

Resource PHILLY Guide



Office of

Community Empowerment and Opportunity

CITY OF PHILADELPHIA

Find local resources such as:

- Food Access
- Housing Access
- Utility Assistance
- Rent & Housing Assistance
- & so much more



City of

Philadelphia

[PHILA.GOV/CEO](https://phila.gov/ceo)

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CEO

The Office of Community Empowerment and Opportunity (CEO)

is the Community Action Agency (CAA) for Philadelphia. As a CAA since 1964, our agency has a unique role in promoting racial equity, greater financial stability, and self-sufficiency for the city's most vulnerable populations. Our ultimate goal is to ensure that all Philadelphians can share in the city's prosperous future, regardless of race or where they were born. We advocate for, invest in, and host gatherings around programs, policies, and initiatives that advance:

- Benefits access.
- Financial empowerment.
- Housing security.
- Workforce development.

As a CAA, our agency awards grant funding to organizations that serve thousands of Philadelphians each year. We also support and coordinate with other City agencies and institutions with similar goals. Find out more about our programs and initiatives by visiting our website: [PHILA.GOV/CEO](https://phila.gov/ceo)

BENEPHILLY

BenePhilly offers FREE one-on-one enrollment support to help Philadelphia residents apply for over 20 public benefits. Trained counselors assist with completing applications, organizing key documents, and tracking their applications' status.

Learn more and apply today by calling the BENEPHILLY HelpLine at Clarifi 800-994-5537 or by visiting a BenePhilly Center:

Philadelphia FIGHT*

(215) 525-8636 1233 Locust St. 19107 M-F: 9 AM–5 PM

***for FIGHT medical center clients only**

Esperanza (215) 324-0746 | Ext.249

4261 N. 5th St. 19140 M-F: 9 AM – 5 PM

UESF

(215) 814-6845 1608 Walnut St. 19103 M-F: 9 AM–5 PM

Catholic Social Services Southwest Family Center (215)

724-8550 | Ext. 6

6214 Grays Ave. 19142 M-F: 9:30 AM – 5:30 PM

Impact Services

(215) 739-1600 | Ext. 156

1952 E. Allegheny Ave. 19134 M-F: 7 AM – 3 PM

(215) 298-9292 5847

Germantown Ave. 19144 M-F: 8:30 AM – 4:30 PM

CEO Mobile Benefits Unit*

(215) 685-3654 M-F: 9 AM – 5 PM

***for call only**

Community Health Workers (CHW's)

Our Community Health Workers (CHWs) are trained Philadelphians who live in the same communities they serve. Through both lived and professional experience, they share information and advocate for residents on important health topics such as managing high blood pressure, diabetes, high cholesterol, and mental health.

CHWs also host Community Wellness Workshops at multiple community-based organizations (CBOs), where they offer one-on-one support, including help with utility bills, eviction prevention, and referrals to other services.

The CHW team collaborates with the following community-based organizations (CBOs), partnering with them to share resources and provide confidential, client-centered support:

Tonya C. 267-303-2705 / Ronald J. 267-303-8642
Sherri B. 215-455-6328 / Jun L. 215-964-7334

Chinatown CDC
1001 Vine Street
Philadelphia PA 19107
Tuesday, Friday 9am-1pm
215-686-5139


Horizon House
5901 Market St. 3rd floor
Philadelphia, PA 19139
CHW day/time: Tues, Thursday 9am-2pm
215-686-5139

Food Access


PHILLY FOOD FINDER PHILABUNDANCE


Philadelphia Free Food Access Guide

Use this guide to find free or affordable food options in your area.

 phillyfoodfinder.org


The Fresh for All Program offers a quick and easy way to access quality produce at no cost. Anyone can register, and no one is turned away.


 800-548-6479

 contactus@philabundance.org

FOOD ACCESS COLLABORATIVE FREE MEALS

Access a schedule of free meals available across Philadelphia, including times, locations, and contact information for participating meal sites.


 Free Meal Schedule:
philadelphiaofficeofhomelesssservices.org/food-access/freemeals

 Food Distribution Sites:
phila.gov/food

FOOD CONNECT

Connects individuals and organizations in need with surplus food collected from local restaurants and vendors.

 Email: foodaccess@phila.gov

 Call: 3-1-1 or (215) 223-2220


 Website: foodconnectgroup.org


FOOD FOR FAMILIES BY CITY COUNCIL DISTRICT


Provides food boxes for families organized by city council district.


Map of districts: [https://files2.](https://files2.philadelphiavotes.com/maps/council-maps/All_Council_Districts.pdf)

[philadelphiavotes.com/maps/council-maps/
All_Council_Districts.pdf](https://files2.philadelphiavotes.com/maps/council-maps/All_Council_Districts.pdf)

 Older Adult Meal Sites (Philadelphia Corporation for Aging - PCA):

 (215) 765-9040

 SNAP Hotline (Get help applying for food benefits):

 (215) 430-0556

Community Fridge

Mama-Tee Fridge

- Martha Kensington: 2113 E. York St. (Kensington)
- Columbia North YMCA: 1400 N. Broad St. (North Philly)
- St. Christopher's Hospital for Children: 160 E. Erie Ave. (North Philly)
- Castellino's Italian Market: 1255 E. Palmer St. (Fishtown)
- Alchemy Hair Lab: 2401 E. Letterly St. (Kensington)
- Caribe Towers: 3231 N. Second St. (Fairhill)
- Opportunity Towers I & II: 1717 W. Hunting Park Ave. (Nicetown)
- Opportunity Towers III: 5524 Haverford Ave. (West Philly)
- Hue Boba Cafe: 4600 Woodland Ave. (West Philly)
- Community Partnership School: 3033 W. Glenwood Ave. (Strawberry Mansion/Brewerytown)
- Fairmount Bicycles: 2015 Fairmount Ave. (Fairmount)

Community Fridge

East Falls Community Fridge

- Vault + Vine: 3507 Midvale Ave.
-

The People's Fridge

- Blackwell Library: 125 S. 52nd St. (52nd and Sansom Streets)
-

Friends Select School

- 1651 Benjamin Franklin Pkwy. (located on north side of building on Race Street between 16th and 17th Streets)

Housing Access

The City of Philadelphia provides emergency and temporary shelter for individuals and families experiencing homelessness. Homeless Services administers contracts with various human service organizations to offer short-term emergency housing accommodations based on assessed need.

These services aim to resolve immediate housing crises and include case management support to help households secure appropriate long-term housing.

Emergency housing services include:

- Temporary shelter
- Ongoing case management services
- Assistance with obtaining transitional and/ or permanent housing
- An optional savings program which allows households to save a part of their income for future housing expenses

Centralized Philadelphia Homeless Outreach Hotline:
215-232-1984

STATION HOUSE

2601 N Broad Street | For single men seeking emergency housing after-hours services

Intake: Holidays and Weekends after 5pm

Ohs@phila.gov | 215-225-9230

SALVATION ARMY RED SHIELD FAMILY RESIDENCE

715 N Broad Street | For families seeking emergency housing after-hours services. This program is for all family configurations .

Ohs@phila.gov | 215-787-2887

PHILLY HOUSE

302 N 13th Street | For single men seeking emergency housing after-hours services.

info@phillyhouse.org | 215-922-6400

YOUTH ACCESS POINT BY VALLEY YOUTH HOUSE

1880 JFK Blvd, Suite 660

Youth Access Points are youth-friendly, youth-specific locations where young adults ages 18–24 in Philadelphia experiencing homelessness can go to be assessed for resources within the homeless assistance system.

<https://bit.ly/valleyyouthhouse>

215-925-3180 | jgisonti@valleyyouthhouse.org

THE SYNERGY PROJECT PHILADELPHIA:

The Street Outreach & Emergency Services program at Valley Youth House is designed to help youth aged 24 and younger who have run away, are experiencing homelessness, or are unstably housed..

Synergy Hotline: 1-888-468-7315.

GAUDENZIA'S HOUSE OF PASSAGE, KIRKBRIDE CENTER

48th St & Haverford Ave (48th St side entrance)

This program is for women only.

Intake hours: Holidays and weekends after 5:00 PM

Ohs@phila.gov | 215-471-2017

EMERGENCY HOUSING SERVICES APPLETREE FAMILY CENTER

1430 Cherry St

This program is available by referral through the Office of Supportive Housing and serves women with children.


Intake hours: Monday–Friday, 7:00 AM – 5:00 PM


215-686-7150 | jgisonti@valleyyouthhouse.org

Property Taxes

Homestead Exemption Program


The Homestead Exemption reduces the taxable portion of your property assessment, lowering your real estate tax bill. Homeowners can save up to hundreds of dollars each year. You must own and live in the property as your primary residence to qualify.


 Phone: 215-686-9200

 Website: <https://www.phila.gov/services/property-lots-housing/real-estate-taxes/>

Longtime Owner Occupants Program (LOOP)


LOOP helps longtime Philadelphia homeowners who have seen significant increases in their property assessments. The program limits the increase in property taxes if you meet income and residency requirements.


 Phone: 215-686-9200

 Website: <https://www.phila.gov/services/property-lots-housing/real-estate-taxes/>

Senior Citizen Real Estate Tax Freeze


This program allows eligible senior citizens to freeze their property taxes at the current amount, regardless of future increases in assessments. Applicants must meet age and income requirements and live in the home as their primary residence.

 Phone: 215-686-6442

 Website: <https://www.phila.gov/services/property-lots-housing/real-estate-taxes/>

Low-Income Senior Citizen Tax Freeze (State Program)

A Pennsylvania state program that allows low-income senior homeowners to freeze their school property tax rates. Eligibility is based on income and age.

 Phone: 1-888-222-9190 (PA Dept. of Revenue)

 Website: <https://www.revenue.pa.gov>

Utility Assistance

UTILITY EMERGENCY SERVICES FUND

1608 Walnut Street, Suite 600

UESF stabilizes housing for families facing a housing crisis by addressing immediate needs and removing barriers to long-term stability.

215-972-5170 | <https://uesfacts.org> | Utility Grant

Inquiry Form: <https://www.tfaforms.com/488439>

WATER REVENUE ASSISTANCE PROGRAM




Pennsylvania is offering one-time grants to eligible water customers, including those in Philadelphia. Get up to \$5000 for unpaid water bills. Learn more and apply at <https://dhs.pa.gov/waterhelp>

ENERGY COORDINATING AGENCY(ECA)

Funded by Philadelphia's DHCD. ECA provides heating system repair, replacement and weatherization services for approximately 5,000 low-income homeowners each year 215-609-1000 nikedam@ecasavesenergy.org <https://www.ecasavesenergy.org>

LOW-INCOME HOME ENERGY ASSISTANCE PROGRAM (LIHEAP)

LIHEAP helps low-income families with heating bills through a one-time cash grant (\$500-\$1,500) sent directly to your utility provider. Crisis grants are also available for households at risk of losing heat. No repayment required.

 801 Market Street
 215-560-1583
 <https://bit.ly/liheapphilly>

WATER BILL CUSTOMER ASSISTANCE

1101 Market St., 5th Floor

Provides access to clean, safe water for all Philadelphia residents. If you're having trouble paying your water bill, we offer programs that may help.

Rent & Housing Assistance

THE CITY OF PHILADELPHIA HOUSING COUNSELING

Staying in your home can be a challenge. Get assistance with preparing for homeownership, managing property issues, and resolving foreclosures.

215-686-9749 | bit.ly/PHLHousingCounseling

UESF-1608

Walnut Street, Suite 600

UESF stabilizes housing for families facing a housing crisis by addressing their immediate needs and removing barriers to long-term stability. Services include:

- Housing
- Utilities
- Benefits
- Veteran's Services
- Money & Budgeting

215-814-6837 | uesfacts.org

PHILADELPHIA HOUSING DEVELOPMENT CORPORATION

Homebuyers and Renters Programs 215-448-3000

Tenant Eviction Prevention Hotline 215-523-9501

Adaptive Modification Program, Basic Systems Home
Repair, Heater Hotline, and Improvements 215-448-
2160

ACHIEVABILITY

21 S. 61st Street

Strives to permanently break the generational cycle of poverty for West Philadelphia families through higher education, affordable housing, supportive services, community and economic development, and accountability.

215-748-8800 | <https://achieveability.org>

HOUSING HELPER- DEPARTMENT OF PLANNING AND DEVELOPMENT

DPD created the Housing Helper to assist residents find programs and services that help buy, repair, and keep their homes. bit.ly/PHLHousingHelper

COMMUNITY LEGAL SERVICES

CLS provides legal representation and advice to low-income renters in Philadelphia. For renters in housing that the government does not subsidize, CLS assists with evictions, illegal lockouts, utility shut-offs, building repair issues, and complaints taken to the Philadelphia Fair Housing Commission. 267-443-2500 | Tenant Hotline Monday - Friday 9am-6pm

THE SHALLOW RENT PROGRAM

The program provides rent assistance for tenants living in affordable housing projects who are rent burdened, spending more than 30% of their income on rent.

215-448-3000 | bit.ly/ShallowRentProgram

PHL EVICTION DIVERSION PROGRAM

The program provides resources for landlords and tenants in residential rental properties to resolve issues while avoiding costly or prolonged court proceedings.

215-523-9501 | eviction-diversion.phila.gov

Addiction Assistance

Philadelphia Crisis Line 988 or 215-685-6440

24/7/ Mental Health Crisis and Suicide Prevention
To apply for Medical Assistance and Insurance call
medicaid at 215-560-7226 or online at
compass.state.pa

DEPARTMENT OF BEHAVIORAL HEALTH AND INTELLECTUAL DISABILITY SERVICES

If you are unsure what service you need and do not have medical insurance, contact the Behavioral Health Special Initiative (BHSI) at 215-546-1200, Monday through Friday, from 8:30 a.m. to 5:00 p.m.


COMMUNITY BEHAVIORAL HEALTH - PHILADELPHIA RESIDENCE

If you live in Philadelphia and want treatment for a substance abuse challenge and you have medical assistance or Medicaid, contact Community Behavioral Health (CBH) at 888-545-2600. Member Services Representatives are available 24 hours per day, 7 days per week. <https://dbhids.org/addiction-services> For individuals in need of immediate opioid treatment support, contact the NET Access Point: 844-533-8200 or 215-408-4987 or visit <http://netcenters.org>

PREVENTION POINT PHILLY

2913 Kensington Ave

This county resource offers more than just help with opioid dependency — it also provides harm reduction services, case management, and a safe space for recovery.

 Phone: 215-634-5272

Financial Hardship

BENEPHILLY

BenePhilly offers FREE one-on-one enrollment support to help Philadelphia residents apply for over 20 public benefits. Trained counselors assist with completing applications, organizing key documents, and tracking their applications' status. Learn more and apply today by calling the BENEPHILLY HelpLine at Clarifi 800-994-5537 or by visiting a BenePhilly Center. View a full location list online <https://www.phila.gov/programs/benephilly/>

FREE FINANCIAL COUNSELING

You can get free financial counseling at any of the seven Financial Empowerment Centers(FEC) in Philadelphia; Financial counsel is free, high- quality, personalized, and confidential; Services include credit repair, access to affordable and safe checking and savings accounts, home-ownership preparation, and retirement saving;

To schedule an appointment, call (855) 346-7445 or visit <https://bit.ly/PhilaFinancial>

FAMILY PROMISE OF PHILADELPHIA

707 Germantown Ave | The PIHN program provides assessment and referrals, emergency housing, supportive service and transitional housing. Equipped with new skills and relationships, 92% of our families do not return to shelter programs after their PIHN experience. Child and family friendly; Supportive Services include: Career Development and Education Planning, Family Therapeutic Services, Financial Literacy Training, Housing Support, Material Support, Parenting Education, Tax Credit Assistance. 215-247-4663 www.familypromise.org

CEIBA- ITIN Program

174 Diamond Street | Ceiba is an organization in Philadelphia that works to help to people applying for ITINs (Individual Tax Identification Numbers) and to do so as a Certifying Acceptance Agent. Ceiba is a IRS Certifying Acceptance Agent (CAA), which means that Ceiba can verify your original documents (such as your passport) and send copies with your application, rather than the original. Ceiba is also the only community organization in Pennsylvania that does this service for free. 215-634-7245 | <https://www.ceibaphiladelphia.org/itin-program>

CEIBA- FREE TAX PREPARATION

174 Diamond Street

Ceiba provides FREE federal and state tax preparation services to low income families. Ceiba views tax preparation as a gateway to asset building, so be sure to inquire about the other asset-building opportunities and services that Ceiba has to offer after receiving free tax preparation assistance!

215-634-7245

<https://www.ceibaphiladelphia.org/free-tax-preparation>

FREE TAX PREPARATION

There's federal tax refund money waiting for you. Get help claiming it today.

The Earned Income Tax Credit (EITC) and Child Tax Credit (CTC) are programs to give money back to eligible Philadelphians. It's your money to use for whatever you want, but you need to file to claim it. Visit: www.claimyourmoneyphl.com

Financial Empowerment Centers

Financial Empowerment Centers (FEC) educate, empower, and protect people with low incomes. To do so, they provide financial counseling that is:

- Free
- High quality
- Personalized (one-on-one)
- Confidential

FEC counselors are employees of Clarifi, the region's leader in financial counseling. They are trained to help clients shift from debt management to saving. Financial counselors provide sessions on the following financial topics:

- Money management and budgeting
- Banking and basic financial transactions
- Credit reports
- Using credit wisely
- Consumer protection and debt collection
- Student loans
- Bankruptcy
- Negotiation
- Investments and future planning
- Homeownership
- Insurance and benefits.

Anyone who wants free financial counseling can make an appointment by calling (855) FIN-PHIL (855) 346-7445. Counseling sessions are available in English and Spanish. Support in other languages may be available upon request.

Friend/Family Hardship

OUT-OF-SCHOOL TIME

Out-of-School Time (OST) is the time that a child or youth spends in after school or summer programming. In Philadelphia, OST programs are provided for young people in grades pre-K through 12. OST supports working parents and helps children stay safe and avoid high-risk behaviors Ost@phila.gov

BEREAVEMENT SUPPORT

The Medical Examiner's Office bereavement support services are offered to everyone, including but not limited to those who: Experienced the loss of an infant or child, Lost a loved one to a drug overdose, Lost a loved one to homicide, Lost a loved one to suicide. 215-685-7402

ANTI-VIOLENCE PARTNERSHIP OF PHILADELPHIA

The Anti-Violence Partnership of Philadelphia (AVP) works to reduce the entire cycle of violence by providing a wide range of services. avp@avpphila.org | <https://avpphila.org> Counseling: 215-567-6776
Families of Murder Victims: (267) 217-3754

UNITE PENNSYLVANIA- GRIEF SUPPORT AFTER MISCARRIAGE, STILLBIRTH, & INFANT DEATH

UNITE, Inc., a non-profit organization, has been providing peer to peer grief support following the loss of a baby, including miscarriage, ectopic pregnancy, stillbirth and infant death to parents in the Philadelphia area since 1975.

484- 758-0002 | <http://unitegriefsupport.org>

HEALTHY MINDS PHILLY- SURVIVORS OF SUICIDE LOSS SUPPORT GROUP

The Survivors of Suicide Loss Support Groups help loss survivors cope, connect, and work toward healing. Groups are open to anyone 18 years or older who is grieving a loss due to suicide.<https://healthymindsphilly.org/suicide-loss-support-groups/><https://healthymindsphilly.org/support-groups-resources/>

WOAR- PHILADELPHIA CENTER AGAINSTSEXUAL VIOLENCE

WOAR's mission is to eliminate all forms of sexual violence through specialized treatment services, comprehensive prevention education programs, and advocacy for the rights of victims of sexual assault. All services are free. www.woar.org | 24 hour hotline: 215-985 3333

PSARC: PHILADELPHIA SEXUAL ASSAULT RESPONSE CENTER

Services include: Forensic medical evaluation, Injury documentation, Forensic photography, Pregnancy prevention, Sexually transmitted infection prevention, HIV prevention, Follow-up care, Court testimony, Victim advocacy linkage.

215-800-1594 | Emergencies: 215- 425-1625

drexel.edu/cnhp/practices/psarc

WOMEN'S LAW PROJECT

125 S 9th Street, Suite 300

The Women's Law Project is the only public interest legal center in Pennsylvania devoted to protecting and advancing the rights of women and girls. In addition to legal advocacy, they offer an in-house Telephone Counseling Service, which provides information and referrals to thousands of women every year. 215-928-9801

<https://www.womenslawproject.org>

Health-Related Assistance

CITY HEALTH CENTER

There are city health centers run by the Department of Public Health. They accept Medicaid, Medicare, HMO plans, and most other insurance options. If you are uninsured, they will charge a small fee based on income and family size. <https://bit.ly/cityhealthcenters>

CITY MENTAL & PHYSICAL HEALTH RESOURCES

Provides links to a multitude of resources such as substance use disorders, food access, COVID-19 testing, healthcare access support, child abuse, and many more within the city.

<https://bit.ly/mentalhealthphilly>

CHILDREN'S CRISIS SERVICES

For assistance with a behavioral health emergency involving a child under the age of 18, contact the Philadelphia Crisis Line at (215) 685-6440.

BEHAVIORAL ASSESSMENT CENTERS

UPMC PRESBYTERIAN | (215) 662-8000
51 N 39TH ST, 19104 | HRS: 8:30 A.M. TO 4 P.M.

KENSINGTON HOSPITAL | (215) 291-6020
136 Diamond St, 19122 | HRS: 8 A.M. TO 7 P.M.

NET CENTERS ACCESS POINT | (215) 451-7100
520 N Christopher Columbus Blvd, 4th floor
OPEN 24/7 | [NETCENTERS.ORG](https://netcenters.org)

CRISIS RESPONSE CENTERS (CRC) EINSTEIN CRISIS RESPONSE CENTER

EINSTEIN CRISIS RESPONSE CENTER
5501 OLD YORK RD, 19141

215-951-8300 | www.jeffersonhealth.org/einstein

FACILITIES WITH BOTH BAC AND CRC SERVICES

TEMPLE UNIVERSITY EPISCOPAL HOSPITAL

100 E LEHIGH AVE, 19125 | OPEN 24/7

(215) 707-1200 | EPISCOPAL.TEMPLEHEALTH.ORG

HALL MERCER COMMUNITY MENTAL HEALTH

245 S 8TH ST, 19106 | OPEN 24/7

(215) 829-3461 | WWW.MED.UPENN.EDU

FRIENDS HOSPITAL

4641 ROOSEVELT BLVD, 19124 | OPEN 24/7

800-889-0548 | WWW.FRIENDSHOSPITAL.COM

PHILADELPHIA CHILDREN'S CRISIS RESPONSE CENTER

3300 HENRY AVE. | OPEN 24/7;

THIS FACILITY PROVIDES SERVICES IF THE CHILD IS EXPERIENCING EMOTIONS OR BEHAVIORS THAT MAY CAUSE A LIFE-THREATENING INJURY TO THEMSELF OR OTHERS. | (215) 878-2600

CONGRESO DE LATINOS UNIDOS-HEALTH CENTER

216 West Somerset St

With a team of bilingual and bicultural medical professionals, the Congreso Health Center offers comprehensive primary care and family medicine services to the community. In addition to medical care, the center provides Social Workers and Patient Service Navigators to assist clients with specialty care referrals and health insurance applications for those who qualify.

Philadelphia, PA 19133 Phone: 215-763-8870

<https://www.congreso.net>

PRIMARY CARE FINDER

Find free or low-cost primary care.

Primary Care is your health care home. Services include prevention, wellness, and treatment for common illnesses.

Visit: www.phila.gov/primary-care/

Medical - Medicare Medicaid Access

BENEPHILLY

BenePhilly offers free, one-on-one help to enroll Philadelphia residents in public benefit programs. These programs can help you afford some expenses, such as: Prescription drugs, Health insurance, Groceries, Property taxes, Heat & other Utilities, and Benefits. <https://www.phila.gov/benephilly> | 800-994-5537

COMPASS

Compass helps to determine eligibility for medical aid programs.

<https://www.compass.state.pa.us/Compass.Web/Screening/DolQualify#/SelectBenefits>
dhscommunications@phila.gov | 215-683-4347

Pennsylvania Medicare Education and Decision Insight (PA MEDI)

642 N. Broad St., 19130 | Pennsylvania Medicare Education and Decision Insight (PA MEDI) offers free Medicare counseling to older Pennsylvanians. PA MEDI Helpline is available at 1-800-783-7067 from 8 a.m. to 5 p.m. Monday-Friday.

BENEFITS.GOV

Easy-to-use, single source of benefit information to help citizens understand which benefit programs they may be eligible for, or how to apply. To find out if you're eligible for Medicare, contact Social Security at 1-800-772-1213 (TTY users can call 1-800-325-0778), or use the Medicare Eligibility & Premium Calculator to get an estimate of when you're eligible for Medicare and your premium amount.

dhscommunications@phila.gov

<https://www.benefits.gov/benefit/598>

PHILADELPHIA LEGAL ASSISTANCE

PLA helps clients who have legal problems with Medical Assistance (also known as Medicaid), Medicare, Children's Health Insurance Program (CHIP), and other forms of health insurance.

General Intake Hotline: Monday through Thursday from 9:30 a.m. to 12 p.m. at 215-981-3800.

Apply Online: <https://philalegal.org/apply>

COMMUNITY LEGAL SERVICES OF PHILADELPHIA

Community Legal Services (CLS) represents individuals facing legal issues obtaining Medical Assistance (MA), also known as Medicaid. They also assist Medicare beneficiaries in various areas, including:

- Direct representation in appeals related to denial or reduction of benefits or services
- Legal advice on all Medicare-related matters
- Assistance with eligibility questions or concerns regarding the Savings Program or Extra Help Program
- Representation and/or legal assistance with balance billing issues
- Advocacy with Medicare providers during disputes over services or benefits

CLS advocates are also available to provide community education on Medicare.

215-981-3700 | <https://clsphila.org/>

Healthcare Access for Immigrant Populations

COMMUNITY LEGAL SERVICES LA PUERTA ABIERTA

2141 N. Howard Street, 19122

Offers a bilingual, culturally and trauma- informed source of pro bono counseling support that is flexible and accessible. LPA is co-located with Norris Square Neighborhood Project

267-245-0145 | info@lpa-theopendoor.org

<https://lpa-theopendoor.org/connect-with-services/contactoffice-locations/>

COMMUNITY LEGAL SERVICES

- Center City Office

1424 Chestnut Street, Philadelphia, PA 19102

| 215-981-3700

- North Philadelphia Office

1410 W. Erie Avenue, Philadelphia, PA 19140

| 215-227-2400

Community Legal Services provides assistance with receiving Medical Assistance due to immigration status.

Hours: Monday, Wednesday, Friday | 9:00 AM – 12:00 PM

If you do not speak English, a free interpreter will be provided.

<https://clsphila.org/wp-content/uploads/2019/04/RESOURCE-MA-for-Immigrants.pdf>

PA LAW HELP

Provides resources for immigrants in Pennsylvania navigating the US healthcare system and receiving insurance

Insurance Fact Sheet:

<https://www.nilc.org/issues/health-care/health-insurance-and-care-rights/>

palawhelp@palegalaid.net

NATIONALITIES SERVICE CENTER

1216 Arch Street, 4th Floor, 19107

NSC's Health and Wellness Program helps refugees, immigrants, asylum seekers and victims of torture connect with needed case management, health care, mental health care, and wellness support.

215-893-8400

Contact Ariel Ressler MacNeill,
amacneill@nscphila.org.

<https://nscphila.org/promoting-health-and-wellness>

Domestic Abuse Resources

NATIONAL DOMESTIC VIOLENCE HOTLINE

24/7 Hotline | 800-799-SAFE

PHILADELPHIA DOMESTIC VIOLENCE HOTLINE

24/7 Hotline | 866-723-3014

LUTHERN SETTLEMENT HOUSE

1340 Frankford Avenue
Women's Services
215-426-8610

WOMEN AGAINST ABUSE

Legal Center | 215-686-7082

THE LATINA DOMESTIC VIOLENCE PREVENTION

216 W. Somerset Street
Crisis and walk-in services available. Ramona Peralta, Program Manager 215-763-8870

WOMEN IN TRANSITION

Women in Transition provides empowerment counseling that includes mentoring, support, resources, advocacy, information, and education.

Monday - Friday 9 am - 5 pm | 215-751-1111

Employment Assistance

PA CAREERLINK

PA CareerLink® is part of the Pennsylvania Department of Labor & Industry's initiative to transform the landscape of how job-seekers find family sustaining jobs and how employers find the skilled candidates that they need. Through this initiative, a user-friendly, premiere job-matching system has been created to help bridge the gap that currently exists between job-seekers and employers. In PA CareerLink®, job-seekers have the ability to search and apply for job openings across the Commonwealth or narrow it down to their own town. You can create and upload a resume and make yourself available to thousands of employers. PA CareerLink® will also recommend jobs for you based on your preferences. One exciting feature is an automatic capture of all of your job-search activities within PA CareerLink®. You have the ability to record any outside job-search activities, too. All in one place. All for free.

<https://www.pacareerlink.pa.gov/>

<https://www.pacareerlink.pa.gov/jponline/individual>

ASOCIACIÓN PUERTORRIQUEÑOS EN MARCHA- JOB SUPPORT & BENEFIT ENROLLMENT

600 W. Diamond Street

APM offers a range of counseling and workshops on employment, benefit enrollment, and other supports. APM Employment Services:

Career coaches provide direct assistance with resume and cover letter preparation, as well as interview skills. Employment counselors build relationships with employers and screen candidates for job opportunities.

Benefit Enrollment & Income Supports:

Staff guide individuals and families through navigating state and federal benefits, such as the Earned Income Tax Credit and childcare assistance. Using an eligibility screening tool, we help residents understand the benefits they qualify for and how to maximize them.

Info@apmphila.org | Emergency: (267) 296-7211

To schedule an appointment call (215) 235-6070

Employment Assistance

CONGRESO

216 W. Somerset Street

Congreso provides supports in work readiness, resume preparation, interviewing skills, and additional work skills for job entry, as well as adult education programs for ESL, GED, and work readiness.

Info@congreso.net | (215) 763-8870

<https://www.congreso.net/services/education-and-workforce/adult-programs/>

Legal Services

COMMUNITY LEGAL SERVICES

1401 W. Erie Avenue 1424 Chestnut Street

DHS dependency cases, criminal record expungement, wills, property taxes, utilities, etc.

clsphila.org | 215-981-3700

Walk-ins: Erie Avenue - Mon. & Wed. 9 am - 12 pm;
Chestnut Street, Tue., Thurs. & Fri 9 am - 12pm

PHILADELPHIA LEGAL ASSISTANCE

PLA is dedicated to enforcing and protecting the rights of individuals and families by providing accessible, creative, and high-quality legal assistance and working collaboratively for systemic change.

Family Law Line | 215-981-3838

Tuesday & Thursday 9:30 am-12 pm

PHILLY TENANT HOTLINE

Tenants may speak to a live housing counselor at the Tenant Union Representative Network (TURN) for free legal information, referral for free legal advice and representation to Community Legal Services, Legal Clinic for the Disabled, or Senior Law Center.

Philly Tenant Hotline | 267-443-2500

PhillyTenant.org

Re-Entry Resources

OFFICE OF RE-ENTRY PARTNERSHIPS

1425 Arch Street First Floor Philadelphia, PA 19107
The Office of Reentry Partnerships (ORP) elevates and organizes citywide reentry efforts by serving as the City's hub for referrals, resources, and training.

215-683-3370 | orp@phila.gov

PA DEPARTMENT OF HEALTH BIRTH CERTIFICATES

Order Pennsylvania certificates online quickly and conveniently 24/7! Simply select the certificate type desired below to begin. \$10/\$20 fee for service.
mycertificates.health.pa.gov.

PHL CITY ID

Government Issued Identification available at City Hall Room 167.

Walk-ins are accepted on a first- come basis, Mon- Fri, 8:30 am - 4 pm | fee of \$5 for ages 13 -17; \$10 ages 18-64; 65+ free | Call 311



Office of

Community Empowerment and Opportunity

CITY OF PHILADELPHIA

PHILA.GOV/CEO

Resource PHILLY Guide



Office of

Community Empowerment and Opportunity

CITY OF PHILADELPHIA

Find local resources such as:

- Food Access
- Housing Access
- Utility Assistance
- Rent & Housing Assistance
- & so much more



City of

Philadelphia

[PHILA.GOV/CEO](https://phila.gov/ceo)