

WORKING WITH IMMIGRANTS:

UNDERSTANDING CULTURE & FOSTERING WELL-BEING

PROVIDER INFORMATION & LOCAL RESOURCES

This community-based resource guide is intended to assist professionals working with immigrants and internationals in Allegheny County. The information provided here is in no way meant to be a comprehensive guide to every service throughout Allegheny County. Rather, it is an unofficial collection of community resources that may be beneficial to those working with immigrants and internationals. Inclusion in this packet does not necessarily represent endorsement of any organization or its program, nor does exclusion represent lack of endorsement.

For more comprehensive listings of community resources please see Appendix A at the end of this document.

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Behavioral Health

[Allegheny Health Network](#). Allegheny Health Network (AHN) offers a range of outpatient and partial hospitalization mental health services for children, adolescents, and adults with a variety of diagnoses. The mental health services at AHN are a valuable resource to immigrants and refugees, especially given their multi-lingual staff, access to additional interpretation resources, and expertise in child and adolescent trauma.

*Call the AHN Department of Psychiatry at **412-362-8677**.*

*Call the Center for Traumatic Stress in Children and Adolescents at **412-330-4328**.*

URL: <https://www.ahn.org/specialties/psychiatry-and-mental-health>

[Laure Swearingen, Ph.D.](#) Dr. Swearingen is a licensed psychologist with a private practice in the Squirrel Hill neighborhood. Her current practice specializes in trauma care and Post-Traumatic Stress Disorder (PTSD). Her clinical work focuses on understanding the emotional, cognitive, and physiological effects of clients' traumatic experiences, and discovering ways to enhance safety in the present, learn effective strategies for coping with the distress that accompanies thinking about the past, and connect past and present into an integrated awareness. Her practice is inclusive of immigrant and refugee-specific behavioral health care needs. Dr. Swearingen also has extensive training in Narrative Exposure Therapy, an evidence-based treatment approach for working with refugees regarding trauma. Medicaid, Medicare, Highmark, Aetna, and United Healthcare insurances accepted. A sliding fee scale is also available.

Office Location: 6315 Forbes Avenue, Suite L114C Pittsburgh, PA 15217

*Call to make an appointment at **412-420-7188**.*

[Peer-led Behavioral Health Immigrant Support Groups](#). Coordinated by Jewish Family and Children's Service and funded by Allegheny County DHS, these short-term peer-led support groups are available for various refugee and immigrant communities in Pittsburgh. One of the goals of this initiative is to encourage participants to continue meeting informally after the organized group sessions end, further developing natural, social supports.

*Contact Jewish Family and Children's Service at **412-422-7200** or info@jfcspgh.org.*

[Pittsburgh Action Against Rape](#). PAAR has been serving victims of sexual violence for over 40 years. PAAR adult counseling services available in Spanish. For all other languages, PAAR utilizes telephone language interpreters as needed.

*Call their office at **412-431-5665** or their 24-hour free and confidential crisis hotline at **1-866-END-RAPE (1-866-363-7273)**.*

URL: <http://www.paar.net/>

[Squirrel Hill Health Center](#). SHHC is a comprehensive primary healthcare center that provides care to patients regardless of income level or insurance status. One of SHHC's most important goals is to provide "culturally competent care." Services are available in multiple languages, including Arabic, Spanish, Nepali, Italian, Hebrew, and American Sign Language. In the event that an interpreter is not available, SHHC will use an interpretation service by phone.

*For more information call **412-422-7442**.*

URL: <http://squirrelhillhealthcenter.org/>

ALLEGHENY COUNTY DEPARTMENT OF HUMAN SERVICES, IMMIGRANTS & INTERNATIONALS INITIATIVE

[Jewish Family and Community Service Counseling Services](#) JFCS provides comprehensive psychological services for individuals, couples, families, schools and community organizations. Whether you want help with an immediate problem, or simply want to find greater self-understanding or fulfillment, the JFCS team of experienced therapists can help.

Call **412-521-3800** or email counseling@jfcspgh.org

URL: <https://www.jfcspgh.org/services/counseling-services/>

[Turtle Creek Valley MH/MR](#). TCV delivers a variety of services that focus on outreach and case management, mental health service coordination, drug and alcohol abuse, intellectual developmental disabilities, supported housing and employment, and more. Outpatient treatment is available with Services for the deaf and hard of hearing available.

To contact TCV, call **412-351-0222**.

URL: <http://www.tcv.net/>

[UPMC Western Psychiatric Hospital](#) and [resolve Crisis Services](#). WPH provides psychiatric and addiction services for children, adolescents, adults, and seniors. For crisis support, (if non-life threatening) resolve Crisis Network provides 24/7 support via phone or, upon request, can send a Crisis Mobile team to visit the home.

Call resolve at **1-888-7-YOU-CAN (1-888-796-8226)**.

For psychiatric evaluation for inpatient admission to WPH services go to the nearest emergency room or WPIC's Diagnostic Evaluation Center (DEC) located at 3811 O'Hara St., Pittsburgh, Pennsylvania 15213 (entrance at the corner of O'Hara and DeSoto across from UMPC Presbyterian).

For questions about the admission process or to make an appointment for accessing services through WPIC, call WPIC's main number at **412-624-2100**.

URL: <http://www.upmc.com/locations/hospitals/western-psychiatric/Pages/default.aspx>

If a teen or an adult requires respite care they may utilize the "walk-in" services offered at the resolve office located at 333 North Braddock Ave., Pittsburgh, Pennsylvania 15208. The identified individual will receive an assessment to determine the appropriateness of the possible respite stay (based on clinical need). Should the individual gain admission, they would be provided a room with 24/7 care from a multidisciplinary team of nurses, clinicians etc.

Call the resolve office at **412-864-5004**.

URL: <https://www.upmc.com/services/behavioral-health/resolve-crisis-services>

Language services are provided for individuals requesting interpretation and/or translation.

If support is needed for language access, contact Theresa Cukanow at **412-246-5202** or email cukanowtc@upmc.edu.

For 24 hour service call **412-586-4742**.

For UPMC Patient Relations call **412-246-5201**.

Children & Youth

[The Alliance for Infants and Toddlers](#). The Alliance is the Service Coordination Unit for families of children receiving Early Intervention services (birth to three years of age) in Allegheny County. The Alliance enables families to locate the most appropriate services for their child and family, focus on positive, practical ways of helping their child with a variety of daily activities, and participates in these supports in their home and community. The Alliance welcomes individuals and families with limited English proficiency and is able to provide language assistance services.

Contact the Alliance at **412-885-6000**.

URL: <http://www.https://www.afil.org/afil.org/>

[Alliance for Refugee Youth Support and Education \(ARYSE\)](#). ARYSE is a 501(c)3 organization that works to provide leadership, academic, and creative expression opportunities to refugee and immigrant youth throughout the Pittsburgh region. The organization's largest project is PRYSE Academy, a summer camp for refugee and immigrant youth that prepares students for the new school year and their futures through English language instruction, creative expression projects, and community engagement opportunities.

Contact ARYSE at **412-346-8427**, or email jenna@arysepg.org.

URL: <https://www.arysepg.org/>

[Baldwin-Whitehall School District](#). The Baldwin Whitehall School District offers a K-12 English as a Second Language (ESL) Program. The ESL program is designed to provide non-native English-speaking students with the language skills they need to participate successfully in content area classes. To meet this goal, instruction addresses the ESL and Pennsylvania Academic Standards in Reading, Writing, Speaking, and Listening to enable full participation.

Contact the school district at **412-884-6300**.

URL: <http://www.bwschools.net/our-district/district-departments/pupil-services/english-as-a-second-language>

[Children & Youth Committee](#). The Children & Youth Committee, part of the DHS Immigrants & Internationals Advisory Council, is made up of stakeholders who serve immigrant and international children and youth in Allegheny County. This committee is working to broaden involvement in family support and prevention programs, expand existing support and career development programs for immigrant and refugee youth, and increase cultural diversity in foster care.

Call **412-320-4681**, or email Benedict.Killang@alleghenycounty.us.

[Council of Three Rivers American Indian Center, Inc.](#) COTRAIC offers multiple early childhood education programs that offer inclusive settings for children with disabilities and are accredited by the National Association for the Education of Young Children. Early Head Start and Head Start are child development programs primarily for low income families who meet the Federal poverty guidelines. Early Head Start offers free early developmental programming in either a home-based or childcare setting, to qualifying children, 3 years of age and younger. COTRAIC's Early Head Start program is located at 2201 Salisbury Street Pittsburgh, PA 15210 and at 4910 Second Avenue Pittsburgh, PA 15207. Head Start offers free pre-school programming to qualifying children ages 3-5. COTRAIC's Head Start program is located at 201 Rochelle Street Pittsburgh, PA 15210.

Call **412-431-4339** for Early Head Start or **412-488-2750** for Head Start.

URL: <http://www.cotraic.org/>

ALLEGHENY COUNTY DEPARTMENT OF HUMAN SERVICES, IMMIGRANTS & INTERNATIONALS INITIATIVE

[Latino Community Center](#). The LCC is a 501(c)3 non-profit organization in Allegheny County that works with Latinos of all ages. The LCC believes that in order to have a vibrant and diverse workforce, a healthy society, and a thriving community, it starts with ensuring our community feels safe, integrated, and welcomed in their neighborhoods. The LCC works to ensure our Youth are aware that they can achieve their dreams, and ensure they can see and access the pathway that will get them there, supports members from our community to solve the barriers our community is facing, supports Allegheny County services and programs in guiding them on how to better understand and engage with the growing Latino community, and builds a strong foundation for an organization that will strive to stay responsive to the needs of our community.

Call **412-335-7446**, or email info@latinocommunitycenter.org.

URL: <http://www.latinocommunitycenter.org>

[Latino Family Center](#). The LFC promotes healthy child development, effective parenting, preservation of the family unit, and economic self-sufficiency through home-based services, parent support groups, parent/child activities, relationship building and mentoring.

Call **412-325-8111**.

URL: <https://www.facebook.com/AIULatinoFamilyCenter/>

[Prospect Park Family Center](#). The Prospect Park Family Center is one of the programs sponsored by the South Hills Interfaith Movement (SHIM). The center is free to all families living in Prospect Park, focusing primarily on families with children ages 0 – 5 years and is located in a community where the majority of participating families are immigrants. The Family Center provides home visits, child development screenings, group activities, and referrals to families in need.

Contact the Family Center at **412-885-0284** or info@shimcares.org.

URL: <https://www.facebook.com/pages/Prospect-Park-Family-Center/116279428400719>

Citizenship

[Acculturation for Justice, Access and Peace Outreach \(AJAPO\)](#). Assists with naturalization services, application review, application filing, citizenship classes, interview practice, and representation at naturalization interviews.

Call **412-391-4985** or **412-391-5184** or email info@ajapopittsburgh.org.

URL: http://www.ajapopittsburgh.org/about_us0.aspx

[Allegheny Intermediate Unit \(AIU\)](#). Provides optional citizenship classes to students who sign up for regular English as a Second Language (ESL) classes at the AIU. A placement test, by appointment, is required before registering for ESL classes.

Contact the Adult ESL Branch for further details at **412-281-4494**, or email adulsted@aiu3.net.

URL: <https://www.aiu3.net>

[Goodwill of SWPA](#). Provides citizenship classes for those applying for citizenship. Classes are offered on an as-needed basis. Classes use a variety of workbooks geared toward the citizenship test.

Call **1-877-499-3526**, or email welcome@goodwillswpa.org

URL: <http://www.goodwillswpa.org/ESL-Citizenship>

[Jewish Family and Community Services, Immigration Legal Services](#). Assists with naturalization services, application review, application filing, citizenship classes, interview practice, and representation at naturalization interviews.

Contact Jamie Englert for further details at **412-904-5966**, or email legalimmigration@jfcspgh.org

URL: <https://www.jfcspgh.org/services/immigration-legal-services/services/>

English as a Second Language (ESL)

[Allegheny Intermediate Unit \(AIU\)](#). Provides instruction and services that meet the needs of Pittsburgh's diverse community of learners. Services offered by the AIU include a wide-ranging program of Adult Basic Education and English as a Second Language (ESL).

Call **412-281-4494** or email adulthood@aiu3.net.

URL: <https://www.aiu3.net>

[Goodwill of SWPA](#). Provides English as a Second Language (ESL) day classes for adults who are non-native English speakers of all proficiency levels as well as a range of other adult basic education classes. In addition to learning vocabulary and English grammar and developing writing skills, students also learn about American culture and the cultures of other students from all around the world.

Call **1-877-499-3526** or email welcome@goodwillswpa.org

URL: <https://www.goodwillswpa.org/esl>

[Greater Pittsburgh Literacy Council](#). Provides a wide range of adult education services, including English as a Second Language (ESL), basic skills (reading, writing, math), GED preparation, workplace skills, health literacy, and computer skills to enable adults and families to reach their fullest potential in life and participate productively in their community. ESL classes are offered at GPLC's downtown office and other locations throughout the area.

Call **412-393-7600** or email enroll@literacypittsburgh.org to get more information or enroll.

URL: <https://www.literacypittsburgh.org/english-second-language/>

[Carnegie Library of Pittsburgh](#). CLP offers a free, weekly drop-in [ESL class](#) at select locations taught by teachers from the GPLC. The library also offers a conversation group called [Let's Speak English](#) and a free reading group called [Let's Read English](#). Both groups meet on different nights of the week in various locations. The programs enroll approximately 1,000 students from 50 countries each year.

Call customer service at **412-622-3114**.

URL: <http://www.carnegielibrary.org/>

Ethnic & Faith-Based Support

The following ethnic and faith-based organizations provide a range of supports and services to community members. They can also provide information about their culture and background to those interested. Contact them to inquire about their groups and find culturally and linguistically appropriate resources.

African Community:

[Acculturation for Justice, Access and Peace Outreach \(AJAPO\)](#). 412-391-4985

URL: <http://www.ajapopittsburgh.org/>

[Congolese Union of Pittsburgh](#). 412-706-3860

URL: <https://www.facebook.com/pages/Congolese-Union-of-Pittsburgh/504264003065186>

[Union of African Communities](#). 412-606-7284

URL: <http://uacswpa.org/>

Bhutanese Community:

[Bhutanese Community Association of Pittsburgh](#). 412-668-3197

URL: <http://www.bcap.us/>

Haitian Community:

[L'Union Fait La Force Pittsburgh](#), Haiti in Pittsburgh. 412-523-9981

URL: <https://www.haitiinpittsburgh.org/>

Latino Community:

[Casa San Jose](#). 412-343-3111

URL: <http://www.casasanjose.org/>

[Latin American Cultural Union](#). 412-301-5228

URL: <http://www.lacunet.org/>

[Latino Community Center](#). 412-335-7446

URL: <http://www.latinocommunitycenter.org>

[Latino Family Support Center](#). 412-325-8111

URL: <https://www.facebook.com/AIULatinoFamilyCenter/>

[St. Regis Parish](#). 412-578-0402

URL: <https://www.facebook.com/stregischurchpgh/>

Muslim Community:

[Muslim Association of Greater Pittsburgh \(MAP\)](#). (North Hills) **724-444-0020**

URL: <http://www.mapitt.org/>

[Council on American Islamic Relations](#). **412-606-3601**

URL: <http://pa.cair.com/pitt/about/>

[Islamic Center of Pittsburgh](#). (Oakland) **412-682-5555**

URL: <http://www.icp-pgh.org/>

[Muslim Community Center of Greater Pittsburgh](#). (Monroeville) **412-373-0101**

URL: <http://www.mccgp.org/>

[ANSAR](#). **724-624-3955**

URL: <https://www.ansarpitt.com/>

Somali-Bantu Community:

[Somali-Bantu Community Association of Pittsburgh](#). Call Aweys Mwaliya at **412-519-5339** or email aweys.mwaliya@gmail.com.

URL: <https://www.facebook.com/pittsburghsbcap/>

[United Somali Bantu of Greater Pittsburgh](#). Email foxy_abdow2007@yahoo.com.

URL: <https://www.facebook.com/SomaliBantu2016/>

Korean Community:

[Korean Central Church](#). **412-687-7775**

URL: <http://kccp.org/>

[KUPCP- Korean United Presbyterian Church of Pittsburgh](#) (피츠버그 연합 장로교회)

Korean Senior Program at KUPCP – Call **412-369-9470** or email pittsburghsenior@gmail.com.

URL: www.kupcp.org

[Korean Catholic Community of the Diocese of Pittsburgh](#). **412-408-3319**

URL: <https://www.facebook.com/pages/Korean-Catholic-Community-Church-Rectory/120499681300335>

Other Faith-Based Communities:

[Hindu Jain Temple](#). **724-325-2054**

URL: <http://www.hindujaintemple.org/>

[Sri Venkateswara Temple](#). **412-373-3380**

URL: <http://www.svtemple.org/>

For further information about ethnic and faith-based organizations in the Pittsburgh area, check out the following resources.

[Global Pittsburgh International Communities Directory](http://www.globalpittsburgh.org/communities)

URL: <http://www.globalpittsburgh.org/communities>

[Vibrant Pittsburgh Diverse Community Groups in the Region](http://vibrantpittsburgh.org/Module/Community/DiverseCommunity)

URL: <http://vibrantpittsburgh.org/Module/Community/DiverseCommunity>

[The Global Switchboard Pittsburgh's Home for Global Engagement](https://theglobalswitchboard.org/)

URL: <https://theglobalswitchboard.org/>

Health Care

There are 23 Federally Qualified Health Centers (FQHC's) in Allegheny County. The following FQHC community health centers are experienced in working with non-English speakers:

[East Liberty Family Health Care Center](#). Provides community-centered, whole-person quality health care for all, which includes those who are uninsured, underinsured and underserved.

Call **412-661-2802**.

URL: <http://www.elfhcc.com/>

[North Side Christian Health Center](#). Provides whole-person primary health care to underserved persons on the Northside and surrounding neighborhoods, including medical, dental, behavioral health, pharmaceutical counseling, and laboratory services.

Call **412-321-4001** or email nschc@nschc.org.

URL: <http://www.nschc.org/>

[Squirrel Hill Health Center](#). Provides comprehensive primary healthcare regardless of income level or insurance status, with a special concern for religious beliefs, ethnic and cultural background, primary language, age, sex, and disability status. Services are available in multiple languages, including Arabic, Spanish, Nepali, Italian, Hebrew, and American Sign Language. In the event that an interpreter is not available, SHHC will use an interpretation service by phone.

Call **412-422-7442**.

URL: <http://squirrelhillhealthcenter.org/>

Additional health centers and health care agencies in Allegheny County.

[Birmingham Free Clinic](#). Provides free health care to uninsured Latino patients on Mondays, Wednesdays, and Saturdays. Patients with insurance will be referred to community health centers. No appointments are needed, but staff may limit the number of patients accepted depending on volume. Mental health assessment and counseling by appointment only for existing patients.

Call **412-481-7900 ext.281**.

URL: <https://birminghamfreeclinic.wordpress.com/>

[The Birth Circle](#). As a part of UPMC's Department of Family Medicine, The Birth Circle provides labor support and accurate, non-judgmental information about pregnancy, birth, and early parenting. The Birth Circle's Doula services and childbirth education are provided within their physician offices at low cost to women. Services are also provided in Spanish.

Call **412-647-8762**.

URL: <https://www.upmc.com/services/family-medicine/treatments/womens-health/clinical-doula-service>

[Consumer Health Coalition](#). Provides outreach and enrollment assistance in applying for publicly funded health insurance programs. Assistance is also provided to locate financial resources to pay for uncovered medical expenses. CHC has staff members who speak Spanish.

Call **412-456-1877**.

URL: <http://consumerhealthcoalition.org/>

[Free Health and Dental Care Center at Catholic Charities of Pittsburgh](#). Provides primary health care at no charge to those who are unable to afford adequate health insurance or are otherwise in need. Services include most health, vision and dental care.

Call **412-456-6911**.

URL: https://www.freedentalcare.us/li/pa-catholic_charities_free_health_care_center

[Pittsburgh Action Against Rape](#). PAAR has been serving victims of sexual violence for over 40 years. PAAR adult counseling services available in Spanish. For all other languages, PAAR utilizes telephone language interpreters as needed.

Call their office at **412-431-5665** or their 24-hour free and confidential crisis hotline at **1-866-END-RAPE (1-866-363-7273)**.

URL: <http://www.paar.net/>

[Salud Para Niños \(Health for Children\)](#). Provides culturally and linguistically competent primary care for children and families in a bi-lingual setting, complemented with activities oriented toward prevention and empowering the community about its own health.

Call **412-692-5325**, [Salud Para Niños \(En Español\)](#), [Salud Para Niños \(Em Português\)](#).

URL: <http://www.chp.edu/CHP/spanishclinic>

[The Midwife Center for Birth & Women's Health](#). Promotes wellness by providing exceptional, client-centered primary gynecological, pregnancy and birthing care as southwestern Pennsylvania's only independent birth center. Services are accessible to people who speak languages other than English, as there are several staff members who speak Spanish. In addition, a phone interpretation line is available for people who speak other languages.

Call **412-321-6880**.

URL: <https://midwifecenter.org/>

[UPMC – Magee Womens Hospital](#). UPMC Magee-Womens Hospital is a world-class center for both women's health and comprehensive medical-surgical care. A National Center of Excellence in Women's Health, UPMC Magee-Womens Hospital is one of the first recognized by the U.S. Department of Health and Human Services. An innovative leader in the delivery of women's health care and research, Magee is elegantly designed and welcoming with state-of-the-art technology for diagnosis and treatment. They also provide language specific hospital tours to better prepare expecting parents. Visit <https://www.upmc.com/locations/hospitals/magee/about-us/community-outreach> to access newly developed language specific educational videos in English, Swahili, Nepali and Arabic to bring awareness issues such as cervical health, breast health, safe sleep, preterm labor, family planning, and sexually transmitted infections (STI's).

Call **1-866-696-2433 (MyMagee)**.

URL: <https://www.upmc.com/locations/hospitals/magee>

[UPMC-Magee Womens Hospital: Community Health Clinics](#). These clinics are located in areas that have been medically underserved and help to meet the primary preventative health care needs of women, including those with unique health care needs. Programs are available for those with low or no income or no insurance. Transportation can be provided. Located in Oakland, Mt. Oliver, Clairton, Monroeville, and Wilkinsburg.

URL: <https://www.upmc.com/locations/hospitals/magee/locations-and-directions/neighborhood-health-clinics>

[Women's Center and Shelter](#). Women's Center & Shelter of Greater Pittsburgh is a safe harbor that provides specialized care and support for women who have experienced all types of intimate partner violence, from physical to emotional, through our Emergency Shelter, Legal Advocacy, a 24-Hour Hotline (412-687-8005), Support Groups and more. The WC&S RIL Team specifically serves Refugees, Immigrants, Limited-English Speakers, providing all WC&S services in a culturally informed and humble manner, both on-site and in the community, and offering training, education, and support to professionals working with refugees, immigrants, and limited-English speakers. Whether someone is just discovering they may be in an abusive relationship, or find they need to flee for their life, or are anywhere in between, WC&S can help them on their healing journey.

URL <https://www.wcpittsburgh.org/>

Language Access & Assistance

On-site, In-person Interpretation:

[Trustpoint One](#) (formerly Echo International): **412-261-9032**

URL: <https://trustpoint.one/>

[Language Services Associates](#): **800-305-9673**

URL: <http://lsaweb.com/>

[Pittsburgh Language Access Network/ Center for Hearing & Deaf Services](#) (PLAN/HDS): **412-281-1375**

URL: <http://www.hdscenter.org/interpreting-services/foreignlanguage/>

Telephonic Interpretation:

[Language Line](#): **1-866-874-3972**

URL: <http://www.languageline.com/>

[Language Services Associates](#): **800-305-9673**

URL: <http://lsaweb.com/>

Immigration-Related Legal Assistance

[Acculturation for Justice, Access and Peace Outreach \(AJAPO\)](#). Assists with visa-based and asylum petitions, including adjustment of status (green cards), status inquiries, travel documents, work authorizations, and naturalization.

Call **412-391-4985** for further details, or email: info@ajapopittsburgh.org.

URL: http://www.ajapopittsburgh.org/about_us0.aspx

[Jewish Family & Children's Service, Immigration-Related Legal Services](#). Helps with applications or petitions, including adjustment of status, relative petition, visa extension, affidavit of support, affidavit of relationship, status inquiries, diversity visa lottery applications and more. JF&CS also provides assistance to unaccompanied minors and others in situations involving removal proceedings, domestic violence, and human trafficking.

Call **412-422-7200**, or email immigrationlegal@jfcspgh.org

URL: <http://www.jfcspgh.org/immigrants--refugees/immigration-related-legal-services.aspx>

[Justice at Work \(formerly Friends of Farmworkers\)](#). Provides free legal representation on employment, immigration and limited housing-related issues to eligible workers. They also provide community education on legal rights for migrant and immigrant workers throughout Pennsylvania. Their immigrant legal work focuses on finding relief for individuals under the Violence Against Women Act (VAWA), workplace-based U-Visas, T-Visas for victims of labor trafficking and Special Immigrant Juvenile Status (SUS). They also provide legal services to people facing workplace issues, including discrimination and wage theft.

Call **412-636-2473**

URL: <https://www.justiceatworklegalaid.org/>

[The Pro Bono Center of the Allegheny Bar Association](#). Provides a list of the 10 member organizations of the Allegheny Bar Association Pro Bono Center that provide legal services to low-income individuals.

Contact Barbara Griffin at **412-402-6622**, or bgriffin@acba.org.

URL: <http://www.pittsburghprobono.org/>

[University of Pittsburgh Immigration Law Clinic](#). Represents immigrants requesting asylum, facing removal, and seeking special protection under the Violence Against Women Act. Clients may include refugees, immigrant women and children survivors of domestic violence, persons with criminal convictions seeking relief from removal, and other immigrant populations.

Call **412-648-1300**.

URL: <http://law.pitt.edu/academics/experiential/clinics/immigration>

Information & Referral

All libraries are important resources in local communities, especially for those with limited English proficiency. Within Allegheny County the following library networks provide a variety of services and community resources. Of special note is the Whitehall Public Library.

[Allegheny County Library Association \(ACLA\)](#). ACLA is a federated library system of 46 public libraries. Member Libraries include the Carnegie Library of Pittsburgh and 45 other libraries and their branches within Allegheny County. ACLA acts as a parent organization for all Member Libraries by expanding upon each individual library's capacity to manage and deliver services. ACLA coordinates and distributes state and local funds and resources, maintains partnerships and manages programming with other community organizations/nonprofits, and provides outreach to isolated areas of Allegheny through bookmobile services. ACLA also provides training to library staff throughout the county and works as a liaison with all Member Libraries in managing databases and technology.

Call **412-921-1123**.

URL: <https://aclalibraries.org/>

[Carnegie Library of Pittsburgh and Welcome Centers](#). Access a wealth of information and services online or at any of the CLP branch locations. CLP engages the local community in literacy and learning through critical services such as early learning programs for children, job search assistance, and computer and Internet access. The Carnegie Library of Pittsburgh welcomes immigrants and their providers at all of our 19 locations. Six (and soon to be eight) locations have additional immigrant resources since they house Library Welcome Center collections. **These CLP locations include:** CLP-Allegheny, CLP-Beechview, CLP-Downtown & Business, CLP-Knoxville, CLP-Main, CLP-Squirrel Hill, CLP-Southside (coming soon), CLP-East Liberty (coming soon). All of the following items can be checked out, as well as reserved for pick-up at any public library in Allegheny County. They include USCIS Citizenship Toolkits, NOLO guides to citizenship and permanent residency, ESL study materials, world languages dictionaries, subtitled DVDs in their original world language, TOEFL preparation guides, Pittsburgh travel guides, and other items. The collections are available any time the library is open. A specific Library Welcome Centers webpage is in development and will be available soon.

Call customer service at **412-622-3114**.

URL: <http://www.carnegielibrary.org/>

[Whitehall Public Library](#). Serves the approximate 14,000 residents of the Borough of Whitehall as well as many others from neighboring South Hills communities. The Whitehall library has been recognized for its outreach and services to refugee communities in the local area.

Call **412-882-6622**.

URL: <http://www.whitehallpubliclibrary.org/>

Additional Information and Referral organizations

[Compass AmeriCorps](#). Compass AmeriCorps is a program managed by Greater Pittsburgh Literacy Council (GPLC) and funded through a grant from PennSERVE, the Governor's Office of Citizen Service, which encourages and supports civic engagement in the Commonwealth. Compass AmeriCorps places full-time AmeriCorps members in organizations where they have the opportunity to provide coaching, counseling, assistance, and English language tutoring for immigrant and refugee populations in order to

ALLEGHENY COUNTY DEPARTMENT OF HUMAN SERVICES, IMMIGRANTS & INTERNATIONALS INITIATIVE

reduce barriers to employment and health care access in the Pittsburgh region. Members serve full-time for 11 months. Any public sector or nonprofit entity (including schools and faith-based mentoring initiatives) is eligible to apply and participate in this program. All selected sites must comply with reporting requirements and participate in training and ongoing monitoring activities as outlined by the program.

To become a sponsoring agency please contact Julie Walker of the GPLC at **412-393-7622** or email jwalker@gplc.org.

URL: <https://www.gplc.org/literacy-ameriacorps-pittsburgh.cfm>

[Department of Human Services Immigrants & Internationals Initiative](#). Strives to support and advance a human services network that can meet the unique needs of immigrants in Allegheny County through a combination of capacity-building, research, information exchange, and community empowerment activities. The Initiative is available to connect providers working with immigrants to supportive information and resources.

Call **412-320-4681**. Email Benedict.Killang@alleghenycounty.us

URL: <https://www.alleghenycounty.us/Human-Services/Resources/Immigrants-and-Internationals.aspx>

[Immigrant Services and Connections \(ISAC\)](#). ISAC is a six-agency collaboration funded by Allegheny County DHS that provides information, referrals, and service coordination to foreign-born residents of Allegheny County. ISAC works with immigrants and refugees facing a broad range of challenges through a service coordination model that includes multilingual navigators and experienced service coordinators. The program connects individuals and families with community-based services and strengthens natural supports so participants can become more self-reliant. ISAC also provides workshops and training to various service providers working with immigrants and refugees.

To find out more, call **412-742-4200** or email isac@jfcspqh.org.

URL: <http://isacpittsburgh.org/>

ISAC Video Informational Videos:

(English) **URL:** <https://player.vimeo.com/video/206121225>

(Swahili) **URL:** <https://player.vimeo.com/video/206112233>

(Arabic) **URL:** <https://vimeo.com/206110497>

(Spanish) **URL:** <https://player.vimeo.com/video/206112233>

(Nepali) **URL:** <https://vimeo.com/206111192>

[Vibrant Pittsburgh](#). The Vibrant Pittsburgh Welcome Center is a resource that provides customized information for people new to the region, moving to the region, or contemplating a move to the region. The Welcome Center offers individuals information about the region and referral services to those networks, resources, institutions and people that they need to help them thrive in the greater Pittsburgh area.

Call **412-281-8600** or email info@vibrantpittsburgh.org

URL: <http://vibrantpittsburgh.org/welcome/>

Refugee Resettlement Agencies

The following organizations provide resettlement services for newly arrived refugees in Allegheny County, including a number of related services to help with the transition to self-sufficiency.

[Acculturation for Justice, Access and Peace Outreach \(AJAPO\)](http://www.ajapopittsburgh.org/about_us0.aspx). **412-391-4985 or 412-391-5184**

URL: http://www.ajapopittsburgh.org/about_us0.aspx

[Jewish Family & Children's Service](http://www.jfcspgh.org/immigrants--refugees.aspx). **412-422-7200**

URL: <http://www.jfcspgh.org/immigrants--refugees.aspx>

School Districts

[Allegheny Intermediate Unit \(AIU\), English as a Second Language \(ESL\)](#). The AIU coordinates many K-12 ESL programs for public schools within Allegheny County and outside the city of Pittsburgh. They can provide information about ESL programs throughout the county.

Contact Gina DeMarco Wall at **412-394-5994** or email gina.demarcowall@aiu3.net

URL: <https://www.aiu3.net/Page/2251>

School districts are required to provide ESL support for students. Many school districts have contracts with the Allegheny Intermediate Unit (AIU) to provide this, while schools with large ESL populations offer their own programs. Two examples are below:

[Baldwin-Whitehall School District](#). The Baldwin Whitehall School District offers a K-12 English as a Second Language (ESL) Program. The ESL program is designed to provide non-native English-speaking students with the language skills they need to participate successfully in content area classes. To meet this goal, instruction addresses the ESL and Pennsylvania Academic Standards in Reading, Writing, Speaking, and Listening to enable full participation.

Contact the school district at **412-884-6300**.

URL: <http://www.bwschools.net/our-district/district-departments/pupil-services/english-as-a-second-language>

[Pittsburgh Public Schools](#). PPS offers a K-12 ESL program. Their website includes enrollment instructions in various languages, frequently asked questions, and contact information for program staff. PPS has a multi-lingual phone service called the **Nine Line** that enables families to call and leave a message in one of ten different languages, which is then returned by an interpreter speaking the same language.

Call the Nine Line at **412-529-6463** or contact Jonathan Covell for further details at **412-529-3516** or jcovell1@pghschools.org

URL: <https://www.pghschools.org/Page/1437>

Appendix A

[Community Referral Packet](#). This comprehensive community referral packet, produced by Allegheny County Department of Human Services (DHS), is intended to assist human service professionals in identifying resources and finding referrals for the individuals and families they serve, both within the DHS system and throughout the community.

URL: <http://www.alleghenycounty.us/Human-Services/Resources/Publications/Resource-Guides/I-and-R-Resource-Guide/1-Complete-packet.aspx>

[Where to Call](#). This directory, produced by the DHS Office of Behavioral Health, provides contact information for organizations and programs providing mental health and drug & alcohol services in Allegheny County. Descriptions of services for children, adolescents, and adults are included.

URL: <https://www.alleghenycounty.us/WorkArea/linkit.aspx?LinkIdentifier=id&ItemID=2147486427>

[Underinsured or Uninsured? Guide to Health Care Resources in Allegheny County](#). This guide prepared by the Allegheny County Health Department (ACHD) is a collection of resources and health care providers within Allegheny County, including primary care, women's care, dental, vision, behavioral, and substance abuse health care locations by neighborhood and borough. This guide also includes information about the Affordable Care Act (ACA) and additional ways to obtain health care coverage, such as Medical Assistance through Pennsylvania's Health and Human Services Compass portal. Resources are especially pertinent to residents of the community who are underinsured or uninsured.

URL: <http://www.achd.net/chronod/pubs/pdf/Insuredlinked.pdf>

For further information, please contact the DHS Immigrants & Internationals Initiative:
Benedict Killang: 412-320-4681 or Benedict.Killang@alleghenycounty.us.