



Updated: 7 April 2020

This quick-reference document contains a variety of resources during the COVID-19 emergency. This is not an exhaustive list.

- Assistance in applying for state or other public benefits
- Behavioral/Mental health
- Childcare/Kinship care
- COVID-19 specific webpages
- Employment/Unemployment/Small Business Information
- Financial assistance and tips
- Food
- General phone numbers or websites to find local help
- Homelessness
- Legal aid
- Reporting abuse, neglect or exploitation
- Substance use and recovery
- VA – information from VHA, VBA and NCA

Assistance in applying for state or other public benefits:

- Apply for state benefits online via COMPASS (all County Assistance Office locations are closed):
<https://www.compass.state.pa.us/compass.web/Public/CMPHome>
- Pennsylvanians age 60+ can also call the PA Benefits Center for over-the-phone help in determining if they are eligible for any of the following benefits: Medicaid, Medicare Extra Help (LIS) or Medicare Savings Programs (MSP), Pharmaceutical Assistance Contract for the Elderly (PACE/PACENET), Property Tax and Rent Rebate, or Supplemental Nutrition Assistance Program (SNAP). Call #1-800-528-9594, Monday through Friday, 9:00am to 5:00pm.
- Low-income Philadelphia residents can call BenePhilly to see if they are eligible for a wide variety of benefits. Call #1-844-848-4376, Monday through Friday, 9:00am to 5:00pm.
- Pennsylvanians age 18 and older in need of social services like housing, employment, medication, healthcare, or food can call the Clearinghouse for help in finding local, state and national resources and programs. It is free to call and receive information about what exists. #1-800-955-0989, Monday through Friday, 8:00am to 5:00pm. After hours voicemail is available. Click icon below to view the 2020 Clearinghouse brochure.



Clearinghouse
Brochure 2020.pdf

Behavioral/Mental health:

- New Statewide Support and Referral Helpline - created to help those struggling with anxiety and challenging emotions due to the COVID-19 emergency: #1-855-284-2494; TTY 724-631-5600
- Veteran Crisis Line: #1-800-273-TALK (8255) and press 1, or Text 838255, or chat online at VeteransCrisisLine.net
- VET Center Call Center: #1-877-WAR-VETS (1-877-927-8387) or visit the website for more information: <https://www.vetcenter.va.gov/>
- National Suicide Prevention Lifeline: #1-800-273-TALK (8255)
- Nacional de Prevención del Suicidio: #1-888-628-9454
- Crisis Text Line: Text "PA" to 741-741
- Disaster Distress Helpline: #1-800-985-5990
- Get Help Now Hotline (for substance use disorders): #1-800-662-4357
- Pennsylvania Sexual Assault Helpline: #1-888-772-7227
- National Domestic Violence Helpline: #1-800-799-7233

Childcare/Kinship care:

- Locate child care centers approved to operate during COVID-19 via this new DHS tool:
<https://www.dhs.pa.gov/providers/Providers/Pages/Coronavirus-Child-Care.aspx>
- General information and resources about Childcare and Early Learning:
<https://www.dhs.pa.gov/Services/Children/Pages/Child-Care-Early-Learning.aspx><https://www.dhs.pa.gov/Services/Children/Pages/Child-Care-Early-Learning.aspx>
- KinConnector – #1-866-KIN-2111 (1-866-546-2111) – provides assistance for relatives who are caring for dependent children. Available Monday through Thursday, 9:00am to 10:00pm, and Friday from 9:00am to 5:00pm.

COVID-19 specific webpages:

- PA Dept of Health (DOH) Coronavirus updates:
<https://www.health.pa.gov/topics/disease/coronavirus/Pages/Coronavirus.aspx>
- PA Dept of Human Services (DHS) Coronavirus landing page – continually updated with information:
<https://www.dhs.pa.gov/providers/Providers/Pages/Coronavirus-2020.aspx>
- Pennsylvania Employees impacted by COVID-19:
<https://www.uc.pa.gov/Pages/covid19.aspx>
- Pennsylvania Housing Finance Agency list of resources during COVID-19: <https://www.phfa.org/news/coronavirus.aspx>

- Public Utility Commission's Actions related to COVID-19: http://www.puc.state.pa.us/about_puc/covid_19.aspx
- PA Attorney General COVID-19 page (including information on Price Gouging, PA CARE Package, Frauds and Scams, etc.): <https://www.attorneygeneral.gov/COVID19/>
- HUD's Coronavirus page: <https://www.hud.gov/coronavirus>

Employment/Unemployment/Small Business Info:

- General information for workers impacted by COVID-19: <https://www.uc.pa.gov/Pages/covid19.aspx>
- Unemployment Compensation COVID-19 Guidance and Resources: <https://www.uc.pa.gov/COVID-19/Pages/default.aspx>
- Unemployment Compensation Benefits and COVID-19 FAQ: <https://www.uc.pa.gov/COVID-19/Pages/UC-COVID19-FAQs.aspx>
- Unemployment Compensation Guide - general: <https://www.uc.pa.gov/unemployment-benefits/UCGuide/Pages/default.aspx>
- PA CareerLink: <https://www.pacareerlink.pa.gov/jponline/>
- PA Dept of Economic and Community Development (DCED) page of COVID-19 resources for businesses, communities and local government: <https://dced.pa.gov/resources/>
- Small Business Administration - COVID-19 Small Business Guidance and Loan Resources (including Coronavirus Relief Options, Finding Local Assistance and more): <https://www.sba.gov/page/coronavirus-covid-19-small-business-guidance-loan-resources>
- Small Business Administration Paycheck Protection Program information, eligibility and forms: <https://www.sba.gov/funding->

[programs/loans/coronavirus-relief-options/paycheck-protection-program-ppp](#)

- Small Business Administration general guidance for SBA Disaster loans: <https://disasterloan.sba.gov/ela/Documents/SBA-Disaster-Assistance-Loans-Businesses-Nonprofits.pdf> or click on this icon:



SBA-Disaster-Assistance-Loans-Businesses

- U.S. Chamber of Commerce – resources for businesses: <https://www.uschamber.com/coronavirus>

Financial assistance and tips:

- Veterans Temporary Assistance (VTA) – benefit through DMVA:
 - Must meet eligibility criteria – for more information, visit: <https://www.dmva.pa.gov/veteransaffairs/pages/programs%20and%20services/veterans-temporary-assistance.aspx>
 - Applications for VTA are initiated through the County Director of Veterans Affairs (CDVA). If the CDVA staff are not available due to county office closure, the veteran may contact DMVA directly at #1-800-547-2838 or by email at Ra-vta@pa.gov
- Military Family Relief Assistance Program (MFRAP) – benefit through DMVA:
 - Must meet eligibility criteria – for more information and to apply, visit: www.mfrap.pa.gov, call toll free #1-866-292-7201, or email RA-PA-MFRAP@pa.gov
- Mortgage Relief Options – Info from Consumer Financial Protection Bureau: <https://www.consumerfinance.gov/about-us/blog/guide-coronavirus-mortgage-relief-options/>

- PA Consumer Relief Initiative – PA CARE Package (speak with your bank to see if they are participating in the initiative):
<https://www.attorneygeneral.gov/taking-action/press-releases/attorney-general-shapiro-launches-pa-care-package-consumer-relief-initiative-during-covid-pandemic/>
- VA help to avoid foreclosure: <https://www.va.gov/housing-assistance/home-loans/trouble-making-payments/>
- Talk to your mortgage servicer or bank and/or a housing counselor if you are having trouble making mortgage payments:
https://www.hud.gov/i_want_to/talk_to_a_housing_counselor
- Other Consumer Financial Protection Bureau Tips and Ideas:
https://www.consumerfinance.gov/coronavirus/?utm_source=newsletter&utm_medium=email&utm_campaign=corona

<https://www.consumerfinance.gov/about-us/blog/protect-yourself-financially-from-impact-of-coronavirus/>
- Financial Tips for Individuals from PA’s COVID-19 Response Page – scroll down to the section for Individuals:
<https://www.pa.gov/guides/responding-to-covid-19/#ForIndividuals>
- Utility Bills: On March 6, 2020, Pennsylvania Public Utility Commission Chairman signed an [emergency order](#) prohibiting terminations by utilities that are under the PUC’s jurisdiction, including: Electric, Natural Gas, Water, Wastewater, Telecommunication, Steam. This memorandum is in place for as long as Governor Tom Wolf’s Proclamation of Disaster is in effect. If you are struggling to pay your utility bills, contact your service provider for possible emergency assistance programs.
- Contact you cell phone and/or internet provider, or visit their website, to ask how they are assisting their consumers during COVID-19, especially those who are struggling to pay bills.
- Local Veterans Service Organizations and posts, as well as civic and fraternal organizations may be able to provide financial assistance.

Food:

- Search for food pantries - <https://www.dhs.pa.gov/about/Ending-Hunger/Pages/Food-Pantries.aspx>. Or access food through a Feeding PA Member Food Bank: <https://www.feedingpa.org/find-assistance/>
- For more information on emergency food assistance: https://www.media.pa.gov/pages/Agriculture_details.aspx?newsid=900
- Meals for Students – find resources by county or contact your local school district: <https://www.education.pa.gov/Schools/safeschools/emergencyplanning/COVID-19/Meals4Kids/Pages/default.aspx>
- Sheetz Kidz Meal Bagz – participating locations only. One meal per child while supplies last. To find a participating location near you: <https://www.sheetz.com/news/kidzmeals>
- Supplemental Nutrition Assistance Program (SNAP) – apply online via COMPASS: <https://www.compass.state.pa.us/compass.web/Public/CMPHome>
Or those age 18 and older can receive help applying for SNAP by calling the Clearinghouse at #1-800-955-0989, Monday through Friday, 8:00am to 5:00pm. Pennsylvanians age 60 and older could also call the PA Benefits Center at #1-800-528-9594, Monday through Friday, 9:00am to 5:00pm, for help in applying for SNAP.
- WIC (Women, Infants and Children Program)– apply by calling #1-800-WIC-WINS or start a WIC application online at <https://www.pawic.com/OnlineApplication.aspx>
- Meals for Older Adults may be available from a local Area Agency on Aging (AAA). Learn more by contacting your local Area Agency on Aging and ask to be connected to meals. Find your nearest Area Agency on Aging here: <https://www.aging.pa.gov/local-resources/Pages/AAA.aspx>
- Your county’s Human Service office or local United Way may have information on food assistance options in your local area. Or call 211.

General phone numbers or websites to find local help:

- Pennsylvania 211 – simply dial 211 or text your zip code to #898-211 to talk with a resource specialist for free. Or visit the website for a guided search of services and supports:
<https://www.uwp.org/211gethelp/>
- PA Link Call Center: #1-800-753-8827 (operating hours are Monday-Friday from 8:30am to 5:00pm)
- Community Action Agencies provide a variety of services and programs that may be of assistance. Call or email the Community Action Agency serving your county for more information about what they offer and any eligibility criteria. To find your local Community Action Agency visit: <https://www.thecaap.org/agency-info/pa-community-action-agencies.html>
- Salvation Army – available services will vary by location and may include emergency financial assistance, food assistance, housing/residence assistance, etc. Use their site locator to find the nearest location and what services it offers:
https://www.salvationarmyusa.org/usn/plugins/gdosCenterSearch?query=&mode=query_3

Homelessness:

- 1-877-4AID-VET (1-877-424-3838) to access VA homeless services
- Or connect the individual to their local Coordinated Entry System by calling 211. They should explain that they are homeless or at risk of losing their housing and they need help.
- PA Attorney General Shapiro Press Release 31 March 2020 stating that Pennsylvanians cannot be evicted during state of emergency: <https://www.attorneygeneral.gov/taking-action/press-releases/ag-shapiro-to-landlords-pennsylvanians-cannot-be-evicted-during-state-emergency/>
- Please see the 'Financial assistance and tips' section for resources on mortgage relief and utility bill assistance.

Legal aid:

- While most legal aid offices are not accepting walk-ins at this time, assistance may still be available via phone. To find the legal aid program serving your county, go to: <https://palegalaid.net/legal-aid-providers-in-pa>. Reach out to the program office for information regarding their operations at this time.

Reporting abuse, neglect or exploitation:

- Of an Older Adult: 1-800-490-8505
- Of an adult age 18-59: 1-800-490-8505
- Of a child: 1-800-932-0313
- Report Price Gouging to the Attorney General's Office: pricegouging@attorneygeneral.gov

Substance use and recovery:

- Get Help Now Hotline (for substance use disorders): #1-800-662-4357
- Find a local treatment provider:
<https://apps.ddap.pa.gov/gethelpnow/CareProvider.aspx>
- More substance use and recovery information for INDIVIDUALS:
<https://www.ddap.pa.gov/Get%20Help%20Now/Pages/COVID-19-Information-for-Individuals.aspx>
- More substance use and recovery information for FAMILIES:
<https://www.ddap.pa.gov/Get%20Help%20Now/Pages/COVID-19-Information-for-Families.aspx>

VA - information from VHA, VBA, and NCA:

- VA Telehealth Services – call you VAMC and ask about telehealth services or visit: <https://www.telehealth.va.gov/>
- To find a VA facility near you: <https://www.va.gov/find-locations/>
- The following link will provide information from the federal VA about their services during COVID-19:
 - Healthcare, appointments and more information from VHA
 - Benefit Payments, claims and claim exams
 - National cemeteries and burialshttps://www.va.gov/coronavirus-veteran-frequently-asked-questions/?utm_source=VA%20Alert&utm_medium=Banner&utm_campaign=CORONAVIRUS&utm_content=FAQ
- VA News Release 3 April 2020: VA extends financial, benefits and claims relief to veterans:
<https://www.va.gov/opa/pressrel/pressrelease.cfm?id=5412>