

**CITY OF PHILADELPHIA
Philadelphia Prison System**



**DISCHARGE
INFORMATION PACKET**

INFORMATION PACKET

This packet lists Philadelphia agencies that can help you get back on your feet once you are released from jail.

Agency telephone numbers are listed so that you can phone them to learn more about their services and hours of operations.

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Most Commonly Called Telephone Numbers

Community Behavioral Health	1-888-545-2600
Community Legal Services	215-981-3700
Defender Association	215-568-3190
Food Help Line	(800) 319-3663
Food Stamp Hotline	215-430-0556
Homeless Advocacy Program	215-523-9595
Mayor's Office of Re-Entry (RISE)	215-683-3370
Pennsylvania Prison Society	215-564-4775
Probation and Parole	215-683-1000
Shelters: Men	215-236-0909
Women and Families	215-686-7150/7152/7153
Women Against Abuse Legal Center Hotline	215-386-1280
Women Against Abuse Shelter Hotline	215-386-4545

County Assistance (Medicaid, SNAP, LIHEAP, etc.)

Facility	Address	Telephone Number
Philadelphia County Assistance Office Headquarters	801 Market Street	215-560-3283
Low Income Home Energy Assistance Program (LIHEAP)	1348 West Sedgley	215-560-1583
Boulevard District	4109 Frankford Avenue	215-560-6500
Cheltenham District	301 East Cheltenham Avenue 3 rd Floor	215-560-5200
Delancey District	5740 Market Street 2 nd Floor	215-560-3700
Elmwood District	5740 Market Street 1 st Floor	215-560-3800
Federal District	1334 Bainbridge Street	215-560-4400
Glendale District	5201 Old York Road	215-560-4600
Liberty District	219 East Lehigh Avenue	215-560-4000
Long Term and Independent Services District	5070 Parkside Avenue	215-560-5500
Ridge/Tioga District	1350 West Sedgley	215-560-4900
Snyder District	990 Buttonwood Street 5 th Floor	215-560-4300
Somerset District	2701 North Broad Street 2 nd Floor	215-560-5400
Unity District	4111 Frankford Avenue	215-560-6400
West District	5070 Parkside Avenue	215-560-6100

Day Programs

Day programs can assist homeless persons in getting shelter and social services. Additional services are often available on-site, such as showers and clothing.

Brotherhood Mission (men only)
401 East Girard Avenue
215-739-4517

St. John's Hospice (men only)
1221 Race Street
215-563-7769

Mercy Hospice Recovery House (women & children)
334 South 13th Street
215-545-5153
Lunch daily – Monday – Friday

Sunday Breakfast Rescue Mission (men only)
302 North 13th Street
215-922-6400

Old St. Joseph's Church (men only)
321 Willing's Alley
215-923-2381

University City Hospitality Coalition
3720 Spruce Street
(610) 527-1547

Philadelphia Committee to End Homelessness
802 North Broad Street
215-232-2300

Whosoever Gospel Mission (men only)
101 East Cheltenham Avenue
215-438-3094

Employment and Training

Community Occupational Readiness Placement Program (CORPP)

1217 Sansom Street, 7th Floor

215-592-8011

Labor market skills, education and computer training leading to job placement are offered.

Fisherman Ministries, Frankford Re-Entry Project:

1926 Harrison Street

215-535-8599

Job readiness and job placement services with an emphasis on helping ex-offenders.

www.eph67.org

Germantown (EARN Center)

5538-B Wayne Avenue, 2nd Floor

215-965-0799

Impact Services

1952 E. Allegheny Avenue

215-739-1600

Job readiness and placement services focused on ex-offenders (including Veterans).

Jewish Employment and Vocational Services: Assists individuals with mental illness gain employment, providing vocational evaluation and skills training, assisting individuals with intellectual/developmental disabilities gain employment, and school to work program for young adults. www.jevs.org

Career Strategies

(Career management, educational services)

1845 Walnut Street, 7th Floor

215-854-1874

Email – cs@jevs.org or collegehelp@jevs.org

Center for New Americans

(English as a second language)

A.P. Orleans Vocation Center

1330 Rhawn Street

215-728-4210

Community Connections

(Welfare to Work Programs)

1845 Walnut Street, 6th Floor

215-854-1875

Email – community@jevs.org

Community Integrated Employment

(Employment Support)

330 West Chelton Avenue

215-848-6000

Email – employment@jevs.org

Jewish Employment Vocational Services (JEVS)

1845 Walnut Street, 7th Floor

215-854-1800

Employment and Life Skills Training

JEVS Prison Program

(Inmate Services)

Philadelphia Prison System

8301 State Road

215-685-7114

Email – John.Lieib@prisons.phila.gov

JEVS Rehabilitation Services

A.P. Orleans Vocational Center

1330 Rhawn Street

215-728-4435

Email – rehab@jevs.org

JEVS Workforce Solutions

(Corporate Training – Employment and Life Skills Training)

1845 Walnut Street, 7th Floor

215-845-1876

Email – solutions@jevs.org

Community Job Service
(Employment Support)
520 North Delaware Avenue, Suite B
215-629-5627
Email – cjs@jevs.org

Maximizing Participation Project
(Welfare to Work Program)
112 North Broad Street, 10th Floor
Email – mpp@jevs.org

JEVS Community Collaborative
5521 Wayne Avenue
215-844-7700
Email – collaborative@jevs.org

NE JJC Klein Branch
(Career Management)
215-848-6000
215-673-6589

JEVS Employment Network
330 West Chelton Avenue
10100 Jamison Avenue
Email – employment@jevs.org

Nueva Esperanza, Inc.
4261 North 5th Street
215-324-0746

Pathways (EARN Center)
926 West Allegheny Avenue
(610) 543-5022

People for People
800 North Broad Street, 7th Floor
215-235-2340

Philadelphia Unemployment Information Center
1201 Chestnut Street, Room 702
215-557-0822

Job Club – informs candidates of employment opportunities. Office equipment at 1201 Chestnut Street is available to use in seeking employment.

Philadelphia Work Force Development Corporation Hot Line
1617 John F. Kennedy Boulevard
215-567-JOBS
Provides employment, training, placement and job development programs

Salvation Army - Correctional Services
701 N. Broad Street
215-717-1187
Provides information and referrals.

STEP (welfare to work program)
714 Market Street, 7th Floor
267-765-6100
Email – step@jevs.org

Vocational Rehabilitation Office, Department of Labor and Industry
444 N. 3rd Street - 5th Floor
215-560-1900
Assists with hearing aids, prosthesis and job training for people with physical, emotional and mental disabilities.

Vocational Research Institute

1528 Walnut Street, Suite 1502
1-800-874-5387
Email – info@vri.org
Welfare to Work Program

Greater Philadelphia Urban Affairs Coalition

1207 Chestnut Street
215-851-0110
Welfare to Work Program

West Philadelphia Congreso de Latinos Unidos, Inc.

216 W. Somerset Street (EDSI)
215-763-8870
Employment and life skills training

WIA Workforce Investment Act:

Northwest CareerLink
235 West Cheltenham Avenue
(267) 339-0333

Suburban Station
1617 JFK Boulevard, 2nd Floor
215-557-2625

Northeast CareerLink
3210 Red Lion Road
215-281-1038

Kingdom Care Re-Entry Network
1601 Mifflin Street
215-334-3343
www.kcmonline.org

North Philadelphia
990 Spring Garden Street
215-560-5465

A network of organizations, which specialize in providing job training and employment.

NHS Human Services (NHS) (for women)

620 East Germantown Pike
Lafayette Hill, PA
(888) NHS-0020
Skills development, employment services, and job development.
www.easternregion@nhsonline.org

There are a number of Philadelphia locations:

27 East Mount Airy Avenue
215-248-6700

5429 Germantown Avenue, 2nd Floor
215-745-0240
Drug and Alcohol

2900 Southampton Road
215-651-5000

5429 Germantown Avenue
215-843-6200
Day Program

11082 Knights Road
215-632-9040
Behavioral Health and Mental Retardation

Pennsylvania Prison Society

245 North Broad Street, Suite 300
215-564-6005
www.prisonersociety.org

Weekly workshops addressing how to obtain necessary identification, and the skills necessary to obtain and keep a job

Philabundance: Food Service Training.

3616 South Galloway Street
215-339-0900

www.philabundance.org

Trains individuals for the food service industry.

Philadelphia Alive Center for Transformation

215-287-4723 or 866-687-7228

Email – info@ourpact.org

www.ourpact.org

Specializes in helping PPS inmates and ex-offenders gain employment. Has programs both in the prison and in the community. Assists with GED, finding job opportunities and the creation of small businesses

Philadelphia Workforce Development Corporation

1617 John F. Kennedy Boulevard, 13th Floor

215-963-2100

www.pwdc.org

Works to place individuals in the proper employment by using a network of social service agencies and training providers.

Ready, Willing and Able

1211 Bainbridge Street

215-732-3781

www.doe.org

For the first month, participants receive free housing and meals and receive a \$15 a week stipend. After the first month, participants begin paid employment with a percentage of earnings being put in a savings account.

Ex-Offender Re-Entry Services

Pennsylvania Prison Society

245 North Broad Street, #300

Call for intake

215-564-4775

R.I.S.E.

Mayor's Office of Reintegration Services for Ex-Offenders

34 South 11th Street, 6th Floor

215-683-3370

R.I.S.E assists ex-offenders in successfully reintegrating into Philadelphia communities by providing or arranging:

- | | |
|---------------------------------------|--|
| - Family Reunification Support Groups | - Job Training |
| - GED Classes | - Mental Health Services Parenting Classes |
| - Housing | - Substance Abuse Services |
| - Job Readiness Training | - Vocational Training |
| - Job Placement and Retention | |

Faith-Based Organizations

Office of Prison Ministry
Archdiocese of Philadelphia
7340 Jackson Street
215-331-3640

True Gospel Tabernacle Family Church
1606 Mifflin Street
215-331-3640

Philadelphia Ex-Offender Aftercare Program
Germantown Cluster
Providence Baptist Church
87 E. Haines Street
215-844-8774

Food Sources

Here are some organizations to call to find a food source near you:

Food Stamp Hotline: 215-430-0556

Clients may qualify for food stamps (now called SNAP), even if they are homeless, own a car or home, are immigrants or have a criminal record. www.hungercoalition.org

Philadelphia Corporation for the Aging (PCA)

Provides daily hot meals at senior centers and delivers meal to seniors' homes. Also offers yearly Senior Farmers Market Vouchers. 215-765-9040, www.pcacares.org

The WIC Program (Women, Infants and Children)

Helps pregnant women and mothers with children under age 5 with food and nutritional information. 1-800-743-3300, www.northwic.org

SHARE Food Program

Offers up to \$50 in groceries in exchange for \$20 and two hours of community service. 215-223-2220, www.sharefoodprogram.org

MANNA

Delivers meals to people living with HIV/AIDS, cancer, diabetes and other life-threatening illnesses. 215-496-2662, www.mannapa.org

Aid For Friends

Delivers home-cooked meals to home-bound people, primarily the frail seniors, in the five-county region. 215-464-2224, www.aidforfriends.org

Summer Food Service Program

Nutritional Development Services provides free summer meals to kids in many neighborhoods throughout the city. 215-895-3470, www.ndsarch.org

MOMobile

The Maternity Care Coalition provides baby formula at eight MOMobile locations throughout the region. 215-972-0700, <http://momobile.org>

Food Help Line

Helps clients locate Fresh For All produce distribution sites and Emergency Box (Ebox) locations. Eboxes contain three days-worth of food for a family of four. Clients can obtain an Ebox once, no proof of income required. 1-800-319-3663, www.philabundance.org



A criminal record cannot prevent you from getting food stamps.



Food stamps can help you get back on your feet.

Having a criminal record does not affect your eligibility, as long as you are not violating your probation or parole.

Benefits are put on your **EBT Access Card** every month, and can be used like a debit card at **most grocers, Farmers' markets, and corner stores.**

If your monthly income is less than the amount listed, you may be eligible:

HOUSEHOLD SIZE	MONTHLY INCOME* (BEFORE TAXES)
1 person.....	\$1,444
2	\$1,943
3	\$2,442
4	\$2,941
5	\$3,440
Each extra person.....	+\$499

*If someone in your household is age 60 or older or disabled, different limits apply.

Call the Food Stamp Hotline today for more information and to apply over the phone:
215-430-0556
sponsored by the Greater Philadelphia Coalition Against Hunger



Legal Services

Please call agencies for their hours of operation.

AIDS Law Project of PA

1211 Chestnut Street
215-587-9377

Provides a wide range of legal services to people living with HIV or AIDS.

Community Legal Services (CLS)

CLS Center City

1424 Chestnut Street
215-981-3700

CLS North Central

3638 North Broad Street
215-227-2400

CLS provides legal services to low income Philadelphians. CLS helps people in many different areas including obtaining benefits such as Cash assistance, food stamps and medical assistance.

Housing Unit

The CLS Housing Unit aids low-income tenants living in private, public, and subsidized (Section 8) housing in Philadelphia. They also help tenants in many areas, including eviction cases, illegal lockouts, unlawful termination of utilities, homes in dangerous states of disrepair, and housing subsidies.

Family Advocacy Unit

The Family Advocacy Unit represents parents in Family Court in Philadelphia in matters concerning allegations of abuse and neglect brought by the Philadelphia Department of Human Services (DHS). This unit advocates for its clients, protecting their legal rights in keeping their children at home or working towards returning their children to their homes.

Employment

CLS attorneys are available to help clients with problems getting or keeping a job. They help with fair wage issues and discrimination. They are also interested in helping people whose criminal record hurts them in getting a job.

Defender Association of Philadelphia

1441 Sansom Street
215-568-3190

The Defender Association represents low income Philadelphians charged with misdemeanor or felonies in adult and juvenile court at both the trial and appeals level. Attorneys represent individuals at civil and criminal mental health hearings. They also represent clients at state or county probation/parole hearings.

Homeless Advocacy Project

1424 Chestnut Street
215-523-9595

Pennsylvania Health Law Project

924 Cherry Street
215-625-3663

Hotline: (800) 274-3258

Provides legal advice and help to people having problems getting health care.

Philadelphia Legal Services (PLA)

21 South 15th Street, Suite 500
215-981-3800

Provides advice and legal assistance in many areas including: mortgage foreclosures; consumer assistance; Medicaid; welfare; divorce; child support; child custody and protection from domestic abuse.

Pennsylvania Prison Society

245 North Broad Street, #300
215-564-4775

Probation and Parole (Adult) Offices

1401 Arch Street
215-683-1000

Women Against Abuse Legal Center

24 HOUR HOTLINE - For help call 215-386-7777
Office 215-386-1280
Legal Center 215-686-7082

Provides legal assistance including counseling, court advocacy, and legal representation for victims of abuse. The staff assists in filing for protection from abuse orders, court accompaniment, safety planning, referrals, and support in the criminal justice system for victims who testify against their abusers

Medical Care

If you need to see a doctor you can go to one of the health centers listed below. You do not have to have a medical card or insurance. Most places will see you without an appointment, especially if you arrive first thing in the morning. You may also call for an appointment.

When you see a doctor, try to be ready to talk about:

- *Your health history: for example, do you have high blood pressure, diabetes or some other medical condition?
- *Your symptoms: be sure to tell the doctor what hurts or what other problems you are having
- *Your last physical health appointment and the results/diagnosis
- *Your most recent need for medical attention
- *History of medications (prescribed or over-the-counter); dosages (time & duration)

Behavioral/Mental Health and Drug & Alcohol Treatment

You may need mental health services and/or help with a substance abuse problem when you are released. There are many places to seek help in Philadelphia even if you don't have medical assistance or other medical insurance.

For non-emergency Mental Health or Substance Abuse Treatment you can call:

Community Behavioral Health (CBH)

24 hours / 7 days a week
1-888-545-2600
TTY: (215) 413-7198.

In Emergency Situations, you can call the CBH Crisis/Suicide Counseling Hotline
24 hours / 7 days a week
215-686-4420/6440

Crisis Response Centers (CRC)

Crisis Response Centers provide 24 hours / 7 days a week, walk-in service for people in need of immediate mental health or substance abuse treatment due to a personal crisis. These services are open to all Philadelphians regardless of residence.

Einstein CRC, Albert Einstein Medical Center
Germantown Community Health Center Campus
Olney Avenue and Wister Street
215-951-8300
Serving North, lower Northeast and Northwest Philadelphia

Mercy Hospital CRC, Mercy Hospital of Philadelphia (Emergency Evaluation)
501 South 54th Street
215-748-9525
Serving West and Southwest Philadelphia

Hall-Mercer CRC, Pennsylvania Hospital (Emergency Evaluation)
245 South 8th Street
215-829-5433
Serving South Philadelphia and Center City

Temple CRC, Temple University Hospital (Emergency Psychiatric)
100 Lehigh Avenue
215-707-2577
Serving North Philadelphia and Center City

Family Planning

Planned Parenthood of Southeastern Pennsylvania
1144 Locust Street
215-351-5560
Birth Control, GYN Services, Pap Testing, Pregnancy Testing, Sexually Transmitted Disease Treatment
Abortion Services: 351-5550
Fee for services based on household size and sliding scale fee

CHOICE

1233 Locust Street, Suite 300
CHOICE Hotline: 215-985-3300
Hotline: Monday – Friday, 8:30 a.m. - 7:00 p.m.
Children’s Health Line –215-985-3301
Information on children health issues

HIV and AIDS Care

Center City

Drexel School of Medicine/Partnership Comprehensive Care Practice/Hahnemann	1427 Vine Street, 3 rd Floor	215-762-2530
Jonathan Lax Treatment Center	1233 Locust Street, Suite 500	215-790-1788
Mazzoni Center Family & Community Medicine	809 Locust Street	215-563-0658
Pennsylvania Hospital – J. Edwin Wood	700 Spruce Street, Suite 304	215-829-3521

Clinic		
Thomas Jefferson University Infectious Diseases	834 Walnut Street, Suite 650	215-955-5161 or 215-503-8845

North Philadelphia

Albert Einstein Medical Center	5501 Old York Road (Enter West Tabor Road & North Park Avenue)	215-456-3465
Asociacion de Puertorriquenos en Marcha	4301 Rising Sun Avenue	267-296-7200
Cooke Family Health Center	1300 West Loudon Street	215-457-6902
Fairmount Primary Care Center	1412 Fairmount Avenue	215-235-9600
Finley Family Health Center	2813 West Diamond Street	215-763-4445
Kensington Hospital	136 West Diamond Street	215-426-8100
Maria de los Santos Health Center	401-455 West Allegheny Avenue	215-291-2500
Meade Family Health Center	18 th and Oxford Streets	215-765-9501
PHMC Care Clinic	1200 Callowhill Street, Suite 101	215-825-8220
Quality Community Health Care	2501 West Lehigh Avenue	215-227-0300
Strawberry Mansion Health Center	2840 West Dauphin Street	215-685-2423 or 267-516-0091
Temple University Comprehensive HIV Program	1316 West Ontario Street Jones Hall, Suite 808	215-707-2401
Vaux Family Health Center	23 rd and Master Streets	215-236-8289

Northeast Philadelphia

Haddington Health Center (Spectrum Health Services, Inc.)	Progress Haddington Plaza 5619-25 Vine Street	215-471-2761
The Health Annex (Family Practice and Counseling Network)	6120-B Woodland Avenue 2 nd Floor	215-727-4721 extension 5168
The MacGregor Clinic Hospital of the University of Penn	3400 Spruce Street, 3 rd Floor Silverstein Pavilion	215-662-6932
Mercy Hospital Dr. Bonnie Van Uitert	501 South 54 th Street, Suite 128	215-879-8127 or 215-503-8845
Penn Presbyterian Medical Center	3910 Powelton Avenue, 2 nd Floor	215-662-9908 / 662-8948
Woodland Avenue Health Center	5000 Woodland Avenue	215-726-9807

South Philadelphia

Methodist Hospital Bove Center	2301 South Broad Street	215-503-8845 or 215-952-5042
Urban Solutions	1408 South Broad Street, 2 nd Floor	215-755-0700

You can also call the AIDS Hotline at 1-800-985-AIDS

Primary Care

City Health Centers are generally open weekdays from 8 AM to 4:30 PM

Any Philadelphia resident is eligible for free or low cost care at the City’s District Health Centers.

Facility	Address	Telephone Number
District Health Center #1	1400 Lombard Street	215-685-6570
District Health Center #2	1720 South Broad Street	215-685-1803
District Health Center #3	555 South 43 rd Street	215-685-7504
District Health Center #4	4400 Haverford Avenue	215-685-7601
District Health Center #5	1900 North 20 th Street	215-685-2933
District Health Center #6	301-23 West Girard Avenue	215-685-3803
District Health Center #9	131 East Cheltenham Avenue	215-685-5703
District Health Center #10	2230 Cottman Avenue	215-685-0639
Strawberry Mansion Health Center	2840 West Dauphin Street	215-685-2401

Federally Qualified Health Centers - listed by neighborhood:

North Philadelphia

Facility	Address	Telephone Number
Fairmount Health Center	1412 Fairmount Avenue	215-235-9600
QCHC – Finley Family Health Center	2813 West Diamond Street	215-763-4445
QCHC – ACHC Family Health Center	2501 West Lehigh Avenue	215-227-0300
QCHC – Meade Family Health Center	18 th and Oxford Avenues	215-765-9501
Hunting Park Health Center	1999 West Hunting Park Avenue	215-228-9300
Maria de Los Santos Health Center	452 West Allegheny Avenue	215-291-2500
Esperanza Health Center	1331 East Wyoming Avenue	215-831-1100
Esperanza Health Center	2490 North 5 th Street	215-221-6633
Broad Street Clinic	1415 North Broad Street	215-227-0300
Abbottsford Health Center	3205 Defense Terrace	215-843-9720
Falls Family Practice	4333 Kelly Drive	215-843-2500
Temple Health Connection	1035 West Berks Street	215-765-6690
Broad Street Health Center	1415 North Broad Street	215-235-7944

Northeast Philadelphia

Facility	Address	Telephone Number
Covenant House Health Services	251 East Brighthurst Street	215-844-1020
Frankford Avenue Health Center	4510 Frankford Avenue	215-744-1302
Kelly's Kids Corner for Primary Care	Hansberry St & Pulaski Ave	215-849-4626
Rising Sun Health Center	500 Adams Avenue	215-279-9666

Southeast Philadelphia

Facility	Address	Telephone Number
South East Health Center	800 Washington Avenue	215-339-5100
Wilson Park Center	2520 Snyder Avenue	215-755-7700
Fourth Street Medical Suite	1401 South 4 th Street	215-339-1070

West and Southwest Philadelphia

Facility	Address	Telephone Number
Health Annex: PENN Nursing Network	5803 Kingsessing Avenue	215-727-4721
Haddington Health Center	5619-25 Vine Street	215-471-2761
Woodland Avenue Health Center	5000 Woodland Avenue	215-726-9807
QCHC – Vaux Family Health Center	2300 West Master Street	215-236-8289
Sayre Family Health Center	5800 Walnut Street	215-474-4411

Center City

Facility	Address	Telephone Number
Mary Howard Health Center	125 South 9 th Street	215-592-4500
11th Street Medical Help & Services	850 North 11 th Street	215-769-1100

Prenatal Care

An uninsured client may receive prenatal care through the federally qualified health centers and City health centers listed above. Insured clients, depending on their insurance, may obtain prenatal care through clinics at many of the major hospitals or through their own private physician.

Shelters

There is a wide variety of temporary and long-term shelter programs. Admission criteria are different for each shelter, and some shelters specialize in certain populations. Information such as hours of operation should be obtained by phone before you go to any of these shelters:

City Shelter Programs

In Philadelphia, Office of Supportive Housing (OSH) is part of the City government. OSH is responsible for the assessment and placement of homeless men, women, and families into city funded homeless programs. You must contact OSH to be able to stay at a shelter. The OSH contact information is as follows:

Intake and Social Services for Men: 24-Hours/7 days per week. Reception is at the Ridge Avenue Center, 1360 Ridge Avenue: 215-236-0909

Intake and Social Services for Women, Families, and Couples: Monday – Friday, 8:00 a.m. to 4:00 p.m. 1430 Cherry Street (please arrive by 8 a.m.): 215-686-7150 /7152/7153

The following are City OSH intake locations:

Appletree Family Center
1430 Cherry Street
215-686-7150 or 7152

St. John’s Hospice (for men)
1221 Race Street
215-563-7769

Brotherhood Mission (for men)
401 East Girard Avenue
215-739-4517

Sunday Breakfast Rescue Mission (for men)
302 North 13th Street
215-922-6400

Salvation Army Red Shield (for families)
715 North Broad Street
215-787-2887

Whosoever Gospel Mission (for men)
101 East Cheltenham Avenue
215-438-3094

Sheila Dennis Center (for single women)
2601 North Broad Street (Broad and Allegheny)
215-225-9230

Private Shelter Programs

Women and Children
Peoples Emergency Center
3902 Spring Garden Street
215-382-7522

Veterans Services

Philadelphia VA Medical Center

Question	Answer
I am a Veteran and I am experiencing a crisis, who can I call or talk to?	<p>If this is an Emotional Crisis:</p> <ul style="list-style-type: none"> • Call the VA suicide prevention hotline at: 1-800-273-TALK (1-800-273-8255) or • Go to the closest emergency room or • Call 911 <p>If this is a Homeless/Housing Issue:</p> <ul style="list-style-type: none"> • Call the Philadelphia VAMC Homeless Outreach Team <ul style="list-style-type: none"> ○ Richard Burdo, RN, BSN 215-287-3152 ○ Richard Clevenger, LISW 215-435-6513 ○ Mark Salvatore, RN, BSN 215-219-6815 • Go to Philadelphia Veterans Multi-Service and Education Center (Open M-F 8:30am-3:30pm): <ul style="list-style-type: none"> ○ The Perimeter – 3rd Floor, Drop in Center for Homeless Veterans: <ul style="list-style-type: none"> ▪ 213-217 N. 4th St. (Next to the Benjamin Franklin Bridge), Philadelphia PA 19106 Phone: 215-923-2600

What benefits am I eligible for?	<p>Health Benefits – Call the eligibility office at the Philadelphia VA Medical Center:</p> <ul style="list-style-type: none"> • Phone: 215-823-5800 x6000 <p>All other Benefits – Call the Philadelphia VA Regional Office:</p> <ul style="list-style-type: none"> • Phone: 215-842-2000 option #1, “Information about VA insurance or benefits”
I am Homeless and need housing, who can I call?	<p>Call the Philadelphia VA Medical Center Homeless Outreach Team</p> <ul style="list-style-type: none"> • Richard Burdo, RN, BSN 215-287-3152 • Richard Clevenger, LISW 215-435-6513 • Mark Salvatore, RN, BSN 215-219-6815 <p>Go to Philadelphia Veterans Multi-Service and Education Center (Open M-F 8:30am-3:30 pm):</p> <ul style="list-style-type: none"> • The Perimeter – 3rd Floor, Drop in Center for Homeless Veterans: • 213-217 N. 4th St. (Next to the Benjamin Franklin Bridge), Philadelphia PA, 19106 • Phone: 215-923-2600
I need help for my PTSD, who can I call?	<p>Call the Behavioral Health Clinic at the Philadelphia VA Medical Center</p> <ul style="list-style-type: none"> • Phone: 215-823-4300 and schedule an assessment
I receive public benefits, How does that affect my VA benefits?	<p>Please speak with a benefits counselor at the Philadelphia VA Regional Office:</p> <ul style="list-style-type: none"> • Phone: 215-842-2000, option #1 “Information about VA insurance and benefits”
I have a criminal record, or I am just coming home from jail, prison or a ½ way house. Where can I get help?	<p>Please contact the Incarcerated Veterans Transition Program:</p> <ul style="list-style-type: none"> • Philadelphia Veterans Multi-Service Center • 213-217 North 4th Street Philadelphia, PA 19106 • Ron Yanky, Case Manager 215-238-8074

Families of Veterans Fact Sheet

Question	Answer
How do I get help for my family member who is a Veteran?	<p>Health Benefits – Call the eligibility office at the Philadelphia VA Medical Center:</p> <ul style="list-style-type: none"> • Phone: 215-823-5800 x6000 <p>All other Benefits – Call the Philadelphia VA Regional Office: Phone: 215-842-2000 option #1, “Information about VA insurance or benefits”</p>
My family member who is a Veteran does not want to get help. What do I do?	<p>Call “Families At Ease,” a VA project to help coach family members about how to encourage their Veteran to get help. The service is free, is delivered by phone, and can refer the family member and/or Veteran to services and VA information lines within VA.</p> <ul style="list-style-type: none"> • Phone: 888-823-7458 • www.MIRECC.va.gov/FamiliesAtEase • Families.Ease.PA@va.gov • Find us on Facebook (www.facebook.com/pages/Families-At-Ease/127036233989057)
As a member of a Veteran’s family, am I eligible for any VA benefits?	<p>Please speak with a benefits counselor at the Philadelphia VA Regional Office:</p> <ul style="list-style-type: none"> • Phone: 215-842-2000, option #1 “Information about VA insurance and benefits”

Provider Fact Sheet

Question	Answer
My Veteran is experiencing a crisis; can he go directly to the VA Medical Center?	If the Veteran is eligible for health care services through the VA, then Yes. If uncertain about eligibility, call the eligibility office for verification <ul style="list-style-type: none"> • Phone: 215-823-5800 x6000
Is my client receiving VA benefits?	Reporting of some VA benefits are covered by confidentiality regulations. Most Veterans will report their VA status and benefits accurately. You can confirm Veteran's VA benefit information in a joint phone call with the Veteran's agreement and in his/her personal presence by calling the Philadelphia VA Regional office <ul style="list-style-type: none"> • Phone: 215-842-8000, option #1
Who do I call if my Veteran needs housing? Who do I call if a homeless Veteran needs help?	Call the Philadelphia VA Medical Center Homeless Outreach Team <ul style="list-style-type: none"> • Richard Burdo, RN, BSN 215-287-3152 • Richard Clevenger, LISW 215-435-6513 • Mark Salvatore, RN, BSN 215-219-6815 Go to Philadelphia Veterans Multi-Service and Education Center (Open M-F 8:30am-3:30pm): <ul style="list-style-type: none"> • The Perimeter – 3rd Floor, Drop in Center for Homeless Veterans: • 213-217 N. 4th St. (Next to the Benjamin Franklin Bridge), Philadelphia PA, 19106 • Phone: 215-923-2600
My Veteran has a payee, what do I do next?	The VA equivalent of a social security “representative payee” is called a “fiduciary.” Information about fiduciary assignment is shared on a “need to know” basis. Questions regarding fiduciary collaboration may be directed to: <ul style="list-style-type: none"> • Richard Burdo, RN, BSN 215-287-3152

Additional Veterans Resources

Veterans Suicide Hotline 1-800-273-TALK

National Call Center for Homeless Veterans 1-800-424-3838

Local VA Homeless Offices: [walk-in].

- Philadelphia VA Medical center 8th floor, Room 803, 1-215-823-4077
- Veterans Multi-Service Center, 213-217 N. 4th St, 3rd floor, Perimeter, 215-923-2600.

VA Benefits: 1-800-827-1000

- Burial
- Civilian Health and Medical Program of the Department of Veterans Affairs (CHAMPVA)
- Death Pension
- Dependency Indemnity Compensation
- Direct Deposit
- Directions to VA Benefits Regional Offices
- Disability Compensation
- Disability Pension
- Education
- Home Loan Guaranty
- Life Insurance

- Medical Care
- Vocational Rehabilitation and Employment

Beneficiaries in receipt of Pension Benefits: 1-877-294-6380

Education (GI Bill): 1-888-442-4551

Health Care Benefits: 1-877-222-8387

Income Verification and Means Testing: 1-800-929-8387

Life Insurance: 1-800-669-8477

Mammography Helpline: 1-888-492-7844

Special Issues - Gulf War/Agent Orange/Project Shad/Mustard Agents and Lewisite/Ionizing Radiation: 1-800-749-8387

Status of Headstones and Markers: 1-800-697-6947

Telecommunications Device for the Deaf (TDD): 1-800-829-4833