

H NAVIGATING RD IMES

A RESOURCE GUIDE
LANCASTER COUNTY, PA • 2014/2015



NAVIGATING HARD TIMES

A RESOURCE GUIDE

This resource guide was developed to help connect people with resources during hard times. Each of our lives have unique circumstances. It may be the loss of a job, a cut in pay, reduced hours, or the difficulty of training for, and finding, a new job. It may be that you anticipate losing your job and are looking for some help in the transition period. Getting the services you need, getting on top of limited financial resources, and knowing your rights can all help you during these stressful times. Remember, you are not alone, helping families become financially stable and independent makes good economic sense and impact for us all. Please reach out for help if you need it.

This booklet has been prepared to guide people to the services that can best help them. Several organizations in Lancaster County can help with managing finances, obtaining discounted or free health services, food, clothing, shelter, or other services. There are no fees for these services, except where noted.

Whether employed or unemployed, when you have a problem and don't know where to turn, call **Pennsylvania 2-1-1 East**. This free, confidential information and referral service is available 24/7.

Phone: 2-1-1 or 717.291.5462

Email: 211@uwlanc.org

Web: www.pa211east.org

Social Media:

www.facebook.com/PA211East

www.twitter.com/PA211East



United Way
of Lancaster County

UNEMPLOYMENT

UNEMPLOYMENT BENEFITS

Lancaster Unemployment Compensation Service Center

Telephone Preferred

▶888.313.7284 or ▶www.uc.pa.gov

TEMPORARY ASSISTANCE FOR NEEDY FAMILIES

Department of Public Welfare

832 Manor Street, Lancaster

▶717.299.7411 or ▶www.compass.state.pa.us

LEGAL SERVICES, ADVOCACY

Community Services of Organized Labor

675 Manor Street, Lancaster

▶717.392.2518 or ▶www.lancastercsol.org

Assistance to and advocacy for clients denied unemployment and workers compensation and with other employment related problems

MidPenn Legal Services

38 North Christian Street, Suite 200, Lancaster

▶717.299.0971 or ▶www.midpenn.org

Free legal assistance in certain noncriminal areas including denial of unemployment and welfare benefits for low income persons

JOB COUNSELING

Office of Aging

150 North Queen Street, Lancaster

▶717.299.7979 or ▶www.co.lancaster.pa.us/150/aging

Offers a 55+ Job Bank referral service for job seekers over age 55

PA CareerLink Lancaster County

1016 North Charlotte Street, Lancaster

▶717.509.5613 or ▶www.cwds.state.pa.us

A one-stop shop for career and employment services; Maintains a computer placement system to match applicant's qualifications with job openings

SACA Tec Centro

102 Chester Street, Lancaster

▶717.509.6679 or ▶www.sacapa.org

Workforce readiness, job placement assistance

EDUCATION

RETRAINING FOR A DIFFERENT CAREER

New Choices Career Development Program

110 North Lime Street, Lancaster

▶717.393.1735 x235 or ▶www.newchoiceslancaster.org

A career/guidance counseling program for pregnant women, single parents, displaced homemakers, and those interested in nontraditional careers

Office of Vocational Rehabilitation, PA

2550 Kingston Road, Suite 101, York

▶800.762.6306 or ▶www.portal.state.pa.us

Assistance with setting vocational goals and making plans to attain them; developing job skills through vocational and technical schools, universities, on-the-job training, or rehabilitation workshops

VOCATIONAL PROGRAMS

Lancaster County Career & Technology Center

Snyder and Metzler Roads, Brownstown

▶717.859.5100 or ▶www.lcctc.org

432 Old Market Street, Mount Joy

▶717.653.3000 or ▶www.lcctc.org

1730 Hans Herr Drive, Willow Street

▶717.464.7050 or ▶www.lcctc.org

Vocational education for students in technical, skilled, and semi-skilled occupations

COLLEGES

Elizabethtown College

One Alpha Drive, Elizabethtown

▶717.361.1000 or ▶www.etown.edu

Franklin & Marshall College

College Avenue, Lancaster

▶717.291.3911 or ▶www.fandm.edu

Harrisburg Area Community College

1641 Old Philadelphia Pike, Lancaster

▶717.293.5000 or ▶www.hacc.edu

Millersville University

South George Street, Millersville

▶717.872.3011 or ▶www.millersville.edu

Penn State University

1383 Arcadia Road, Lancaster

▶717.299.7667 or ▶www.lancastercenter.psu.edu

Pennsylvania College of Art & Design

204 North Prince Street, Lancaster

▶717.396.7833 or ▶www.pcad.edu

Thaddeus Stevens College

750 East King Street, Lancaster

▶717.299.7701 or ▶www.stevenscollege.edu

YTI Career Institute-Lancaster

3050 Hempland Road, Lancaster

▶717.295.1100 or ▶www.yti.edu

For additional listings of local educational institutions, call 2-1-1 or 717.291.5462.

FOOD

FOOD STAMPS

Department of Public Welfare

832 Manor Street, Lancaster

▶717.299.7411 or ▶www.compass.state.pa.us

Pennsylvania Hunger Action Center

Telephone Preferred

▶800.634.2033 or ▶www.pahunger.org

Helps people determine if they are eligible for food stamps and assists those who qualify in applying over the telephone

FOOD BANKS

Ephrata Area Social Services

227 North State Street, Ephrata

▶717.733.0345 or ▶www.eassinfo.org

Food bank for Northern Lancaster County residents

Lancaster County Council of Churches

344 North Marshall Street, Lancaster

▶717.291.2261 or ▶www.lccouncilofchurches.org

Food supplies to cover short-term emergencies for city and county residents

Pennsylvania 2-1-1 East

Telephone Preferred

▶2-1-1 or ▶717.291.5462 or ▶www.pa211east.org

Maintains a listing of food pantries and community meal locations throughout the county

Salvation Army

131 South Queen Street, Lancaster

▶717.397.7565 or ▶www.salvationarmylancaster.org

Emergency food assistance

Water Street Mission

210 South Prince Street, Lancaster

▶717.393.7709 or ▶www.wsm.org

Weekly food distribution program

WIC

WIC, Women, Infants and Children

601 South Queen Street, Lancaster

▶717.509.3686 or ▶www.caplanc.org

Supplemental nutrition services program for pregnant, postpartum, and breastfeeding women, infants, and children

For additional WIC locations, call 2-1-1 or 717.291.5462.

HOUSING

TEMPORARY HOUSING

Domestic Violence Services of Lancaster County

Confidential Location

▶717.299.1249 or ▶www.caplanc.org

Emergency shelter for abused women and their children

Tabor Community Services, CHART

Telephone Preferred

▶2-1-1 or ▶717.291.5462 (Pre-Screenings) or ▶www.tabornet.org

Referrals for temporary housing/shelters must be completed through CHART (Community Homeless Assessment and Referral Team); Shelter assignments included in CHART's referrals are: Clare House, Good Samaritan Shelter, Love INC Homes of Hope, Milagro House, Transitional Living Center/Veteran's Victory House, Water Street Mission, and YWCA

Water Street Mission

210 South Prince Street, Lancaster

▶717.393.7709 or ▶www.wsm.org

Emergency evening shelter for single men and women

AFFORDABLE HOUSING

Community Basics Inc.

Locations Vary

▶717.735.9590 or ▶www.communitybasics.com

Housing Development Corporation

Locations Vary

▶717.291.1911 or ▶www.hdcweb.com

PA Housing Search

Website Only

▶www.pahousingsearch.com

Maintains a database of housing locations throughout the state

Pennsylvania 2-1-1 East

Telephone Preferred

▶2-1-1 or ▶717.291.5462 or ▶www.pa211east.org

Maintains a listing of affordable housing locations throughout the county

RENTAL ASSISTANCE

Department of Public Welfare

832 Manor Street, Lancaster

▶717.299.7411 or ▶www.compass.state.pa.us

Lancaster County Council of Churches

344 North Marshall Street, Lancaster

▶717.291.2261 or ▶www.lccouncilofchurches.org

Limited rent help

Pennsylvania 2-1-1 East

Telephone Preferred

▶2-1-1 or ▶717.291.5462 or ▶www.pa211east.org

Pre-screening for housing assistance programs; No direct monetary aid

MORTGAGE/HOUSING COUNSELING

LHOP, Fair Housing Center

123 East King Street, Lancaster

▶717.299.7840 or ▶www.lhop.org

Handles discrimination complaints of protected classes (race, religion, sex, age, etc.) in the area of housing; Offers tenant/landlord education

Tabor Community Services Inc.

308 East King Street, Lancaster

▶717.397.5182 or ▶www.tabornet.org

Homeless prevention, relocation services including mortgage and debt counseling

HEATING/UTILITY ASSISTANCE

Department of Public Welfare, LIHEAP

832 Manor Street, Lancaster

▶717.299.7543 (Winter months only) or ▶www.compass.state.pa.us

LIHEAP (Low Income Home Emergency Assistance Program)

provides financial assistance to low-income families who face life or property threatening situations as a result of being without adequate resources to purchase heating oil or sustain utility services

Lancaster County Council of Churches

344 North Marshall Street, Lancaster

▶717.291.2261 or ▶www.lccouncilofchurches.org

Limited utility help

MidPenn Legal Services

38 North Christian Street, Suite 200, Lancaster

▶717.299.0971 or ▶www.midpenn.org

Legal help with shut-off

Public Utility Commission (PUC)

Confidential Location

▶800.692.7380 or ▶www.puc.state.pa.us

Accepts and investigates consumer complaints against utility companies

Some utility companies offer customer assistance programs; contact your service provider for details and eligibility requirements.

TRANSPORTATION

MASS TRANSIT

Red Rose Transit Authority

225 North Queen Street, Lancaster

▶717.397.4246 or ▶www.redrosetransit.com

CARPOOLING

Commuter Services of South Central Pennsylvania

2951 Whiteford Road, Suite 201, York

▶866.579.7433 or ▶www.pacommuterservices.org

VEHICLE ASSISTANCE

Department of Public Welfare

832 Manor Street, Lancaster

▶717.299.7411 or ▶www.compass.state.pa.us

RESET program provides financial aid for transportation costs for persons in the program, may include vehicle purchases or repairs

Lancaster County Council of Churches

344 North Marshall Street, Lancaster

▶717.291.2261 or ▶www.lccouncilofchurches.org

Wheels to Work program provides bikes or the opportunity to purchase a car for those who need transportation to jobs to become self-sufficient

FINANCIAL STABILITY

BANKING

BankOn Lancaster

Telephone Preferred

▶2-1-1 or ▶717.291.5462 or ▶www.bankonlancaster.org

Second chance bank accounts

EDUCATION

Lancaster Housing Opportunity Partnership (LHOP)

123 East King Street, Lancaster

▶717.291.9945 or ▶www.lhop.org

Homebuyer education

Tabor Community Services Inc.

308 East King Street, Lancaster

▶717.397.5182 or ▶www.tabornet.org

Education/budget workshops and consumer credit counseling

TAX PREPARATION

Volunteer Income Tax Assistance (VITA)

Telephone Preferred

▶2-1-1 or ▶717.291.5462 or ▶www.freetaxpreplancaster.org

Assistance with completing federal, state, and local forms for free

CHILD CARE ASSISTANCE

FINANCIAL ASSISTANCE

Child Care Information Services

601 South Queen Street, Lancaster

▶717.393.4004 or ▶www.caplanc.org

Contributes to the cost of child care for eligible low- and moderate-income families

SUBSIDIZED CHILD CARE

Child Development Program

601 South Queen Street, Lancaster

▶717.299.7301 or ▶800.732.0018 or ▶www.caplanc.org

Head Start program and child care available throughout the county

Columbia Child Care and Learning Center

200 North Fifth Street, Columbia

▶717.684.2325 or ▶www.luthercare.org

Elizabethtown Child Care Center

777 South Mount Joy Street, Elizabethtown

▶717.361.9824 or ▶www.etownchildcare.org

Lancaster Day Care Center

150 South Queen Street, Lancaster

▶717.392.7413 or ▶www.ldcc.org

Mom's House

415 South Queen Street, Lancaster

▶717.396.9130 or ▶www.momshouselancaster.org

Free child care for single parents in school or job training program

CLOTHING

PROFESSIONAL CLOTHING BANK

LUMINA

20 East Clay Street, Lancaster

▶717.394.8412 or ▶www.luminaoutreach.org

For general clothing banks located throughout the county, call 2-1-1 or 717.291.5462.

HEALTH CARE

HEALTH CARE ACCESS

DALCO (Dental Access Lancaster County)

2100 Harrisburg Pike, Lancaster

▶717.544.3279 or ▶www.lancastergeneralhealth.org

Program to help low-income, uninsured persons access dental care

Department of Public Welfare

832 Manor Street, Lancaster

▶717.299.7411 or ▶www.compass.state.pa.us

Medicaid

Health Insurance Marketplace

Telephone Preferred

▶800.318.2596 or ▶www.healthcare.gov

Provides unbiased information to consumers about health insurance

PALCO (Project Access Lancaster County)

480 New Holland Avenue, Suite 8202, Lancaster

▶717.392.1595 or ▶www.palcolancaster.org

Program to help low-income, uninsured persons access health care

Pennsylvania's Children's Health Insurance Program (CHIP)

Telephone Only

▶800.986.5437 or ▶www.chipcoverspakids.com

Health insurance for uninsured children ages birth-18

Social Security Administration

1809 Olde Homestead Lane, Suite 104, Lancaster

▶888.384.9919 or ▶800.772.1213 or ▶www.ssa.gov

Medicare

LOCAL CLINICS

Hope Within Community Health Center

4748 East Harrisburg Pike, Elizabethtown

▶717.367.9797 or ▶www.hopewithin.org

Provides free medical care to financially needy individuals

River of Life Health Center

291 South Fourth Street

▶717.684.9000 or ▶www.riveroflifehealthcenters.org

Provides free medical care to financially needy individuals

SouthEast Lancaster Health Services

625 South Duke Street, Lancaster

▶717.299.6371 or ▶www.selhs.org

Medical care and dental services; Fees based on ability to pay

Water Street Health Services

210 South Prince Street, Lancaster

▶717.358.2011 (Medical) or ▶717.358.2017 (Dental) or ▶www.wsm.org

Provides free medical and dental care to current or formerly homeless and uninsured low-income individuals

Welsh Mountain Health Centers

584 Springville Road, New Holland

▶717.354.4711 or ▶www.welshmountain.com

Medical care and dental services; Fees based on ability to pay

PRESCRIPTION ASSISTANCE

FamilyWize

Website Preferred

▶ www.familywize.org or ▶ 866.810.3784

Free discount prescription card

Lancaster County Council of Churches

344 North Marshall Street, Lancaster

▶ 717.291.2261 or ▶ www.lccouncilofchurches.org

Prescription assistance for life-sustaining medication only

Salvation Army

131 South Queen Street, Lancaster

▶ 717.397.7656 or ▶ www.salvationarmylancaster.org

Prescription assistance for life-sustaining medication only

Partnership for Prescription Assistance

Telephone Only

▶ 888.477.2669 or ▶ www.pparx.org

Prescription assistance directly through pharmaceutical companies

Pennsylvania Prescription Price Finder

▶ www.parxpricefinder.com

Gives consumers a list of local pharmacies with price comparisons

SUPPORTIVE SERVICES

The stress of losing a job, struggling to make ends meet and dealing with life's uncertainties can take its toll. There are resources in the community that offer support to individuals and families without the associated fees of private practices.

Catholic Charities

925 North Duke Street, Lancaster

▶ 717.299.3659 or ▶ www.cchbg.org

Individual and family counseling; Fees based on ability to pay

COBYS Family Services

1417 Oregon Road, Leola

▶ 800.452.6517 or ▶ www.cobys.org

Individual and family counseling; Sliding scale based on income

CONTACT Lancaster Helpline

Confidential Location

▶ 717.299.4855 or ▶ www.contact-lancaster.org

Free non-judgmental active listening service that helps callers identify their problems and come to their own solutions

Crisis Intervention, Lancaster County BH/DS

1120 Frances Avenue, Lancaster

▶717.394.2631 or ▶www.humanservices.co.lancaster.pa.us

Short-term crisis counseling and referrals to appropriate long-term treatment

Pressley Ridge

630 Janet Avenue, Lancaster

▶717.397.5241 or ▶www.pressleyridge.org

Individual and family counseling; Sliding scale based on income

Mental Health America

630 Janet Avenue, Lancaster

▶717.397.7461 or ▶www.mhalancaster.org

Depression screening, support groups, and advocacy

For additional counseling resources or support groups, call 2-1-1 or 717.291.5462.

MAKING USE OF YOUR TIME

Your time and talents will help improve lives when you volunteer to help others in Lancaster County.

Each day, thousands of people make their caring count by helping health and human service agencies with a wide range of tasks. You could serve your community as a counselor, tutor, companion to the elderly, board or committee member, and in other ways that are beneficial to the community.

United Way's Volunteer Center has an online volunteer matching application called Get Connected. This resource connects you to opportunities throughout our community. Individual volunteers interested in giving their time can search for opportunities based on interest, skills, and geographic location.

United Way Volunteer Center

Website Preferred

▶www.uwlanc.galaxydigital.com or ▶717.824.8127

TALK ABOUT YOUR OPTIONS

An information and referral specialist will help guide you to the resources that are best for you and your situation.

Pennsylvania 2-1-1 East

Telephone Preferred

▶2-1-1 or ▶717.291.5462 or ▶www.pa211east.org

PENNSYLVANIA 2-1-1 EAST IS YOUR COMMUNITY HELP LINE



DIAL 2-1-1. FIND HELP. GET CONNECTED.

2-1-1 connects you to information about:

Aging Services	Health Services
Child & Youth Services	Parenting
Counseling	Support Groups
Education/Training	Substance Abuse
Food/Shelter/Clothing	Volunteer Opportunities

And Much More!

Free, confidential information and referral available 24/7:

Phone: 2-1-1 or 717-291-5462

Web: www.pa211east.org

Email: 211@uwlanc.org

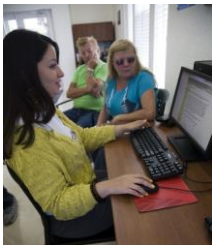


LIVE UNITED®

Questions? Problems? Don't know where to turn?

Pennsylvania 2-1-1 East can help.

Dial 2-1-1 or 717.291.5462



United Way of
Lancaster County
630 Janet Avenue
Lancaster, PA 17601

P:717.394.0731

F:717.394.6118

www.LiveUnitedLancaster.org



United Way
of Lancaster County