsburgh.org

Center For Victims
412-482-3240 (East Liberty Location)
1-866-644-2882 (24 Hour Crisis Hotline)
www.centerforvictims.org

Womanspace East, Inc.
412-765-2661
www.wseinc.org/

24-Hour Hotlines to Reporting of Child Abuse and Neglect in Pennsylvania

ChildLine- 1-800-932-0313
Allegheny County DHS Office of Children, Youth and Families - 412-473-2000

More details about child protective services:
www.alleghenycounty.us/Human-Services/About/Contact/Child-Abuse.aspx

Pittsburgh Action Against Rape
1-866-363-7273
24-Hour crisis intervention, counseling and advocacy for victims of sexual assault.
www.paar.net

Center for Victims Hotline
412-482-3240
1-866-644-2882
24-Hour support and crisis intervention, advocacy and counseling for individuals, communities, schools and the workplace.
www.centerforvictims.org

United Way 211 Southwest
2-1-1 or toll free 1-888-553-5778
Hearing Impaired 7-1-1
Information & referral services providing problem solving and referrals to over 8500 health and human services.
http://pa211sw.org/

Updated October,2015
www.alleghenycounty.us/Human-Services/Resources/Publications/Resource-Guides.aspx

Allegheny County · Department of Human Services

EARLY LEARNING - CHILDREN'S DEVELOPMENTAL NEEDS

		Located	Serves
Allegheny Intermediate Unit **Project DART** 475 East Waterfront Drive, Homested, PA 15120	(412) 394-5904 www.aiu3.net/DART	Homestead	Allegheny Co. (excluding the City of Pittsburgh)
screening, assessment, education referral and programs for preschoolers with developmental delays			
Alliance for Infants and Toddlers, Inc. The Hough Bldg., 2801 Custer Avenue Pittsburgh, PA 15227	(412) 885-6000 www.afit.org	Carrick	Allegheny Co.
early intervention services to families with children ages birth-3 with developmental concerns			
ACHIEVA **Infant and Toddler Program** 711 Bingham Street, Pittsburgh, PA 15203	(412) 995-5000 www.achieva.info	Southside Flats	Allegheny Co.
programming in their center and in-home for ages birth - 3, with all handicapping conditions			
Children's Hospital of Pittsburgh **Child Development Unit** 3420 Fifth Avenue, Pittsburgh, PA 15213	(412) 692-5560 www.chp.edu	Oakland	No Restrictions
Diagnosis, consultation and therapy to children ages birth-18 with developmental and/or behavioral disorders			
Early Learning Institute 2510 Baldwick Road Pittsburgh, PA 15205-4904	(412) 922-8322 www.earlylearninginstitute.org	Crafton	Allegheny Co.
comprehensive early intervention services to infants, toddlers and pre-school children and their families			
Easter Seal Society of W.PA 2525 Railroad St Pittsburgh, PA 15222	(412) 281-7244 www.westernpa.easterseals.com	Downtown	Alleg, Greene, Washington, Westmoreland
(preschool age) nursery school, speech, language, hearing, dev. Screening, (ages 2-8) school program,			
Family Resources of Western PA 1425 Forbes Avenue Pittsburgh, PA 15219	(412) 363-1702 www.familyresourcesofpa.org	Uptown	No Restrictions
Therapeutic services and preschool for children 2 1/2 - 5 years old			
Laughlin Center 424 Frederick Avenue Sewickley, PA 15143	(412) 741-4087 www.laughlincenter.org	Sewickley	No Restrictions
Diagnosis & remediation of learning, academic, speech/language problems, counseling; ages birth - 18			
Office of Child Development 400 N. Lexington St. Lower level 104 Pittsburgh, PA 15208	(412) 383-4447 www.ocd.pitt.edu	Homewood	Allegheny Co.
Facilitates and develops partnerships to improve the lives of children and families			
Early Head Start/Head Start **For information and enrollment call**	(866) 214-KIDS (5437)		Allegheny Co & City of Pgh
Early Childhood Education Programs & support for families with children birth-3 years old, early education 3-5 yrs.			

PLEA 733 South Avenue Pittsburgh, PA 15221	(412) 243-3464 www.plea-agency.org	Wilkinsburg	Allegheny Co.
School/partial hospitalization, wraparound services, respite care; for those with behavioral & developmental needs			

Matilda Theiss Child Development Center 373 Burrows Street Pittsburgh, PA 15213	(412) 383-1575	Oakland	Allegheny Co.
Mental health programming to address children with special needs related to emotional and behavioral disturbances, prenatal drug and alcohol exposure, a parent's mental illness diagnosis			

EMPLOYMENT

		Located	Serves
Achieva 711 Bingham Street Pittsburgh, PA 15203	(412) 995-5000 (888) 272-7229 www.achieva.info	Southside	No Restrictions
individualized employment supports for persons with disabilities			
AHEDD 900 Sarah Street, Suite 202 Pittsburgh, PA 15203	(866) 902-4333 (412) 381-3313 www.ahedd.org	Southside	No Restrictions
employment assistance and benefits counseling for youth and adults with disabilities			
Braddock Employment/Training Center **MOST/Modern Office Systems Training** 849 Braddock Avenue, Braddock, PA 15104	(412) 273-6450	Braddock	No Restrictions
one stop shop to assist in job searching, GED prep, counseling, resume help, on-site child care			
PA Unemployment Compensation **Duquesne Call Center**	(888) 313-7284 (412) 267-1475 http://www.portal.state.pa.us/		statewide
all unemployment compensation claims must be entered by phone or online			
Goodwill of SW PA 118 52nd Street Pittsburgh, PA 15201	(412) 481-9005 www.goodwillswpa.org	Lawrenceville	no restrictions
education/training/job search/job coach for persons with disabilities, participants of welfare employment initiatives			
Life's Work of Western PA 1323 Forbes Avenue Pittsburgh, PA 15219	(412) 471-2600 www.lifesworkwpa.org/	Downtown	Western PA
helps youth and young adults w/ disabilities and barriers to employment to achieve productive employment			
Online Job Search & Career Information Tools PA info: www.dli.state.pa.us U.S. info: www.dol.gov *CareerOneStop web site, www.careeronestop.org , is a single point of entry to access all resources in the US Department of Labor's suite of electronic tools. Links to www.myskillsmyfuture.org , with a local Business Locator to match user's work history, and a Job Preferences filter*			
PA CareerLink Pittsburgh/Allegheny County Wood Street Commons 304 Wood Street, Pittsburgh, PA 15219	(412) 552-7100 http://careerlinkpittsburgh.com/		No restrictions *(unemployed or employed)*
one stop shop to assist in job searching, job search workshops *computer classes , counselors, training/education job search program if eligible, resume help*			
PA CareerLink East/Allegheny County 2040 Ardmore Boulevard Pittsburgh, PA 15221	(412) 436-2225 http://careerlinkpittsburgh.com/		No restrictions *(unemployed or employed)*
one stop shop to assist in job searching, job search workshops *computer classes , counselors, training/education job search program if eligible, resume help*			
PA CareerLink Additional Non County Centers Alle-Kiski (724) 334-8600 *one stop shop to assist in job searching*			

PA Office of Vocational Rehabilitation (OVR) 531 Penn Avenue, Second Floor Pittsburgh, PA 15222	(412) 392-4950 www.dli.state.pa.us	Downtown	Western PA
Bureau of Blind and Visual Services, first floor, *disability services and referrals for physical/psych eval, vocational assessment, job readiness/coach/search/retention, education/training, assistive technology*			

People's Oakland 3433 Bates Street, Pittsburgh, PA 15213	(412) 683-7140 www.peoplesoakland.org	Oakland	Allegheny Co.
psychological and vocational wellness and recovery/rehabilitation for adults with serious and persistent mental illness/substance abuse			

Senior Training & Employment Program/STEP 1 Smithfield Street Pittsburgh, PA 15222	(412) 350-7119	Downtown	Allegheny Co.
to improve the marketability for job search by updating general office skills for seniors age 55 and older,			

Three Rivers Center for Independent Living 900 Rebecca Avenue Pittsburgh, PA 15221	(412) 371-7700 www.trcil.org	Wilkinsburg	Western Pa
one stop shop for disability services & referrals for employment, independent living skills training, peer support			

Ticket to Work Program **Social Security Administration**	(866) 968-7842 www.yourtickettowork.com
employment program for people with disabilities	

U.S. Equal Employment Opportunity Commission (EEOC)	(800) 669-4000 www.eeoc.gov

Volunteers of America Workforce Development Program	(412) 246-4434 www.voapa.org	Allegheny Co.
Life's Work Building, 1323 Forbes Avenue, Suite 232, Pittsburgh, PA 15219 *provides assessment, technology training and professional skills*		

Employment / labor-related special topics

- **Safe, healthful working conditions for employers and employees:**
  Occupational Safety & Health Administration / OSHA, www.osha.gov ; Pgh. office: 412-395-4903

- **Minimum wage, overtime pay, recordkeeping, child labor and special employment,**
  Family and Medical Leave Act, more: US Dept. of Labor - Wage & Hour Division, 1-866-487-9243, www.dol.gov/whd ; Pgh. District Office: 412-395-4996

- **Discrimination information / claims for job applicants and employees:**
  - City of Pittsburgh Commission on Human Relations: 412-255-2600, www.city.pittsburgh.pa.us/chr
  - PA Human Relations Commission: www.phrc.state.pa.us; Pgh. office: 412-565-5395
  - Federal laws, EEOC/ Equal Employment Opportunity Commission: www.eeoc.gov; Pgh. office: 412-395-5902

- **Working with a disability:**
  - Ticket to Work and many work incentives for SSDI and/or SSI: www.ssa.gov
  - Medical Assistance for Workers with Disability/MAWD: www.dpw.state.pa.us
  - Benefits counseling at AHEDD (see above)

Pennsylvania Department of Human Services

www.dhs.pa.gov/

The Pennsylvania Department of Human Services is comprised of the following seven offices: Office of Child Development and Early Learning, Office of Children, Youth and Families, Office of Developmental Programs, Office of Income Maintenance, Office of Long Term Living, Office of Medical Assistance Programs and the Office of Mental Health and Substance Abuse Services. The department administers services that provide care and support to Pennsylvania's most vulnerable citizens.

The Commonwealth of Pennsylvania now has an online application for social services like cash assistance, food stamps, medical assistance, Medicare, Medicaid and more.
www.COMPASS.state.pa.us

County Assistance Office Headquarters
301 Fifth Avenue, Piatt Place
Suite 470
Pittsburgh, PA 15222
412-565-2146
LIHEAP (cash) 412-562-0330

Alle-Kiski District
909 Industrial Boulevard
New Kensington, PA 15068-0132
724-339-6800

Liberty District
Warner Center
332 Fifth Ave. Third Floor
Pittsburgh, PA 15222
412-565-2652

Three Rivers Office
Warner Center
332 Fifth Avenue 2nd Floor
Pittsburgh, PA 15222
412-565-7755

Institution-Related Eligibility District
301 Fifth Avenue, Piatt Place
Suite 420 (IRED)
Pittsburgh, PA 15222
412-565-5604

Greater Pittsburgh East
5947 Penn Avenue, 2nd Floor
Pittsburgh, PA 15206-3844
412-645-7400 or 7401

Southeast District
220 Sixth Street
McKeesport, PA 15132
412-664-6800 or 6801

Southern District
332 Fifth Avenue
Suite 230
Pittsburgh, PA 15222
412-565-2232

Food Stamp Screening Programs

Provide outreach and assistance by phone to help people who may be unsure if they qualify for food stamps.

Urban League of Pittsburgh, Food Stamp Outreach and Enrollment Program
1-866-395-FOOD (3663)
www.ulpgh.org/programs
Greater Pittsburgh Community Food Bank, Food Stamp Outreach Coordinator
412-460-3663 *286
www.pittsburghfoodbank.org/programs/agency_relations.aspx
Just Harvest, Food Stamp Participation Assistance
412-431-8960
http://justharvest.org/index.php/serving/food-stamps

US Social Security Administration

Main Office
921 Penn Avenue, Pittsburgh, PA 15222
1-800-772-1213
www.ssa.gov

East Liberty Branch
6117 Penn Circle North
Pittsburgh, PA 15206

McKeesport Branch
540 5th Avenue
McKeesport, PA 15132

Monroeville Branch
322 Monroeville Mall Office Complex
Monroeville, PA 15146

Mt. Lebanon Branch
650 Washington Road, Suite 120
Pittsburgh, PA 15228

North Side Branch
4 Allegheny Center, 2nd Floor
Pittsburgh, PA 15212

Family Support Centers

Family Support programs *are based on the philosophy that the most effective way to ensure the healthy development and growth of young children is by supporting the families and communities in which they live. They are designed to increase the strength and stability of families, to increase parents' confidence in their parenting abilities and to afford children a stable and supportive family environment. Family Support Centers offer the opportunity for families to receive intensive, comprehensive, and culturally relevant services through home as well as center-based visits. Parenting education is provided.*
http://alleghenycounty.us/Human-Services/Programs-Services/Basic-Needs/Parent-Caregiver-Support/Family-Support-Centers.aspx

CENTRALLY LOCATED

Greater Hazelwood Family Center
5006 Second Ave
Pittsburgh, PA 15207
412-904-2005

Hill District Center for Nurturing Families
1801 Centre Avenue, Suite 310
Pittsburgh, PA 15219
412-683-7517

Lawrenceville Family Care Connection
5235 Butler Street, 1st Floor
Pittsburgh., PA 15201
412-784-8683

EASTERN NEIGHBORHOODS

East Liberty Family Support Center
6435 Frankstown Ave.,
Pittsburgh, PA 15206
412-362-7609

East Hills Family Support Center
2320 East Hills Drive
Pittsburgh, PA 15221
(412) 727-2640

Homewood-Brushton Family
Support Center
7140 Bennett Street, Pittsburgh, PA 15208
412-243-6088

Lincoln Park Family Center
7300 Ridgeview
Penn Hills, PA 15235
412- 661-1057

Wilkinsburg Family Center
907 W. St. 5th Floor, Penn West Office Building
Pittsburgh, PA 15221
412-371-5934

Wilkinsburg Family Support Center
807 Wallace Avenue, Suite 205
Pittsburgh, PA 15221
412-871-7948

MON VALLEY NEIGHBORHOODS

Braddock Family Care Connection
849 Braddock Avenue, Braddock, PA 15104
412-273-4610

Clairton Family Center
734 Miller Avenue
Clairton, PA 15025
412-233-8325

Duquesne Family Support Center
1 Library Place, Duquesne, PA 15110
412-469-9870

Duquesne Family Center
Duquesne Education Center
300 Kennedy Avenue, Duquesne PA 15110
412-469-4163

East Allegheny Family Center
200 Westinghouse Avenue
Wilmerding, PA 15148
412-829-6171

McKeesport Family Center
339 5th Avenue
2nd floor
McKeesport, PA 15132
412-672-6970

McKeesport First Steps
First Steps Parenting Program
339 Fifth Avenue, Second Floor
McKeesport, PA 15132
412-678-5130

Rankin Family Care Connection
Rankin Christian Center
230 Third Avenue, Rankin, PA 15104
412-271-3408

Steel Valley Family Center
304 East Eighth Avenue
Homestead, PA 15120
412-461-8019

Turtle Creek Family Care Connection
208 Penn Plaza Shopping Center
Turtle Creek, PA 15145
412-829-8982

NORTH NEIGHBORHOODS

Highlands Family Center
415 4th Avenue, Tarentum, PA 15084
724-224-9006

Northview Heights Family Support Center
101 Hazlett Street
Pittsburgh, PA 15214
412-323-1020

Providence Family Support Center
3113 Brighton Road, Pittsburgh, PA 15212
412-766-6730

SOUTH NEIGHBORHOODS

Hilltop Family Care Connection
1630 Arlington Avenue, Pittsburgh, PA 15210
412-432-1635

Latino Family Center
5450 Second Ave.
Pittsburgh, PA 15207
(412) 325-8111

Prospect Park Family Center
1450 Maple Drive
Pittsburgh, PA 15227
(412) 885-0284

WEST NEIGHBORHOODS

Focus on Renewal
Positive Parenting Program
701 Chartiers Avenue
McKees Rocks, PA 15136
412-331-1685

Sto-Rox Family Center
618 Russlwood Avenue
McKees Rocks, PA 15136
412-771-6817

FATHER'S / MEN'S RESOURCES (See Also Family Support Centers)

		Located	Serves
Allegheny Family Network **Fathers Involved Now** 425 N. Craig St., Suite 500, Pittsburgh, Pa 15219 *Focusing on the issues and concerns fathers face daily/ supporting a nurturing connection with their children*	(412) 246-2030 www.alleghenyfamilynetwork.org	Pittsburgh	Allegheny Co.
All PRO DAD **National Website** *Advice; Events; Family first, strengtherning families everywhere.*	www.allprodad.com		Nationwide
Arsenal Family & Children Center 336 South Aiken Avenue Pittsburgh, PA 15232 *parenting support for fathers*	(412) 345-0008 http://arsenalfamily.org/	Shady Side	Allegheny County
Center For Family Excellence **Male Coalition Mentoring Group** 409 Dinwiddie St Pittsburgh PA 15219 *Strengthens families by helping teenage and adult males address issues that separate them from their familes.*	(412) 232-0322 x13 www.cffei.org/	Pittsburgh	Allegheny County
Coalition For Fathering Families 8133 Conemaugh Street Pittsburgh, PA 15221	(412) 731-5551	Pittsburgh	Allegheny
DAD's Program (Dads Assisting Dads) 1401 Forbes Avenue Pittsburgh, Pa 15219 *Volunteer support programing serving dads in Allegheny County/Child Welfare system*	(412) 350-2824	Pittsburgh	Allegheny
Dr. Dad - ParentWise Program **Family Services of Western Pennsylvania** 211 Huff Avenue, Suite 1, Greensburg, PA 15601 *A multi-week series dealing with topics of interest to fathers of infants and toddlers*	(724) 837-5410	Greensburg	Westmoreland Allegheny Counties
Elect Fathering Initiative The Washington Health System Teen Outreach 410 N. Main Street, Washington, PA 15301 *provides teen fathers up to the age of 22 with parenting education*	(888) 301-2311 (724) 222-2311	Washington, PA	Greene, Washington Fayette Counties
Father's Collaborative Council **475 East Waterford Avenue** Homestead, Pa 15120 https://www.facebook.com/#!/pages/FATHERS-Collaborative-Council-FCC/315754551834465	(412) 394-5955	Homestead	SW PA
Healthy Start Inc., Male Initiative Program Lexington Tech. Park, 400 N. Lexington Street Pittsburgh, PA 15208 *men located in Healthy Start areas, many supportive services, father's involvement, personal growth, d/a, etc.*	(412) 247-1000 www.hsipgh.org	Homewood	Allegheny .
National Fatherhood Initiative 20410 Observation Drive, Suite 107 Germantown, Maryland 20876 *Provides training, technical assistance and father-specific resources to organizations.*	(301) 948-0599	Beaver County Germantown, MD	Nationwide

National Responsible Fatherhood Clearinghouse Nationwide
National Website www.fatherhood.gov

Resources for fathers,providers and the public at large interested in supporting strong fathers and families.

Young Fathers Employment Program Hill District Allegheny
Hill House Association
1835 Centre Avenue, Pittsburgh., Pa 15219
Employment readiness, development, placement program, parenting/ life skills for young fathers age 17-24.

All Family Support Centers serve fathers. The following have activities/groups specifically for fathers.

Braddock Family Care Connection 849 Braddock Avenue Braddock, PA 15104	(412) 273-4611	Braddock N. Braddock
East Allegheny Family Center 200 Westinghouse, Avenue Wilmerding, PA 15148	(412) 829-6171	Wilmerding, Wall E. Mckeesport Monroeville Pitcairn,N. Versailes
East Liberty Family Support Center 6435 Frankstown, Avenue Pittsburgh, PA 15206	(412) 362-7609	East Liberty Garfield Larimer
Hill District Center for Nurturing Families 1801 Center Avenue, Suite 200 Pittsburgh, PA 15219	(412) 683-7517 x1423 412-287-7532 for Nurturing Fathers	Hill District Oakland Uptown Oak Hill
Hilltop Family Care Connection 1630 Arlington, Avenue Pittsburgh, PA 15210	(412) 432-1635	Mt. Oliver Knoxville Beltzhover Allentown
Latino Family Center 5450 Second Avenue Pittsburgh, PA 15207	(412) 325-8111	County Wide for Families of Latin descent
Lawrenceville Family Care Connection 5235 Butler Street Pittsburgh, PA 15201	(412) 784-8683	Lawrenceville Sharpsburg,Etna Bloomfield Garfield
Providence Family Support Center 3113 Brighton Road Pittsburgh, PA 15212	(412) 766-6730	Marshall Shadeland, Perry Hilltop
Rankin Christian Care Connection 230 Third Street Pittsburgh, PA 15104	(412) 271-3408	Rankin Swissvale

Steel Valley Family Center 302-306 East 8th Avenue Homestead, PA 15120	(412) 461-8019	Homestead Munhall W. Mifflin
Sto-Rox Family Center 618 Russellwood Avenue McKees Rocks, PA 15136	(412) 771-7166	McKees Rocks Sheriden Coraopolis
Turtle Creek Family Care Connection 208 Penn Plaza Shopping Center Turtle Creek, PA 15145	(412) 829-8982	Turtle Creek Monroeville E. Pgh, Pitcairn
Wilkinsburg Family Support Center 807 Wallace Street Wilkinsburg, PA 15221	(412) 871-7948	Wilkinsburg

Listed below are some programs in Allegheny County providing monetary assistance.
Many churches can also assist consumers with urgent financial needs.

Housing Assistance

Action Housing, Mortgage Assistance Program, 412-281-2102, www.actionhousing.org

ACTION-Housing's Mortgage Assistance Program and the Pennsylvania Homeowners Emergency Mortgage Assistance Program (HEMAP - 800-342-2397) enable long-term unemployed homeowners to save their homes from foreclosure through counseling and direct financial assistance.

Community Human Services, Housing & Rental Assistance, 412-246-1640, www.chscorp.org

Rental Assistance to avoid eviction or receive assistance with first month's rent/security deposit is provided Mondays from 11am-5pm, Wednesdays from 9am – 4pm and Fridays from 9am – 4pm. Specific documentation is required so call for an appointment and list of necessary documents.

Department of Public Assistance, Emergency Shelter Assistance Fund, 412-565-2146

Provides financial assistance in order to prevent eviction or foreclosure, obtain permanent housing, or obtain temporary shelter. Consumers must be receiving public assistance benefits to qualify.

NeighborWorks Western Pennsylvania, info@nwwpa.org , www.nwwpa.org, 412-281-9773

Provides financial empowerment that promotes homeownership, stable and happy homes and vibrant communities by offering credit/budget counseling, pre-purchase, pre-settlement and post purchase counseling, home buyer education, financial education and foreclosure prevention services.

Urban League, Housing Assistance Program, 412-227-4164, intake: 412-227-4805
610 Wood Street, Pittsburgh, PA 15222

The Housing Assistance Program provides a one-time rental grant to landlords on behalf of eligible men, women and children of Allegheny County who are in a homeless or near homeless (Magistrate Notice) situation. The grant aids in establishing and maintaining permanent affordable housing.

Rental Assistance for individuals/families who are homeless

Allegheny Link,1-866-730-2368

Provides information on services available to help older adults, people with disabilities and individuals who are homeless or at risk of becoming homeless, maintain their independence , dignity and quality of life.

General Financial Assistance

Allegheny Valley Association of Churches, Emergency Financial Assistance, 724-226-0606

The Emergency Assistance program provides short-term emergency assistance to families and individuals in need in the Allegheny Valley area. We help with rent and utility payment assistance, emergency food, clothing and shoe vouchers, gasoline vouchers, bus passes, prescriptions and referrals.

Catholic Charities / Basic Needs Assistance Line, 412-456-6976

A small amount of financial aid is given to an individual in crisis. Additional consideration may be given to senior citizens. Funds are used for emergency financial needs and are not applicable to rent or security deposits. Consumers need not be referred by a social service agency.

Hebrew Free Loan Association of Pittsburgh, 412-422-8868, www.hflapgh.org

Provides interest-free loans through a confidential, in-person application process to meet a variety off needs. Loans typically require a cosigner who has a source of income, has good credit and owns property in Allegheny County. Applicants must have a source of income and be permanent residents of Allegheny County. Call or visit the web site for more information.

North Hills Community Outreach, 412-487-6316, www.nhco.org

Provides emergency food and financial assistance to families in crisis (i.e. food, energy assistance, budgeting, case management). Consumers must live in school districts of Hampton, Shaler, North Hills, North Allegheny, Pine-Richland, Northgate, Deer Lakes, Fox Chapel and Avonworth.

Salvation Army – 412-446-1500

Assistance may be provided for help with food, clothing and utility bills pending availability. Call the phone number above with the zip code of the person in need, to be referred to the consumer's local Salvation Army Unit.

St. Vincent DePaul Society – Main Office Number 412-321-1071 *2
www.svdppitt.org/

Emergency help to those in need of material assistance: services provided through a volunteer network of the parishes of the Catholic Church and rendered according to availability. Services include referral counseling, food distribution, and application utility assistance. Organizations can apply to be 'partner agency' and can get direct help for those they serve. Contact the number above to be referred to the consumer's local church or the central office will assist.

WHERE CAN I FIND FOOD???

Allegheny County Department of Human Services provides a comprehensive listing of food assistance and food providers at the following website:
www.alleghenycounty.us/Human-Services/Programs-Services/Basic-Needs/Food-Assistance.aspx

HUNGER SERVICES NETWORK at the URBAN LEAGUE

Hunger Services Network links people who urgently need help finding food to any program that will meet their needs. In addition to food pantry referrals, they also connect callers to other community based programs, including Women, Infants & Children (WIC), food stamps and Meals on Wheels.

The **Emergency Food Assistance Hotline** is open Monday through Friday from 9:30 AM - 3:00 PM and it has a message machine that answers 24 hours a day. This line screens callers and refers them to their local food pantry so consumers can get food assistance as soon as possible. **(412) 681-1121,** www.ulpgh.org/programs/housing.asp

The **Food Stamp Screening Program** provides food stamp eligibility by phone. Eligibility can be determined in about 15 minutes by a Food Stamp Coordinator. **1 (866) 395-FOOD**

WIC

The Women, Infants & Children Program (WIC) provides vouchers for nutritious foods to be used at participating grocery stores. Vouchers are available for pregnant & breastfeeding women, postpartum women and children up to the age of five who meet eligibility criteria. WIC also offers vouchers during the summer months for the Farmers Market Nutrition Program. These vouchers are to be used at participating farmers markets and farm stands.
(412) 350-5801 www.achd.net/wic

Also available, breastfeeding Help Line**:**
412-687-2243

GREATER PITTSBURGH COMMUNITY FOOD BANK

The **Food Bank** is the supplier of food pantries, soup kitchens, congregate feeding facilities, shelters and other community programs. The **Produce to People** program is the Food Bank's largest mobile pantry program. Each family receives 30-50 pounds of food, including fresh produce. Produce to People is an additional resource to our local pantries and participants are able to come to as many distributions as needed while still attending a local pantry.

(412) 460-3663 www.pittsburghfoodbank.org

THE BRASHEAR ASSOCIATION

http://www.brashearassociation.org/programs/food-assistance
The Brashear Association's food pantry provides food and other commodities to low-income individuals and families two days each week at Brashear and Kaufmann Centers. Participants may obtain food every month. Information concerning public benefits and other services is also available. (**412) 431-2236**

HOME DELIVERED MEALS

Nutritious prepared meals and friendly smiles are delivered five days a week to individuals who cannot shop/cook for themselves due to injury, illness, or other medical or mobility issues.
Weekly contributions are requested. Adults 60 and over ONLY.
(412) 350-5460
www.alleghenycounty.us/Human-Services/Programs-Services/Basic-Needs/Food-Assistance.aspx

DOWNTOWN MINISTERIUM WALK-IN MINISTRY

Five churches downtown rotate weekly providing bags of food serving persons in need. Food pantries must be accessed first. St. Mary of Mercy (412) 261-0110, 1st Presbyterian (412) 471-3436, Trinity Cathedral (412) 232-6404, Smithfield United (412) 281-1811, 1st Lutheran (412) 471-8125

Updated October 2015
www.alleghenycounty.us/Human-Services/Resources/Publications/Resource-Guides.aspx

FOREIGN LANGUAGE ACCESS

Title VI of the Civil Rights Act (1964) protects persons from discrimination based on their race, color and national origin, including language. Organizations receiving federal assistance must provide meaningful access to their programs and services for individuals and families with limited English proficiency.

Serving Individuals with Limited English Proficiency (LEP)

Consider the following steps, as an organization and an individual, to ensure quality service to LEP clients.

- Establish organization-wide language access protocols, policies, and resources.
- Be prepared to identify LEP individuals and assess the need for language assistance services.
- Offer language services free of charge to those with LEP needs in their preferred language.
- Provide easy-to-understand print and signage in languages commonly used in your area.
- Plan to use additional time during meetings for interpretation.
- Employ bilingual staff and train or test for interpreter proficiency.
- Form relationships with professional and volunteer language service providers.
- Partner with specialists in ethnic and immigrant-serving organizations.
- Find cultural moderators: Individuals who can bridge cultures.

Communicating Across the Language Barrier

Regardless of LEP, you can encourage and participate in meaningful communication. Consider the following:

- Greet the individual warmly and ask how they prefer to be addressed.
- Speak clearly and concisely, slow down your rate of speech, and pause if needed.
- Choose simple words and phrases, and avoid jargon or idioms (e.g., it's a piece of cake).
- Explain procedures simply and offer to repeat.
- Encourage questions and give time to respond.
- Use active listening to clarify what you've heard.
- Check for understanding and agreement; don't rely on a nod or smile.

Foreign Language Interpretation and Translation Services*

On-site, In-person Interpretation

+ Echo International: 412-261-1101
+ Language Services Associates: 800-305-9673
+ Pittsburgh Language Access Network (PLAN): 412-281-1375
+ Royal Multilingual Translations: 412-716-3414

Telephonic Interpretation

+ Language Line: 800-752-6069
+ Language Services Associates: 800-305-9673
+ Optimal Phone Interpreters: 877-746-4674

+ Use trained and certified adult interpreters; do not rely on children.
+ Talk to the interpreter before the meeting.
+ Clarify roles: the Service Provider, the Interpreter, and LEP Participant.
+ Address the client, not the interpreter.

*This is a list of some available resources. DHS does not endorse specific providers of language services.

Compiled by: **Allegheny County DHS Immigrants & Internationals Initiative (10/2015)**
For more information and guidance: **WWW.LEP.GOV**

Thrift Shops are a good resource for low cost furniture, from clothing and chairs to baby furniture and household items. A comprehensive list can be found in the yellow pages or online (www.shopans.org). Most of the time, consumers need to be prepared to arrange for delivery, because most thrift shops do not provide delivery services.

Appliance Warehouse

523 Bingham Street, Pittsburgh, PA 15203
www.appliancewarehouse.com/ **(412) 381-8800**
Sells/rents large new, or used appliances; has a 10 month rent to own program.

The Blessing Board

140 Pennsylvania Ave., Oakmont, PA 15139
www.blessingboard.org **(412)-828-1055**
Volunteer organization that gives away household goods to anyone who needs or wants them.
No delivery services are available.

Construction Junction

214 N. Lexington Street, Pittsburgh, PA 15208, (412) 243-5025
www.constructionjunction.org/
This organization supports and promotes conservation through the reuse of building materials and provides usable building materials & household items to people in the community at a very low cost.

East End Community Thrift Shop ("Thrifty")

5123 Penn Avenue, Pittsburgh, PA 15224, (412) 361-6010
http://thomasmertoncenter.org/thrifty/
Open to the community offering clothing, furniture, and small appliances. Social service workers can fill out an application on behalf of their consumer to receive a small voucher to be used for household items within this thrift shop. Call directly for the guidelines and an application.

Goodwill Thrift Stores

Dormont (412) 942-0090, **Hill District** (412) 924-0070, **Cheswick** (724) 274-5883
Monroeville (412) 856-9840, **North Hills** (412) 635-9612, **North Side** (412) 322-5666, **South Side** (412) 481-5390, **Whitehall** (412) 885-5151
Addresses and more area locations available at www.goodwillswpa.org/goodwill-stores
Computer store location in Lawrenceville: www.goodwillswpa.org/computer-store

Off the Floor http://offthefloorpgh.org/

901 Allegheny Avenue, Pittsburgh, PA 15233, info@offthefloorpgh.org **or 412-926-5053**
Off the Floor Pittsburgh is a local Christian volunteer ministry which, since 2004, has provided basic used furniture like beds, dressers, tables, and chairs to disadvantaged families who lack these items. Call first as a referral from an agency partner is required. Delivery may be arranged.

The Salvation Army Family Thrift Store

44 South 9th Street, Pittsburgh, PA 15203, (412) 481-7900
Vouchers may be provided to individuals in need for use at the Salvation Army Thrift Shop. Social service workers can call for the guidelines and an application.

St. Vincent DePaul Society

Social service workers, priests and pastors are able to refer for vouchers for low or no cost items.
Coraopolis: (412) 264-2378 · 415 Chess Street, Coraopolis, PA 15108
Penn Hills: (412) 247-3202 · 10736 Frankstown Road, Pittsburgh, PA 15235
Monroeville: (724) 733-8585 · 1730 Golden Mile Highway, Monroeville, PA 15146
Sharpsburg: (412) 781-2020 · 900 Main Street, Pittsburgh, PA 15215
Castle Shannon: (412) 882-8519 · 3423 Library Road, Pittsburgh, PA 15234

Online Resources

Please consider visiting web sites such as www.craigslist.com or www.freecycle.org for low cost or free used furniture and household items in your area.

GRANDPARENTS RAISING GRANDCHILDREN (see also "Family Support Centers"

		Located	Serves
Allegheny Cty Department of Human Services	(412) 350-5460	Downtown	Allegheny Co.
Family Caregiver Support Program			
2100 Wharton Street, Second Floor, Pittsburgh, PA 15203			
caregiver program that can offer a reimbursement resource option to families caring for a child 0-18 years old			

A Second Chance, Inc.	(412) 342-0600	Allegheny Co.
	www.asecondchance-kinship.com	
2 monthly meetings to assist grandparents in the job of caring for their grandchildren		

Penn State Cooperative Extension
Kinship Programs
http://extension.psu.edu/kinship/programs/allegheny
an online list of resources for kin who are parenting their relative's children

HIV/AIDS & SEXUALLY TRANSMITTED DISEASES

		Located	Serves
Allegheny County Health Department 3441 Forbes Avenue, 2nd Floor (Forbes Medical) Pittsburgh, PA 15213 *STD and HIV testing*	(412) 687-2243 STD testing: (412) 578-8081	Oakland	Allegheny Co.
Persad Center, Inc. 5301 Butler St. Pittsburgh, PA 15201 *LGBT outpatient counseling for individuals/sexual minorities, also for couples & families, support groups*	(412) 441-9786 (888)873-7723	Lawrenceville	Tri-State area
Pittsburgh AIDS Task Force 5913 Penn Avenue, 2nd. Floor Pittsburgh, PA 15206 *diagnosis, treatment, referrals for HIV, sexually transmitted diseases, other healthcare and services*	(412) 345-7456 (888) 204-8821 www.patf.org	East Liberty	Southwestern PA
Planned Parenthood of Western PA *HIV testing*	(412) 434-8971 (412) 257-9880 (412) 264-7205 www.ppwp.org	(Downtown) (Bridgeville) (Moon)	Allegheny Co.
The Positive Health Clinic **Allegheny General Hospital** 1307 Federal Street, Pittsburgh, PA 15212 *early HIV intervention and treatment, case management, family & individual counseling, referrals*	(412) 359-3360 *For HIV testing, call John Nardi at (412) 359-4424* www.wpahs.org	North Side	Allegheny Co.
Prevention Point Pittsburgh 907 West Street Pittsburgh, PA 15221 *provides clean injection equipment and related services to injection drug users to reduce spread of diseases*	(412) 247-3404 www.pppgh.org	Wilkinsburg	Allegheny Co.
Shepherd Wellness Community 4800 Sciota Street Pittsburgh, PA 15224 *Weekly dinners, support groups, social activities, transportation, newsletter for those with HIV/AIDS*	(412) 683-4477 www.swconline.org/	Bloomfield	Allegheny Co.
University of Pittsburgh Medical Center ***Pittsburgh AIDS Center for Treatment (PACT)*** ***Pitt Treatment Evaluation Unit (PTEU)*** *Participation in experimental studies, services are free of charge*	 (412) 647-7228 (412) 647-8125	Oakland	No Restrictions

Housing Programs in Allegheny County

SUBSIDIZED HOUSING

Housing Authorities

Allegheny County
625 Stanwix Street
12th Floor
Pittsburgh, PA 15222
Subsidized housing (412) 355-8940
Section 8 (412) 355-8940 (then press 2)
www.achsng.com

City of Pittsburgh
200 Ross Street, 9th Floor
Pittsburgh, PA 15219
Subsidized housing (412) 456-5030
Section 8 (412) 456-5090
(number for existing Section 8 participants)
www.hacp.org

McKeesport
2901 Brownlee Avenue, 2nd Floor
McKeesport, PA 15132
(412) 673-6942
www.mckha.org

Housing and Urban Development (HUD) provides two lists (1) for families and (2) for older adults of all the subsidized housing options available in Allegheny County. This list contains housing authority and private landlord (such as non-profit management programs) properties. Each property maintains its own waiting list.
(412) 644-6428, www.hud.gov

Section 8 vouchers travel with the renter anywhere in the United States. Any property can be rented if the landlord is willing to participate in the Section 8 program and the property meets certain safety and sanitation standards. Certificate holders pay 30% of their income to rent and there is a ceiling on the total rent amount. With a voucher, the individual pays a set amount and the housing authority pays the difference in rent.

Occupants of *subsidized housing* (also known as *public housing*) pay no more than 30% of their income for rent.

HOUSING COUNSELING & ASSISTANCE

ACTION-Housing
Mission: To empower people to build more secure and self-sufficient lives through the provision of decent, affordable housing, essential supportive services, asset building programs, and educational and employment opportunities. Has a history of serving the most vulnerable populations, including veterans, homeless families, and youth aging out of the foster care system.ahi@actionhousing.org, www.actionhousing.org, (412) 281-2102

Allegheny Housing Rehabilitation Corporation (AHRCO) provides a housing management program which offers subsidized and non-subsidized housing in specific neighborhoods of the county. Main office (412) 687-6200

NeighborWorks Western Pennsylvania provides financial empowerment that promotes homeownership, stable and happy homes and vibrant communities by offering credit/budget counseling, pre-purchase, pre-settlement and post purchase counseling, home buyer education, financial education and foreclosure prevention services.
info@nwwpa.org / www.nwwpa.org / (412) 281-9773

Supportive Relocation Program/Community Human Services provides case management services, relocation and tangible assistance for homeless individuals and families. Clients must have a stable source of income and an agreement to comply with a comprehensive case management plan to be eligible. (412) 246-1640 or (412) 621-6513

Urban League provides financial help with first months rent/security deposit, housing counseling and housing resource lists. City - (412) 227-4805, County - (412) 227-4812

The Department of Human Services publishes a detailed listing for **homeless services** of emergency and supportive services called the **HUD/HAP Contracted Providers of Housing Directory** **www.alleghenycounty.us/dhs/guides.aspx**

HOUSING REPAIR

AHILP / Allegheny County Department of Economic Development provides financial help for home improvements to qualifying (elderly/very low income/disabled) residents of most neighborhoods in Allegheny County. (412) 350-6337

Urban Redevelopment Authority of Pittsburgh provides low-interest loans and below-interest mortgage programs to Pittsburgh city residents. (412) 255-6600

ACTION Housing Accessibility Modification Program provides grants to eligible (elderly/disabled) residents of our county to make their home accessible. (412) 281-2102

Hosanna Industries provides construction services (including disability access improvements) for needy qualified low-income households as well as disaster relief services. (724) 770-0262

Habitat for Humanity of Greater Pittsburgh provides housing services to low-income residents of Allegheny County including rehabilitation and weatherization programs. (412) 351-0512

WEATHERIZATION:

ACTION-Housing - for residents of the City of Pittsburgh. (412) 281-2102
Weatherization Program - provides free weatherization to elderly or low-income home-owners or renters throughout Allegheny County outside of the City (412) 227-3700

HANDYMAN JOBS:

Pittsburgh Project provides minor repairs, including painting, drywall, and gardening for the owner-occupied homes of those who physically or financially cannot do the work for themselves. Focus is on elderly. (412) 321-1678

It is difficult to access many services without proper identification. The following information is provided to assist in acquiring proper identification if needed.

Identification

BIRTH AND DEATH CERTIFICATES
WHERE: Pennsylvania Department of Health
HOW: www.health.state.pa.us/vitalrecords

BIRTH AND DEATH CERTIFICATES
WHERE: Division of Vital Records
Pittsburgh State Office Building, 411 Seventh Avenue Suite 360, Pittsburgh, PA 15219
412-565-5113 (recorded message) or 844-228-3516

- $20.00 fee per copy. Check or money order only, no cash accepted
- Fee not required for active or inactive members of the armed forces or their dependents

Information required for obtaining birth certificate:
- Full name, gender, date of birth, and city and county of birth
- Parents' names, including mother's maiden name
- Reason for request
- Relationship to the person (if requesting for records of someone other than self)
- Applicant's day phone #, including area code, and mailing address
- Applicant's signature

CRIMINAL RECORDS
WHERE: Allegheny County Courthouse, 436 Grant Street, Pittsburgh, PA 15219, 1st and 2nd floors, Clerk of Courts
412-350-5322 (then press 8)
HOW: Search computer records by name, date of birth, Social Security number, or case number. Search paper files by name or case number.
FYI: Basic information (charges and the disposition of the case) is available. For more information, you can fill out a form and the entire file will be retrieved. Also, basic information can be accessed on the internet at http://ujsportal.pacourts.us/DocketSheets/CP.aspx.

DRIVERS LICENSE/NON DRIVERS LICENSE PHOTO IDENTIFICATION
WHERE: Department of Motor Vehicles
HOW: phone 1-800-932-4600 or internet www.dmv.state.pa.us
FYI: Information regarding drivers license centers in the state. You can search by zip code or county to locate a center. Information on renewing/obtaining a driver's license or photo ID.

IMMIGRATION RECORDS
WHERE: Federal Courthouse, Liberty Avenue at 700 Grant St. 8th floor, Pittsburgh, PA 15219
HOW: Card file only. Search by name. Fill out request form for file
FYI: Information includes date of birth, year moved to U.S., year of citizenship

SOCIAL SECURITY CARD
WHERE: Social Security Administration, Downtown Pittsburgh, 921 Penn Avenue, Pittsburgh, PA 15222
(Offices also in McKeesport, North Side, Mt. Lebanon, East Liberty)
HOW: internet www.ssa.gov or www.socialsecurity.gov or phone 1-800-772-1213

VOTER REGISTRATION
WHERE: County Office Building, Ross Street and Forbes Avenue, Pittsburgh, PA 15219 6th floor, Elections Office
HOW: Visit in person, or call 412-350-4510.
FYI: Information includes birth date, party affiliation, and voting history

Intellectual Disability

The Allegheny County Department of Human Services **Office of Intellectual Disability** (OID) provides coordinated mental retardation (MR) services through a number of contracted agencies. In order for eligible individuals to obtain Home and Community Based Waiver services and/or Supports Coordination through Allegheny County ID service system they must be registered with the OID. Everyone registered with OID receives Supports Coordination.

How to Register for Intellectual Disability services

General inquires 412-253-1399 (Monday through Friday, 8:30 am to 4:00 pm)
Intake and registration 412-253-1250 (Monday through Friday, 8:30 am to 4:00 pm)

How does the registration and intake process begin?

Registering for intellectual disability services begins with a call to a Registration Specialist at the Allegheny County Office of Intellectual Disability at 412-253-1250.

Be prepared to provide the following information regarding the person for whom services are being requested

Full name	Current address and telephone number
Social Security Number	Has there been or is there currently involvement with the Allegheny County Department of Human Services (DHS). Examples include mental health, justice related services, aging or children youth and family.
Birth Date	Medical/Health Insurance information including the name of the Health Insurance carrier and identifying numbers of the Health Plan
History of intellectual disability / mental retardation services	Educational Services such as the name(s) of schools that the person attended

Persons supporting the individual seeking registration may make this initial call. They will be asked for their contact information and to share the type of services being sought. Individuals over 18 seeking registration and being assisted with the call will need to confirm they are in agreement with the request (unless it is their legal guardian making the call).

What happens after the initial contact with the Registration Specialist?

After receiving back the signed *Consent to Obtain Documentation* form the Registration Specialist will seek documentation that confirms the person diagnosis.
Please see FactSheet: Eligibility for Intellectual Disability Services for more information.
Once the diagnosis is confirmed the Registration Specialist will contact the person and/or family to schedule an intake meeting. The meeting will be scheduled in a convenient location such as:

☐ The person's or family's home

☐ The person's school

☐ The Allegheny County Office of Intellectual Disability (Two locations—Green Tree and Forest Hills)

☐ A place in the community convenient for the person/family

What is needed for the intake meeting?

☐ A copy of the person's Social Security Card and Birth Certificate

☐ If the individual is not a U.S. citizen, documentation of qualified alien status

☐ Other information as identified by the Registration Specialist (this will be communicated before the meeting occurs)

What happens at the intake meeting?

☐ The Registration Specialist will work with the person and the family to complete the Personal Planning Information (PPI) form.

☐ The Registration Specialist will review Right to Hearing and Appeal information and may, when appropriate, also review Lifesharing and Employment and Day Activity information.

☐ The Registration Specialist will ask you if you are registered to vote.

☐ The Registration Specialist will provide the person/family with information about Supports Coordination and contact information for Supports Coordination Organizations (SCO). The person/family will have a chance to choose one of the SCOs. There are three SCOs locat-ed in Allegheny County. This choice can be made during the meeting or by contacting the Registration Specialist once the decision has been made.

☐ Completion of the following forms:

☐ HIPAA (Health Insurance Portability and Accountability Act)

☐ Service Preference Form for individuals who are already approved for Medical As-sistance or a PA 600 (Medical Assistance Application) for individuals who do not already receive Medical Assistance

☐ Supports Coordination Organization Choice Form

☐ Consent For Release of Information Form

☐ Intake Checklist, to be sure all needed information has been explained

Additional FactSheets are available regarding Hearings and Appeals, Lifesharing, Employment and Day Activities and Supports Coordination.

What happens after the intake meeting?

☐ The Registration Specialist will assign the newly registered person to the Supports Coordi-nation Organization of the person/family's choice.

☐ The Supports Coordination Organization will provide the person/family with a Supports Coordinator who will contact the person/family to schedule a meeting where they will fol-low up on any recommendations and begin to assist in future planning.

☐ The Supports Coordinator will be responsible for locating, coordinating and monitoring services.

Additional information on services and supports is available at the following websites:

☐ Allegheny County Department of Human Services, Office of Intellectual Disability

☐ PA Department of Human Services (formerly DPW)

Additional information on services and supports is available at the following websites:

☐ www.alleghenycounty.us/Human-Services/Programs-Services/Disabilities/Intellectual-Disability.aspx

☐ PA Department of Human Services (formerly DPW)

Allegheny County Department of Human Services
Office of Intellectual Disability
October, 2015
For more information regarding OID, including additional FactSheets visit
www.alleghenycounty.us/Human-Services/Resources/Publications/Resource-Guides.aspx

LEGAL

		Located	Serves
Allegheny County Bar Association **Lawyer Referral Service**	(412) 261-5555 www.acbalrs.org	Downtown	Allegheny Co.
Allegheny County Bar Association **Divorce Law Project** 920 City-County Building, Pittsburgh, PA 15219 *legal representation for low-income people going through a relatively simple divorce, workshops held monthly*	(412) 402-6714	Downtown	Allegheny Co.
Disability Rights Network 701 Law and Finance Building 429 Fourth Avenue, Pittsburgh, PA 15219 *legal consultation and representation for individuals with disabilities, education about legal rights*	(412) 391-5225 www.drnpa.org	Downtown	No Restrictions
Education Law Center **Pittsburgh Branch** 429 4th Avenue, Suite 702, Pittsburgh, PA 15219 *works to make good public education a reality for Pennsylvania's most vulnerable children*	(412) 258-2120 www.elc-pa.org	Downtown	Allegheny
Neighborhood Legal Services Association 928 Penn Avenue Pittsburgh, PA 15222 *free legal advice, counsel and representation for civil issues, Elder Law Project, PFA's, income guidelines*	(412) 255-6700 www.nlsa.us	Downtown	Allegheny Beaver, Butler Lawrence Ctys.
Public Defender Suite 400, 542 Forbes Avenue Pittsburgh, PA 15219 *legal defense for eligible adult & juveniles for criminal charges or respondents in civil mental health cases*	(412) 350-2401	Downtown	Allegheny Co.
YWCA Legal Resources for Women www.ywcapgh.org *referral service to legal services*	(412) 255-1488	Downtown non-family law issues family law issues	No Restrictions *(serves men or women)*

LEGAL SERVICES - CHILDREN'S COURT

Allegheny County Bar Association **Juvenile Court Project (AKA Parent Advocacy)** 436 Seventh Avenue, Suite 1100, Koppers Building, Pittsburgh, PA 15219 *representation for CYF parents in Children's Court who do not have an attorney, income guidelines apply*	(412) 391-4467	Downtown	Allegheny Co
KidsVoice **(AKA Legal Aid for Children or Child Advocates)** 700 Frick Bldg, 437 Grant Street, Pgh. PA 15219 *representation of children and adolescents in Children's Court dependency proceedings*	(412) 391-3100 www.kidsvoice.org	Downtown	Allegheny Co.

MENTORING

		Located	Serves
100 Black Men of W PA P.O. Box 254 Pittsburgh, PA 15230	(412) 361-2142 www.pgh100bm.com	Pittsburgh	Greater Pgh. Allegheny Co. Beaver Co.
group mentoring for young African Americans with focus on culture, economic, health and education			
ACE Mentor Program of Pittsburgh One Oxford Center, Suite 4500 Pittsburgh, PA 15219	(412) 261-1500 www.acementor.org	Pittsburgh	Allegheny Co.
engage, excite and enlighten high school students to pursue careers in the integrated construction industry			
Big Brothers and Big Sisters of Greater Pgh. 5989 Centre Ave. Pittsburgh, PA 15206	(412) 363-6100 www.bbbspittsburgh.org	East Liberty	Allegheny Co. Washington Co
prevention oriented one-to-one adult friendship and guidance for ages 6 - 13, from single parent families			
Male Coalition Program **Center for Family Excellence** 409 Dinwiddie St., Pittsburgh, PA 15219	(412) 232-0322	Hill District	City of Pgh. and Allegheny County
helps teenage, young adult, and adult males to address issues that hinder their personal development			
Family Guidance, Inc. 307 Duff Road Sewickley, PA 15143	(412) 741-8550 www.familyguidance.net	Sewickley	Allegheny, Butler, Beaver Westmoreland Washington
one-to-one program that provides a mature Christian mentor to befriend a child, ages 7-15			
Goodwill Industries of Western PA **Goodguides Youth Mentoring** 118 52nd Street, Pittsburgh, PA 15201	(412) 281-6629 x211	Lawrenceville	Allegheny Co
career focused mentoring program for at-risk youth between the ages of 12-17			
Mentoring Partnership of Southwestern PA One Hope Square, 1901 Centre Avenue, Suite 205 Pittsburgh, PA 15219	(412) 281-2535 www.mentoringpittsburgh.org	Strip District	SW PA
helps mentoring programs by providing training, support, education, quality assistance, recruiting, referrals			
M.E.S.H. (Moms Educating themselves, Sharing experiences, and Helping each other) Pregnancy Resource Center of the South Hills 101 Drake Road, Suite A Pgh, Pa 15241	(412) 833-7445 www.prcsh.org	Upper St. Clair	Allegheny Co. Wash Co.
Mentoring program for young single moms, providing support, and practical, professional advice			

PARENTING EDUCATION

		Located	Serves
Arsenal Children and Family Center 336 South Aiken Avenue Pittsburgh, PA 15232	(412) 345-0008 www.arsenalfamily.com	Shady Side Clairton	Allegheny Co.
offers a variety of parenting education programs and supervised visitation			
A Second Chance, Inc. 8350 Frankstown Ave Pittsburgh, PA 15221	(412) 342-0600 www.asecondchance-kinship.com	Wilkinsburg	Allegheny Co.
birth parent support services including a 12 week structured parenting education class			
Children's Hospital of Pittsburgh **The Community Education Program** 4401 Penn Avenue, Pittsburgh, PA 15224	(412) 692-7105 www.chp.edu	many sites throughout the area	no restrictions
parenting and health related classes for adults, classes of interest for youth, not for court-ordered consumers			
Family Resources **First Steps** 1425 Forbes Ave, Pittsburgh, PA 15219	(412) 363-1702 www.familyresourcesofpa.org	Sites vary	no restrictions
home visitation program for mothers of children birth-5, parenting support, child development, respite, nutrition			
Family Resources **The Nurturing Course** 1425 Forbes Ave, Pittsburgh, PA 15219	(412) 363-1702 www.familyresourcesofpa.org	Sites vary	no restrictions
12-week parenting education program for parents with children ages birth-18, programs for children			
Family Resources **Warmline**	(412) 641-4546 (800) 641-4546 www.familyresourcesofpa.org		Allegheny Co. & surrounding counties
hotline for parents, caregivers and professionals with non-medical parenting concerns and questions			
Focus on Renewal Center **Positive Parenting Program** 901 Grey Ave, McKees Rocks, PA 15136	(412) 771-6009	McKees Rocks Hays Manor Meyers Ridge	McKees Rocks Stowe Twp.
family support services and support groups for parents	www.forstorox.org		
Genesis of Pittsburgh, Genesis Center 139 North Fremont Avenue Pittsburgh, PA 15202	(412) 761-1845 www.genesispgh.org	Bellvue	no restrictions
Free pregnancy testing, counseling, parenting classes, nutrition classes and childbirth classes			
Healthy START 400 North Lexington Street Pittsburgh, PA 15208	(412) 247-4009 www.healthystartpittsburgh.org	Homewood	sites throughout Allegheny Co.
support and referrals for families with emphasis on prenatal care, low birthweight infants, family planning			
Pregnancy Resource Center of the South Hills 101 Drake Road, Suite A Pgh, PA 15241	(412) 833-7445 www.prcsh.org	Upper St. Clair	Allegheny Co. Wash Co.
Parenting classes to help parents know they're doing the right thing when it comes to their child's care			

PREGNANCY - SUPPORT / COUNSELING / RESIDENTIAL

		Located	Serves
Adagio Health 960 Penn Ave., Suite 600 Pittsburgh, PA 15222 www.adagiohealth.org	(800) 215-7494	throughout Allegheny County	No Restrictions
Prenatal care programs are tailored to meet the individual needs of expectant mothers includes nutrition counseling, home medical visits, transportation help, parenting classes, other programs			
Allegheny County Health Department, WIC Program **BreastFeeding Promotion Program & Helpline**		(412) 687-2243	Allegheny Co.
Helpline will provide phone assistance to any woman needing support while breast feeding			
Allegheny County Health Department **Maternal & Child Health Program** 807 Wallace Street, Wilkinsburg, PA 15221	(412) 247-7950 www.achd.net/childhth/index.html	Wilkinsburg	Allegheny Co.
Goal is to maximize the quality of life and health of mothers, infants, children and their families in Allegheny County			
Alliance for Infants and Toddlers, Inc. The Hough Building, 2801 Custer Avenue Pittsburgh, PA 15227	(412) 885-6000	Brentwood	Allegheny Co.
In-home follow-up, parent education, screening and tracking for at-risk or infants w/ 25% dev. delay; ages b - 3			
Birthright of Pittsburgh, Inc. 160 N. Craig Street, Suite 200 Pittsburgh, PA 15213	(800) 550-4900 (412) 621-1988 www.birthright.org	Oakland	No Restrictions
confidential crisis counseling, free pregnancy testing, support, alternatives to abortion, baby clothing			
Children's Home of Pittsburgh **& Lemieux Family Center** 5324 Penn Avenue, Pittsburgh, PA 15224	(412) 441-4884 (800) 961-7704 www.childrenshomepgh.org	Friendship	Allegheny Co.
Licensed, caring counselors available 24/7 to support your decisions. Adoption services available.			
Every Child, Inc. **Doula Family Support Servcies** 6401 Penn Avenue, Pittsburgh, PA 15206	(412) 665-0600 www.everychildinc.org	East Liberty	Allegheny Co.
Childbirth education, labor and delivery support, transporation, tangible assistance			
Family Resources **First Steps** 141 South Highland Ave, Pittsburgh, PA 15206	(412) 363-1702	may sites throughout the county	no restrictions
Home visitation program for mothers of children b-5, parenting support, child development, respite, nutrition			
Genesis of Pittsburgh 550 California Ave. Pittsburgh, PA 15202	(412) 766-4934 www.genesispgh.org	Bellevue	No Restrictions
Parenting classes, clothing and equipment			
Genesis of Pittsburgh, Genesis House 185 Dakota Ave. Pittsburgh, PA 15202	(412) 766-2693 www.genesispgh.org	Bellevue	Allegheny and Washington Counties
Residential and home-based services to pregnant women or girls			
Healthy START 400 North Lexington Street Pittsburgh, PA 15208	(412) 247-1000 www.healthystartpittsburgh.org	Homewood	Allegheny Co. sites throughout Allegheny County
Supportive services and info & referral, w/ emphasis on prenatal care, low birth weight, family planning			

Nurse-Family Partnership 907 West Street, 2nd Floor Pittsburgh, PA 15221 *Helping first-time parents suceed*	(412) 247-7806 www.nursefamilypartnership.org	Wilkinsburg	Allegheny Co.

Planned Parenthood of Western PA http://www.ppwp.org/ppwp/ 933 Liberty Ave., Pgh, PA 15222, (800) 230-7526 *Clinics providing gynecological care*	Bridgeville Downtown Moon Twp	(412) 257-9880 (412) 434-8971 (412) 562-1900 (412) 264-7205	Allegheny County Greensburg

Pregnancy Resource Center of the South Hills **101 Drake Road, Suite A** Pittsburgh, PA 15241 *Free pregnancy testing, support for unplanned pregnancies, alternatives to abortion*	(412) 833-7445 www.prcsh.org	Upper St. Clair	Allegheny Co. Washington Co.

Travelers Aid Society of Pittsburgh **Mobile Moms Program,** **contact your local hospital or physician for a referral to this program 343 Blvd. Allies, Pittsburgh PA 15222 *Transportation for income eligible woman to prenatal checkups, testing appointments and postnatal checkups*	(412) 281-5474	Downtown	Allegheny Co.

Woman's Choice Network 160 North Craig Street, Suite 202 Pittsburgh, PA 15213 *Free pregnancy and STD testing, alternatives to abortion*	(412) 687-7767	Oakland www.imissedmyperiod.org	Allegheny Co.

"Service Coordination Units" previously known as "Base Service Units" provide behavioral health services in different catchment areas throughout Allegheny County. Consumers may access services by using their medical insurance or fees can be set on a sliding scale. Depending on the program or income eligibility guidelines, some services may also be free of charge. These agencies offer a wide range of treatment and support for children and adults whose functioning is impaired by mental illness, mental retardation or alcohol and other drug dependency. A consumer may ask to be transferred to a different Service Coordination Unit, but he/she may find it more convenient to start with the program that services his/her area.

The **re:Solve Crisis Network** answers 24 hours per day for emergency mental health counseling and access to mobile mental health assistance 1-888-YOU-CAN or 1-888-796-8226.
Call (412) 350-4457 if you are not sure which agency is closest to a certain area or for Information/consultation about 302 involuntary commitments to the hospital.

Milestone, 412-243-3400
Administrative Office: 600 Ross Avenue, Pittsburgh, PA 15221
www.milestonecentersinc.org

Chartiers MH/MR Center, Inc., 412-221-3302
437 Railroad Street, Bridgeville, PA 15017
www.chartierscenter.org

Family Services of Western PA, 1-888-222-4200
310 Central City Plaza, New Kensington, PA 15068
www.fswp.org

Mercy Behavioral Health
North – 412 East Commons, Pittsburgh, PA 15212, 412-323-4500
South – 330 S. 9th St., Pittsburgh, PA 15203, 412-488-4040
www.mercybehavioral.org

Mon-Yough Community Services, MH Outpatient 412-675-8300
500 Walnut St., 3rd floor, McKeesport, PA 15132
www.mycs.org

Staunton Clinic, 412-749-7330
111 Hazel Lane, Suite 300, Sewickley, PA 15143
www.stauntonclinic.com

Turtle Creek Valley MH/MR, 412-351-0222 x4475 Intake
723 Braddock Avenue, Braddock, PA 15104
www.tcv.net

Western Psychiatric Institute and Clinic, 412-624-2100
3811 O'Hara St, Pittsburgh, PA 15213
http://wpic.upmc.com/

Navigating the mental health system for CHILDREN & ADOLESCENTS can entail contacting an Administrative Service Coordinator (ASC). ASCs can assess the consumers mental health needs, help search and/or link to approrpaite services. All mental health services are voluntary. A parent or child over the age of 14 can contact an ASC of their choice to begin the process. You do NOT need medical insurance to access this service.

Service Coordination Units

Allegheny Children's Initiative ***Jeannette Smith*** 2304 Jane Street Pittsburgh, PA 15203 Phone: 412-390-2609 Fax: 412-431-8124	**Chartiers Valley MH/MR** ***Melissa Zirwas*** 437 Railroad Street Bridgeville, PA 15017 Phone: 412-221-3302 Fax: 412-257-2008
Family Links ***Haley Dillman*** 2644 Banksville Road Pittsburgh, PA 15216 Phone: 412-389-0821 (Haley's direct #) Fax: 412-343-8249	**Family Services of Western PA** ***Jamie Husar*** 414 Corbet Street Tarentum, PA 15084 Phone: 724-335-9883 Ext. 5517 Fax: 724-230-2778
HSAO ***Kelly DiNapoli*** 2801 Custer Avenue Pittsburgh, PA 15227 Phone: 412-884-4500 Fax: 412-885-3900	**Mercy Behavioral Health** ***Nancy Reed*** 1200 Reedsdale Street Pittsburgh, PA 15233 Phone: 412-320-2374 Fax: 412-320-2376
Milestone Centers ***Jill Littman or John Massey*** 712 South Avenue Pittsburgh, PA 15221 Phone: 412-243-3400 Ext. 351 Fax: 412-731-2684	**Mon Yough** ***Amber Kennedy*** 500 Walnut Street McKeesport, PA 15132 Phone: 412-675-8226 Fax: 412-675-8484
Pressley Ridge ***Central Admissions*** 530 Marshall Avenue Pittsburgh, PA 15214 Phone: 1-888-777-0820 Fax: 412-442-4420	**Staunton Clinic** ***Mark Oros*** 111 Hazel Lane Sewickley, PA 15143 Phone: 412-749-7770 Fax: 412-749-7765
Turtle Creek MH/MR ***Bob Pugh*** 723 Braddock Avenue Braddock, PA 15104 Phone: 412-351-0222 Fax: 412-351-0180	**Western Psychiatric Institute and Clinic** ***Melissa Levy*** Champion Commons Building, Bldg. #2 5231 Penn Avenue, 2nd Floor Pittsburgh, PA 15224 Phone: 412-204-9001 Fax: 412-204-9069

Individuals behind on utility payments can call their utility companies to arrange a payment plan. Most utilities have **Energy Assistance Programs (EAP's)** that low-income individuals may be able to access if they have had a temporary financial crisis. EAP services may include home visits, budget management, and reduced payments. Some utility companies will also refer clients to **CAP (Customer Assistance Program)** or **CARES (Customer Assistance Referral and Evaluation Service)** programs if asked. Social workers hired within the utility or contracted through other agencies assist low-income or otherwise needy households with either a temporary or long-term reduction in budget payments through CAP and CARES. Contact your utility company for information about these programs.
For additional information visit: www.alleghenycounty.us/Human-Services/Programs-Services/Basic-Needs/Utility-Assistance.aspx

Dollar Energy Fund
Dollar Energy is a 'fund of last resort' for low-income households; consumers must apply for all other utility assistance programs before applying for Dollar Energy. Usually around the start of October, individuals who have terminated services can apply for assistance; usually around the beginning of March, applicants can apply for assistance regardless of the status of service (please call the phone numbers below for precise dates). The income guidelines differ from the LIHEAP programs. Dollar Energy is available to consumers of most gas and electric companies in Allegheny County as well as PA American Water. Assistance can be accessed through community agencies that provide the application screening. There are many screening agencies throughout Allegheny County.
(888) 282-6816 www.dollarenergy.org

Dollar Energy Income Guidelines 2015-2016

Household Size	1	2	3	4	5	6	7
Max Annual Income	$ 23,540	$ 31,860	$ 40,180	$ 48,500	$ 56,820	$ 65,140	$ 73,460

*Add $8,320 for each additional person in the household.

LIHEAP I (Low Income Home Energy Assistance Program)
LIHEAP I is a grant program that assists people on a fixed or low income to pay their fuel bills. Income guidelines apply which vary from year to year. Both homeowners & renters are eligible. The program operates during the heating season starting November 2, 2015 until April 1, 2016. **(412) 562-0330**

LIHEAP II / Crisis
This financial assistance program runs from November 2, 2015-April 1, 2016 for weather related emergencies such as furnace repair, hot water heating system repair, gas or fuel line repair, heating fuel purchase, and utility bill payment. The following income guidelines apply and payments can be made towards primary or secondary heating sources. **(412) 562-0330**

LIHEAP Yearly Income Guidelines 2015-2016

Household Size	1	2	3	4	5	6	7
Max Annual Income Annual Income	$17,655	$23,895	$30,135	$36,375	$42,615	$48,855	$55,095

*Add $6,240 for each additional person per year in the household.

Public Utility Commission (PUC), Consumer Services
The PUC is a regulation agency that mediates and may resolve consumer complaints against utility companies. The PUC educates the public and monitors companies for regulation compliance. They may also intervene to assist an individual in stopping a utility shut off or in setting up a payment plan. Once a payment plan is arranged through the PUC, and an individual does not keep up with payment arrangements, the utility company has no further authority to arrange payment plans. The service may be terminated, and a client may be required to pay the entire balance to restore service. Many times, utility companies will arrange a payment plan as good as/better than a PUC plan. All attempts to make payment arrangements through utility companies should be made prior to contacting the PUC.
(800) 692-7380, http://puc.state.pa.us

VETERANS' SERVICES

		Located	Serves
Allegheny County **Veterans' Services Office** 4141 Fifth Avenue, Pittsburgh, PA 15213	(412) 621-4357 www.alleghenycounty.us/veterans	Oakland	Allegheny Co.
Insures that Veterans and/or widows & dependents receive entitlements and benefits authorized by regulations			
Department of Veterans' Affairs **VA Pittsburgh Health Care System/Health Care for the Homeless Veterans** University Drive Pittsburgh, PA 15240 OR 1010 Delafield Road Pittsburgh, PA 15215	(412) 822-2222 www.pittsburgh.va.gov/index.asp		Allegheny Co.
Operation Troop Appreciation Century III Mall West Mifflin, PA 15123 3rd Floor (near Sears), look for parking space 100	(412) 653-1317 www.operationtroopappreciation.org Open: Tuesday, Thursday, Saturday 12pm-6pm	West Mifflin	
Provides 'wish list' items for deployed troops to lift moral, provides items for entire units			
Keystone Paralyzed Veterans of America 1113 Main Street Pittsburgh, PA 15215-2407	412-781-2474 800-775-9323 www.kpva.org		
Mission is to improve the quality of life of paralyzed veterans			
Military Connections	www.militaryconnections.org		
Provides individual care packages and letters for deployed troops			
Military Family Network	(412) 531-1970 www.militaryfamilynetwork.com		
Links military members with various resources			
Veterans Leaderships Program **of Western Pennsylvania, Inc.** 2471 East Carson Street, Pittsburgh, PA 15203	(412) 481-8200 www.vlpwpa.org/	South Side	Western PA
Provides housing, employment, support services to local veterans			
VET Center 2500 Baldwick Road, Pittsburgh, PA 15205 2001 Lincoln Way, McKeesport, PA 15132	 (412) 920-1765 (412) 678-7704	 South Side McKeesport	Western PA
Readjustment counseling and outreach services to all Veterans who served in any combat zone.			

VIOLENCE PREVENTION AND HELP FOR PEOPLE WHO ARE INCARCERATED, EX-OFFENDERS AND THEIR FAMILIES

		Located	Serves
A Second Chance, Inc. 8350 Frankstown Road Pittsburgh, PA 15221	412-342-0600 www.asecondchance-kinship.com	Wilkinsburg	Allegheny Co.
Provides assistance to children when parents are incarcerated and CYF places children with relatives.			
Allegheny County Department of Human Services **Justice Related Services**	412-350-7337 www.alleghenycounty.us/dhs/justicerelatedservices.aspx	Pittsburgh	Allegheny Co.
Support for men and women with mental illness/substance abuse and are involved with the criminal justice system.			
Allegheny County Jail 950 Second Avenue Pittsburgh, PA 15219	(412) 350-2000 www.alleghenycounty.us/jail/visit.aspx	Downtown	Allegheny Co.
visiting schedules are subject to change at any time, family and friends are encouraged to call ahead			
Amachi Pittsburgh 100 West Station Square Dr., Suite 621 Pittsburgh, PA 15219	(412) 281-1288 www.amachipgh.org	Downtown	Allegheny Co.
Works w/ faith & community based partners to empower children and families regarding parental incarceration			
Big Brothers Big Sisters of Greater Pittsburgh, Inc 5989 Centre Ave. Pittsburgh, PA 15206	412-363-6100 www.bbbspgh.org	East Liberty	Allegheny Co.
Mentors for children ages 6 through 13 whose parents or immediate family members have been incarcerated.			
Domestic Abuse Counseling Center 116 Fifth Ave. McKessport Pa 15132	(412) 678-1055 www.dacc.net	South Side 23+ locations throughout SW PA	No Restrictions
domestic violence treatment for adult men and women who are abusive; court-mandated and voluntary			
Families Outside Family Services of Western PA 6401 Penn Avenue, Second Floor, 15206	(412) 661-1670 ext.628 www.fswp.org		Allegheny Co,
low cost transportation to most State and Federal prisons in PA			
Family Resources 1425 Forbes Avenue Pittsburgh, PA 15206, www.familyresourcesofpa.org	(412) 363-1702 (877) 927-6596	East Liberty Downtown McKeesport	Allegheny Co.
prevention & treatment (therapy, conflict management, anger management) surrounding child abuse/neglect			
Lydia's Place Affiliate of Renewal, Inc. 700 Fifth Avenue, 4th Floor 15219	(412) 697-0880 www.lydiasplace.org		Allegheny Co.
Provides programs for incarcerated offenders or exoffenders, their children, and the children's caregivers.			
Mon Valley Initiative, SPARC 305 East 8th Avenue Homestead, PA 15120	(412) 464-4000 www.monvalleyinitiative.com	Homestead	Mon Valley
works with ex-offenders on needs that they may have			
Pittsburgh Action Against Rape (PAAR) 81 South 19th Street Pittsburgh, PA 15203	(412) 431-5665 (866) 363-7273 www.paar.net	Southside	Primarily Allegheny Co.
crisis intervention and counseling for adult and child victims of sexual assault			

Pittsburgh Community Services, Inc. (412) 904-4700 Oakland City of Pgh.
249 North Craig Street www.pghcsi.org
Pittsburgh, PA 15213
intensive case management for those with criminal backgrounds to help them reach a life of self sufficiency

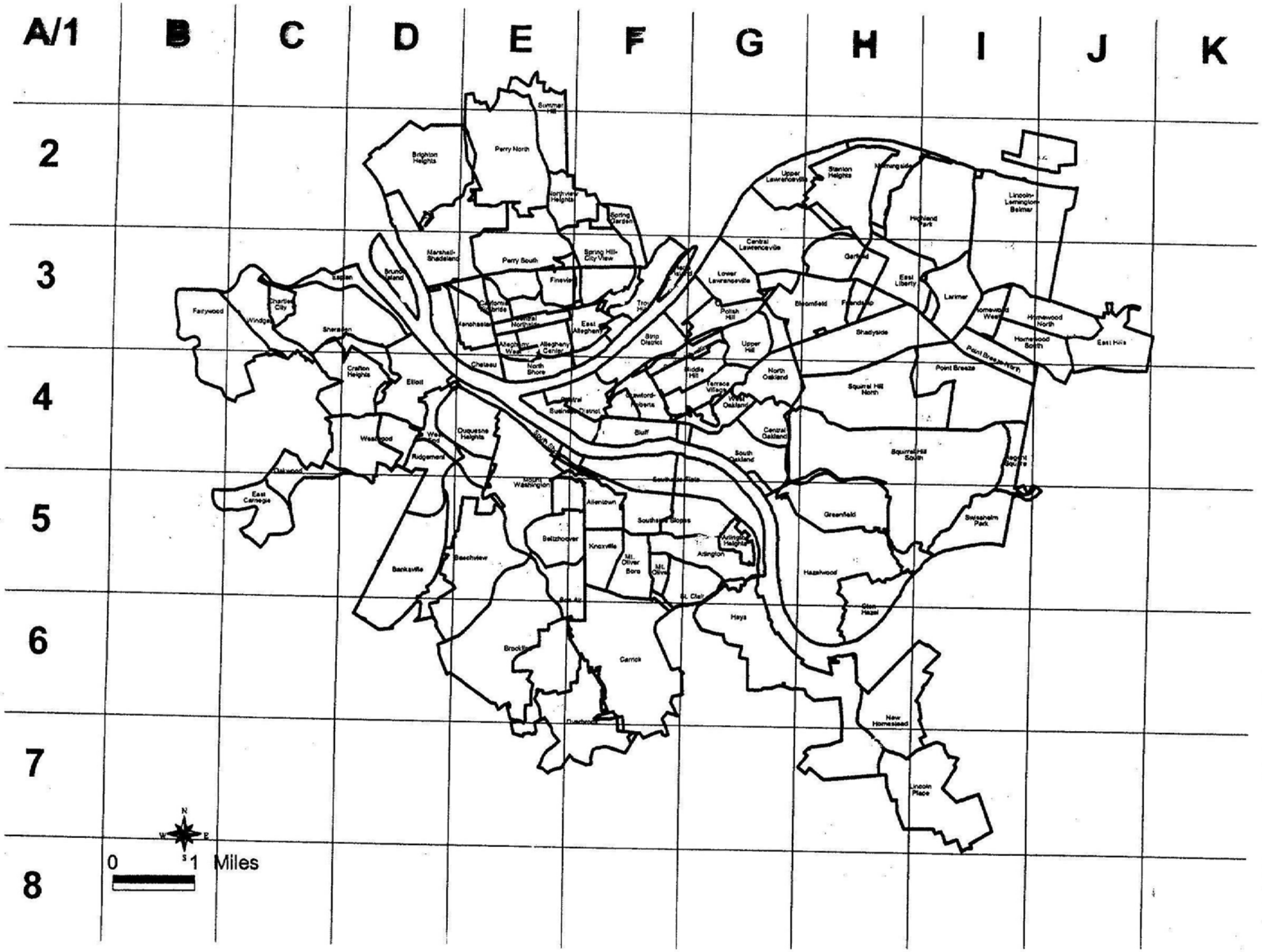
Public Safety - City of Pittsburgh (412) 255-2374 Downtown City of Pgh.
City County Building www.pittsburghpa.gov/publicsafety/pirc/
Pittsburgh, PA 15219
for individuals involved with gangs or violent street groups trying to move beyond that lifestyle

Safe Start Allegheny Co.
Allegheny County Department of Human Svcs (412) 350-3693
One Smithfield St. Pittsburgh, PA 15222 www.alleghenycounty.us/dhs/safestart.aspx
reduce violence in the community, identify & successfully intervene in the lives of children impacted by violence

"Stop the Violence & Heal the Hurting" (412) 621-0622 Hill District No Restrictions
Divine Intervention Ministries/ www.divineinterventionministries.org
Central Baptist Church, 2200 Wylie Avenue, Pittsburgh, PA 15219 ** promotes violence prevention*
info & referrals which helps hurting families who have lost children to violence get the resources they need

The Program for Offenders, Inc. (412) 281-7380 Downtown Allegheny Co.
564 Forbes Avenue, Suite 930, 15219 www.theprogrampgh.org

Provides supportive services to male and female offenders and their children.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Summer Hill
Perry North
Brighton Heights
Northview Heights
Spring Garden
Marshall-Shadeland
Perry South
Spring Hill-City View
Brunot Island
Esplen
Fairywood
Charles City
Windgap
Sheraden
Fineview
California-Kirkbride
Manchester
Central Northside
East Allegheny
Troy Hill
Strip District
Allegheny West
Allegheny Center
Chateau
North Shore
Crafton Heights
Elliott
Central Business District
Crawford-Roberts
Bluff
Westwood
West End
Ridgemont
Oakwood
East Carnegie
Duquesne Heights
Mount Washington
Allentown
Beltzhoover
Knoxville
Southside Slopes
Southside Flats
Banksville
Beechview
Mt. Oliver Boro
Mt. Oliver
Bon Air
St. Clair
Brookline
Carrick
Duquesne
Upper Lawrenceville
Stanton Heights
Morningside
Lincoln-Lemington-Belmar
Central Lawrenceville
Highland Park
Garfield
Lower Lawrenceville
East Liberty
Larimer
Bloomfield
Friendship
Polish Hill
Shadyside
Homewood West
Homewood North
Homewood South
East Hills
Upper Hill
Point Breeze-North
Point Breeze
Middle Hill
North Oakland
Terrace Village
West Oakland
Squirrel Hill North
Central Oakland
South Oakland
Squirrel Hill South
Mount Oliver
Greenfield
Swissvale Park
Arlington
Wilkinsburg Heights
Hazelwood
Glen Hazel
Hays
New Homestead
Lincoln Place
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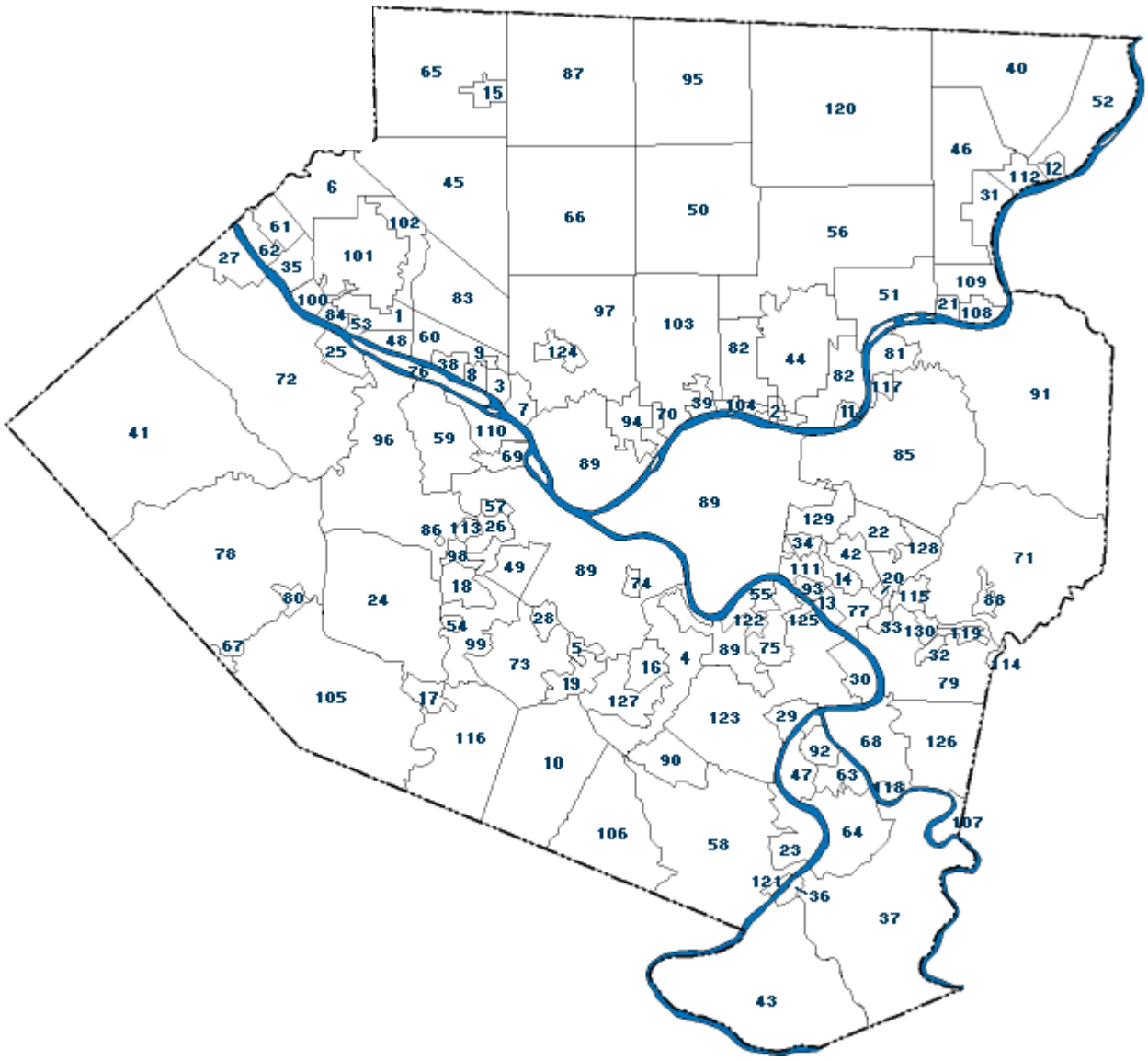

http://www.county.allegheny.pa.us/economic/munis/index.asp

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