

Tenant Resource Guide

*Supporting low-income individuals and
families in Philadelphia*



June 2016



ABOUT:

This guide was produced by Community Legal Services of Philadelphia and The Legal Clinic for the Disabled to help connect low-income tenants in Philadelphia to community resources.

This guide contains resources for the following:

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SECTION 1: HOUSING

EMERGENCY SHELTER

Monday-Friday, 7am-3pm

Single Women & Families

Apple Tree Family Center
1430 Cherry St (near Cherry and 15th)
215-686-7150, 7151, 7152, or 7153

Single Men

Roosevelt Darby Center
802 N Broad St (near Broad & Fairmount)
215-685-3700

After 3pm and Weekends

For Families

The Red Shield
715 N Broad St (near Broad & Fairmount)
215-787-2887

For Single Women

House of Passage Kirkbride Center
111 N 48th St (near 48th & Haverford)
215-471-2017 or 267-713-7778

For Single Men

Station House
2601 N Broad St (near Broad & Lehigh)
215-225-9232

TEEN SHELTERS/SERVICES

AGENCY	INFORMATION
<p>Youth Emergency Services 1526 Fairmount Avenue Philadelphia, PA 19130 215-787-0633</p>	<p>YES is the largest shelter in the Philadelphia area offering immediate housing to homeless and runaway youth. It houses teens ages 12-18. Teens may enter YES through the Philadelphia DHS or via the Street Outreach Program. Referrals for service may come from family members, school employees, and other concerned individuals.</p> <p>Services include around-the-clock emergency shelter and protection, telephone hotline and referral services, medical exams and follow-up, mental health services, counseling for teens and family members, intensive program for youth and families to preserve the family unit, supervised educational and recreational programs.</p>
<p>Street Outreach 1-800-371-7233</p>	<p>The Street Outreach Program (SOP) addresses the urgent and profound needs of youth up to age 21 who live on the street of Philadelphia. Many of the youth are homeless or have run away from their homes and remain outside of the formal child welfare, law enforcement, and mental health systems.</p> <p>Services include responding to youths' immediate crisis needs and basic needs by providing access to food, clothing and emergency shelter; offering support services including survival aid, individual assessments, treatment and counseling, prevention education, information and referrals, and follow-up support; build relationships and assist youth in reducing self-harm through abuse, violence and other self-destructive behaviors; support youth in achieving safe and stable alternative living arrangements, independence and self-sufficiency.</p>
<p>Safe Place 215-787-0633 Gwen Bailey gbailey@ysiphila.org</p>	<p>Safe Place is a national youth outreach program that educates thousands of young people about the dangers of running away or trying to resolve difficult, threatening situations on their own. It involves the whole community to provide safe havens and resources for youth in crisis. It also creates a network of "Safe Place locations"- youth-friendly businesses, schools, fire stations, libraries, YMCAs and other public buildings. It gives immediate access to help wherever they are.</p>
<p>Achieving Independence Center 215-574-9194 701 Market Street</p>	<p><i>Eligibility:</i> Youth must be between ages 16 and 21 years old, be in or have been in out-of-home placement at or after age 16 and have been adjudicated dependent or dependent & delinquent with shared case management responsibility between DHS and juvenile probation office.</p> <p><i>Goals for youth in program:</i> Attaining gainful employment through hands-on training and job preparation skills; finding safe and affordable housing; enhancing life skills; reducing incidence of teen pregnancy.</p>

TRANSITIONAL HOUSING & SHELTERS

AGENCY	GENERAL INFORMATION
<p>St. Elizabeth's Recovery House 1850 N. Croskey Street Philadelphia, PA 19121 215-763-1820</p>	<p>26 single room occupancy units for men who are homeless and have a substance use disorder with or without a co-occurring mental illness. Residents pay 30% of their income for rent and \$20 per week for food.</p>
<p>Sunday Breakfast Rescue Mission 302 N. 13th Street Philadelphia, PA 215-922-6400 x102 www.sundaybreakfast.org</p>	<p>Three meals are served every day for men, women and children. It serves through two locations- a shelter in Center City (also houses a long-term recovery program for men) and a transitional home for women in Germantown.</p>
<p>Our Brother's Place Men's Day Shelter 907 Hamilton Street Philadelphia, PA 19123 215-236-7024</p>	<p>Hours: 8am-8pm, 7 days a week. Provides meals, showers, clothes, and counseling assistance. Doctors are provided on Tuesdays, Thursdays and Thursday nights.</p>
<p>Mercy Hospice for Women and Children 334 S. 13th Street Philadelphia, PA 19107 215-545-5153</p>	<p>It is a community grounded in faith and service where women & children without permanent housing can find opportunities through residential support, day services, case management, parenting services, child care services, life skills/education/job readiness services, and drug & alcohol support groups.</p>
<p>Life Center of Eastern Delaware County 6310 Market Street Upper Darby, PA 19082 610-734-5770</p>	<p>This is a 50 bed facility based shelter for single adult men and women. There is a meal program every night from 7-8pm. Community shower programs are available every M, W, and F from 10am-2pm. Services also include AIDS Coalition (Mon 6-8), A.A meetings (Thurs 4-6pm & Sat 12-1:30), N.A meetings (Sun 10:30-12:30pm), Life Skills classes (Tue 2-3:30).</p>
<p>Families Forward Philadelphia 111 N. 49th Street Philadelphia, PA 19139 215-240-4800 x 112 www.familiesforwardphilly.org</p>	<p>Philadelphia's largest privately run shelter. Emergency shelter with 75 separate, private rooms for each family. Helps transition into the economic mainstream, obtain permanent housing, and lead healthy, fully-realized lives. Programs include intensive case management, financial education, counseling, parenting support and education, budget management and employment skills training, on-site access to health and dental care, educational programming.</p>

<p>Bethesda Project 1630 South Street Philadelphia, PA 19146 215-985-1600 info@bethesdaproject.org</p>	<p>They have an emergency shelter (Our Brother's Place, 97 Hamilton Street) for 150 homeless men providing three meals a day and supportive services, including referrals to housing and treatment programs. They also have permanent housing where there are supportive services to help maintain stable housing.</p> <ul style="list-style-type: none"> - Bethesda Bainbridge (single room occupancy housing for 30 men with histories of addiction and/or mental illness). 700 S. 15th Street. - Connelly House (housing for 79 men and women operated in partnership with Project H.O.M.E). 1212 Ludlow Street. - Bethesda North Broad (permanent SRO housing for 49 men and women with histories of addiction and/or mental illness). 722 N. Broad Street. - Bethesda Spruce (permanent SRO housing for 16 women who cope with chronic mental illness) 1110 Spruce St. - Sanctuary (permanent SRO housing for 16 men in recovery from drug and alcohol addiction) 816 S. 20th Street.
<p>St. John's Hospice 1121 Race Street Philadelphia, PA 19107 215-563-7763</p>	<p>Overnight coffee house for up to 27 men each night from 10pm-6am. Building trust and having the men seek help with refreshments, restrooms, showers.</p>
<p>Project H.O.M.E 1515 Fairmount Avenue Philadelphia, PA 19130 215-232-7272 info@projecthome.org</p>	<p>Project HOME's supportive housing programs offer permanent, subsidized housing for individuals and families who had been homeless. Most come from a safe haven, a shelter or from the streets. Currently there are 621 total homes and 182 homes in development.</p> <ul style="list-style-type: none"> - If seeking services, call the Outreach Coordination Center at 215-232-1984. They work with the individual to find the most appropriate housing placement. - Depending on the site, there are either short or long wait lists. They use a priority system to help people get into the program who are most in need, with an emphasis on the most vulnerable being people living on the streets. - List of housing residences: https://projecthome.org/locations/housing-residences

SUBSIDIZED & AFFORDABLE HOUSING

Two main options for finding affordable housing in Philadelphia:

1. **Philadelphia Housing Authority (PHA) Admissions at 712 N 16th St or call 215-684-4000.** Ask about applying for public housing, public housing for seniors, public housing for people with disabilities, tax credit housing or Section 8 Housing Choice Voucher program. As of June 2016, the Section 8 Housing Choice Voucher program and PHA public housing waitlists are closed.
2. **HUD Project-based housing www.pahousingsearch.org.** Find a list of all non-PHA affordable housing in Philadelphia. Each building has its own application and waitlist.

Selection of Agencies with Affordable Housing in Philadelphia

ORGANIZATION	SERVICES	WHO THEY SERVE
Achievability 35 N. 60th Street www.achieveability.org 215-748-8832	Emergency mortgage, rent and/or security deposit money. -Funds given when available	Families facing a housing emergency and evictions.
Action Aids 1216 Arch Street 215-981-3361	-Mortgage assistance through credit counseling -Housing Counseling -Help client get on payment plan with creditor	Individuals and families living with HIV/AIDS
Congreso de Latinos Unidos 216 W. Somerset Street 215-763-8870	Education & Counseling for: -Mortgage Delinquency -Foreclosure Prevention -Pre and Post Purchase -Credit and Budgeting -Rental Financial Literacy Workshops for First Time Homebuyers	Adults 18 years and older Renters, homeowners or potential homeowners
United Communities of Southeast Philadelphia (UCSEP) 2029 S. 8th Street 215-468-1645	-Free Income Tax Preparation (through Campaign for Working Families) -Housing counseling and homeowner education	Children, adults and families experiencing foreclosure, back taxes, liens, first-time buyers, payment agreements, sheriff sales.

Senior Housing

Most senior housing requires applicants to be age 60 or over.

Building Name	Address	Contact Number	Contact Name	Manager Sponsor
Clara Baldwin Manor	2600 W. Susquehanna Ave	215-978-4757	Marjorie Jett-El	Clara Baldwin Neighborhood House, Inc
Gray Manor	1600 N 8th Street	215-235-0660	Ortiase Brown	Community Property Management
Francisville Village	1708 Ridge Ave	215-765-5335	Vicki Shelton	Community Ventures
Guild House East	711 Spring Garden Street	215-923-1539	Karen Hudson	Friends Rehabilitation Program, Inc.
Guild House West I	1221 Fairmount Ave	215-235-2185	Aleyda Zeledon	Friends Rehabilitation Program, Inc.
Caribe Towers	3231-65 N 2nd Street	215-425-7410	Yesnia Vazquez	HACE Management
Casa Caribe	173 W. Allegheny Ave	215-425-7411	Yesnia Vazquez	HACE Management
Haven Peniel Senior Residences	1615 N 23rd Street	215-787-0400	N/A	Haven Peniel United Methodist Church
Diamond Park Apts	1700 W Susquehanna Ave	215-765-6626	Vera Burgess	Partnership for Union Housing Development
Neumann North Senior Housing	1741 Frankford Ave	215-739-8303	Deidre McDonald	Pennrose Property Management
Norris Square Senior Housing	2121 N. Howard Street	215-291-9170	Maria Castro or Wanda Nieves	Pennrose Property Management
Mt Tabor Senior Cyber Village	973 N 7th Street	267-414-1420	Joyce Smith	Presby's Inspired Life
Neumann Senior Housing	1601 Palmer Street	215-425-9502	Tracey Richardson	Presby's Inspired Life
Community House	5501 N 11th Street	215-324-4563	Lorraine Stevens	Renaissance Group

Ascension Manor	911 N Franklin Street	215-922-1116	John Siwak	Ukrainian Archdiocese of Philadelphia
Ascension Manor II	970 N 7th Street	215-922-1117	John Siwak	Ukrainian Archdiocese of Philadelphia

CRISIS NURSERIES

Crisis Nurseries offer parents and caregivers emergency short-term care for young children at risk of abuse or neglect. Parents and caregivers use the Crisis Nurseries while dealing with family and medical emergencies, drug treatment, and housing issues. Families also use them while conducting a job search because of a lapse in subsidized day care, and for respite from the demands of parenting.

While they offer short-term services, they have a 24-hour emergency care for children from birth through age five, a hotline for referrals and support for parents in distress, referrals to counseling and parenting classes, links to developmental assessments for children.

AGENCY	GENERAL INFORMATION
Baring House 3401 Baring Street Philadelphia, PA 19104 215-386-0251 amaury@ysiphila.org	Provides respite care and 24-hour emergency care for families with young children from birth through age five.
Sally Watson Center 5128 Wayne Avenue Philadelphia, PA 19144 215-844-6931 rhjohnson@ysiphila.org	Offers respite care for families with young children from birth through age five from 7am-6pm.

ADULT DAY CARE CENTERS

Non-residential facilities that provide personal care and recreational activities to individuals who cannot remain safely at home or isolated home alone. They are often critical in allowing older adults to remain at home and avoid nursing home placement.

Services include: Personal care (assistance with walking, eating, toileting, and personal hygiene), recreational activities (arts and crafts, gentle exercise, games etc.), counseling and social services, medical support (blood pressure monitoring and vision screening) and transportation to and from the center. Contact the individual facilities below for specific information on cost, and eligibility.

FACILITY	BASIC INFORMATION
A Place like Home II 2276 Georges Lane Philadelphia, PA 19131 215-878-1200	Services to those with dementia and physical disabilities. Physical and Occupational therapies daily with registered nurses on duty.
Adult Day Care 1 S. State Road Upper Darby, PA 19082 610-352-9945 www.adulthoodservicesupperdarby.com	In-home setting for adults who are physically challenged and also those with Dementia or Alzheimer's Disease.
99 Adult Day Care, Inc. 1019 Cherry Street, 1st floor Philadelphia, PA 19107 267-972-3407	Offers both full-day and half-day adult day care service and transportation to and from the center.
Dacha Adult Day Care 250 Geiger Road Philadelphia, PA 19115 215-677-7707	Community-based adult day care center that is designed to meet the needs of functionally impaired older adults as well as to provide respite for their primary caregivers.
Inglis Adult Day Program 2600 Belmont Avenue Philadelphia, PA 19131 866-246-4547 www.inglis.org	This is designed for individuals of all ages with physical disabilities who could benefit from a stimulating program of social, educational, therapeutic, and wellness activities.
NewCourtland Network 1845 Walnut Street, 12th floor Philadelphia, PA 19103 215-965-1915 www.newcourtland.org	Provides community services, housing, and nursing home care in the effort to help older adults live as independently as possible, for as long as possible.
Circle of Friends Adult Day Care 9405 Bustleton Avenue Philadelphia, PA 19115 215-856-9100	Meets the needs of functionally impaired older adults as well as provide respite for their primary caregivers.

SERVICES FOR VETERANS

ORGANIZATION	SERVICES
<p>Impact Services Corporation 1952 E. Allegheny Ave 215-423-2944</p>	<p>One-stop-shop that writes claims and works with other agencies to get vets the benefits they deserve. They direct to jobs, advice on their benefits, help with housing, taxes and veterans' compensation.</p>
<p>The Veterans Group 3209 Baring Street 215-222-4379</p>	<ul style="list-style-type: none"> -Food, shelter, case management and supportive services to homeless vets. -For \$16/day, their home gives all utilities, nutritious meals, in-house consultations, counseling, education programs, local transportation and camaraderie. -Independence Blue Cross: Wellness and Learning Center– establish support system, develop life skills and improve physical fitness. Center has classroom, counseling area, fitness facility. Provides workshops, seminars, programs to obtain life/job skills.
<p>Congreso de Latinos Unidos 216 West Somerset Street 215-763-8870</p>	<p>Benefit assistance</p>
<p>Veterans Multi-Service Center 213-217 North 4th Street 215-923-2600</p>	<p>Services to homeless and at-risk-of-homelessness veterans</p> <ul style="list-style-type: none"> -The Perimeter: Homeless day service giving immediate needs -Operating Base Cecilia: Offering SSVF program -LZ II: 95 bed, male transitional housing residence -The Mary E. Walker House: 30 bed, female transitional housing -Freedom's Gate: 30 unit shelter plus care (SPC) housing program -Veterans Home Project: 10 units of subsidized housing for vets with special needs
<p>Utility Emergency Services Fund (USEF) 1617 JFK Blvd. 215-814-6822</p>	<p>-Program for vets with utility challenges. Those with utility shut-off notices or terminated utility service may be eligible for assistance through a grant program.</p>

SECTION 2: HEALTH CARE SERVICES

COMMUNITY HEALTH CENTERS

<u>HEALTH CENTER</u>	<u>CONTACT INFORMATION (ALL CENTERS HAVE SPANISH SPEAKING STAFF)</u>
Esperanza Health Center	3156 Kensington Ave , 215-831-1100 Mon-Fri: 9am-5pm, Saturday: 9am-12pm
Health Center #1	500 South Broad Street , 215-685-6570
Health Center #2	1930 South Broad Street , Unit #14, 215-221-6633 Mon, Tue, Wed, Fri: 8am-4:30pm, Thurs: 8am-7pm, Sat: 8am-noon
Health Center #3	555 South 43rd Street , 215-685-7504 Mon: 7:30am-8pm. Tue-Fri: 7:30am-5pm
Health Center #4	4400 Haverford Ave , 215-685-7601 Mon, Wed, Thurs, Fri: 8am-4:30pm, Tue: 8am-8pm
Health Center #5	1900 North 20th Street , 215-685-2933 Mon, Wed, Thurs, Fri: 7:30am-5pm, Tue: 8am-8pm
Health Center #6	301-21 West Girard Ave , 215-685-3803 Mon, Tue, Thurs, Fri: 8am-4:30pm, Wed: 8am-8pm
Health Center #9	131 East Chelton Ave , 215-685-5701 Mon, Tue, Thurs, Fri: 8am-4:30pm, Wed: 8am-7:30pm
Health Center #10	2230 Cottman Ave , 215-685-0639 Mon, Tue, Thurs, Fri: 8am-4:30pm, Wed: 8am-8pm
Maria de los Santos Health Center	401 West Allegheny Ave , 215-291-2500 Mon-Thurs: 7:30am-8:30pm, Fri: 7:30am-12am, Sat: 12am-5pm
Puentes de Salud Clinic	1700 South Street , 215-454-8000 By appointment and walk-in: Mon & Wed: 6pm-9:30pm
Southeast Health Center	800 Washington Ave , 215-339-5100 Mon-Fri: 8:30am-5pm
Strawberry Mansion Health Center	2840 Dauphin Street , 215-685-2401 Mon-Fri: 8am-4:30pm, every other Tuesday 8:30am-7pm

Project Home Stephen Klein Wellness Center	2144 Cecil B. Moore Ave, 215-320-6187 Mon-Fri: 8:30-5pm, Tues: 8:30am-7pm
FPCN - Eleventh St Health Services	800 North 11th Street, 215-769-1100 Mon & Wed: 9am-5pm, Tue & Thurs: 9am-7pm
FPCN – Abbotsford Falls	4700 Wissahickon Ave., Bldg. D, Suite 119, 215-843-9720 Mon. & Fri.: 9am-5pm, Tue, Wed. & Thurs. 9am-7pm
FPCN-Health Annex	6120 Woodland Ave., 215-727-4721 Mon.-Thurs. 8am-7pm, Frid. 8-4 (AM primary only), Sat. 8am-1pm
Meade Family Health Center	1800 West Oxford Street, 215-765-9501 Mon, Tue, Thurs, Fri: 8am-4:30pm, Wed: 1pm-8pm
Rising Sun Health Center	5675 N Front St, 215-279-9666 Mon & Tue: 8:30am–8pm; Wed, Thu & Fri: 8:30am–5pm

MENTAL AND BEHAVIORAL HEALTH RESOURCES

Department of Behavioral Health and Intellectual Disability Services 888-545-2600	Suicide Prevention Lifeline 800-273-TALK (8255)
Suicide and Crisis Intervention Hotline 215-686-4420	Warm Line 855-507-WARM (9276)
Mental Health Delegate Crisis Line – provides information, consultation, and access to a range of behavioral health crisis services. 215-685-6440	IDS Emergency Line – report missing people with an intellectual disability 215-829-5709
Domestic Violence Hotline 866-723-3014	Problem Gamblers Helpline 800-848-1880
AIDS Activities Coordinating office 215-685-5600	Older Adult Protective Services 215-765-9040
Disability Rights Network 215-238-8070	Access to Recovery 215-599-4972
Alcoholics Anonymous 215-923-7900	Narcotics Anonymous 215-440-8400
National Alliance of Mental Illness, PA 800-223-0500	Mental Health Association of Southeastern PA 800-688-4226

<p align="center">Cocaine Anonymous 800-347-8998</p>	<p align="center">Tobacco Quitline 800-QUIT-NOW</p>
<p>Women's Institute for Family Health 5936 Chestnut Street, 1st floor wifh@wifamilyhealth.org 215-747-2391</p>	<p><u>Services include:</u> assessments; individual, group and family therapy; medication management, emergency evaluations, co-occurring and addiction education; resource information and referrals to psychiatric and primary medical care and social support services; recovery groups for parents, anger management and domestic violence; HIV/AIDS case management and testing; health fairs and community workshops.</p>
<p align="center">Project Safe PO Box 6322 1-866-509-SAFE safephila@gmail.com</p>	<p>Believes in woman's right to health and well-being, and competency to protect and themselves, loved ones and communities.</p> <p><u>Services include:</u> Safer sex supplies, bad date sheet (brief descriptions of men who have attacked/raped women), harm reduction supplies, referrals, support to those who have been attacked or raped, harm reduction information.</p>
<p align="center">Family Therapy Treatment Program (FTTP) 1200 Callowhill Street, Suite 104 215-413-0141</p>	<p>FTTP provides home and office-based couples and family therapy to clients referred by the criminal justice system, Philadelphia Family court, and other behavioral health treatment programs. FTTP works to promote healthy family functioning, improve communication, and facilitate the reunification process after parents have been legally separated from their children.</p>
<p align="center">Westhaven 111 North 49th Street, 2nd floor 267-350-7631</p>	<p>Long-term structured residence serving adults with serious mental illness. The mission is to provide trauma-informed, culturally sensitive, recovery-oriented treatment.</p>
<p align="center">A Chance to Heal 215-885-2420</p>	<p>A Chance to Heal helps prevent anorexia, bulimia, binge eating and other eating disorders through early diagnosis, education and advocacy.</p>

<p>KenCrest Services 3132 Midvale Ave 215-713-3880 ext. 2853 Www.kencrest.org</p>	<p>KenCrest provides quality services to people with developmental disabilities. Services include education, therapy, and support of early learning. They have two homes for medically fragile children that provide a medically safe, developmentally sound and emotionally nurturing place for children. Each home has six children with two nurses and a Child Care Worker around the clock.</p>
<p>Parents Involved Network (PIN) 1211 Chestnut Street 267-507-3860</p>	<p>PIN is a peer-to-peer program that assists parents and caregivers of children and adolescents with behavioral health challenges. It provides information, support, referrals, and advocacy; assists parents/caregivers to acquire services from all state, local, or private child-serving systems.</p>
<p>Philadelphia Recovery Community Center 1701 West Lehigh Ave 215-223-7700 Mon-Wed: 10-6, Thurs-Fri: 11:30-7:30</p>	<p>Offers services towards strengthening recovery in a community-based setting. <u>-Programs include:</u> Alcohol & Other Drug Awareness Program for Adolescents and Young Adults; Alcohol & Other Drug Information and Recovery Support Line (1-800-221-6333); Case management services unit, central intake, Children & Youth Social Services, Criminal Justice Services (DUI, TASC/Anger Management); Fetal Alcohol Spectrum Disorders (FASD); Intervention; Mothers Overcoming Mood-Altering Substances (MOMS); Prevention; Professional trainings; School services (SAP); Screening and brief intervention and referral to treatment (SBIRT); Women's Recovery Community Center; Central Bucks Recovery Support Services</p>

HEALTH INSURANCE

- Uninsured Individuals with low or no income may qualify for **free or low cost** health insurance coverage through the Marketplace, Medicaid and CHIP.
- Apply for Medicaid at www.compass.state.pa.us
- If you do not qualify for Medicaid, you may still be able to get a health insurance plan through the Health Insurance Marketplace—www.healthcare.gov
- For help getting health insurance, call the Pennsylvania Health Access Network **1-877-570-3642** or BenePhilly **1-800-236-2194**.

<u>CONTACT</u>	<u>INFORMATION</u>
PA Fair Care 1-888-767-7015 www.pafaircare.com	Health insurance for adults with pre-existing conditions.
Family Planning Services Program	Provides services, information and counseling on health care for women, men, and teens. Services are free or low-cost and are always confidential. Provides family planning and family planning-related services, pharmaceuticals and supplies to women and men of any age who: are not otherwise eligible for Medical Assistance; have an income at or below 215% of the Federal Poverty Limit ; are not pregnant; are residents of Pennsylvania; and, are U.S. citizens or if not U.S. citizens, have a satisfactory immigration status and identification. For a list of services, visit http://www.dhs.pa.gov/citizens/reproductivehealth/familyplanning/
COMPASS (Commonwealth of Pennsylvania Access to Social Services) www.humanservices.state.pa.us/compass/	Website that allows individuals to screen for, apply for, and renew a broad range of social programs including Food Stamps, Health Care, Cash Assistance etc.
PA Health Law Project (215-625-3990) 123 Chestnut Street, Suite 400 www.phlp.org	Dedicated to helping low-income individuals gain access to quality healthcare. They also deal with the medical assistance grievance process, eligibility, and complaints.
Medical Assistance-Access Card (215-560-2900 or 800-321-4462) www.humanservices.state.pa.us/COMPASS.Web/CMHOM.aspx	Medical insurance for welfare recipients as well as many other eligible PA residents. Documents needed to process application: birth certificates, social security cards, proof of income last 30 days, proof of residence (utility bill), ID of person applying, if there are outstanding medical bills provide bills covering the last 3 months..

CHILDRENS HEALTH INSURANCE

CONTACT INFORMATION	BASIC INFORMATION
<p>Public Citizens for Children and Youth (PCCY) (215-563-5848, ext. 17) 1709 Benjamin Franklin Parkway www.pccy.org</p>	<p>Child Health Watch Helpline- free service to assist in finding health insurance for children, solving problems with existing coverage, or answering questions about public health insurance for children, MA or CHIP.</p>
<p>CHOICE Children's Health Line (215-985-3301) 1233 Locust Street- Mon-Thurs: 8:30am-7:30pm, Fri: 8:30am-5pm, Sat: 9am-1pm www.choice-phila.org</p>	<p>The Children's Health Line provides assistance to pregnant women and families with children applying for free and low-cost health insurance programs. Health Line counselors also provide information and referrals for children's primary medical care services, including immunizations, and advocate for consumers who experience difficulty navigating the healthcare system. In addition to calling, individuals can text 66746 for questions.</p>
<p>Healthy Kids Hotline (1-986-KIDS) www.chipcoverspakids.com</p>	<p>Provides information about free and low-cost health insurance for middle and low-income families including prenatal care, Medicaid, and CHIP (Children's Health Insurance Program). Check eligibility online. Managed by the Department of Public Welfare.</p>
<p>The Grow Project for Children with Failure to Thrive (215-427-4769) www.centerforhungerfreecommunities.org/our-projects/grow-clinic</p>	<p>The mission of the Philadelphia GROW project is to help low-income children and their families achieve normal weight gain, good nutrition and proper development through service, research and advocacy.</p>

SENIOR HEALTH INSURANCE

CONTACT INFORMATION	BASIC INFORMATION
<p>CARIE (Center for Advocacy and the Rights and Interests of the Elderly) CARIE line: 215-545-5728 Mon-Fri: 9-5</p>	<p>Works to improve the well-being, rights and autonomy of older persons through advocacy, education and action. Direct service for individual advocacy– advocate for people to get services they need, resolution to problem. CARIE can also aid in getting transportation to older persons to more than medical appointments.</p>

SECTION 3: FOOD

SNAP

SNAP is the new name for food stamps. SNAP can help put healthy food on the table by providing monthly assistance to purchase food at authorized grocery stores and farmers' markets. Benefits are provided monthly through a plastic ACCESS Card, similar to a debit or credit card.



HOW TO APPLY FOR SNAP

❖ APPLY BY PHONE

- SNAP HOTLINE: 215-430-0556

❖ IN PERSON

- Visit your local County Assistance Office
- Call 215-560-7226 to find your local office

❖ ONLINE

- www.compass.state.pa.us

SNAP FACTS

- ❖ The benefit amount range for one person is **\$15 to \$194**.
- ❖ The average benefit amount for seniors in Philadelphia is about **\$100**.
- ❖ For adults 60+, medical expenses **over \$35** can be counted and can increase your SNAP benefit
- ❖ SNAP benefits can be used for grains, fruits, vegetables, meat, fish, dairy, seeds, and other food items.
- ❖ SNAP benefits can roll over up to **6 months**. You can save up for a bigger purchase or stretch your benefits with other programs on this page.
- ❖ Benefits can be used at over **30** farmer's markets across the city.
- ❖ Employment does not interfere with getting SNAP. Even if you are working, but earning low wages, you may be eligible.
- ❖ Owning a home or car will not stop you from getting SNAP benefits

- ❖ Having money in the bank will not stop you from getting SNAP benefits.
-

IMMIGRANT ELIGIBILITY

- ❖ Legal immigrants can receive SNAP if they meet one of the following:
 - Legal residents under 18
 - Green card holder for 5 years or more
 - Blind or disabled
 - Refugees or Asylees

Other non-citizens may be eligible if they meet other requirements.

Receiving SNAP will not negatively affect your immigration status.

STUDENT ELIGIBILITY

- ❖ College students can receive SNAP if they meet one of the following:
 - Disabled (Receiving SSI or SSD)
 - Age 50 or older
 - Participating in a federal work study program
 - Working at least 20hrs weekly
 - Responsible for the care of a dependent household member under age 6
 - Responsible for the care of a dependent household member older than 5 but under age 12 if adequate child care is not available
 - Attending class less than part-time
 - Attending a school that is not an institution of higher learning

PHILADELPHIA COUNTY ASSISTANCE OFFICES

Open, Mon to Fri, 8:30 AM to 5:00 PM

- * **Boulevard**, 4109 Frankford Avenue, Phila, PA 19124, 215-560-6500
- * **Cheltenham**, 301 E Cheltenham Avenue, 3rd floor, Phila, PA 19144, 215-560-5200
- * **Delancey**, 5740 Market Street, 2nd floor, Phila, PA 19139, 215-560-3700
- * **Elmwood**, 5740 Market Street, 1st floor, Phila, PA 19139, 215-560-3800
- * **Federal**, 1334 Bainbridge Street, Phila, PA 19147, 215-560-4400
- * **Glendale**, 5201 Old York Road, Phila, PA 19141, 215-560-4600
- * **Liberty**, 219 E Lehigh Avenue, Phila, PA 19125, 215-560-4000
- * **Long Term & Independent Services Program**, 5070 Parkside Avenue, Phila, PA 19131, 215-560-5500
- * **Ridge/Tioga**, 1350 W Sedgley Avenue, Phila, PA 19132, 215-560-4900
- * **Snyder**, 990 Buttonwood Street, 5th floor, Phila, PA 19123, 215-560-4300
- * **Somerset**, 2701 N Broad Street, 2nd floor, Phila, PA 19132, 215-560-5400
- * **Unity**, 4111 Frankford Avenue, Phila, PA 19124, 215-560-6400
- * **West**, 5070 Parkside Avenue, Phila, PA 19131, 215-560-6100

215-560-7226 - **Change Center**

215-560-1583 - **LIHEAP**

Find your local County Assistance Office at

<https://philallegal.org/cao>

WOMEN, INFANTS AND CHILDREN (WIC)

WIC provides vouchers for healthy foods for kids under 5, new moms, and pregnant women.

WIC is for low-income pregnant women, breastfeeding women, and children up to the age of five.

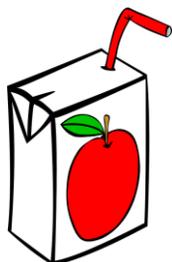


- You can work and still get WIC.
- You can continue to get cash assistance or SNAP benefits while receiving WIC.
- You can get WIC even if you are undocumented or not a citizen

PHILADELPHIA WIC OFFICES

<p>Woodland WIC Office 1739 South 54th Street Philadelphia, PA 19143 Phone: 215-726-1142</p>	<p>South Philadelphia WIC Office 1165 South Broad Street, 2nd Floor Rear Philadelphia, PA 19146 Phone: 215-463-5571</p>	<p>Northeast WIC Office 7959 Bustleton Avenue Philadelphia, PA 19152-3388 Phone: 215-745-7251</p>
<p>Overbrook WIC Office 5610 Lancaster Avenue Suite 1400 Philadelphia, PA 19131 Phone: 215-477-3360</p>	<p>Olney-Logan WIC Office 5751 North Broad Street Philadelphia, PA 19141 Phone: 215-927-1950</p>	<p>North Central Organized Regionally for Total Health 1300 West Lehigh Ave, Suite 104 Philadelphia, PA 19132 Phone: 800-743-3300 Fax: 215-236-4743</p>
<p>Lehigh Avenue WIC Office 217-33 West Lehigh Avenue 2nd Floor Front Philadelphia, PA 19133 Phone: 215-634-8713</p>	<p>Kensington/Allegheny WIC Office 1825-31 East Hilton Street Philadelphia, PA 19134 Phone: 215-426-6801</p>	<p>Germantown WIC Office 301 East Cheltenham Avenue, 1st Floor Philadelphia, PA 19144 Phone: 215-248-1500</p>

SUMMER MEALS



During the school year, thousands of low-income students eat **free or reduced-price** meals at schools. But when school is out and kids aren't receiving that food, children face higher risks for hunger and malnutrition. Summer meals help to fill that gap, giving kids nutritious food they need to stay healthy all summer.

HOW TO FIND A SUMMER MEALS SITE

There are more than 1,400 places in Philadelphia that serve free meals and snacks to kids and teens age 18 and under. There are no income requirements, ID, or registration in qualifying areas. Sites include recreation centers, churches, schools, public housing complexes and community organizations.

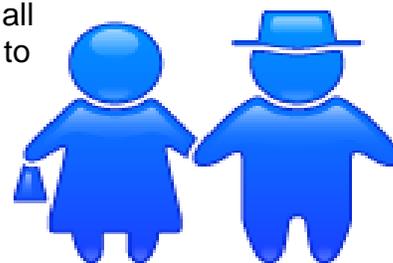
- ❖ Call **1-855-252-MEALS (6325)**, or text **"FOOD" to 877877** to find a site near you.
- ❖ Visit www.phillysummermeals.org for a map of all summer meal locations.
- ❖ Philadelphia Parks and Recreation: 215-685-2725
- ❖ Runs the Playstreets program (city blocks closed to traffic to provide meals and activities.)

FREE AND LOW COST GROCERIES

<p>SHARE Food Program 2901 W. Hunting Park Ave. 215-223-2200 www.sharefoodprogram.org Get \$50 in groceries for just \$20 and two hours of service to your community. Accepts SNAP/Access Cards.</p>	<p>Fresh for All (Philabundance) Free fruits & vegetables. Bring bags. No income requirements. Year-round, weather permitting. Thu. 10:30-11:30am. Houseman Recreation Center, Summerdale and Godfrey Ave. 215-220-1920, www.philabundance.org</p>
<p>Farm to Families Order packages of produce \$10-15. Meat, eggs, dairy also available to buy. Accepts SNAP/food stamps. For locations and to order, contact St. Christopher's Hospital, 3601 A St. 215-910-2901.</p>	<p>Philly Food Bucks For every \$5 spent on food with SNAP Earn a \$2 coupon to buy more produce www.thefoodtrust.org</p>

FOOD FOR SENIORS

Most senior centers often serve meals for older people for a small contribution. The contribution is voluntary- you are not required to pay. To participate, you or your spouse must be 60 years or older, and proof of age is required. Lunch is served Monday through Friday at most centers, but we recommend calling the center to confirm their schedule. If you are confined to your home and over the age of 60, you may be eligible to receive home-delivered meals up to 7 days a week.



Call the Philadelphia Corporation for Aging (PCA) helpline at 215-765-9040, or a senior center near you.

All food pantries, soup kitchens and farmers' markets serve seniors, but the following resource is specifically for seniors and/or people with serious illness or disability.

<p>AID FOR FRIENDS 215-464-2224, www.aidforfriends.org. Delivers nutritious, home-cooked meals for seniors confined to their home.</p>	<p>FOR PEOPLE WITH ILLNESS MANNA-Delivers meals to people at nutritional 215-496-2662, www.mannapa.org.</p>
<p>HOMELINK www.homelinkinc.org, 267-682-1026 Delivers dinners to older adults needing assistance with meal preparation due to health problems. \$5/meal, accepts SNAP.</p>	<p>Jewish Relief Agency (JRA) 610-660-0190, www.jewishrelief.org Delivers monthly kosher food boxes.</p>

FOOD RESOURCES FOR WEST PHILADELPHIA

First African Presbyterian Church
215-477-3100
4159 W. Girard Ave.
Mon 10am-2pm; Meal: Wed 4pm

Mt Zion Holy Church
4110 Haverford Ave., 215-349-6734
1:30pm-3pm, 2nd Sun. & 3rd Wed

People's Emergency Center
3939 Warren St. 215-382-7522,
Sat. 11am-4pm

St. Ignatius of Loyola
636 N. 43rd St.
215-386-5065
Tue 10am-2pm

Camphor Memorial
5620 Wyalusing Ave 215-747-2600
Tue., 10am-11:30am

Resurrection Baptist
1610 N. 54th St. 215-473-9427

Grace Lutheran, 3529 Haverford Ave
215-222-3570
Thu. 9am
(emergencies:
Mon-Wed 10a-1:30p)

Interfaith Food Cupboard
3600 Baring St.
215-222-7606
Sat. 9:30am-11am
Pantry: Tue 11a-12:45p;
Meal: Tue & Thu 12pm-1pm

St. Phillip's Lutheran
5210 Wyalusing Ave.
215-878-2911
9am-12pm, 2nd Sat. of the month

City of Conquerors
11 S. 63rd St., ph 215-471-3985
Thu 10am-4pm

Holy Temple of the Lord & Savior
5116 Market St. 215-474-7656
10am-1pm
2nd & 4th Fri. of month

Calvin Presbyterian
1401 N. 60th St.
215-877-7711
Thu., 11am-1pm

Millcreek Baptist
641 N. Preston St.
215-386-2989
10am-2pm, 2nd Tue of the month

Calvary Agape
6114 Haverford Ave
215-472-3460
Mon 10am-1pm, Wed 10am-11:45am
Meal: Wed 12pm-1pm

Mt. Carmel Baptist Church
5732 Race St
215-476-5320

FOOD RESOURCES FOR SOUTHWEST PHILADELPHIA

University City Hospitality Coalition

www.uchc.phillycharities.org
6pm Meals served each day at
different locations.

University Lutheran Church

215-387-2885
3637 Chestnut St.
Meal served Tue. 5-6pm

Holy Temple of the Lord

215-474-7656
5116 Market St., 19139
2nd & 4th Fri of month, 10am-1pm

Divine Mercy Parish

215-727-8300
6667 Chester Avenue, 19142
Tues & Wed, 9am – 12pm

Eastwick United Methodist

215-365-1810
8321 Lindbergh Blvd, 19153
Mon 12:30-1:30pm, Wed 10am-1pm

SW Phila Family Service Center

215-724-8550
6214 Grays Avenue, 19142
Wed & Fri, 10am – 12pm
Proof of address & photo I.D. req.

Faith Temple Pentecostal

610-809-6224
5618 Kingsessing Ave, 19143
Tues 10am – 12pm

Grace Tabernacle

215-724-8303
1509 S. 52nd St., 19143
Wed: Meal 1-2pm and pantry 2-3pm

Helping Hands for the Hungry

215-747-3250
525 S. Cobbs Creek Parkway, 19143
Mon & Wed 9:30-11:30am; pantry & meal
last Sat of month 10am-1pm

FOOD RESOURCES FOR SOUTH PHILADELPHIA

Bryant Baptist Church

215-732-4140
1144 S. 19th St, 19146
Wed 11am– 1pm

United Communities SE Philadelphia

215-468-6111
2029 S. 8th St, 19148
Mon, Wed & Fri 10am—12pm
Photo ID & proof of address required

First Pentecostal Church

215-468-1711
1503-05 S. 20th St, 19146
Mon 4-7pm

Christ's Presbyterian Church

215-389-2281
1020 S. 10th St, 19147
Sun 12-2pm

South Phila. Family Service Center (Catholic Social Svcs.)

215-724-8550
1941 Christian St, 19146
Tue & Thu, 10am— 12pm
Photo ID & proof of address required.

Tindley Temple

215-735-0442
750 S. Broad St., 19146
Meals Mon & Wed 11am-12:30pm

FREE PRODUCE

Fresh for All (Philabundance)

www.philabundance.org
Free produce, open to all year-round,
weather-permitting. Bring bags.
*Fridays, 1:30-2:30pm, at lot under
I-95 at Front & Tasker Streets.*

FARMERS' MARKETS

*Note: markets are seasonal. Visit
www.phillyfoodfinder.org for locations and
schedules.*

Fountain (19148)

11th and Tasker Streets
End of May—October, Wed 3—7pm

*** 29th & Wharton**

29th and Wharton Streets
June—October, Tue 2—6pm

*** Broad & Snyder (19148)**

Broad & Snyder Streets
June—October, Tue 2—6pm

*** Dickinson Square (19148)**

East Moyamensing and Morris St
June—October, Sun 10am—2p

FOOD RESOURCES FOR NORTH PHILADELPHIA

Drug Task Force Ministry

3252 N. Etting St
215-385-0738
Wed and Sat, 10am-2pm

Deliverance Evangelistic Church

2001 W. Lehigh Ave
215-226-7600
Tue & Thu 2-5pm

First Church Worship Center

2509 N. 30th St.
215-229-3608
Tue 12pm-2pm & Thu 12pm-1:30pm

James Spring Memorial Baptist 1845

W. Huntingdon St
215-227-4214
Mon & Wed 12-3pm
Redeem Baptist Church
2339 N. 31st St., 215-227-4574
3rd Fri of the month 8:30am-12:30pm

Bridgeway Inc.

1722 W. Ontario St, 215-226-1983.
Thurs. 5PM-6:30PM

Hunting Park NAC

3760 Delhi St.
215-225-5560.
Tuesday at 2:00pm.

Mount Ephraim Baptist

2201 W. Tioga Street
215-226-2720
2nd Sat of the month, 9AM-1PM

The Word in Action

1539 W. Courtland St.
215-324-7665
Tue-Fri 11am-12pm & 1-3pm.

Triumph Baptist Church

1648 W. Hunting Park Avenue
215-228-8000. Call for schedule

Zion Community Center

3601 N. Broad St,
215-223-8576
Tuesday, arrive by 8:20am

St. Vincent 215-438-1514

109 E. Price St. (2 programs):
Pantry: Mon, Tue & Fri 9am-12pm
Face to Face 215-438-7939
Meals: Mon, Fri, Sat and Sun
12:30pm-1:45pm

Faith Chapel & CDC

108 E. Price St.
215-848-9660
Wed. 1:30pm-2pm, Thu. 10am-1pm

Grace Community Center

25-29 W. Johnson St.
215-848-2700
Mon-Fri 10am-1pm

Holsey Temple

5305 Germantown Ave.
215-848-2210
Meals: Sun 9-10am, Tue 11am-1pm

Canaan Family Life Center

304 W. School House Lane

FOOD RESOURCES FOR NORTHEAST PHILADELPHIA

Living Waters United Church of Christ

267-388-6081
6250 Loretto Ave., 19111
2nd Tue of the month 6-7pm

Klein LIFE 215-832-0509

10100 Jamison Ave., 19116
Offers a Choice Food Program by
appointment. Tue 1pm-7pm,
Wed 10am-5pm, Thu 10am-3pm.

FAWN 267-236-1558

4346 Frankford Ave., 19124
Tues & Wed 10am-4pm, Thurs & Fri 12pm-
4pm. Serves 15th Police District (includes
parts of 19124 and 19137)

Feast of Justice 215-268-3510

3101 Tyson Ave., 19149
Tue & Fri 9-11:30am,
Thu (produce) 4-6pm, Sat 2-4pm

Holy Redeemer Nazareth 215-856-1370

12265 Townsend Rd., 19154.
Tue-Thu 9:30-11am. Call for appt.

Northeast Family Social Services

215-624-5920
7340 Jackson St., 19136
Wed & Fri 9am-12pm

Living Waters United Church of Christ

267-388-6081
6250 Loretto Ave., 19111
2nd Tuesday of the month 6pm-7pm

Campbell AME Church 215-288-2748

1657 Kinsey St., 19124
Sun 9:30-10am,
Wed 12-2pm

Mizpah SDA

215-535-5995
4355 Paul St., 19124
Meal served 12:30pm 2nd week of the
month; pantry open Tues 11am-1:30pm

Campbell AME Church

215-288-2748
1657 Kinsey St., 19124
Sun 9:30-10am, Wed 12-2pm

Temple of Faith Community Church

1532-42 Sellers St., 19124
215-744-7910
Tues & Thurs 5:30-7:30pm

Second Baptist Church

215-533-6222
1801 Meadow Street, 19124
Mon, Wed, Fri 10am-1pm
Serves 19124 zip only.

Feast of Justice 215-268-3510

3101 Tyson Ave., 19149
Tue & Fri 9am-11:30am, Thu (produce)
4pm-6pm, Sat 2pm-4pm

Northeast Family Social Services

215-624-5920
7340 Jackson St., 19136
Wed & Fri 9am-12pm

GPASS 215-456-0308

4943 N. 5th St., 19120
2nd & 4th Tue of the month, 10am-1pm
Photo ID & 2 bags required.

FOOD RESOURCES FOR NORTHWEST PHILADELPHIA

Church of the Annunciation

324 W. Carpenter Lane & Lincoln Dr.
Tue 10am-12pm

Germantown SDA Church

200 E. Cliveden St., 215-849-6967
Thu 12n-2pm, Sat 6:30pm

GPASS (G.P. Asian Social Services)

4943 N. 5th St., 215-456-1663
2nd & 4th Tue 9am. Bring ID & 2 bags.

Triumphant Faith International Worship Center

5316 Rising Sun Ave., 215-324-7376
Every Wed 10am-12n; 3rd Sat 10am-
12n.

Mt. Airy Church of God in Christ

7800 Ogontz Ave., 215-267-2960
4th Sat. of the month; Call for other times

Remnant Church of God

7708 Ogontz Ave., 215-924-2610
Wed 3pm-5pm

Salvation Army Kroc Center

4200 Wissahickon Ave., 215-558-1517
Mon-Fri 1pm-3pm— Referral required.
Also serves 19138, 19140, 19144, 19150

The Word in Action

1539 W. Courtland St., 215-324-7665
Tue-Fri 11am-12pm and 1pm-3pm.

Second Macedonia Church

1301 W. Ruscomb St.. 215-457-9750
Wed & Fri, 11am-12noon

Giving of Self Partnership

6101 Limekiln Pike, 215-927-6100
Mon, Tue, Wed & Fri
10am-12:30pm & 1:30pm-4pm

Our Lady Of Hope Tioga

5200 N Broad St 215-329-8100
Wed & Thurs, 9:30-11:30am

St. Vincent

109 E. Price St. (2 programs):
215-438-1514
Pantry: Mon, Tue & Fri 9am-12pm
Face to Face 215-438-7939
Meals: Mon, Fri, Sat and Sun
12:30pm-1:45pm

Faith Chapel & Community Development Corporation

108 E. Price St., 215-848-9660
Wed. 1:30pm-3pm, Thu. 10am-1pm

Grace Community Center

25-29 W. Johnson St., 215-848-2700
Mon-Fri 10am-1pm

Canaan Family Life Center

304 W. School House Lane
Tue & Thu 10am-12pm

SECTION 4: PUBLIC BENEFITS

Supplemental Security Income - Social Security (SSI)

Eligibility

- Aged 65 and older, blind, or disabled AND has limited income & resources AND is a US citizen
- If applicant is under 18, determined 'disabled' if medically determinable with a physical or mental impairment that a) results marked and severe functional limitations and b) can be expected to result in death or c) has lasted/expected for period no less than one year
- If adult, determined 'disabled' if medically determinable with a physical or mental impairment that a) results in an inability to do any substantial gainful activity and b) can be expected to result in death or c) has lasted/expected for period no less than one year
- Resources considered: cash, bank accounts, land, vehicles, personal property, life insurance etc.

Application Process

- Individuals can also schedule time with the SS office to file an application (1-800-772-1213)
- If denied (most initial applications are), one can appeal the decision; review of denial within 60 days
- Apply at the Social Security website at ssa.gov

Unemployment Compensation

- Employments (Self-employment sometimes isn't covered because it does not constitute employment' in PA UC Law).
- Benefit eligible: Refers to the nature of the job loss or separation. Are you out of work through no fault of your own? It is based on information when filing for benefits and information from former employer.
- **Maintaining eligibility and requalifying for benefits:** Must be able and available to accept suitable work, not refuse work when offered without good cause and participate in reemployment services if required. Need to register for employment- search services at www.jobgateway.pa.gov within 30 days of filing an application and actively seeking work each week receiving benefits

Application Process

- Can apply online (www.paclaims.state.pa.ua/UCEN/Welcome.asp), phone (1-888-313-7284) or via paper- download a form on www.uc.pa.gov/Documents/Uc_forms/downloadable_internet_app.pdf
- Will need: SS #, driver's license #, name and address of former employer, employer information form (if you have one), mailing address, dates of employment and reason for leaving, recent pay stub when submitting an application

Social Security Disability Benefits Insurance (SSDI)

Eligibility

- Must be younger than 65 and have earned a certain number of work credits
- Worked for a certain number of years and made contributions to Social Security trust fund in taxes
- Under SSDI, spouse and children can get partial dependent benefits, called auxiliary benefits

Application Process

- Individuals can also schedule time with the SS office to file an application (1-800-772-1213)
- If denied (most initial applications are), one can appeal the decision; review of denial within 60 days
- Apply at the Social Security website at ssa.gov

Low Income Home Energy Assistance Program (LIHEAP)

- Helps pay heating or cooling bills, emergency services in cases of energy crises and low-cost home improvements (weatherization) that make the home more energy efficient and lower the utility bills
- need to meet income guidelines found

Application Process

- Can apply online via COMPASS, in person at the local county assistance office or download a form at www.dhs.pa.gov/cs/groups/webcontent/documents/document/c_214070.pdf
- -When applying, you need the names, birthdates, social security numbers and proof of incomes for all members of the household, as well as a recent heating bill

Childcare Insurance Subsidy (CCIS)

- Parents/guardians of children from birth-12 years old
- Parents must work at least 20 hours/week or work 10 hours and be enrolled in training/school for 10 hours
- Teen parents qualify if the teens are enrolled in high school
- Family income must be less than 200% of the Federal Poverty Income Guidelines (www.ccisinc.org/categories/child-care-subsidy.html)

Application Process

- Can apply online via COMPASS or by calling 1-866-800-3880
- Will hear notification of status within 30 days- face-to-face interview required
- Will need: form signed by employer listing hire date, hours of work each week, hourly rate of pay, how often paid, specific work schedule; 4 weeks of pay stub; verification of child support; verification of unearned income; verification of enrollment in training/school; records on ongoing medical expenses; verification of support paid out of children not living in family

Temporary Assistance for Needy Families (TANF)

- Provides money for pregnant women or dependent children and parents/other relatives who live with them/care for them
- Can only receive for a total of 60 months (5 years) in a lifetime
- Must be a US citizen and PA resident (some lawfully admitted), required to look for a job or participate in employment and training program (some with disability could be excused), help the caseworker complete an AMR (Agreement of Mutual Responsibility) as a plan for when the individual no longer needs cash assistance, cooperate with paternity/child support requirements, resources must be \$1,000 or less and must report all income
- Individual must need support/care for child as a result of a death of the parent's parent's, incapacity of the child's parent, a continued absence of parent from home, or one or both parents having no income or low income

Application Process

- Apply on COMPASS, file an application at your local County Assistance Office, or download the form at www.dhs.pa.gov/cs/groups/webcontent/documents/form/p_14338.pdf and send to county Assistance Office

SECTION 5: UTILITIES

GAS

Philadelphia Gas Works (PGW)

Low income tenants may qualify for the CRP program to help with gas bills.

Emergency (215) 235-1212

Non-emergency (215) 235-1000

ELECTRIC

Philadelphia Electric Company (PECO)

Low income tenants may qualify for the CAP rate program to help with electric bills.

Non-emergency 800-494-4000

PECO Assistance Programs 800-774-7040

WATER

Water Revenue Bureau (WRB)

Low income tenants with the bill in their name may qualify for the WRAP program to help with water bills.

Emergency 215-685-6300

Non-emergency 215-686-6880

UTILITY ASSISTANCE

Utility Emergency Services Fund (UESF)

Low income tenants may receive a grant to help pay for utilities.

(215) 972-5170

Low Income Heating and Energy Assistance Program (LIHEAP)

Low income tenants may receive a grant to help pay for heating bills from November through March.

(215) 560-7226

UTILITY COMPLAINTS

Pennsylvania Utility Commission (PUC)

Pennsylvania residents can file complaints against electric and gas utility companies by calling 1-800-692-7380.

SECTION 6: TENANT RIGHTS & LEGAL SERVICES

Tenant Rights and Organizing

Tenant Union Representative Network (TURN)

21 South 12th Street, 11th floor

215-940-3900

Tenant Rights Workshops Mon-Fri 12:30pm and Wed 5pm

Legal Services

For residents who have a household member diagnosed with HIV/AIDS:

AIDS Law Project of PA 1211 Chestnut St 215-587-9377

Phone intake daily 9:30am-1pm

For residents who are low-income:

Community Legal Services 1424 Chestnut St, 215-981-3700

Walk-in Intake, Monday-Thursday 9am-12pm

For residents who are homeless or at risk of homelessness:

Homeless Advocacy Project 1429 Walnut St, 15th Fl, 215-523-9595

For residents who are low-income and living with a physical disability:

Legal Clinic for the Disabled 1513 Race St 215-587-3350

Telephone Intake on Wednesdays from 9:30am-3:30pm. No walk-ins.

For residents 60 years of age and older:

Senior Law Center 1500 JFK Blvd, Suite 1501 215-988-1242

Phone intake Monday-Thursday 10am-2pm

Walk-in Intake (emergencies only) Tuesday and Thursday 9am-12pm

For residents who live in Germantown:

Face to Face Germantown Legal Ctr 109 E Price St, 215-438-1390

Walk-in Intake on Tuesdays 10am-12pm and Saturdays 12:30-2pm

For residents seeking paid representation:

Philadelphia Bar Association Lawyer Referral Service 215-238-6333

Repair Issues

Document the repair issues.

- Make a repair request by text, email or letter.
- Take Pictures.
- Get witnesses.
- Ask the landlord to do a walkthrough.

Bring attention to the repair issues.

- Contact L&I.** Call 311 to ask for an inspection from the Department of Licenses & Inspections (L&I).
- File a Fair Housing Complaint.** If your unit fails an L&I inspection, you can contact the Fair Housing Commission at 215-686-4670 or go to 601 Walnut St, Suite 300 South to file a complaint.
- Contact PHA Inspections.** If you live in a Section 8 Housing Choice Voucher unit, call 215-684-3860 to ask for an inspection from PHA.
- Contact your representative in City Council or State Government.** Find your rep at 1-855-738-3689 or go to guide.seventy.org.
- Withhold rent.** You should not withhold rent unless the repair issues are serious and prevent you from living in some or all of your unit.
 - Send rent withholding letter to landlord.**
 - Escrow your rent.** Open a bank account to deposit your rent or keep the rent in a money order.
- Repair & deduct.** You can pay someone to repair the issue and deduct the cost from your rent.
 - Contact a repair person** and ask him to give you an estimate for the cost of the repair. The cost for repair should not exceed the amount you pay for a single month of rent.
 - Send repair and deduct letter to landlord.**
 - Hire a contractor** if the landlord does not complete the repairs in a reasonable amount of time. Keep the invoice and receipt.
- Contact the Tenant Union Representative Network (TURN).** Call 215- 940-3900 or go to 21 South 12th Street, 11th Floor to learn more about your rights and organizing tenants in your building.

Rental Assistance

Where can I go for rent or security deposit assistance?

- **Philadelphia County Assistance Office (CAO)** 215-560-1976
801 Market Street Mon-Fri 8:30am-4:30pm Philadelphia, PA 19130
Grant given only once per year.
- **Office of Supportive Housing (OSH) Relocation Unit** 215-685-9087
5252 N 13th Street Mon-Fri 8am-3:30pm Philadelphia, PA 19141
Grant given only once ever.

Eviction Court

Where do I go?

Municipal Court is at 1339 Chestnut St on the 6th Floor. Eviction hearings are in hearing room 3, 4 or 5. Check your court papers for the exact hearing room.

What should I bring?

Any documents that relate to the reason your landlord is trying to evict you. Example: lease, rent receipts, utility bills, photos, letters or texts to or from the landlord.

What are my options in court?

- **Sign a Judgment by Agreement.**
 - Do not sign an agreement unless you agree and can keep it.
 - If you sign an agreement, it is final. You cannot appeal.
 - If you break the agreement, the landlord can evict you.

OR

- **Have a hearing in front of a judge.**
 - You have the right to have a hearing in front of a judge instead of signing an agreement.
 - You can present your evidence and defenses to the judge.
 - If you lose, you must appeal within 10 days of the judgment if you want to stop the eviction.

OR

- **Ask for a continuance.**
 - You can get the hearing postponed if you need an interpreter.
 - You can ask for the hearing to be postponed to get a lawyer, but the landlord may object.

Eviction FAQ

How soon can my landlord evict me after court?

1. After a judgment in court, you have at least 21 days before you can be evicted. Here is the process:
2. Writ. Landlord can file Writ of Possession 10 days after the judgment.
3. Alias Writ. Landlord can file Alias Writ of Possession 11 days after the Writ of Possession.
4. Lockout. Landlord can schedule a lockout any time after filing Alias Writ of Possession. This usually takes another 7-10 days.

How do I find out the date of a lockout?

- Call Municipal Court at 215-686 7950 to see if the landlord filed the Alias Writ of Possession.
- Once the landlord files the Alias Writ of Possession, call Messerman at 215-563-2133 to find if the lockout date is scheduled.

What is an illegal lockout?

It is illegal for a landlord to evict a tenant by:

- changing the locks without a sheriff or a landlord-tenant officer
- using force
- turning off the tenant's utilities
- removing the tenant's possessions
- removing doors or windows from the house
- any other means except a sheriff or landlord-tenant officer

What do I do if I have been illegally locked out?

- Call Municipal Court at 215-686-7334 between 9AM and 4:30PM. The court can tell you if your landlord followed the legal eviction process.
- If it was an illegal lockout, call the police by dialing 911. Show the officer your lease or photo ID.
- If the police officer does not assist you, get the name of the officer and call the district. Ask to speak to the Captain or the Community Relations Officer about an illegal lockout. You can reference the name of the law— Philadelphia 9-1600.

SECTION 7: ADDITIONAL RESOURCES

Philadelphia Furniture Bank (PFB)

PFB will provide free furniture to low-income Philadelphia residents when referred by a member agency. PFB is not open directly to the public. One can become a member agency at <https://pathwaystohousingpa.org/furniture/get-furniture>.

Services include:

- Centralized resources to find the furniture for clients. Will serve those that are identified and assessed by member organizations.
- Provides stipend employment and skills training to homeless, formerly homeless veterans and individuals with disabilities.

Philadelphia Hoarding Task Force

The Philadelphia Hoarding Task Force seeks to improve outcomes for people who hoard and reduce the catastrophic consequences related to hoarding for residents of the City of Philadelphia.

Helplines

- Under 60 years of age: 215-751-1800
- 60 years of age and above: 215-545-5728
- Email info@philadelphiahoarding.org
- For more information, visit <http://www.philadelphiahoarding.org/>