



Resource Assistance Directory:

Support and Services Following the Northeast Plane Crash

City of Philadelphia Aircraft Crash 24/7 Recovery Helpline
215-586-3400

Health and Wellness

Mental Health Services (DBHIDS)

Mental health services are available through the City's Department of Behavioral Health and Intellectual Disability Services (DBHIDS) for anyone impacted. Call 988 or visit DBHIDS.org.

- **988 Crisis Line-Call or Text 988 (24/7)** if you or someone you know is in crisis or if you just need to talk.
- Call **Community Behavioral Health** at 888-545-2600 (24/7) for assistance locating and scheduling mental/behavioral health services (therapy, counseling, addiction treatment, etc.). Open to insured and uninsured callers.
- **Network of Neighbors: A Trauma Response Network**. The Network is a FREE confidential service for all Philadelphia's neighborhoods and communities. Support takes place anytime and anywhere the community (block, neighborhood, school, workplace, etc.) feels most comfortable. Call 267-233-4837 or email networkofneighbors@gmail.com in any language and your call/email will be returned within 2 business days. The Network is NOT a 24/7 crisis line.
- Therapy, free chat support, information about walk-in clinics: healthymindsphilly.org
- **Walk-In Clinic (Urgent Care for Mental Health)** located at 3125 N. Broad St. 11 am-6 pm daily. Open to anyone regardless of insurance or ability to pay.
- Bereavement support: visit [Bereavement Support](http://BereavementSupport) on phila.gov or call 215-685-7408
- DBHIDS Trauma Initiatives and [Resources](#)

Local Health Center: Health Center 10

For questions about the Health Center on Cottman Ave (Health Center 10), residents can call (215) 685-0639 or visit at 2230 Cottman Avenue, Philadelphia, PA 19149.

Property Concerns

The City is operating a resource assistance location at the Neighborhood and Community Action Center located at 7374 Edmund Street. The center is open Monday through Friday, 9 a.m. to 5 p.m.

No Penalties for Violations (Licenses and Inspections)

The Department of Licenses and Inspections wants to reassure homeowners who have received violations for unsafe homes that no penalties will be imposed for necessary home repairs directly impacted by the crash. Homeowners will not be penalized for addressing repairs and safety improvements stemming from the aftermath of the crash. L&I remains dedicated to assisting residents in restoring their homes and communities to a secure and livable condition. Read the [full statement](#) from Basil Merenda, Licenses and Inspections Commissioner for Inspections, Safety and Compliance.

You can also call their Community Office at 215-686-1440 or 267-254-6622

Access to Property (Philadelphia Fire Department)

The Philadelphia Fire Department has stationed a Community Action Team (CAT) unit in the Roosevelt Mall parking lot to help residents. If you live in the 7200 block of Calvert, Rupert, Leonard, Hanford, or Bradford streets and need to access your home, please call (267) 250-8046 to request an escort. Make sure you leave your name, number, and address. We know it's hard revisiting the scene of tragedy, and it's especially hard when that scene is your home.

Business Support (Department of Commerce)

The City's Department of Commerce is working to assist local businesses. Businesses that have property damage or operational challenges due to local road closures can contact the Department of Commerce's Mayor's Business Action Team 215-683-2100 or business@phila.gov.

Damage Report Survey (Office of Emergency Management)

If your property was affected by the plane crash, the Office of Emergency Management would like to hear from you. Please take a short survey located at www.phila.gov/damagereporter to help OEM determine the areas and extent of damage. Dial 3-1-1 to complete your damage survey over the phone.

Home Permit/Other Property Needs (Department of Licenses & Inspections)

Residents concerned about structural damage can call 311 or contact the Department of Licenses and Inspections' Contractual Services Unit (CSU) directly at (215) 686-2480 (7:00 a.m. - 3:30 p.m. daily). Inspectors will visit homes in the affected area free of charge.

Scam Awareness (State Attorney General)

Residents and businesses should be aware and cautious of potential scams while fixing their damaged property. Property owners who feel that there was an attempt or have been victimized may file a complaint with the Pennsylvania Office of Attorney General's Bureau of Consumer Protection by visiting the [website](#), emailing scams@attorneygeneral.gov, or by calling the office at 1-800-441-2555. Read more from the [Attorney General](#) about avoiding home improvement scams.

Housing Support (Philadelphia Housing Development Corporation)

PHDC can support households that need to change residence through their [FreshStartPHL](#) program. Rent and grant assistance to offset relocation costs may be available. Contact them via email FreshStartPHL@phdc.phila.gov for information and applications. People can also contact PHDC at 215-448-3004.

Environmental Health**Water (Philadelphia Water Department)**

The Philadelphia Water Department reports that water is safe to use and drink. Drinking water quality was not affected by the crash. Any questions for the Water Department, call the 24-hour PWD hotline: 215-685-6300.

Chemical Smells and Air Quality (The Department of Public Health)

After Public Health Department testing, the current air quality is safe. Residents are encouraged to contact Air Management Services at 215-685-7580 concerning chemical smells. Residents are encouraged to contact Air Management Services at 215-685-7580 for complaints about chemical smells. For questions about the Health Center on Cottman Ave (Health Center 10), they can call (215) 685-0639.

Tax Assistance

Tax Assistance (Department of Revenue)

Property owners who are struggling to file or pay on time as a result of the incident can reach out to Revenue for assistance at revenuetaxadvisors@phila.gov.

Real Estate Tax Adjustment (Office of Property Adjustment)

You may qualify for a Real Estate Tax Adjustment after a catastrophic loss. Damaged properties may qualify for a reduced property assessment. Impacted property owners should complete the [application](#) for a catastrophic loss real estate tax adjustment and return the form to the Office of Property Assessment (OPA):

- Return in person or by mail:
Office of Property Assessment
601 Walnut St., Suite 300 W.
Philadelphia, PA 19106
- Return by email: abatements@phila.gov

Document Replacements

Voter Identification Cards (Office of City Commissioners)

If you need a voter identification card, the Office of City Commissioners will work to replace them at no charge. Registered voters can request a copy by calling 215-686-VOTE. Cards will be mailed to you. If this is not possible, please arrange with OCC staff to be picked up.

Document Replacement (Register of Wills)

The Register of Wills, John P. Sabatina, announced free document replacement services for essential records that have been destroyed or damaged by the crash. Documents available

from the Register of Wills include marriage records, pending probate documents, and other records managed by the Register of Wills.

If you or a loved one have lost important legal documents due to this disaster, please contact the Register of Wills office or your elected representative in City Council, Pennsylvania Senate, or Pennsylvania House of Representatives for assistance. For more information, visit www.phila.gov/wills or call 215-686-6250.

Community Outreach

Public Information (Office of Emergency Management)

Residents or businesses affected by the aircraft incident can text RECOVERPHL to 888-777 to get the latest updates and information sent straight to their phones. Text READYPHILA to 888-777 to get emergency and awareness information year-round.

Community Engagement (Mayor's Office of Community Engagement)

Contact Basil Lester at 215-873-3743, District 6 Manager, Mayor's Office of Community Engagement.

Faith Based Resources

Faith Based Concerns (Mayor's Office of Faith-Based Affairs)

Contact Bishop Wilfred Speakes at 267-246-8677 or Imam Quaizer Abdullah at 215-823-9782 from the Mayor's Office of Faith-Based Affairs

How To Donate

Donations

Donating to the One Philly Fund helps provide immediate, essential support to victims of the recent airplane disaster on January 31, 2025, in Northeast Philadelphia. Community contributions demonstrate our city's solidarity, resiliency, and ensure those affected receive the assistance they deserve to begin their recovery journey. Click [here](#) to donate today or visit the [website](#) or email onephillyfund@phila.gov