



Resource Assistance Directory:

Support and Services Following the July 11 Severe Weather and Flooding

Health and Wellness

Mental Health Services (DBHIDS)

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

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

Property Concerns

Smoke Alarms (Philadelphia Fire Department)

The Philadelphia Fire Department can install smoke alarms if they are needed in your home. You can request smoke alarms through [Philly311](#) (via the app or by phone). To receive smoke alarms, you must live in the City of Philadelphia in a one- or two-family home that is occupied by the owner. If you live in an apartment building, or are renting a house, the landlord must provide smoke alarms on every level of the home. If your landlord has not provided smoke alarms, call Philly311 to report the violation.

Business Support (Department of Commerce)

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

Property Damage (American Red Cross Southeastern Pennsylvania)

Residents whose homes were damaged can connect with a Red Cross caseworker about additional resources which may be available. Call 1-800-Red-Cross (1-800-733-2767).

Housing Support (Philadelphia Housing Development Corporation)

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

Damage Report Survey (Office of Emergency Management)

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

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

Residents concerned about structural damage can call 311 or contact the Department of Licenses and Inspections' Contractual Services Unit (CSU) directly at (215) 686-2480 (7:00 a.m. - 3:30 p.m. daily). You can also call their Community Office at 215-686-1440 or 267-254-6622

Scam Awareness (State Attorney General)

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

Tree Emergency Response (Philadelphia Parks & Recreation)

For downed trees, please report using the following guidelines:

- Call 9-1-1 if a tree is blocking a road or has fallen on a home, car, or other property.
- Call PECO at 1-800-841-4141 if downed wires are involved.
- Use 311 for non-emergency tree issues.

Power Outages (PECO)

For emergency needs, please contact PECO via telephone at 1-800-841-4141. To report a power outage, please do so via the PECO app or visit their [website](#) today.

Community Outreach

Community Engagement (Mayor's Office of Public Engagement and Community Affairs)

For more information on City resources, visit your local Neighborhood Community Action Center for assistance.

Action Center 2

Dixon House 1920 S. 20th Street
Victoria Wylie, Community Co-Manager
267-879-3574

Action Center 3

6150 Cedar Ave.
Sajda "Purple" Blackwell, Community Manager
267-455-8992

Action Center 4

5630 Vine St.

Contact Rennie Parker, Community Manager
267-344-9623

Public Information (Office of Emergency Management)

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

Follow the Office of Emergency Management on X and Facebook @philaOEM

Tax Assistance

Tax Assistance (Department of Revenue)

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

Real Estate Tax Adjustment (Office of Property Adjustment)

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

Return in person or by mail:
Office of Property Assessment
601 Walnut St., Suite 300 W.
Philadelphia, PA 19106

Return by email: abatements@phila.gov

Faith Based Resources

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

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

Food Resources**Share Food Program**

The Share Food Program offers free resources, including a Citywide food map including grocery distribution, food pantry locations, and delivery programs. Please visit their [website](#) to locate programs in your area.