



City of Philadelphia Violence Prevention Resource Guide

Connecting Community Members With
Essential Services



About OVP

The Office of Violence Prevention (OVP) leads the coordination of violence prevention strategies and initiatives that strive to prevent, reduce, and end violence—particularly gun violence—in the City of Philadelphia.

Working in close partnership with law enforcement, City agencies, and the community, OVP works to create effective prevention policies and programs citywide, while increasing awareness about what works and building on the strengths in communities to promote a culture of nonviolence.

OVP is committed to creating communities that promote safety and positive outcomes for every resident. We understand the impact that exposure to gun violence can have on families, and how it contributes to a cycle of trauma within our community.

By taking a public health approach, we will continue to address the factors that promote violence by working together to empower and strengthen our communities.

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Creating Safer Communities

What Are We Doing?

In September 2018, Philadelphia Mayor Kenney declared gun violence as a public health crisis and issued a call to action to develop a comprehensive strategy. Over the next 100 days, the Mayor and senior leaders from the Administration conducted a series of focus groups, stakeholder meetings, and community listening sessions throughout the city.

The result was a comprehensive strategy aimed at preventing and reducing the high rates of gun violence. The Philadelphia Roadmap to Safer Communities takes a public health approach that uses research and data to better understand the problem of gun violence. This allows us to develop initiatives that address the underlying factors that contribute to the violence in our communities.

We are working to create safer communities through four key goals:



Connected & Thriving Youth, Young Adults, & Families

Making sure young people at the highest risk of violence and their families are connected to needed services and support.



Coordinated City Services & Planning

Improving how well City services and planning efforts related to violence prevention are coordinated.



Strong Community Engagement & Partnerships

Strengthening our engagement in communities impacted by violence to better assist and partner with local efforts to prevent gun violence.



Safer & Healthier Neighborhoods

Creating safer and healthier neighborhoods so that people can thrive in the communities where they live, work, and play.

What Can You Do?

We encourage you to use this guide to find ways to address violence in your community and to raise awareness about the services that are available to help people impacted by gun violence.

Crisis Response & Victim Services

Crisis Response

If you or someone you know is in immediate danger, please call 9-1-1. If you need help resolving a conflict or finding support following a traumatic experience, contact the Community Crisis Intervention Program: (215) 800-4611

Victim Services

These organizations provide support to victims/survivors of violence.

Center City

Philadelphia District Attorney's Office

☎ (215) 686-8000

📍 3 S. Penn Sq.

Center City Crime Victim Services

☎ (215) 665-9680

📍 1315 Walnut St., #320

Anti-Violence Prevention Partnership

☎ (215) 567-6776

📍 2000 Hamilton St., #204

Good Shepherd Mediation Program

☎ (215) 843-5413

📍 2000 Hamilton St.

Support Center for Child Advocates

☎ (267) 546-9200

📍 1617 John F. Kennedy Blvd., #1200

Women Against Abuse

☎ (215) 386-1280

📍 100 S. Broad St., #1341

Women Organized Against Rape

☎ (215) 985-3315

📍 1617 John F. Kennedy Blvd., #8800

Women in Transition

☎ (215) 564-5301

📍 718 Arch St., Ste. 401

North Philadelphia

Philadelphia Anti-Drug Anti Violence Network

☎ (215) 940-0550

📍 2700 N. 17th St., #200

North Central Victim Services

☎ (215) 763-3280

📍 1722 Cecil B. Moore Ave.

Northwest Philadelphia

Northwest Victim Services

☎ (215) 438-4410

📍 6023 Germantown Ave.

Every Murder is Real

☎ (215) 848-4068

📍 59 E. Haines St.

Center For Grieving Children

☎ (267) 437-3123

📍 3300 Henry Ave. #102

Northeast Philadelphia

Northeast Victim Services

☎ (215) 332-3888

📍 8014 Castor Ave.

Concilio

☎ (215) 627-3100

📍 141 E. Hunting Park Ave.

Philadelphia Children's Alliance

☎ (215) 387-9500

📍 300 E. Hunting Park Ave.

Congreso de Latinos Unidos

☎ (215) 763-8870

📍 216 W. Somerset St.

West/Southwest Philadelphia

West/Southwest Victim Services

☎ (215) 748-7780

📍 5548 Chestnut St., #2

South Philadelphia

Victim Services of South Philadelphia

☎ (215) 551-3360

📍 1800 Jackson Street

Behavioral Health Services

Community Behavioral Health

The Department of Behavioral Health and Intellectual Disability Services provides 24-hour information/referrals to behavioral supports: (888) 545-2600

Network of Neighbors Responding to Violence

The Network of Neighbors provides free support to communities following violent or traumatic incidents. The Network only responds when invited by the community. Contact: (267) 233-4837, networkofneighbors@phila.gov

Community Health Centers

The following Community Health Centers focus on providing community-based treatment and rehabilitation.

Center City

Public Health Management Corporation Care Clinic

☎ (215) 825-8220
📍 1200 Callowhill St #101

North Philadelphia

Wes Horizons Health Center

☎ (215) 599-2845
📍 2514 N. Broad St.

Northwest Philadelphia

Resources Human Development

☎ (215) 951-0300
📍 4700 Wissahickon Ave.

Northeast Philadelphia

Northeast Treatment Center

☎ (215) 451-7000
📍 499 N. 5th St.

West/Southwest Philadelphia

Horizon House

☎ (215) 386-3838
📍 120 S. 30th St.

South Philadelphia

Intercultural Family Services Inc

☎ (215) 468-4673
📍 2317 S. 23rd St.

Crisis Response Centers

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

Einstein Crisis Response Center

☎ (215) 951-8300
📍 5501 Old York Rd.

Friends Hospital

☎ (215) 831-4600
📍 4641 Roosevelt Blvd.

Mercy Philadelphia Hospital

☎ (215) 748-9000
📍 501 S. 54th St.

Hall Mercer Crisis Response Center

☎ (215) 829-5249
📍 245 S. 8th St.

Temple University Episcopal Hospital

☎ (215) 707-1200
📍 100 E. Lehigh Ave.

Philadelphia Children's Crisis Response Center

☎ (215) 878-2600
📍 3300 Henry Ave.

Housing Services

Homelessness and Transitional Housing

There is a variety of short- and long-term shelter programs. Admission eligibility is different for each, and some shelters focus on particular populations.

Homelessness and Transitional Housing Resources (Intake Services)

24/7 homeless outreach (ages 18 and up):
(877) 222-1984

Office of Supportive Housing

- ☎ (215) 686-7175
- 📍 1401 John F. Kennedy Blvd.

Appletree Family Center (single women and families)

- ☎ (215) 686-7150
- 📍 1430 Cherry St.
- 🕒 Monday through Friday, 7 a.m.-5 p.m.

Roosevelt Darby Center (single men)

- ☎ (215) 685-3700
- 📍 802 N. Broad St.
- 🕒 Monday through Friday, 7 a.m.-5 p.m.

The Salvation Army Red Shield Family Residence (families)

- ☎ (215) 787-2887
- 📍 715 N. Broad St.
- 🕒 365 days a year, after 5 p.m.

House of Passage

- ☎ (215) 471-2017
- 📍 49th St. & Haverford Ave.
- 🕒 365 days a year, after 5 p.m.

Station House

- ☎ (215) 225-9230
- 📍 2601 N. Broad St.
- 🕒 365 days a year, after 5 p.m.

Youth/Youth Adult Access Points

Young adults (18-24) experiencing homelessness can go to these locations for resources.

Valley Youth House (ages 18-24)

- ☎ (888) House-15
- 📍 1500 Sansom St., 3rd Floor
- 🕒 Monday, 11 a.m.-2 p.m.
Wednesday, 2-4 p.m.
Thursday, 1-5 p.m.
Friday, 10 a.m.-1 p.m.

Housing Resources

Youth Emergency Services

Housing and Supportive Service

- ☎ (215) 787-0633 or (800) 371-SAFE
- 📍 1526 Fairmount Ave.

Covenant House

Housing and Supportive Services

- ☎ (215) 951-5411
- 📍 31 E Armat St.

Dawn's Place (Women)

Housing, Trauma Recovery Services, Vocational Training

- ☎ (215) 849-2396
- 📍 N/A

Interfaith Hospitality Network

Emergency Housing, Supportive Services, Youth Programs

- ☎ (215) 247-4663
- 📍 7047 Germantown Ave.

Whosoever Gospel Mission

Shelter, Food, Clothing, Education, Counseling, Rehabilitation

- ☎ (215) 438-3094
- 📍 101 E Cheltenham Ave.

Gaudenzia Reentry House

Prevention, Recovery Support Services, Housing

- ☎ (215) 438-5082
- 📍 5401 Wayne Ave.

Sunday Breakfast Rescue (Men)

Shelter, Long-Term Recovery Program

- ☎ (215) 922-6400
- 📍 302 N. 13th St.

Employment

The City of Philadelphia provides tools, resources, special programs, and job readiness trainings for community members. Please visit online or contact the services listed below for more information.

General Employment Services

Jevs Human Services

- ☎ (215) 854-1800
- 📍 1845 Walnut St.
- 🌐 jevshumanservices.org

Urban League of Philadelphia

- ☎ (215) 985-3220
- 📍 121 S. Broad St #9
- 🌐 philadelphia.jobcorps.gov

Career Link (West)

- ☎ (215) 473-3630
- 📍 3901 Market St.
- 🌐 pacareerlinkphl.org

Career Link (North)

- ☎ (215) 967-9711
- 📍 4261 N. 5th St.
- 🌐 pacareerlinkphl.org

Career Link (Northwest)

- ☎ (215) 987-6503
- 📍 5847 Germantown Ave.
- 🌐 pacareerlinkphl.org

Career Link (Suburban Station)

- ☎ (215) 557-2592
- 📍 1617 John F. Kennedy Blvd.
- 🌐 pacareerlinkphl.org

Philadelphia Unemployment Project

- ☎ (215) 557-0822
- 📍 112 N. Broad St.
- 🌐 philaup.org

Opportunities Industrialization Center Inc.

- ☎ (215) 236-7700
- 📍 1231 N. Broad St., #4
- 🌐 philaoic.org

Youth Employment Services

(ages 26 and under)

Philadelphia Job Corps Center

(ages 16-24)

- ☎ 800-733-JOBS
- 📍 2810 S. 20th St., #12
- 🌐 philadelphia.jobcorps.gov

Philadelphia Youth Network

(ages 12-24)

- ☎ (267) 502-3800
- 📍 400 Market St., #200
- 🌐 pyninc.org

PowerCorps PHL

(ages 18-26)

- ☎ (215) 221-6900
- 📍 990 Spring Garden St.
- 🌐 powercorpsphl.org

Re-Entry Employment Resources

Mayor's Office of Reintegrated Services

- ☎ (215) 683-3370
- 📍 1425 Arch St.
- 🌐 phila.gov/rise

Mural Arts

(Guild Program)

- ☎ (215) 685-0750
- 📍 1727-29 Mt. Vernon St.
- 🌐 muralarts.org

Education

The City of Philadelphia provides tools, resources, special programs, and education trainings for community members.

Education Services

Office of Adult Education

☎ (215) 686-5250
🌐 philaliteracy.org

Community College of Philadelphia

(GED and High School Equivalence Test Prep Courses)

☎ (215) 751-8000
🌐 ccp.edu

Congreso de Latinos Unidos

(Adult Basic Education, GED, or English as a Second Language)

☎ (215) 763-8870
🌐 congreso.net

Philadelphia Re-Engagement Center

(Counseling, Placement Services, or GED)

☎ (215) 400-6700
🌐 philasd.org/alternative

Community Learning Center

(Adult Basic Education, GED, or English as a Second Language)

☎ (215) 426-7940
🌐 communitylearningcenter.org

Center for Literacy

(Adult Basic Education, GED, or English as a Second Language)

☎ (215) 474-1235
🌐 centerforliteracy.org

District 1199C Training and Upgrading Fund

(Adult Basic Education, GED, or English as a Second Language)

☎ (215) 568-2220
🌐 1199ctraining.org

Philly Goes 2 College

(College Applications and Financial Forms)

☎ (215) 665-1400
🌐 phillygoes2college.org

Intensive Prevention Services (IPS)

provides support to youth (ages 10-19) who are having disciplinary issues at school or conflicts at home. Youth are referred to IPS by families, schools, these court systems, or the police department. Services are free and located in these six agencies across Philadelphia:

Philadelphia Anti-Drug Anti-Violence Network

(IPS North)

☎ (215) 940-0550
🌐 paan1989.org

Juvenile Justice Center

(IPS Northwest)

☎ (215) 849-2112
🌐 juvenilejustice.org

Norris Square Community Alliance

(IPS Kensington/Frankford)

☎ (215) 426-8734
🌐 nscaonline.org

CORA Services

(IPS Northeast)

☎ (215) 342-7660
🌐 coraservices.org

The Bridge

(IPS West)

☎ (267) 350-7636
🌐 thebridgephiladelphia.org

Diversified Community Services

(IPS South)

☎ (215) 336-5505
🌐 dcsphila.org

Parenting Education

Free parenting education and support groups that help parents improve parenting skills and relationships with their children. To learn more about the range of classes to meet your needs, call (215) PARENTS (727-3687).

Hotline Phone Numbers

Behavioral/Mental Health Hotlines

If you or a loved one are in need of immediate assistance, please call 9-1-1 or use these emergency services for support:

- **Mental Health Crisis:** (215) 685-6440
- **Suicide and Crisis Intervention Hotline:** (215) 686-4420
*Provides 24/7 counseling, consultation and referrals for people psychiatric assistance
- **Intellectual Disability Services Emergency Line:** (215) 829-5709; (215) 685-9454 (after 5 p.m.)

Domestic Violence

If you or your loved one is in immediate danger, please contact the police at 9-1-1. If you believe someone needs help, they can call the Philadelphia domestic violence hotline: (866) 723-3014

It's available 24 hours a day, 7 days a week. Hotline counselors can assist you with a variety of services including emergency shelter and crisis intervention. Calls are free, confidential, and anonymous, and interpretation services are available.

Child Abuse

If you suspect that a child may be abused or neglected, contact the child abuse hotline: (215) 683-6100

Philadelphia's child abuse hotline is available 24 hours a day, 7 days a week. You may choose whether or not to give your name when reporting. Regardless, your name will never be revealed to anyone else. This practice is strictly enforced.

Drug Abuse

If you think someone is overdosing, always call 9-1-1. The police and fire departments have naloxone, the antidote for opioid overdoses, and they can provide additional care.

The Good Samaritan Law protects callers so that they cannot get in trouble for witnessing or reporting an overdose.

If you or someone is in need of recovery assistance, please call the Alcohol & Other Drug Information and Recovery Support Line, available 24/7: (800) 221-6333

Basic Needs

If you are in need of support finding services for basic needs such as food, clothing, hygiene, personal goods and transportation, dial 2-1-1.

This service is available 24 hours a day, 7 days a week.

Free Summer Meals

Over 1,000 sites in Philadelphia serve free summer meals and snacks to youth ages 18 and under, as well as students 19 and older enrolled in a qualifying school programs. They're at recreation centers, parks, churches, and even on neighborhood blocks.

For information on sites within your community, call the toll free Summer Meals Hotline: (855)-252-Meal, or text "FOOD" to 877-877

General Request or Complaint

If you have a request or would like to report a general complaint with the City of Philadelphia, dial 3-1-1.

Philly 311 is available Monday through Friday, 8:15-4:15 p.m.

Online Directory Services

Youth Matters Philly

Philly youth can find and access local resources, like shelters, housing, foodbanks, healthcare providers, and more. The service connects people to nearby resources and services. Use the search function to see a map of local resources and advocates who can help right now.

youthmattersphilly.org

2-1-1 SEPA

2-1-1 provides an easy-to-remember telephone number and website for finding health and human services for everyday needs

211sepa.org

Serve Resource Guide

An online resource guide providing information on City services and other helpful resources in Philadelphia.

serve.phila.gov/resource-guide

City of Philadelphia Directory

For more information on violence prevention efforts and resources in your neighborhood, please contact the **Office of Violence Prevention**

☎ (215) 686-0789
✉ ovpinfo@phila.gov

Department of Human Services

☎ (215) 683-4347
🌐 phila.gov/dhs

Department of Public Health

☎ (215) 686-5200
🌐 phila.gov/health

Department of Streets

☎ (215) 686-5560
✉ csstreets@phila.gov
🌐 philadelphiastreet.com

Division of Housing & Community Development

☎ (215) 686-9749
🌐 phila.gov/dhcd

Mayor's Office of Black Male Engagement

☎ (215) 686-0332
✉ obme@phila.gov
🌐 phila.gov/obme

Mayor's Office of Reintegration Services

☎ (215) 683-3370
✉ rise@phila.gov
🌐 phila.gov/rise

Department of Behavioral Health and Intellectual Disability Services

☎ (215) 685-5400
🌐 dbhids.org

Office of Civic Engagement and Volunteer Services

☎ (215) 686-2055
🌐 serve.phila.gov

Office of Community Empowerment and Opportunity

☎ (215) 685-3600
✉ ceoinfo@phila.gov
🌐 phila.gov/ceo

Office of Engagement for Women

☎ (215) 686-2154
🌐 phila.gov/oew

Office of Homeless Services

☎ (215) 686-7175
✉ ohs-generalinfo@phila.gov
🌐 phila.gov/homeless-services

Office of Adult Education

☎ (215) 686-5250
✉ adulthood@phila.gov
🌐 phila.gov/adult-education

Philadelphia District Attorney's Office

☎ (215) 686-8000
✉ justice@phila.gov
🌐 phila.gov/districtattorney

Office of Youth Engagement

☎ (215) 686-2159
🌐 phila.gov/youth-engagement

Office of LGBT Affairs

☎ (215) 686-0330
🌐 phila.gov/lgbt

Police Advisory Commission

☎ (215) 685-0891
✉ pac@phila.gov
🌐 phila.gov/pac

Town Watch Integrated Services

☎ (215) 686-1459
🌐 phila.gov/townwatch

Office of the Mayor

☎ (215) 686-2181
✉ james.kenney@phila.gov
🌐 phila.gov/mayor