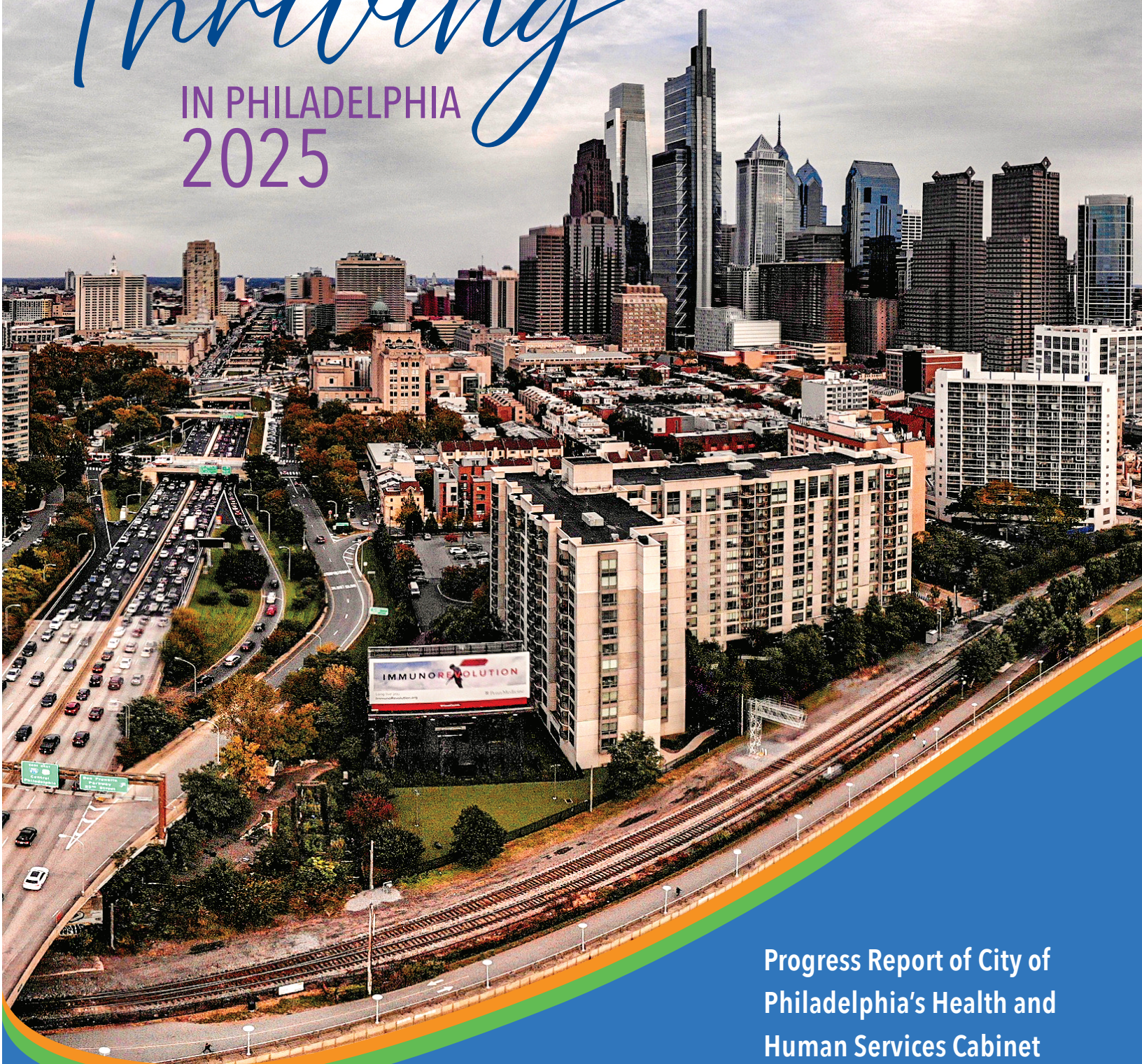




Managing Director's Office  
Health and Human Services

# Thriving

IN PHILADELPHIA  
2025



Progress Report of City of  
Philadelphia's Health and  
Human Services Cabinet



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# MESSAGE FROM THE Deputy Managing Director of Health and Human Services

I am pleased to present the Health and Human Services Cabinet Thriving in Philadelphia Progress Report.

Thriving in Philadelphia 2025 describes the work of the departments in the Health and Human Services Cabinet. Health and Human Services (HHS) includes the Mayor's Commission on Aging (MCOA), the Office of Domestic Violence Strategies (ODVS), the Office of Homeless Services (OHS), the Philadelphia Department of Public Health (PDPH) and Department of Behavioral Health and Intellectual disAbility Services (DBHIDS).

Our mission is to ensure the health and well-being, safety, and appropriate supports for all Philadelphians, particularly the most vulnerable children and adults. We strive, together, to improve health outcomes and increase social capital, regardless of zip code or socioeconomic status.

We have accomplished a great deal under the leadership of Mayor Cherrille L. Parker to meet our mission. We launched several innovative programs to improve access to economic opportunity for vulnerable Philadelphians such as the Philly Joy Bank, Water Security Program, and the Criminal Justice and Juvenile Debt Relief Program. We continue to work collaboratively across city government on solutions to end the humanitarian crisis in Kensington. We opened a third public restroom as part of our Philly Phlush pilot program at Clark Park. We also launched a Supervised Child Visitation Program to create a safe and welcoming space for children to visit with noncustodial parents using a trauma-informed lens.

We are no longer the poorest big city in the nation. I firmly believe this to be a result of the efforts of every City department. We are proud to serve Philadelphians in supporting the vision of becoming the safest, cleanest, greenest big city with economic opportunity for all.

Our departments have demonstrated a commitment to Mayor Parker's vision because we know better health outcomes are directly connected to each of these goals.

In Service,

A handwritten signature in blue ink that reads "Crystal Yates-Gale". The signature is fluid and cursive.

Crystal Yates-Gale

Deputy Managing Director, HHS

Thriving in Philadelphia 2025 is the progress report of the City of Philadelphia's Health and Human Services Cabinet (HHS), which operates under the Managing Director's Office.

HHS consists of several key City agencies, including the Mayor's Commission on Aging (MCOA), the Office of Domestic Violence Strategies (ODVS), the Office of Homeless Services (OHS), the Philadelphia Department of Public Health (PDPH), and the Department of Behavioral Health and Intellectual disAbility Services (DBHIDS). This report also highlights collaborations with the Office of Community Wellness and Recovery (OCWR), which drives the Wellness Ecosystem Initiative.

Together We Thrive 2023 highlighted HHS's long-term recovery planning from the COVID-19 pandemic. Making it through the pandemic meant creating innovative partnerships that put Philadelphia first. Now, the Parker Administration is using that same collaborative approach to address other crises. HHS is using all of its resources to support projects that make Philadelphia healthier, safer, more economically prosperous, and more unified.

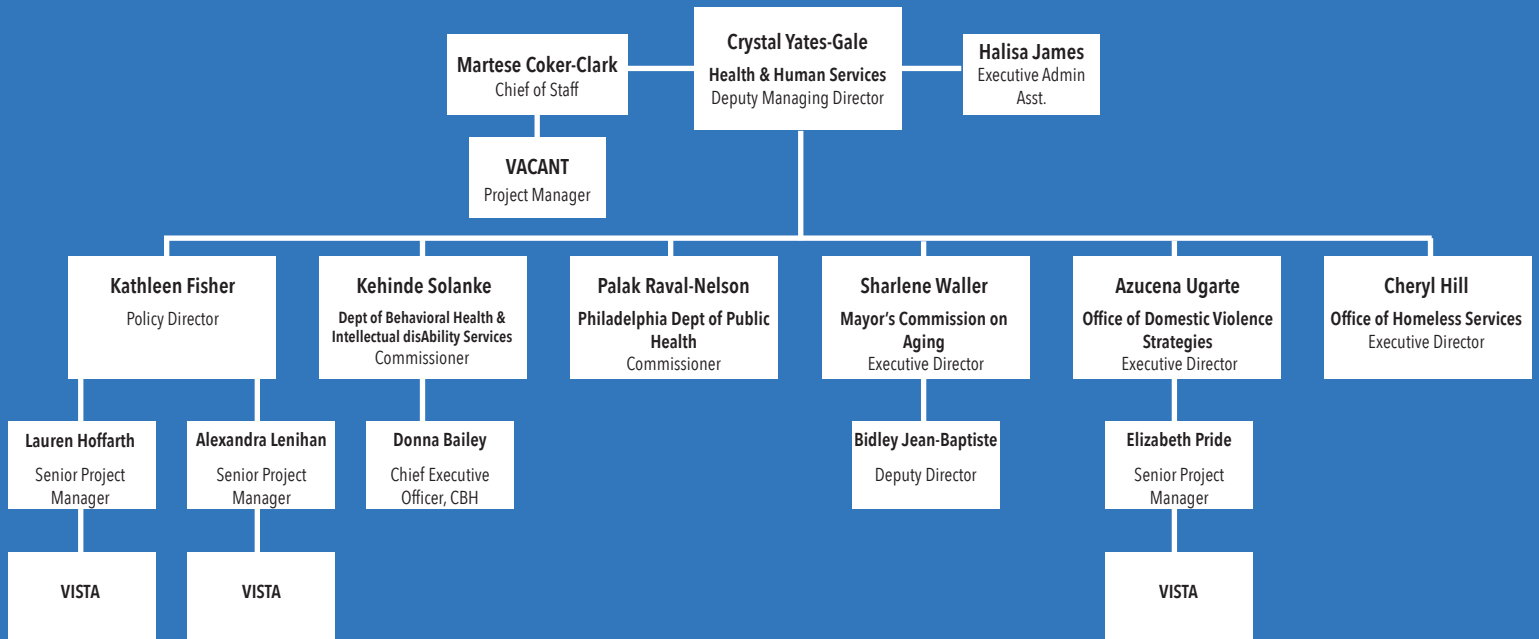
HHS prioritizes collaboration with the people and communities of Philadelphia. This year, we've shifted our focus to ensure our policies effectively serve and meet the needs of our residents, and to inform people about the work we're doing.

This year, Thriving in Philadelphia is highlighting programs that fall into four key categories:



The report will also include programs that will be implemented or expanded in the future in the **Looking Ahead** section.

# UNDERSTANDING the Health and Human Services Cabinet



Managing Director's Office

**Health and Human Services**

The mission of Health and Human Services (HHS) is to improve the health and wellbeing of all Philadelphians. We focus on providing safety and support for the most vulnerable children and adults.

HHS supports collaboration among the following agencies: Mayor's Commission on Aging, the Office of Domestic Violence Strategies, Office of Homeless Services, Philadelphia Department of Public Health, and Department of Behavioral Health and Intellectual disAbility Services.

# MAYOR'S COMMISSION ON AGING

The Mayor's Commission on Aging (MCOA) connects seniors with programs and information to improve their quality of life. MCOA offers a range of services for older Philadelphians, including:

- Health and wellness programs
- Food and meal delivery
- City-wide benefits
- Employment and financial services
- Connections with senior centers
- Support for housing insecurity (foreclosure prevention), along with general advocacy and support

MCOA also offers personalized support for older Philadelphians. Supports include direct engagement like phone calls and community events.

MCOA works with many partners to help older adults remain safe, informed, and connected to vital resources. This work reinforces the City's commitment to a safer Philadelphia where people can age with dignity in their communities.

**Email:** [MCOAInfo@phila.gov](mailto:MCOAInfo@phila.gov)  
**Phone:** (215) 686-8450

## GOALS

Mayor's Commission on Aging will continue the age-friendly City of Philadelphia footprint by enhancing the quality of life for individuals aged 55 and older through job opportunities, resources, and services, in anticipation of the growing older population in Philadelphia. We are dedicated to educating the community about aging issues and coordinating with city agencies and local organizations to improve the well-being of older residents in Philadelphia.

MCOA will continue to support older adults in acquiring skills and work experience to transition into unsubsidized employment and promote economic opportunities for all.

Through the Senior Community Service Employment Program, MCOA has served **144 older Philadelphians** by connecting them to non-profit organizations for meaningful service and training, while also providing the older adults with supplemental income. **164 older Philadelphians** inquired about the training program. **19 of the older adults** have obtained employment.

MCOA has assisted and coordinated services for **150 older adult constituents** or caregivers of older adults for housing, transportation, food, and education.

## KEY DATA

# MAYOR'S COMMISSION ON AGING

**Sharlene Waller**  
Executive Director



Sharlene Waller was appointed as Director on April 15, 2024, by the Honorable Cherelle L. Parker. Waller worked for the Pennsylvania House of Representative Democratic Caucus from 2016 to 2024. She served first as Chief of Staff for the retired Isabella Fitzgerald and then for State Representative Anthony Bellmon, of the 203rd Legislative District. Prior to joining the legislature, she served 27 years at the West Oak Lane Older Adult Center. During that time, she worked to assure older adults continue to thrive, providing practical tools and resources to stay healthy and independent.

Waller's passion lies with making sure the voices of older adults are heard and understood. Today and every day, she works to bring a strong quality of life to the individuals she serves. She is a team player who knows that nothing gets done alone.

# OFFICE OF DOMESTIC VIOLENCE STRATEGIES (ODVS)

The Office of Domestic Violence Strategies (ODVS) was created in 2016 to improve HHS responses to gender-based violence. Their responses include programs relating to intimate partner violence (IPV), sexual violence, and sex trafficking.

ODVS aims to develop supportive policies for people affected by gender-based violence. ODVS also works with City and community agencies to ensure access to inclusive services.

ODVS work includes:

- Leading trainings for resource providers to improve their responses to IPV.
- Working with community organizations across the city.
- Creating accessible resource guides for survivors.

Email: [dvinfos@phila.gov](mailto:dvinfos@phila.gov)

Philadelphia Domestic Violence Hotline:  
(866) 723-3014 (24/7/365)

## GOALS

- Analyze available data to identify opportunities for intervention to prevent revictimization and re-perpetration of domestic violence, sexual violence, and trafficking
- Organize and share with the community data about domestic violence, sexual violence, and human trafficking in Philadelphia
- Increase training opportunities for HHS professionals about domestic violence, sexual violence, and trafficking
- Implement Shared Safety's new strategic plan and selected projects
- Increase community education and ODVS's social media presence
- Systematize work of the new Act 79 Coordinator position

- **142 families, including 191 children,** used the free Supervised Child Custody (visitation) program
- **Over 400 health care providers** trained on how to screen and respond to IPV
- **Over 200 PPD personnel** trained on enforcement of relinquishment of firearms in Protection from Abuse Orders (PFAs) cases

## KEY DATA

# OFFICE OF DOMESTIC VIOLENCE STRATEGIES (ODVS)

**Azucena Ugarte**  
Director



Azucena Ugarte leads efforts to strengthen the city's health and human services agencies in responding to domestic violence and gender-based violence (GBV). In this role, she develops policies and practices that promote safe, inclusive services and supports a GBV-competent workforce.

With over 15 years of experience, Azucena is an advocate for trauma-informed practices and system change, and is recognized as an expert in domestic violence in Philadelphia. She has worked extensively in education, policy advocacy, and creating lasting impacts for survivors. Azucena holds a Master of Arts in Anthropology and Education, a Master's in Education, and a PhD in Human Sexuality.

# OFFICE OF HOMELESS SERVICES

The mission of the Office of Homeless Services (OHS) is dedicated to addressing homelessness in Philadelphia. OHS works with over 60 housing and service providers to create a comprehensive homeless service network. These partnerships provide homelessness prevention, emergency and temporary housing, and other services.

OHS programs also include shelter during unsafe cold or heat and a Homeless Prevention Hotline.

**Email:** [ohs@phila.gov](mailto:ohs@phila.gov)

**Questions:** (215) 686-7175

**Help a person on the street:** (215) 232-1984

## KEY DATA

- Collaboration with PHDC to prevent homelessness through FreshStartPHL by connecting households to rental assistance
- Expansion of winter beds **by 510 beds** and Citywide partnership for Enhanced Code Blue activities in winter 2024-2025
- Completion of Americans with Disabilities Act assessments in emergency shelters
- Selection of non-profit providers and launch of the HOME ARP Tenant Based Rental Assistance Program, with 67 households leased, to date
- Launch of 2112 Ridge Avenue, a newly built apartment building for **37 young adults**, with PHA and Valley Youth House
- There was **one encampment resolution** in CY2025; and the Encampment Resolution team provided service connection/clean ups to over **900 individuals** in **39 locations**
- **443 households** received Rapid Rehousing rent assistance /services in FY25
- Received HUD grant award in support of Landlord Affairs/Landlord Gateway, in partnership with DHCD

- OHS seeks to divert or prevent homelessness and connect individuals and families to emergency shelter, when needed.
- OHS has dedicated teams that provide service connections for people on the street. Once in shelter, participants are offered assistance in increasing income, connecting to health and behavioral health services, and identifying housing options.
- OHS also manages short and medium rental assistance, including Transitional Housing, as well as supportive housing subsidies for all household types / sizes.
- OHS works with 60+ homeless housing and service providers, as well as city, state, and federal governments. Together, it makes up Philadelphia's homeless service system. This system provides homelessness prevention and diversion aid, as well as emergency and temporary housing, to people who are experiencing homelessness and those at risk of homelessness.
- Strengthen and stabilize fiscal operations by improving financial processes, controls, and reporting to support long-term organizational sustainability.

## GOALS

# OFFICE OF HOMELESS SERVICES

**Cheryl Hill**  
Executive Director



A dedicated servant leader and advocate for marginalized communities, Cheryl Hill brings more than three decades of strategic leadership, and housing, property, fiscal and program management expertise to the Office of Homeless Services.

Appointed by Mayor Cherelle L. Parker in September 2024, Hill comes to the City after serving at nationally recognized nonprofit homeless services provider, Project HOME. There, she most recently was its Senior Vice President of Supportive Housing Operation, and before that, its Vice President, Property and Asset Management.

As a Project HOME leader, Hill demonstrated fiscally responsible management of a \$20 million annual budget and worked tirelessly to create strategies that would not only support the residents but support the 200 staff members she managed to ensure staff growth and well-being.

Earlier in her career, Hill was a director of compliance for the Atlanta Housing Authority, responsible for the annual audits of more than 100 project-based voucher and public housing communities. She has spent more than a decade as an affordable housing consultant leading diverse and complex projects such as developing a HUD-50058 data collection and reporting module — preventing tenant evictions during the 2008 foreclosure crisis and emergency housing placement during Hurricane Katrina.

In her newest role at OHS, Hill will utilize her breadth of skills and experience to fine-tune the City's administrative agency that is responsible for funding and overseeing the more than 70 providers that help it meet its mission to make homelessness rare, brief and nonrecurring.

Hill earned a B.A. from San Francisco State University and an MBA from Georgia State University.

# PHILADELPHIA DEPARTMENT OF PUBLIC HEALTH

The Philadelphia Department of Public Health (PDPH) protects and promotes the health of all Philadelphians. PDPH provides a safety net for people with limited access to healthcare and other resources that improve health.

Philadelphia Department of Public Health:

- Provides high-quality medical care at City health centers.
- Prevents the spread of infectious disease.
- Protects against environmental hazards.
- Encourages healthy behaviors to prevent chronic disease.
- Responds to health emergencies.
- Improves the quality and accessibility of health services.
- Sets health policy and collects and analyzes on public health data.

The Board of Health and the Air Pollution Control Board guide PDPH on policy and regulatory issues. The Institutional Review Board (IRB) reviews research studies that involve human subjects.

The Medical Examiner's Office (MEO) also plays an important role, determining the causes and manners of death for sudden, unexpected and unnatural deaths in Philadelphia.

**Email:** [PHLPublicHealth@phila.gov](mailto:PHLPublicHealth@phila.gov)

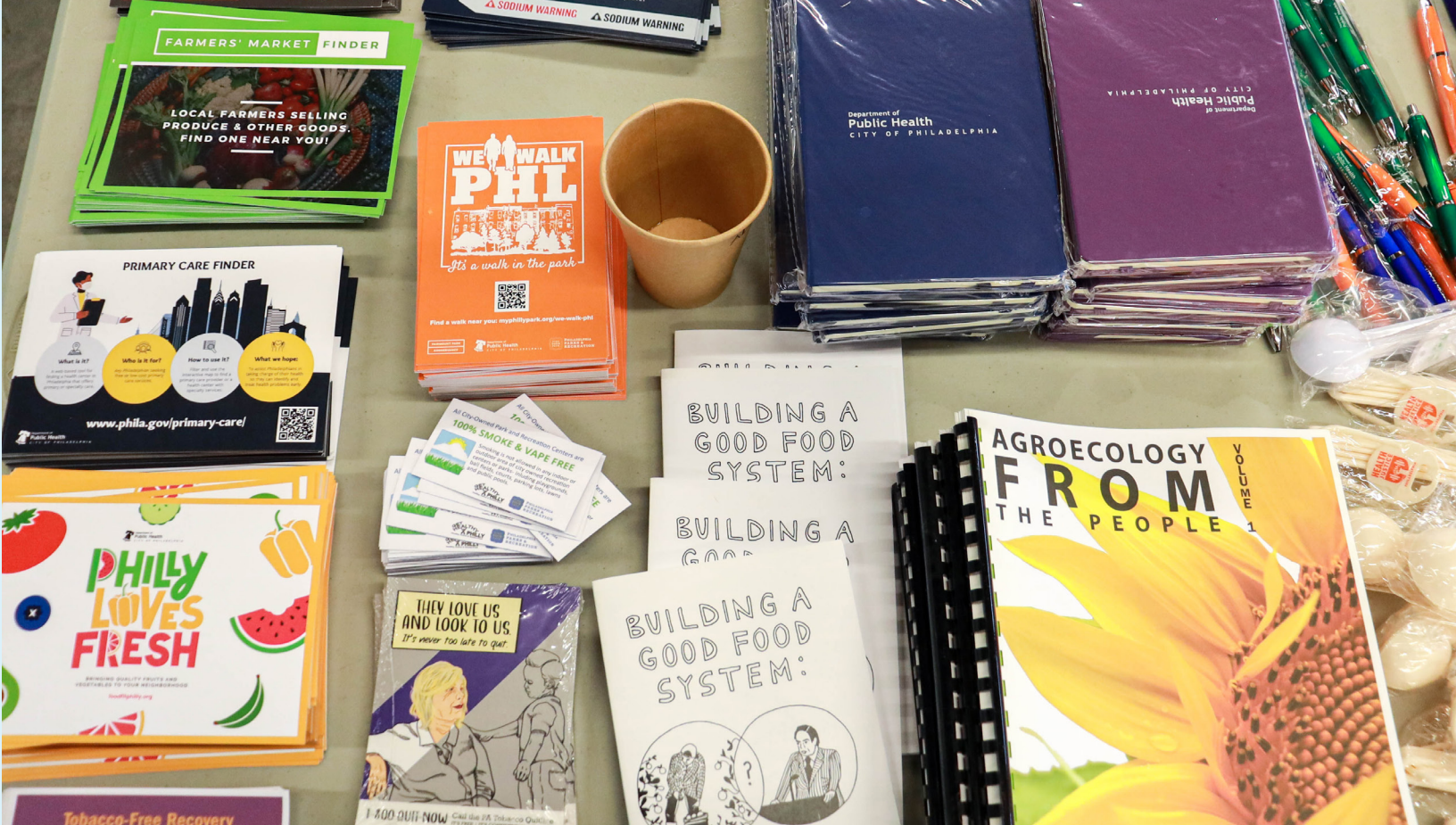
**Phone:** (215) 686-5200

## DIVISIONS

- Air Management Services (AMS)
- Ambulatory Health Services (AHS)
- Chronic Disease and Injury Prevention (CDIP)
- Disease Control and Prevention (DCP)
- Environmental Health Services (EHS)
- Facilities Management
- Financial Services
- Health Human Resources (HR)
- Health Information Technology and Informatics (IT)
- HIV Health
- Medical Examiner's Office (MEO)
- Public Health Laboratory
- Reproductive, Adolescent, and Child Health (ReACH)
- Substance Use Prevention and Harm Reduction (SUPHR)

- Ensure access to primary care through the construction of two new health centers.
- Improve the health of Philadelphia's children through an environmental health approach.
- Continue work to decrease maternal mortality rates.
- Collaborate across city departments to take a public health approach to gun violence.
- Decrease overdose deaths.
- Continue to reduce smoking rates across the city.
- Provide equity-focused emergency preparedness.
- Promote "public health in action" campaign.

## GOALS



- Respectfully laid to rest the MOVE remains at Laurel Hill Cemetery on 4/23/25.
- Successfully addressed challenges to abrupt cuts in federal funding.
- Conducted an all-staff survey for internal workforce feedback, a crucial aspect of the strategic planning process.
- Continued work to relaunch OD Stat and Violence Reduction Council.
- Continued to lead the process of building two new health centers in Northeast Philadelphia.
- Redesigned the Health Commissioner's Office Review process to streamline requests incoming for PDPH data.
- Continued efforts to implement an initiative to engage community consultants in assisting with the Institutional Review Board.
- Progressed with action plan to improve office spaces and workplace wellness.
- Reviewed **2,275 applications** to the One Philly SNAP Support Program Grant Program. A total of \$2 million in funding was awarded to allow organizations to distribute high-quality, culturally appropriate, and appealing free food to Philadelphians experiencing food insecurity.
- The Board of Health removed the final COVID-19 vaccine requirements applied to healthcare workers; updated Carbanenemase-Producing Organism (CPO) regulations as per the Council of State and Territorial Epidemiologist; regulated mobile medical providers; created a review committee that permits ReACH to conduct in depth case studies modeled after the Maternal Mortality Review Committee and expanded the surveillance program for Severe Maternal Morbidity; and regulated ReACH's power to use the Department's "public health authority" to coordinate referrals through the Philly Families CAN program.

## KEY DATA

# PHILADELPHIA DEPARTMENT OF PUBLIC HEALTH

**Palak Raval-Nelson**  
Commissioner



Commissioner Palak Raval- Nelson has worked for the department since 1996 when she began her career as a public health sanitarian. Since then, she has served as a supervisor, manager, administrator, as well as director of Environmental Health Services. Prior to this role, she was a Deputy Health Commissioner, with oversight of Environmental Health Services, Air Management Services, Public Health Laboratory, Division of HIV Health, Office of Facility Management, Medical Examiner's Office and Health Human Resources.

Raval-Nelson also serves as adjunct faculty for Drexel University's School of Public Health and Temple University. She teaches environmental and occupational health, as well as vulnerable populations and the environment. She has presented many papers at NEHA, PPHA, APHA and has had several publications in the National Journal of Environmental Health. In 2008, she published her first book, *Breast Cancer Politics: An Evaluation of the Current Funding Policies*. She graduated from the Centers for Disease Control and Prevention's Environmental Public Health Leadership Institute. She recently completed a Certificate of Public Sector Leadership at Cornell University with a concentration in Leading Government Organizations.

Raval-Nelson has her B.S. in Biology from Temple University, her M.P.H. from MCP Hahnemann University (graduating with the distinguished Hiega Society Award), and her Ph.D. in environmental health and policy from Drexel University. She is a member of the Delta Omega National Public Health Honor Society. She was recognized in 2006 by the Society of Women Environmental Professionals as an outstanding woman environmental professional for the Delaware Valley.

Raval-Nelson is deeply committed on working with vulnerable populations and being a voice for marginalized communities to ensure equity and environmental justice. She has been a civil servant for 28 years and believes in helping people.

# DEPARTMENT OF BEHAVIORAL HEALTH AND INTELLECTUAL disABILITY SERVICES

The Department of Behavioral Health and Intellectual disAbility Services (DBHIDS) works to help every Philadelphian achieve health, well-being, and self-determination.

DBHIDS administers a unified public behavioral health system. Utilizing federal, state, and local funding, including Medicaid.

The system includes:

- Mental healthcare
- Substance use services
- Intellectual disability supports
- Early intervention programs

DBHIDS partners with many organizations including the Philadelphia School District, as well as child welfare and judicial systems. DBHIDS also works directly with families and communities to make sure that its programs serve people's needs.

**Email:** [dbhidscommunications@phila.gov](mailto:dbhidscommunications@phila.gov)

**Phone:** (215) 685-5400

**Need help now?**

**Call or text Suicide & Crisis Lifeline:** 988

**Community Behavioral Health Member Services:** (888) 545-2600

## GOALS

- Lead cross-system advocacy and implement strategic adjustments to the provider network in response to Medicaid policy changes under H.R. 1, including work requirements, six-month redeterminations, and retroactive coverage limits.
- Expand comprehensive public awareness campaign to promote the 988 Suicide & Crisis Lifeline, using multilingual media, community events, and digital platforms to ensure all Philadelphians, especially underserved populations, know how to access immediate behavioral health support, while tracking impact through ongoing reductions in response times and increased diversion from involuntary interventions (e.g., 302s) to community-based referrals, reflecting improved access to timely, least restrictive care.
- Strengthen trauma-informed prevention and supportive services for children and families in Kensington, in response to the area's heightened exposure to violence, poverty, and substance use.
- Strengthen collaboration with City departments and community organizations to develop behavioral health solutions that reflect community priorities and improve access, trust, and outcomes.

# DEPARTMENT OF BEHAVIORAL HEALTH AND INTELLECTUAL disABILITY SERVICES

**Kehinde "Kenny" Solanke, MSW, LSW**  
Commissioner



Commissioner Kehinde Solanke brings more than two decades of experience in the City's behavioral health system, where she has led major crisis-transformation initiatives including the 988 Suicide and Crisis Lifeline, 24/7 mobile crisis expansion, and Philadelphia's first Behavioral Health Urgent Care Center. A licensed social worker, Solanke holds a Master of Social Work degree from Temple University and has spent her career within the City's behavioral health ecosystem, serving previously as Director of Policy and Planning at DBHIDS and Director of Clinical Management at the DBHIDS Division of Community Behavioral Health (CBH). She is known as a respected thought leader committed to equity, cross-sector partnerships, and ensuring all Philadelphians have access to compassionate, high-quality care.

## KEY DATA

- Completed comprehensive risk assessments for all **88 assigned residential providers** and **30 non-residential providers** to enhance safety and oversight.
- Participated in **3,061 community engagement activities** across the city in FY25, with an estimated total of **35,755 residents reached**.
- Opened the Merakey Mental Health Walk-In Clinic, Philadelphia's first adult behavioral health urgent care center, serving over **3,600 individuals since launch**.
- Supported Medicaid enrollment efforts by canvassing **71,657 residents** and providing one-on-one application assistance to at-risk families.
- Overall, crisis call volume (PCL and 988) has increased by **approximately 9% over** the past year; 988 specifically has risen dramatically **by 24.44% over the past 6 months**. Dispatch data indicate a **decrease of 4.5%** in overall mobile dispatches, **decrease of 17%** in transit time for mobile teams and increase of **58% for assessment time**. In other words, although our call volume is increasing, PCL/988 call takers are stabilizing more calls telephonically with effective triaging and facilitating slightly less mobile dispatches to teams who have a faster response time and are spending more time on site conducting clinical interventions.
- DBHIDS implemented the Philadelphia Model to enhance services for those with Serious Mental Illness in Long term Care (SMI in LTC) to provide skilled nursing and structured supplemental behavioral health services.

# PROJECTS AT A GLANCE

In 2025, there were 33 programs that represent collaborations between a number of City departments and 50+ community organizations. Given how collaborative they are, many of these initiatives affect many elements of Philadelphians lives. This is especially true for health programs that have a whole-person approach to care.

1



## HEALTHY PEOPLE

Programs that help people address challenges and access care for mental and physical health concerns.

2



## ONE PHILLY, A UNITED CITY

Programs that unite Philadelphians across demographic boundaries and make sure that our city serves all of its residents.

3



## SAFE PEOPLE

Programs that reduce the risk of crises occurring and address them effectively when they do happen. Many of these programs relate to gun violence and behavioral health support.

4



## ECONOMIC OPPORTUNITY

Programs that improve economic mobility because lowering financial burdens helps to ease stress and supports people in their efforts to care for their health and wellbeing.

5



## LOOKING AHEAD

Programs that are expansions of existing work or innovative new collaborations.



# HEALTHY PEOPLE

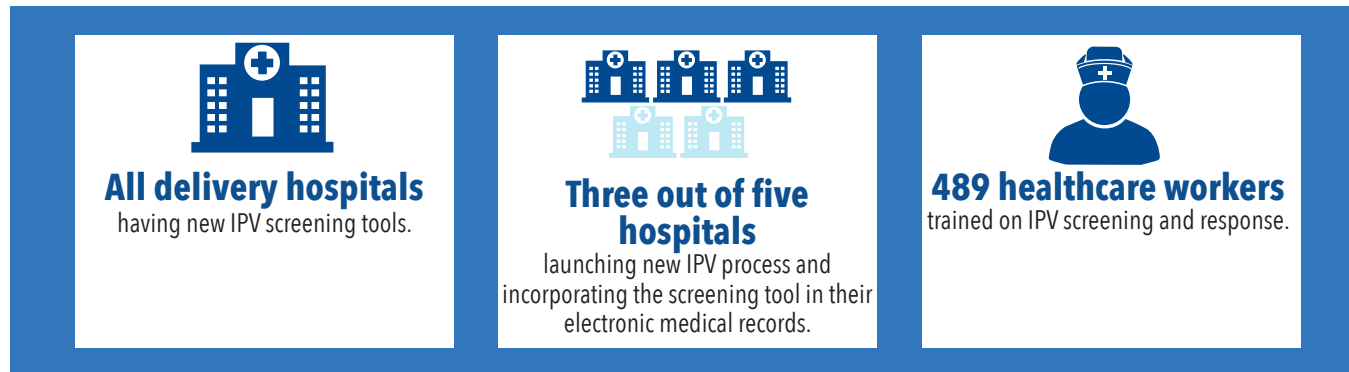
Programs that help people address challenges while accessing care for mental and physical health concerns.

PROJECT	GOAL OF PROJECT	LEADERSHIP/PARTNERSHIP
<b>Maternal Mortality and Intimate Partner Violence (IPV) Project</b>	Helps hospitals screen for signs of Intimate Partner Violence (IPV) and provides support for survivors.	ODVS in collaboration with PDPH - Reproductive, Adolescent, and Child Health (ReACH) includes the following participating hospitals: Temple University Hospital, Einstein Medical Center, Thomas Jefferson University Hospital, Hospital of the University of Pennsylvania, and Pennsylvania Hospital.
<b>Water Security</b>	Identifying ways to help vulnerable populations pay their water bills to avoid water shutoffs.	HHS with CEO, PWD, WRB, and PDPH.
<b>Philadelphia Model</b>	Helps Philadelphia's aging population dealing with serious mental illnesses.	DBHIDS in collaboration with DBHIDS' Division of CBH.
<b>Enhanced Code Blue</b>	Keeps people warm and safe during harsh winters.	OHS in collaboration with OEM, PFD, and the PPD
<b>Trauma to Triumph (TtT)</b>	Provides young people with safe spaces to heal and discuss challenges faced in their communities.	DBHIDS and a host of partners across the city.
<b>Philly Families CAN (PFCAN) and Concrete Goods Fund</b>	Connects pregnant individuals, parents, and caregivers of children to helpful services.  The Concrete Goods Fund gives up to \$2,500 to help families cover urgent needs.	PDPH leads both PFCAN and the Concrete Goods Fund.
<b>Riverview Wellness Village</b>	Is a recovery-based housing initiative for unhoused people with substance abuse disorder.	MDO in collaboration with CPO, DPP, DBHIDS, PDPH and OCWR.
<b>Engaging Males of Color</b>	Promotes mental health and wellness for men and boys of color.	DBHIDS in collaboration with Men of Courage and Enon Tabernacle Baptist Church.
<b>Behavioral Health Services in the School District of Philadelphia</b>	Supports children and young adults navigating mental, emotional, and behavioral health issues with resources in schools.	DBHIDS/CBH in collaboration with the School District of Philadelphia.
<b>School District Vaccination Program</b>	Provides guidance and education on vaccine-preventable diseases in school settings.	PDPH in collaboration with SDP.

## Maternal Mortality and Intimate Partner Violence (IPV) Project

The Maternal Mortality and Intimate Violence Project is a comprehensive five-year project that helps delivery hospitals screen for IPV and support survivors. This program works in collaboration with five supporting hospitals in the Philadelphia area connecting patients to services that improve their health and safety.

To ensure this project continues to achieve its goals, there are several key components that help make this happen, including:



This [blog post](#) is a useful resource on intimate partner violence and pregnancy in Philadelphia.

## Water Security

During the COVID-19 pandemic, Philadelphia paused residential water shutoffs to prioritize people's health and well-being. Shutoffs resumed during the summer of 2022 as a revenue-collection tool that helps the City provide safe, reliable drinking water to all residents. However, added protections for vulnerable households and efforts to increase enrollment in assistance and debt-forgiveness programs have led to a significant decrease in residential shutoffs compared to pre-pandemic numbers. Knowing that losing access to water can cause health issues, stress, and even result in loss of employment, housing, or custody of children, MDO's HHS continues to work with partner agencies, including the Water Department, to balance the need for revenue collection while limiting shutoffs to ensure Philadelphians are healthier and safer.

### Who is protected from water shutoffs?

- Households with a child, a senior, or a person with a disability.
- Any household that includes a person with a serious medical need.
- Low-income households enrolled in the [Tiered Assistance Program \(TAP\)](#).
- Renters who are not the primary water customer in their building.



[Learn more](#) about water security programs!

## Philadelphia Model

The Philadelphia Model is a program focused on improving behavioral health outcomes for Philadelphia's aging population with serious mental illness. The program integrates intensive behavioral and physical health services in long-term care settings. This reduces the need for emergency hospitalizations and supports whole-person care. It also frees up resources for other older, vulnerable adults.

The first site has served **52 older adults** since opening in November 2023. The program has shown significant success in addressing serious mental illness (SMI).

The second site opened in November 2025, where participants will be able to receive:

- 24/7 behavioral health care
- Nursing, social work, and life enrichment services
- Medication management
- Peer support
- Individualized treatment plans

This model has decreased hospital use and increased system efficiency, with an estimated **\$3.2 million in cost savings**.

Participants need to be eligible for participation in a nursing facility, eligible for Medicaid long-term care services, have a confirmed diagnosis of serious mental illness (SMI), and be confirmed low risk to harm themselves and others.



## Enhanced Code Blue

Each year, OHS adds more shelter beds as part of its "Winter Initiative" program to ensure there will be enough beds for people experiencing homelessness. In January 2025, however, Philadelphia experienced a longer than usual period of frigid temperatures. The need for emergency shelter beds quickly grew and soon outpaced the number of beds that were available. In response to the harsh winter, Mayor Cherelle L. Parker launched the new "Warming Center Initiative." City leaders created OEM's Emergency Operations Center's "Enhanced Code Blue" to expand response resources for particularly harsh conditions. OHS declares a Code Blue when temperatures are below freezing and rain or snow is forecast or when the wind chill drops below 20 regardless of other conditions.

Beginning on January 5, 2025, the City increased the number of street outreach teams to connect with more people living outside. Designated libraries and recreation centers in every council district opened to serve as warming centers. In activation of Enhanced Code Blue, the Philadelphia Fire Department and Philadelphia Police Department offer additional transportation to shelters, where more shelter beds have been added, especially in locations not easily accessible by public transportation.

Enhanced Code Blue makes sure that every person in the city has a warm and safe place to go.



To request a homeless outreach team to visit and speak with someone, **please call Homeless Outreach Hotline at (215) 232-1984.**

Information about warming centers and shelters can be found online.

## 2025 Activation Overview

Enhanced Code Blue Operations 2025	
Days Activated	23
Number of Warming Sites Activated	17
Total Number of Outreach Contacts	7,552
Total Number of Outreach Transports	1,829
Avg Attendance per day	1,563
Total Engagement	35,953

Includes Parks and Rec and library sites; outreach by DBHIDS and PFD; may include library attendees who did not attend for warming; may include duplicate individuals



Includes all OHS warming centers and shelters.



## Trauma to Triumph (TtT)

DBHIDS's Trauma to Triumph (TtT) helps 100 young people, ages 13 to 21, each year who live in neighborhoods with high poverty and crime. TtT strives to be both a violence prevention and intervention program. Leaders created the program at the height of gun violence in Philadelphia between 2022 and 2023. TtT assists youth in managing their mental and physical well-being and processing their experiences. The program gives young people a safe place to heal, grow, find joy, and discuss any challenges in their lives and communities.

Some programs in Trauma to Triumph (TtT) include:

- Mentorship
- Help with school
- Support groups
- Art programs
- Recreational activities that celebrate Black Girl + Black Boy Joy

The programs are offered in 12-week sessions, five days a week. TtT works with host partners across the city to support young people in their communities.

### TtT served approximately

**60**

Youth in 2024

**100**

Youth in 2025

## Philly Families CAN (PFCAN) and Concrete Goods Fund

Philly Families Can (PFCAN) is a free referral phone line run by PDPH. PFCAN connects pregnant individuals, parents, and caregivers to free and voluntary work services for families with children of any age. Services include parenting support, home visiting programs, and case management. PFCAN connects families to resources that support families before problems become emergencies. They offer care that is respectful, trauma-informed, and family-centered.

The Concrete Goods Fund is a key part of PFCAN. It gives up to \$2,500 per family each year to help cover urgent needs such as rent, utility bills, or furniture. This support helps prevent reports to child welfare that are about resource needs or poverty rather than abuse or neglect. By meeting basic needs, the fund keeps children safe and families together.

PFCAN is a partnership between public agencies and local community groups. Families can refer themselves or be referred by providers like social workers or doctors. The program also addresses unfair treatment of Black and Brown families by the child welfare system. So far, DHS has trained **4,500 teachers, counselors, and other mandatory reporters** to make reporting more equitable and accurate. The training also includes PFCAN as an alternative to ChildLine for resources.

Philadelphia residents who are pregnant or parenting a child ages 0-17 can access the program.

Contact PFCAN by calling **215-685-4701** or filling out the intake webform at [www.phillyfamiliescan.com](http://www.phillyfamiliescan.com). Interpretation services are available.



## Engaging Males of Color

DBHIDS leads Engaging Males of Color (EMOC) to promote mental health and wellness for men and boys of color in Philadelphia. EMOC works to reduce stigma and increase access to behavioral health services. This program allows men and boys of color to develop emotional regulation and decision-making skills. These skills can prevent violence and promote community safety.

### EMOC leads events such as:

**95**

Germantown Participants

Community walks that encourage physical activity and open discussion about mental health. In 2025, EMOC hosted two Brothas Strolls in Germantown and Mt. Airy.

**125**

Mt Airy Participants

**130**

Fringe Arts Attendees

### BEYOND EXPECTATIONS: RECLAIMING LOVE

Self, Brotherhood, and Community – hosted at Fringe Arts. The event gave men of color space to share their lived experiences through storytelling. Their stories were about self-love, love for your brother, and love for your community. The event led to community discussions about how to make children feel seen, valued, and protected.

Through community-building, storytelling, and youth engagement, EMOC helps normalize conversations about mental health.

**To learn more:** [www.dbhids.org/emoc](http://www.dbhids.org/emoc)

**email:** [Octavius.L.Blount@phila.gov](mailto:Octavius.L.Blount@phila.gov)

**or join the listserv:** [emoc@phila.gov](mailto:emoc@phila.gov)

## Behavioral Health Services in the School District of Philadelphia

DBHIDS/CBH has a three-tiered approach to providing services and supports in Philadelphia School District (SDP) schools.

**30,177**

Students  
Helped  
in the 2024-2025  
academic year

**16,263**

Students Participated  
in Substance use disorder,  
anti-violence, and suicide  
prevention services.

**21**

Schools  
Participate

**255**

Students  
Served

**7,561**

Students Served

### Tier 1 is Prevention Services.

There are prevention programs in all schools. They provide substance use education, conflict resolution, and behavioral health support services for children.

### Tier 2 is the Philadelphia Support for Education Partnership (STEP) Program.

STEP is in 21 schools to help engage students through a trauma-informed lens.

### Tier 3 is Intensive Behavioral Health Supports (IBHS).

There are IBHS providers in every school to support children + young adults with their mental, emotional, and behavioral needs.



### School District Vaccination Program

PDPH works closely with the School District of Philadelphia to provide guidance and education about respiratory viruses and other infectious diseases of concern in school settings, which includes conducting an annual training for school nurses.



# ONE PHILLY, A UNITED CITY

Programs that unite Philadelphians across demographic boundaries and make sure that our city serves all of its residents.

PROJECT	GOAL OF PROJECT	LEADERSHIP/PARTNERSHIP
<b>ACT 79 Working Groups</b>	Reduces domestic violence deaths by enforcing Act 79, which requires the relinquishment of weapons in cases of Protection from Abuse orders.	ODVS in collaboration with OPS/ OVA, PPD + Sheriff's office
<b>Philly Phlush</b>	Provides people clean and safe public restrooms.	HHS in collaboration with PPR, PDPH, PHDC, and Philadelphia community groups.
<b>Senior Resource Directory</b>	Helps older Philadelphians find the services and programs they need.	MCOA
<b>Rapid Re-housing Program</b>	Helps people move out of homelessness and into safe stable housing as quickly as possible.	OHS
<b>DBHIDS Homeless Outreach</b>	Connects unsheltered individuals to emergency support services.	DBHIDS
<b>Riverview Wellness Village</b>	Connects people experiencing homelessness and substance use disorder to programs that can get them the care they need.	OCWR in collaboration with DBHIDS, OHS and other City agencies + community organizations
<b>Innovation Fund</b>	Creates accessible domestic violence resources in different languages with feedback from community members.	ODVS in collaboration with OIA, OPD, PA DHS, ODP, ASERT Collaborative, and the Pennsylvania Coalition Against Domestic Violence.
<b>Philly HEALS</b>	Provides bereavement support for loss of a loved one.	PDPH in collaboration with DBHIDS, ORU, CEO, The Medical Examiner's Office, and community centers + recovery houses.

## Act 79 Working Groups

The Office of Domestic Violence Strategies (ODVS) has supported the enforcement of Act 79, the PA State Law in Philadelphia. Act 79 requires the relinquishment of weapons in cases involving Protection from Abuse (PFA) orders. ODVS holds monthly meetings and partners with the police, court systems, and victim service providers. Effective enforcement of Act 79 could help [stop domestic violence deaths and help survivors feel safe](#). It could also help court systems and law enforcement reduce other types of gun violence unrelated to domestic violence.

### To date, the Act 79 Working Groups have resulted in:

**618**

Firearms Relinquished

**120**

PPD staff trained

**NEW Position**

Created a liaison role to coordinate courts, law enforcement, and domestic violence victims

[To learn more](#) about the relationship between IPV and firearms, visit their website.

## Philly Plush

The Health and Human Services "Philly Plush" Pilot provides people with clean and safe public restrooms in neighborhoods across Philadelphia.

There are currently **three** Philly Plush restrooms located:

### The Municipal Services Building in Center City

- 1401 John F Kennedy Blvd, Philadelphia, PA 19102

### Fotterall Square Park in North Philadelphia

- 2400 N. 11th St, Philadelphia, PA 19133

### Clark Park in West Philadelphia

- 1101 S. 45th St, Philadelphia, PA 19143

These restrooms help people feel more comfortable using parks, streets, and public spaces. They also support small businesses and events by giving people restroom access. Restrooms are upkeep each day by City of Philadelphia Staff to help keep the city cleaner. The staff at the restrooms are also available to assist people in need of shelter, food, or treatment. They are trained to give first aid, stop overdoses, and de-escalate challenging situations, ensuring a safe environment for everyone.

The City plans to add more restrooms through summer 2026, so more residents can enjoy public spaces without worry.



Visit our [website](#) to learn more about how about public bathrooms to [learn more](#).



### Senior Resource Directory

The Senior Resource Directory helps older Philadelphians find the services and programs they need to live with dignity, stay independent, and feel well. This user-friendly guide is overseen by the MCOA and is intended for older adults, caregivers, and service providers. Its main purpose is to help reduce loneliness and make it easier for people to find resources they need.

The directory includes information about:

- Meal delivery services
- Transportation assistance
- Housing and utility supports
- Caregiver resources
- Legal aid
- Health care access
- Senior centers
- Recreational programs
- Fraud prevention

To connect to any of these resources, call **(215) 686-8450**.

### Rapid Re-housing Program (RRH)

The Rapid Re-Housing (RRH) program, led by OHS, helps people in transitioning from homelessness to safe, stable housing as quickly as possible. It is open to anyone in need with no income, job, or background checks required to get help. The program gets people into permanent housing first, then offers support services tailored to each household's needs.

Creating pathways out of homelessness and into safe, stable, and permanent housing makes Philadelphia safer and more equitable. The RRH program not only offers housing and rental assistance but also provides stabilization services that help people heal, connect with community resources, and pursue long-term goals. RRH reduces the visible impacts of homelessness, makes the city safer and cleaner, and brings people more opportunities.

## There are three main parts to the Rapid Re-Housing program:

1

### Finding Housing

- The program works with landlords to create more housing options.
- It helps people find and move into rental homes.

2

### Help with Rent and Moving Costs

Households get help paying for:

- Security deposits
- First month's rent
- Other moving costs.

3

### Support Services

Each household receives a Housing Stabilization Specialist who assists with:

- Working with landlords
- Setting up lease agreements
- Connecting to short-term services
- Solving problems and finding resources
- Reaching long-term goals like job support or health care

## Rapid Rehousing - ALL

Change in earned income for adult system stayers during the reporting period



306

Universe: Number of Adults (system stayers)



59

Number of Adults with Increased Earned Income



19%

Percentage of Adults Who Increased Earned Income

Change in non-employment cash income for adult system stayers during the reporting period



30

Number of Adults with Increased Non-employment Cash Income



10%

Percentage of Adults who Increased Non-employment Cash Income

Change in total income for adult system stayers during the reporting period



80

Number of Adults with Increased Total Income



26%

Percentage of Adults who Increased Total Income



### DBHIDS Homeless Outreach

DBHIDS works with eight outreach teams to help people who are unsheltered. These teams are organized and sent out by the Project HOME Outreach Coordination Center (OCC), located at 1515 Fairmount Ave. There are eight providers spread out across Philadelphia's 13 zones to ensure the whole city has coverage.

In these zones, workers engage unsheltered people and offer connections to immediate support and emergency resources, including:

- Emergency housing
- Mental healthcare
- Substance use treatment
- Social services and basic needs
- Medical care

The work that DBHIDS Homeless Outreach teams do is critical to connecting unsheltered individuals to supports, especially housing, helps people move towards stability.



**Over 95%**

individuals contacted by street outreach consistently experience mental health and/or substance use challenges.



**10,080\***

Unique individuals contacted



**6,154\***

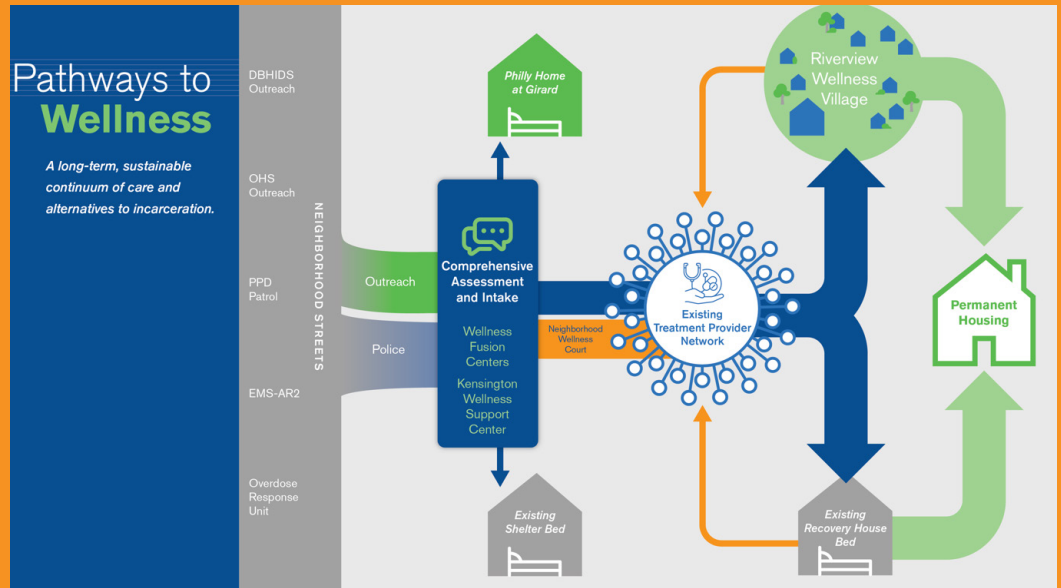
People Connected to Services

\* Numbers may include duplicates, as some individuals received multiple services or placements

The **Homeless Outreach Hotline** is run by the Outreach Coordination Center (OCC) and can be reached at **(215) 232-1984**. Anyone in the community can call this number to ask for a team to check on someone who may need help. The hotline is available 24 hours a day, seven days a week, all year long.

## The Wellness Ecosystem

encompasses both existing shelter and recovery house beds in addition to new capacity developed by the City. These include Philly Home at Girard, a low barrier residential program, and the new Riverview Wellness Village.



### Wellness Ecosystem Initiative

For decades, Kensington, a neighborhood in Philadelphia, has operated as an open-air drug market. The Parker Administration Wellness Ecosystem Initiative is helping to create solutions for unhoused people living with substance abuse disorder in Kensington and across the city, and builds on existing physical + behavioral health services while adding housing resources. It aims to connect people experiencing homelessness and substance use disorder to programs that can get them the care they need.

This initiative takes the bold, creative approach of combining housing with behavioral resources. The goal of this project is to provide space and services that increase people’s chances to live healthy, safe lives.

To learn more about the Wellness Ecosystem Initiative, visit their [website](#).

#### SAFE

Treatment, housing and recovery support saves lives for the people caught in the cycles of homelessness and substance use disorder. In turn, communities are safer when drug activity is reduced on the street.

#### CLEAN

When people have increased access to housing and supports, neighborhoods can undergo revitalization and thrive.

#### GREEN

Wellness Centers are developed repurposing existing assets with sustainable practices.

#### WITH ECONOMIC OPPORTUNITY FOR ALL

People who become stable in recovery and housing can re-enter the workforce and participated in the mainstream economy.

## PRIMARY

## HOUSING ENVIRONMENT

- Recovery House 24/7
- Permanent housing preparation

## RECOVERY SUPPORTS

- Clinical outpatient care
- Case management
- Peer support
- SUD medically assisted treatment

## ACCESS TO MEDICAL CARE

- Primary care
- Mental health care

## SUPPLEMENTAL

## ECONOMIC STABILITY

- Onsite on the Job Training
- Employment connections
- Benefit support

## SOCIAL SUPPORTS

- Wellness recreation
- Family reunification
- Meditation

## CORE

- Security
- Facilities
- Grounds
- Food
- Campus amenities

## Riverview Wellness Village

In January 2025, the City opened Riverview Wellness Village inspired by Mayor Cherelle L. Parker's vision. The project is led by the Office of Community Wellness and Recovery (OCWR) in collaboration with DBHIDS, OHS and multiple other City agencies and providers. The project aims to break the cycles of substance use disorder, mental illness, trauma, and homelessness. These programs focus on real results and help people build stable, healthy lives.

The facility offers **336 Recovery House beds**

along with a range of on-site services, including:

- Primary health care
- Mental health and substance use treatment
- Education
- Job training

To learn about recovery options, contact [Riverview Wellness Village online](#).



## Innovation Fund

ODVS led an Innovation Fund project to create accessible domestic violence resources. The effort was a partnership with the Autism Services, Education, Resources and Training (ASERT) Collaborative. As part of the project, ODVS surveyed 50 community members. Of those who completed the survey, 80% did so in a language other than English. ODVS and ASERT also held two focus groups with community advocates. Feedback from the surveys and focus groups was used to improve brochures and informational videos.

These are now available in seven languages, including ASL, at a fifth-grade reading level.

The brochures and videos are available [online](#).

## Philly HEALs

PDPH with DBHIDS, OPS-Opioid Response Unit (ORU), CEO and the ME's Office, provides bereavement support for loss of a loved one due to substance use through Philly HEALs (Healing and Empowerment After Loss). In 2025, the program supported 1,662 Philadelphians with overdose bereavement support.

In 2025, Philly HEALs made an effort to focus a portion of community outreach to recovery houses. Philly HEALs has presented services at recovery house staff meetings, hosted a grief and loss workshop at Ready, Willing and Able recovery house and recently, began hosting an ongoing grief group at Ready, Willing and Able recovery house. Philly HEALs participated in 18 community outreach events in 2025.

Since 2023, Philly HEALs switched its support groups to ongoing bi-weekly meetings without a time-limit and anyone can join at any time. Philly HEALs currently has 7 ongoing support groups that meet via Zoom, including child loss support group, partner loss, writing group, drop-in support, parent loss, sibling loss, and men's group.

Philly HEALs also offers a weekly movement group which focuses on processing grief through movement, meeting in-person twice a month at One Art Community Center in West Philly and virtually twice a month.

Philly HEALs still offers individual counseling, child and adolescent counseling for children ages 4-19 who lost a loved one to overdose or have a family member with a Substance Use Disorder, and monthly psychoeducational workshops which include topics such as dreams, stigma, recovery and more.

To learn more, visit the [HEALs website](#).



# SAFE PEOPLE

Programs that reduce the risk of crises occurring and address them effectively when they do happen. Many of these programs relate to gun violence and behavioral health support.

PROJECT	GOAL OF PROJECT	LEADERSHIP/PARTNERSHIP
<b>Shared Safety</b>	Improves services offered to survivors of gender-based violence across the city.	ODVS in collaboration with WOAR – Philadelphia Center Against Sexual Violence, Philadelphia Legal Assistance, and other community-based organizations providing health and human services to individuals and families.
<b>Supervised Child Visitation</b>	Provides a safe environment for children to spend time with noncustodial parents.	ODVS
<b>Crisis Access Link Model (CALM)</b>	Is a short-term behavioral health program for youth in the child welfare system and their parents.	HHS in collaboration with DBHIDS, CBH, and DHS.
<b>Encampment Resolution Team (ERT)</b>	Helps resolve street encampments in Philadelphia using a services-led process.	OHS in collaboration with DBHIDS and OPS- ORU
<b>Philadelphia Crisis Line</b>	Is the city's 24/7 behavioral health crisis call center.	DBHIDS
<b>Safe Firearm Storage</b>	Is a community-based effort to promote and distribute safe storage devices.	PDPH and Youth Empowerment for Advancement Hangout



## Shared Safety

Shared Safety is a collaboration between ODVS, other City agencies, and community organizations. They are working to improve systems that support survivors of gender-based violence.

Shared Safety's goal is to make Philadelphia safer for survivors of all backgrounds, including LGBTQ+ people and immigrants.

Learn more [online](#).

## Supervised Child Visitation

The Supervised Child Visitation Program is a free, trauma-informed service for Philadelphia families with a history of violence when ordered by the court. It gives children and noncustodial parents a safe place to spend time together. The space is designed to be physically and emotionally safe for everyone. This ODVS program follows safety rules to keep the children and custodial and noncustodial adults safe.

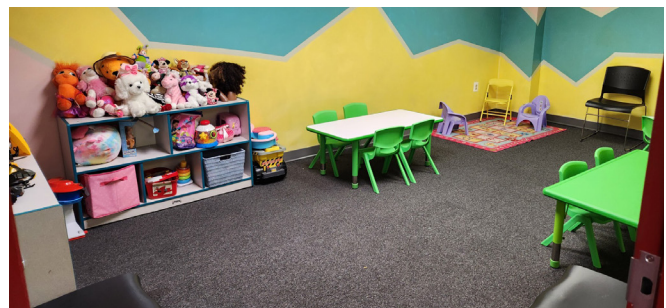
In 2025, the program has helped



**142**  
Families



**191**  
children



## Crisis Access Link Model (CALM)

The Crisis Access Link Model (CALM) is a short-term behavioral health program for youth in the child welfare system and their resource (kinship/foster) parents. CALM is there to support when a child enters a new home, whether it's their first placement or a move after the previous one didn't work out. The CALM team meets with the child and caregiver to help them adjust.

They talk to caregivers about trauma and give children space to express their needs. CALM also connects families to DHS services and behavioral health programs. The long-term goal is to reduce how often children have to move so that they can have greater stability and support in their lives.

Each child receives a coping kit with items they choose—such as a blanket, notebook, or stuffed animal. The team also works with the family to create a coping and wellness plan that includes ways for the child to self-soothe and for caregivers to support in tough moments. These tools support stronger placements and reduce stress.

CALM supports Mayor Parker's goal of building a safer city by helping families through a time of crisis. The program began in November 2022 in Community Umbrella Agency (CUA) 10.

### As of July 21, 2025, CALM

is active in  
**8 of 10**  
Community Umbrella  
Agencies with only 5  
and 6 left to launch

**639**  
CALM cases served

**555**  
Unique youth CALM  
cases served

**92**  
families are connected  
to new behavioral  
health services, and 100  
more are on a waitlist.

## Encampment Resolution Team (ERT)

OHS' Encampment Resolution Team (ERT) helps resolve street encampments in Philadelphia using a services-led process. The team first builds trust with people living in encampments and learn about their needs and goals. Then, they connect the individual to housing and social services to help end their homelessness.

ERT also works with other partners to bring in extra resources, when needed. From July 1, 2024, to April 1, 2025, the ERT carried out **1,176 service actions across 33 locations**. The ERT improves public health, sanitation, and the city's ability to handle emergencies and large events. Helping individuals enter stable housing supports long-term economic opportunity and dignity.

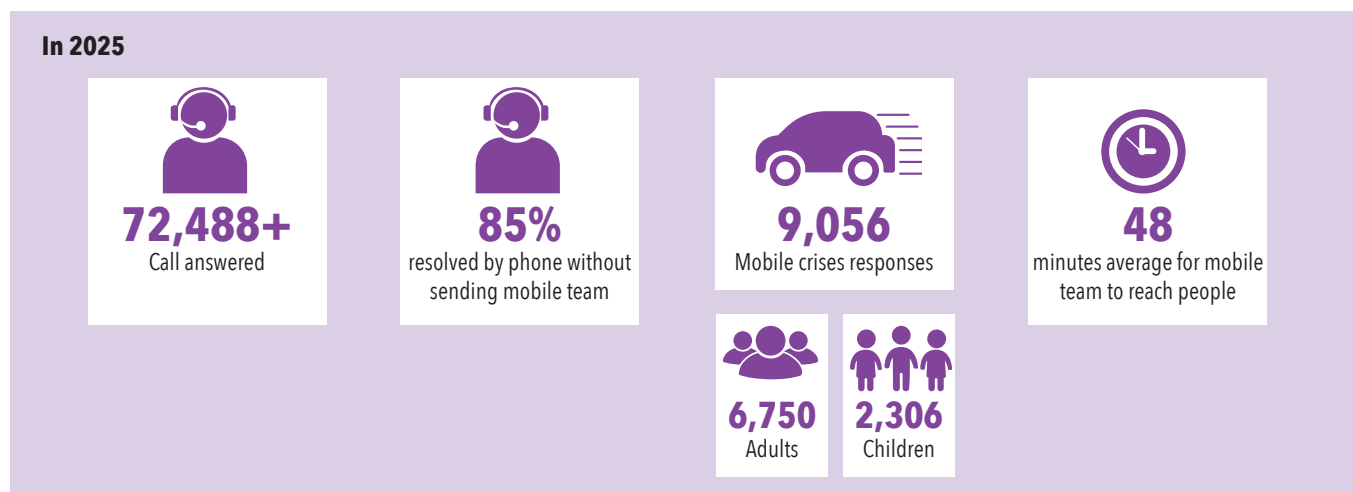
To request a homeless outreach team to visit and engage someone, please call Homeless Outreach Hotline at (215) 232-1984.



## Philadelphia Crisis Line

The Philadelphia Crisis Line (PCL) is the city's 24/7 behavioral health crisis call center and serves as Philadelphia's 988 Suicide & Crisis Lifeline. It plays a key role in the SAFE City initiative by offering immediate support to people in crisis. Each month, trained counselors at PCL answer approximately 6,000 calls. They help with suicide risk assessments, safety planning, and emotional support. PCL also follows up with callers, helps coordinate care, and reviews involuntary commitment requests through County Delegates. Some counselors are co-located in the 911 Radio Room to connect people in crisis with the right mental health resources.

PCL can also send mobile crisis teams to homes, schools, or community spaces. These teams respond to both youth and adult crises, help stabilize situations and link individuals to services. Most importantly, PCL offers a non-police response to behavioral health emergencies. This reduces hospital visits + arrests and provides trauma-informed care right where it's needed. Over two years, the program helped the City avoid an estimated \$5 million in hospital costs.



Philadelphians can **call or text 988 anytime for free**, confidential support or a mobile crisis response. Learn more at [www.988Philly.org](http://www.988Philly.org).



## Safe Firearm Storage

PDPH's Safe Firearm Storage initiative is a community-based effort that helps trusted messengers promote and distribute safe storage devices like firearm safes and cable locks. The program focuses on neighborhoods that face high rates of firearm violence. PDPH also partners with a local youth-serving organization, Youth Empowerment for Advancement Hangout (YEAH Philly), to conduct a community-based research project. The project studies and influences cultural norms around safe storage in Black, urban neighborhoods.

This initiative advances Mayor Parker's vision for a safer Philadelphia. Safe firearm storage prevents unintentional firearm injury and death, especially among children. It also makes our communities safer by reducing unauthorized firearm use and keeping firearms out of the underground market.

Since 2022, PDPH's initiative has distributed **over 1,000 firearm safes** and **2,500 cable locks** in West / Southwest Philadelphia. They have also recruited **over 400 participants** into their safe storage research study that launched in October 2024.

In 2025, PDPH added cable locks to four Public Health Vending Machines operated in partnership with PDP. These machines provide free, secure, easy access to essential supplies that reduce harm.

To learn where to pick up a free storage device, contact [GetHealthyPhilly@phila.gov](mailto:GetHealthyPhilly@phila.gov).



# ECONOMIC OPPORTUNITY

Programs that improve economic mobility are critical because lowering financial burdens helps to ease stress and supports people in their efforts to care for their health and wellbeing.

PROJECT	GOAL OF PROJECT	LEADERSHIP/PARTNERSHIP
<b>The Criminal and Juvenile Justice Debt Relief Program</b>	Pays court fines and fees so that individuals are more able to seal or expunge their record.	HHS in collaboration with CEO, OPS, FJD, Defender Association, OVA, CLS, PLSE, and Clarifi
<b>Food Safety Training</b>	Helps Khmer-speaking food vendors flourish by providing translation services for food safety trainings.	PDPH's Environmental Health Services Division in collaboration with the Mayor's Office of Policy Planning and Delivery, the Department of Commerce, OIA, and the Office of Public Engagement.
<b>Senior Community Service Employment Program (SCSEP)</b>	Gives low-income Philadelphians over the age of 55 part-time, paid training at local nonprofits and government offices.	MCOA in collaboration with PCA
<b>Landlord Week 2025</b>	Gave housing providers tools and information to better manage their properties and understand city housing rules.	OHS in collaboration with Gateway City
<b>Systemic, Therapeutic, Assessment, Resources and Treatment (START)</b>	Supports adults who have both serious mental illnesses and intellectual or developmental disabilities and trains providers to better support them.	DBHIDS in collaboration with JEVS through the BHDD Executive Clinical Leadership Group. The National Center for START Services provided almost \$6 million to implement the program in Philadelphia.
<b>Ambulatory Health Services</b>	Eight centers that offer primary care to Philadelphians regardless of insurance status or ability to pay.	PDPH

## The Criminal and Juvenile Justice Debt Relief Program

The Criminal and Juvenile Debt Relief Program is a collaboration with CEO, OPS, FJD, Defender Association, OVA, CLS, launched in 2023. When someone is convicted of a crime, they often owe money to the court, as well as potentially restitution to victims. The Criminal and Juvenile Justice Debt Relief Program pays this debt, allowing many low-income Philadelphians to seal or expunge their records. Clearing debt helps them access better jobs, housing, and increases stability.

This program has three main goals:

1

**Help individuals  
clear criminal  
records**

2

**Pay debt so families  
can keep more of their  
income**

3

**Give low-income  
residents the same  
chance at a fresh start**

The City prioritizes payments in 10 zip codes most affected by gun violence, incarceration, and poverty. These payments also support victims who would otherwise not receive restitution. By reducing court debt and clearing people's records, the program reduces poverty and makes communities safer. People with paths to housing, work, and community are less likely to re-offend, which improves public safety and wellbeing. The program identifies eligible individuals by reviewing court data and working with legal services. People cannot apply directly.

To learn more about the program, visit their [website](#).

## Food Safety Training

This year, PDPH held food safety training sessions to help Khmer-speaking food vendors flourish while keeping the public safe. Many of these vendors work at the Southeast Asian Market in South Philadelphia. The training goes over local and national food rules and is easy to understand. The most recent training included learning tools like videos and audio guides. A Khmer-speaking staff member was present to support them throughout the process.

This training is part of Mayor Cherelle L. Parker's "PHL Open for Business" program, which supports small businesses across the city. It helps vendors get certified, avoid fines, and stay open. It also reduces foodborne illness, which can be very dangerous for children, older adults, and people with weakened immune systems.

In 2025, there were **two** training sessions. A total of **36 food business** owners and **two City staff members** joined. They could take the final test on paper or by speaking. Thirteen people took the test by speaking, and the average score was 86.5%. These results show that clear, culturally appropriate training makes a difference, especially when supported by community members.



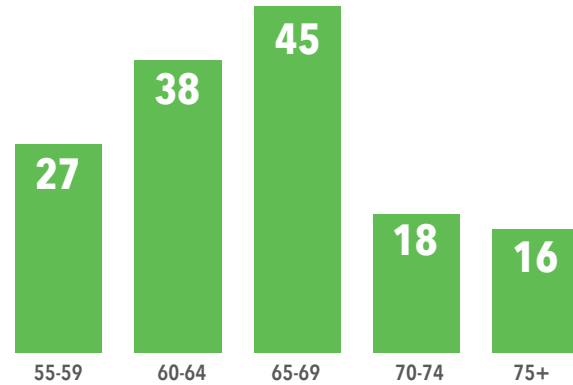
### Senior Community Service Employment Program (SCSEP)

MCOA works with PCA to run the Senior Community Service Employment Program (SCSEP). This program serves low-income Philadelphia residents who are ages 55 or older and unemployed. SCSEP connects older adults with part-time, paid training at local nonprofits and government offices. The federal government funds this program and gives participants paid, part-time training at local nonprofit and government offices, called host sites. While working, they learn job skills in areas like office work, food service, customer service, and maintenance. The program also offers help with writing resumes, using computers, finding jobs, and planning careers.

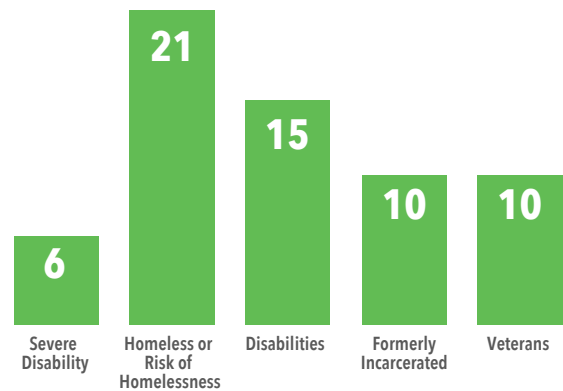
The goal is to help people move into regular, full-time jobs. To join, someone must be unemployed and meet federal income limits. SCSEP helps people who often have a hard time finding work, including those with little job experience, disabilities, or who have been homeless. It gives them a chance to earn money, build confidence, and become more independent. SCSEP promotes fairness and helps build a stronger economy where people of all ages or backgrounds can thrive.

To learn more about the program, visit [SCSEP's website](#).

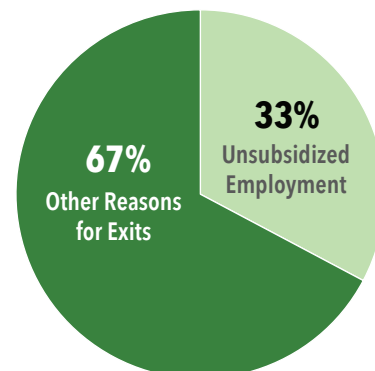
### Age at Enrollment



### Most in Need Characteristics



### Reasons for Exits





### Landlord Week 2025

OHS collaborated with Gateway City partners to hold Landlord Week 2025 from May 19–23 at different locations across Philadelphia. It gave landlords, property managers + housing providers tools and information to better manage their properties plus understand city housing rules.

The week included training sessions, expert talks, and workshops on topics such as:

- Building safety
- Renting to people with low incomes
- Zoning
- Taxes
- Working with the city

The event also focused on improving landlord-tenant relationships and making housing fairer + more stable. Landlord Week supported Mayor Parker's goals of economic growth and housing equity by helping small and minority landlords succeed. It also encouraged safe, clean housing and increased people's access to affordable homes.

A total of **148 people** attended the event, with some joining more than one session.

To learn more about upcoming Landlord Weeks, visit their [website](#).

### START (Systemic, Therapeutic, Assessment, Resources and Treatment)

START is an evidence-based program coordinated by DBHIDS through the BHDD Executive Clinical Leadership Group.

START helps adults who have both serious mental illnesses and intellectual or developmental disabilities. It gives them support during crises, helps assess their needs, and provides care. The National Center for START Services approved Philadelphia as the second Pennsylvania county to implement START, bringing in almost \$6 million.

The program's goal is to give people better care by bringing together families, doctors, mental health providers, and people with personal experience. Many people in this group have had tough life experiences, like abuse, homelessness, or being in the criminal justice system. Many have also experienced shelters and hospital emergency rooms.

Through START, the City has trained crisis teams to better work with these populations. They have focused on understanding trauma, disabilities like autism, and working with people who struggle to express their feelings.



### Ambulatory Health Services

PDPH runs eight Ambulatory Health Services centers that offer primary care to all Philadelphians. The health centers provide care to all patients, regardless of their insurance status or ability to pay. Of the patient population, **93% are non-white** and **46% are uninsured**.

One program currently at the health centers is working to reduce hypertension in patients. Hypertension, or high blood pressure, is more common in people of color and can lead to serious health problems like heart disease and stroke. To fight this, the health centers offer a program that helps patients track their blood pressure. The program includes getting the medicine and lab tests patients need, while working closely with a care team. This team includes doctors, navigators, dietitians, and support staff who help patients manage their condition.

In 2025, **70% of patients aged 18–84** with hypertension had their blood pressure under control showing that people in the program have significantly more control over their hypertension than the **national average of 50%**.

Controlling long-term health problems, such as high blood pressure, helps people avoid emergencies and live healthier lives. Healthy individuals are better able to enter and remain in the workforce, leading to economic stability for themselves and their families.

Philadelphia residents who are looking for a new primary care provider at the health centers can use the primary care finder tool:



[www.phila.gov/primary-care/](http://www.phila.gov/primary-care/)



[www.phila.gov/healthcenters](http://www.phila.gov/healthcenters)



# LOOKING AHEAD

Programs that are expansions of existing work or innovative new collaborations.

PROJECT	GOAL OF PROJECT	LEADERSHIP/PARTNERSHIP
<b>DV Data Sharing and Application</b>	Will collect, organize, and share data about gender-based violence.	ODVS
<b>Medicaid and SNAP Eligibility Responses</b>	Will respond to federal eligibility and funding changes to SNAP and Medicaid to get residents the supports they need to stay healthy.	HHS in partnership with CEO and collaboration with a wide range of other City agencies + community partners.
<b>Retired and Senior Volunteer Program (RSVP)</b>	Helps older adults stay active and connected by giving them chances to volunteer in their communities.	MCOA
<b>OHS - Road to 3,000</b>	Is a five-year plan to create 3,000 units of permanent supportive housing for individuals and families experiencing homelessness.	OHS in partnership with the Office of Planning and Development along with PHA.
<b>First Judicial District Mental Health Clinic (Behavioral Health and Justice Division)</b>	Improves the Mental Health Clinic to protect the constitutional rights of defendants with behavioral health needs.	DBHIDS' Behavioral Health and Justice Division in partnership with the First Judicial District Court
<b>New Health Centers in the Northeast</b>	Two new health centers will serve Northeast Philadelphians.	PDPH in collaboration with CPO, DPP, Law + community partners
<b>Wellness Initiative Collaboration</b>	Will develop as a national model for integrated housing and services.	OCWR in collaboration with DBHIDS, OHS, and other City partner agencies.



### **Data Sharing and Application**

In 2026, ODVS will collect, organize, and share data about domestic violence, sexual violence, and human trafficking in Philadelphia. The team will also study information about people who cause harm to find better ways to stop violence before it occurs again. This work will assist ODVS better understand how often these problems happen, why they happen, and where help is most needed. By using this data to guide programs and support services, ODVS can take action to improve supports and prevent future harm. These efforts are part of the City's larger goal to make Philadelphia a safer place for everyone to live, work, and grow.

### **Medicaid Eligibility and SNAP Eligibility**

In 2026, HHS is part of a coordinated City response to federal changes in Medicaid and SNAP (formerly known as food stamps). Eligibility and funding changes mean that many Philadelphians will lose their benefits within the next year. HHS and CEO are working with partners across the city to prepare for the incoming changes. We are working to get residents the information they need to access available health care and food support.

Learn more about SNAP changes on the City's [website](#).

HHS will work with CEO and other city partners to create and post similar information for residents about Medicaid changes, as more information becomes available.

### **Retired and Senior Volunteer Program (RSVP)**

The Retired and Senior Volunteer Program (RSVP) helps older adults stay active and connected by giving them chances to volunteer in their communities. RSVP matches people aged 55 plus with service roles that support local needs. These volunteer opportunities help older adults stay social and give back to their neighborhoods.

To learn more about the program, visit [RSVP's website](#).



### Road to 3,000

In 2026, the Office of Homeless Services will continue advancing the “Road to 3,000” goal. This is a five-year plan to create 3,000 units of permanent supportive housing for individuals and families experiencing homelessness. As of the September 2025, approximately 600 units were made available. The goal for 2026 is to expand this inventory by 750 units. This reinforces the City’s commitment to housing equity, community, and long-term stability. This goal reflects OHS’s commitment to affordable housing as a critical platform for health, safety, and economic opportunity.

### Court Evaluation Clinic (DBHIDS’ Behavioral Health and Justice Division)

In 2026, after much planning and collaboration, DBHIDS Behavioral Health and Justice Division (BHJD) and the First Judicial District will select a behavioral health agency to operate an improved Court Evaluation Clinic. The clinic evaluates individuals who are involved with the legal system to see if they have a serious mental illness, intellectual disability, and/or other condition that could make the court process more difficult for them. The improved Court Evaluation Clinic will focus on “competency to proceed” evaluations based on national standards. This will help protect the constitutional rights of defendants with behavioral health needs. The Court Evaluation Clinic will also have more clinicians to evaluate people. This should shorten the time that people have to wait to be evaluated.

The Court Evaluation Clinic will also create chances to divert people away from jail or Norristown State Hospital. The clinic will suggest other services or programs that address a person’s treatment needs. This will help connect defendants to mental health care, social services, and community resources instead of sending them to Norristown State Hospital. The goal is for people to receive treatment in Philadelphia, near familiar surroundings and support networks.

To receive services at the court evaluation clinic, you must be referred by a criminal court in Philadelphia.

### New Health Centers in the Northeast

In the upcoming year, PDPH will continue planning for the building of two new health centers in Northeast Philadelphia to fill that area’s primary care gap. Accessing primary and preventative care enables Philadelphians live longer, healthier and more productive lives.

### Mayor Parker’s Wellness Initiative

In 2026, Riverview Wellness Village will continue to develop as a national model for integrated housing and services. Additionally, OCWR will partner with other Human Services agencies to identify new opportunities for recovery-housing models.

# Appendix 1: Categories of Service

For more information on services offered around Philadelphia, visit our Categories of Service page.

Program Name	Link
<b>Water Security</b>	<a href="http://www.phila.gov/services/water-gas-utilities/water-shutoffs/prevent-water-shutoffs/">www.phila.gov/services/water-gas-utilities/water-shutoffs/prevent-water-shutoffs/</a>
<b>Enhanced Code Blue</b>	<a href="http://www.phila.gov/2025-01-07-what-happens-during-a-code-blue-and-how-to-get-help/">www.phila.gov/2025-01-07-what-happens-during-a-code-blue-and-how-to-get-help/</a>
<b>Philly Families CAN (PFCAN) and Concrete Goods Fund</b>	<a href="http://www.phillylovesfamilies.com/philly-families-can">www.phillylovesfamilies.com/philly-families-can</a>
<b>Engaging Males of Color</b>	<a href="http://www.dbhids.org/emoc">www.dbhids.org/emoc</a> , email <a href="mailto:Octavius.L.Blount@phila.gov">Octavius.L.Blount@phila.gov</a> , or join the <a href="mailto:listserv:emoc@phila.gov">listserv: emoc@phila.gov</a> .
<b>Philly Phlush</b>	<a href="http://www.phila.gov/2024-10-16-philadelphias-public-restroom-pilot-the-philly-phlush/">www.phila.gov/2024-10-16-philadelphias-public-restroom-pilot-the-philly-phlush/</a>
<b>Senior Resource Directory</b>	(215) 686-8450
<b>DBHIDS Homeless Outreach</b>	(215) 232-1984
<b>Wellness Ecosystem Initiative</b>	<a href="http://www.phila.gov/programs/wellness-ecosystem-initiative/">www.phila.gov/programs/wellness-ecosystem-initiative/</a>
<b>Riverview Wellness Village</b>	<a href="mailto:wellness@phila.gov">wellness@phila.gov</a>
<b>Innovation Fund</b>	<a href="http://www.phila.gov/departments/office-of-domestic-violence-strategies/resources/">www.phila.gov/departments/office-of-domestic-violence-strategies/resources/</a>
<b>Philly HEALs</b>	<a href="http://www.phila.gov/programs/substance-use-prevention-and-harm-reduction/our-work/grief-support-for-drug-related-loss/">www.phila.gov/programs/substance-use-prevention-and-harm-reduction/our-work/grief-support-for-drug-related-loss/</a>
<b>Encampment Resolution Team (ERT)</b>	Homeless Outreach Hotline at (215) 232-1984
<b>Philadelphia Crisis Line</b>	<a href="http://www.988Philly.org">www.988Philly.org</a> or call or text 988
<b>Safe Firearm Storage</b>	<a href="mailto:GetHealthyPhilly@phila.gov">GetHealthyPhilly@phila.gov</a>
<b>The Criminal and Juvenile Justice Debt Relief Program</b>	<a href="http://www.phila.gov/programs/criminal-and-juvenile-justice-debt-relief-program/">www.phila.gov/programs/criminal-and-juvenile-justice-debt-relief-program/</a>
<b>Senior Community Service Employment Program (SCSEP)</b>	<a href="http://www.phila.gov/programs/senior-community-service-employment-program-scsep/">www.phila.gov/programs/senior-community-service-employment-program-scsep/</a>
<b>Landlord Week 2025</b>	<a href="http://www.phila.gov/programs/landlord-gateway/">www.phila.gov/programs/landlord-gateway/</a>
<b>Health Centers Directory</b>	<a href="http://www.phila.gov/primary-care/">www.phila.gov/primary-care/</a> or <a href="https://www.phila.gov/services/mental-physical-health/city-health-centers/">https://www.phila.gov/services/mental-physical-health/city-health-centers/</a>
<b>Medicaid Eligibility and SNAP Eligibility</b>	<a href="http://www.phila.gov/2025-09-05-what-you-need-to-know-about-significant-changes-to-snap-benefits/">www.phila.gov/2025-09-05-what-you-need-to-know-about-significant-changes-to-snap-benefits/</a>
<b>Retired and Senior Volunteer Program (RSVP)</b>	<a href="http://www.americorps.gov/serve/amicorps-seniors/amicorps-seniors-rsvp">www.americorps.gov/serve/amicorps-seniors/amicorps-seniors-rsvp</a>
<b>New Health Centers in the Northeast</b>	<a href="http://www.phila.gov/2023-05-12-city-announces-plans-for-two-new-health-centers-in-the-lower-northeast/">www.phila.gov/2023-05-12-city-announces-plans-for-two-new-health-centers-in-the-lower-northeast/</a>

# Appendix 2: Explanation of Fiscal Years in City Government

Philadelphia government uses a fiscal year (FY) that runs from July 1 to June 30 when setting the city budget. City departments also use the City fiscal year when measuring the success of most of their programs. This means that Fiscal Year 2025 refers to July 1, 2024, to June 30, 2025, while Fiscal Year 2026 refers to July 1, 2025, to June 30, 2026. In this report, most of the time that a year is used alone, it is referring to the fiscal year, not the calendar year. When a program is using the calendar year, that will be specified.

## Glossary

Abbreviations	Description
ASERT	Autism Services, Education, Resources, and Training Collaborative
BHDD	DBHIDS division of Behavioral Health and Developmental Disabilities
CBH	Community Behavioral Health (A Division of DBHIDS)
CEO	Office of Community Empowerment and Opportunity
CPO	Capital Programs Office
CLS	Community Legal Services
DAO	District Attorney's Office
DBHIDS	Department of Behavioral Health and Intellectual disAbility Services
BHJD	Behavioral Health and Justice Division
FJD	First Judicial District of Philadelphia
GBV	Gender-Based Violence
HHS	Health and Human Services
IPV	Intimate Partner Violence
MCOA	Mayor's Commission on Aging
MDO	Managing Director's Office
ODP	Office of Developmental Programs
OCWR	Office of Community Wellness and Recovery

Abbreviations	Description
OCC	Outreach Coordination Center
ODVS	Office of Domestic Violence Strategies
OEM	Office of Emergency Management
OHS	Office of Homeless Services
OIA	Office of Immigrant Affairs
OPD	Office for People with Disabilities
OPS	Office of Public Safety
OVA	Office of the Victim Advocate
PA DHS	Pennsylvania Department of Human Services
PCA	Philadelphia Corporation for Aging
PDPH	Philadelphia Department of Public Health
PHA	Philadelphia Housing Authority
PHDC	Philadelphia Housing Development Corporation
PLSE	Philadelphia Lawyers for Social Equity
PPD	Philadelphia Police Department
PWD	Philadelphia Water Department
SMI	Serious Mental Illness
WRB	Philadelphia Water Revenue Bureau



Managing Director's Office

## Health and Human Services

### **Suicide & Crisis Lifeline**

**Call or text 988 anytime for free**

confidential support or a mobile crisis response.

Learn more at [www.988Philly.org](http://www.988Philly.org).

### **Outreach Coordination Center**

**Call - 215-232-1984**

### **Philadelphia Domestic Violence Hotline**

**Call (24/7/365) - (866) 723-3014**

### **Health and Human Services**

**Email: [HHSabinet@phila.gov](mailto:HHSabinet@phila.gov)**

### **Senior Resource Directory**

**Call - 215-686-8450**

### **Health Centers Directory**

Learn more at [phila.gov/primary-care](http://phila.gov/primary-care)