### Children and youth with special healthcare needs and their families

The Special Kids Network Helpline – 1-800-986-4550

- Advocacy for special healthcare needs
  - The Advocacy Alliance Scranton: 1-877-315-6855 Our mission is to promote mental well-being, and support Recovery for adults who have a mental illness; Resiliency for children and adolescents who have emotional/behavioral disorders; Everyday Lives for individuals who have developmental disabilities; and Independence for older adults and individuals with physical disabilities, by providing advocacy and services.
  - The Arc of Pennsylvania [Website link]

    The largest advocacy organization in the United States for people with intellectual and developmental disabilities containing 34 local chapters serving 56 counties across Pennsylvania.
  - Juvenile Law Center [Select 'Lackawanna' County then 'Advocacy and Legal Services'.]
     Advancing the rights and well-being of children in jeopardy.
     1-888-864-6393
    - Association of Retarded Citizens (ARC) See website for contact information.
       Offers services for individuals with intellectual and developmental
       disabilities such as early intervention, supported employment, job training,
       transition planning, respite care, supported living and transportation
    - Pennsylvania Bar Association Lawyer Referral Service
       1-800-932-0311

       Pennsylvania Bar Association Lawyer Referral Service matches clients to a
       Pennsylvania lawyer in a specific area of law.
    - Office Of Vocational Rehabilitation
       1-800-541-0721 or 814-871-4551

       OVR provides assistance with obtaining and maintaining employment to individuals with disabilities.
    - North Penn Legal Services
       Provides legal representation to low-income people. Offers assistance with the following civil legal problems: consumer, housing, employment, education, utility, family, public benefits, elderly, and domestic violence.
    - Special Kids Network
       Statewide referral service designed to serve families of children with chronic health of disabling conditions through information and service coordination
    - Disability Rights Network Of Pennsylvania
       Pittsburgh: 412-391-5225; Philadelphia: 215-238-8070

Provide legal consultation and representation for individuals with disabilities and their families who are facing discrimination on the basis of disability and access to needed services along with providing information, referral and technical assistance to Pennsylvania residents with disability issues.

- Developmental Disabilities Advocacy Network
   The Developmental Disabilities Advocacy Network provides information on disability programs and services in communities nationwide.
- PA Client Assistance Program
   888-745-2357 or 800-323-6060

   PA's Client Assistance Program is an advocacy program for people with disabilities seeking services in employment and housing

- LGBT Youth in Crisis Hotline
   Youth serving youth through age 25. Peer counseling, information, and local resources.
- Gay, Lesbian, Bisexual, and Transgender Helpline 888-843-4564 The Gay, Lesbian, Bisexual, and Transgender Hotline provides telephone and email peer counseling, as wells as factual information and local resources for cities and towns across the United States.
- National Runaway Switchboard
   Toll-free, nationwide hot-line for runaways and troubled youth. Provides information and referral for shelter, counseling, medical and legal services and transportation back home.
- <u>Kaleidoscope Family Solutions Inc.</u> Autism, IDD & Behavioral Team 877-384-1729; Kaleidoscope Family Services (KFS) is School Division: 800-908-0546 a specialized provider of clinical and therapeutic services directly to individuals as well as education-system staffing services. Services are delivered through its specialty division outlined below.
  - KFS Behavioral Therapeutic Services
  - KFS Autism Services
  - KFS Intellectual and Developmental Disabilities Services
  - KFS School Staffing Services
  - KFS Training Services
- Kids as Self Advocates

[Website]

Family Voices project funded by the <u>U.S. Maternal and Child Health Bureau</u>

Pennsylvania Elks Home Service Program
 Providing support and advocacy services
 To individuals who have a developmental disability.

 NW Lackawanna - 570-347-3357 X 37
 SE Lackawanna - 570-347-3357 X 27

### Assistive Technology

<u>Caroline's Cart</u> Customer Service: 828-464-7388 Grocery Cart designed for families with older children or adults with physical special needs. See website for store locations.

- Pennsylvania Assistive Technology Foundation [Webpage Resource] 888-744-1938 Foundation's mission is to provide financing opportunities to people with disabilities and older Pennsylvanians helping them to acquire the assistive technology devices and services that improve the quality of their lives.
- United Cerebral Palsy(UCP) of Northeastern Pennsylvania
   Our Assistive Technology services help children and adults or 1-877-UCP-TECH with disabilities, as well as older Pennsylvanians, to obtain, learn how to use, and finance devices which make full, active participation in their communities possible.
- Counseling for special healthcare needs
- Day Care
  - Child Care Information Services (CCIS)
     A referral and information service linking families to childcare. Financial assistance given to income-eligible families to help pay for childcare costs.

Pennsylvania Department of Human Services

1-800-692-7462

Child Care and Early Learning services.

- Child Care Works Subsidized Child Care Scranton: 570 963-6644 if your household income is no more than twice of the FPIG and your child is 13 or younger and you are a working parent or you are going to school.
- **Pre-school Programs**

1-866-214-5437

if your household income is no more thatn the FPIG and your child is five years old or younger.

Online Child Care Provider Search

Website address

The search will help you locate a child care provider that meets your needs and offer information on Early Learning programs. The Online Child Care Provider Search offers a portion of the wide spectrum of child care services offered by Child Care Information Services (CCIS) agencies. For additional assistance in locating a child care arrangement, contact your local CCIS.

- Early Intervention
  - Easter Seals Eastern Pennsylvania

Allentown: 610-289-0114 [Select 'Our Programs' then select 'Children's Services' on website home page] Easter Seals Western and Central PA is committed to providing exceptional programs and services for children with disabilities or other special needs.

 Lackawanna County, Pennsylvania Government Website Department of Human Services Office of Behavioral Health/Intellectual Disability/Early Intervention

The Lackawanna-Susquehanna Program is a two county joint effort aimed at improving the lives of individuals with mental disabilities. Our overall objective is to enhance active community participation for persons by providing appropriate support services.

- PA Department of Education Early Intervention Program The Pennsylvania Early Intervention program provides support and services to families with children, from birth to age five, with developmental delays and disabilities.
- Pennsylvania Department of Human Services Early Intervention Services Website While all children grow and develop in unique ways, some children experience delays in their development. Children with developmental delays and disabilities benefit from the Pennsylvania Early Intervention program, a state supported network of parents, service practitioners, and others which builds upon the natural learning opportunities that occur within the daily routines of a child and their family.
- Health Insurance
  - [Web Page link] 1-800-986-KIDS (5437) CHIP Pennsylvania's Children's Health Insurance Program. Covers all uninsured PA kids under 19.
  - **COMPASS** [PA Dept. of Human Services benefits online application Web Page link] [Select Apply for Any Benefits link to begin.]

Help with Medicare

■ APPRISE 1-800-783-7067

a free health insurance counseling service for individuals 60 and over.

Lackawanna County Area Agency on Aging, APPRISE 570-347-5616

Medicare Part D

[Website link]

Information about the Part D prescription drug benefit available to individuals enrolled in Medicare.

- o <u>HealthCare.gov</u> [Federal Health Insurance Enrollment Website] 1-800-318-2596
- HealthChoices [Website]

HealthChoices will provide low-income Pennsylvanians with the opportunity to purchase private health insurance at affordable rates through a network of eight insurance private insurers, offering three or more health insurance plan options per region. Coverage will begin Jan. 1, 2015. Apply online at <a href="https://www.compass.state.pa.us">www.compass.state.pa.us</a> and learn more at <a href="https://www.healthypa.com">www.healthypa.com</a>.

- Medical Assistance (MA) [PA Department of Human Services Web link.]
   Health care services for eligible individuals.
- Pregnancy Insurance
  - Presumptive Eligibility [Eligible uninsured pregnant woman should register with Dept. of Human Services, COMPASS and Medical Assistance (MA).] Presumptive Eligibility (PE) provides insurance coverage for pregnant woman who have applied for MA but are still under review.
  - Maternity Insurance.org [Website link]
  - Pennsylvania-Health-Coverage.com [Website link] 1-866-589-6215
     Compare affordable maternity health insurance options.
- Resource Guide to Healthcare Options in Pennsylvania

For Children, Adults, and Seniors

The Pennsylvania Office of Rural Health, Pennsylvania State University

- Housing
  - Juvenile Law Center [Lackawanna County.]

1-888-864-6393

Advancing the rights and well-being of children in jeopardy

Housing

HUD Philadelphia: 215-656-0500; Pittsburgh: 412-644-6428
 HUD is a federal program that provides housing support for individuals in need such as rental programs (including Section 8) and home ownership assistance programs.

Pennsylvania Affordable Apartment Locator
 PAHousingSearch.com is a website in which affordable housing can be searched and located within in PA.

Northwest Human Services

1-888-647-0020

NHS provides residential living options, case/care management, and therapeutic services for individuals with disabilities.

Fair Housing/Equal Opportunity at HUD

1-(800)799-2085

Hotline service for individuals to report incidences of housing discrimination.

Making Homes Affordable

888-995-HOPE (4673)

National nonprofit organization aiming to prevent home foreclosure and reduce monthly payments for eligible individuals and families

#### **Shelters**

PathStone, Inc.

Aspers: 717-677-9181; Chambersburg: 717-264-5913; Erie: 814-455-9966; Kennett Square: 610-925-5600; Philadelphia: 215-551-9660; Reading; 610-988-1675 PathStone provides emergency shelter services to disadvantaged individuals and families along with food, first month rental assistance, rent in arrears assistance, mortgage assistance and utilities in arrears assistance (one-time only assistance) You can find additional information through www.pathstone.org or by emailing at AskPA-EmergencySupport@PathStone.org

- Women's Resource Center, Inc. Lackawanna: 570-346-4460 or 570-346-4671
   Women's Resource Center offers emergency shelter and social services for survivors of domestic violence and/or sexual violence
- Catholic Social Services Of Scranton

Scranton: 570-207-2283; Carbondale: 570-282-0460 The Catholic Social Services of Scranton provides multiple housing programs

including shelters, transitional housing and permanent housing
 <u>Catherine McAuley Center</u> Scranton: 570-342-1342; Plymouth 570-779-2801
 Catherine McAuley Center offers residential and supportive services to low-income and homeless women and children. Residential services include emergency/30 day residence, bridge housing, transitional housing, permanent

housing and permanent supportive housing

Community Intervention Center
 CIC serves as a day shelter for displaced and/or homeless individuals providing telephone contact, mail privileges, daily storage and food

■ St. Anthony's Haven Scranton: (570) 342-1295

The Catholic Social Services Reside offers the St. Anthony Haven in which emergency shelter, along with hot meals and showers, are provided to the homeless and disadvantaged.

#### **Transitional Housing**

Association of Retarded Citizens (ARC)
 Please see website for listings.
 Offers services for individuals with intellectual and developmental disabilities such as early intervention, supported employment, job training, transition planning, respite care, supported living and transportation

St. Joseph's Center
 Scranton: 570-342-8379 or 1-800-786-6346
 Services for individuals with mental retardation or developmental delays including residential services, family support services, outpatient therapy, and adult day services.

Keystone Community Resources
 Clarks Summit: 570-702-8000
 Keystone Community Resources provides residential and support services for individuals with developmental disabilities such as Life Sharing and Supported Living.

Human Resources Center Honesdale: 570-253-3782; Hawley: 570-775-6144;

Saylorsburg: 570-402-4961

Services for individuals with physical disabilities and mental illness including

community residential facilities, life sharing homes, supported independent living, vocational services, and day treatment programs. Residential programs include Community Homes and Transitional Living

United Neighborhood Center's Supportive Housing Scranton: 570-343-8835 UNC's Supportive Housing is a transitional housing for homeless families in which shelter and other services such as case management, budgeting, transportation, referrals, job search assistance, access to education opportunities and assistance with childcare are provided. UNC also offers intensive family reunification transitional housing program and post foster care support.

#### Gabriel Shelter for Youth

570-824-5766

Catholic Social Services of the Diocese of Scranton offers Gabriel Shelter for Youth which provide a safe and stable living environment along with supportive services which include: individual, group and family counseling, life skills education, recreation, tutoring, advocacy and referral

- Catherine McAuley Center Scranton: 570-342-1342; Plymouth 570-779-2801 Catherine McAuley Center offers residential and supportive services to low-income and homeless women and children. Residential services include emergency/30 day residence, bridge housing, transitional housing, permanent housing and permanent supportive housing
- Catholic Social Services Of Scranton

570-207-2283

The Catholic Social Services of Scranton provides multiple housing programs including shelters, transitional housing and permanent housing

### **Public Housing Programs**

Carbondale Housing Authority

(570) 282-0280

Public housing program that connects income-eligible individuals and families with public housing or section 8 vouchers.

<u>Lackawanna County Housing Authority</u>

570-342-7629

Public housing program that connects income-eligible individuals and families with public housing or section 8 vouchers

- Health Waiver Programs
  - Medicaid Waivers for Children under 21:
    - Attendant Care/Act 150
       Long-Term Living Helpline, 1-800-753-8827

       Enables individuals with a physical disability, ages 18-59, who are mentally alert to continue to live in their homes with support and services.
    - Community Services Program for Persons with Physical Disabilities/OBRA Waiver
      Long-Term Living Helpline, 1-800-753-8827
      Provides services to people 18 or older with severe developmental and physical disabilities, such as cerebral palsy, epilepsy, or similar conditions (onset prior to age 22).
    - Consolidated Waiver for Individuals with Mental Retardation
       Provides services to eligible people age three or older with mental retardation so that they can remain in the community.
    - <u>Person/Family Directed Support Waiver</u>
       Provides services to eligible people age three or older with mental retardation

so that they can remain in the community.

Community Services Program for Persons with Physical Disabilities/<u>Independence Waiver</u>
 Long-Term Living Helpline, 1-800-753-8827

 Provides services to individua Is 18 and older with severe physical disabilities to allow them to live in the community and remain as independent as possible.

Infant, Toddlers, and Families Waiver Supports Early Intervention services to children up to age three who would otherwise require the level of care provided in an Intermediate Care Facility for persons with Mental Retardation of Other Related Conditions.

#### Respite Care

o ARCH National Respite Network

[Website]

for help with the Respite Locator Service please contact Mike Mathers at: <a href="mmathers@chtop.org">mmathers@chtop.org</a> or by phone at 1-919-490-5577.

The mission of the ARCH National Respite Network and Resource Center is to assist and promote the development of quality respite and crisis care programs, to help families locate respite and crisis care services in their communities, and to serve as a strong voice for respite in all forums.

<u>Easter Seals Eastern Pennsylvania</u> 610-289-0114
 [Select 'Our Programs' then select 'Respite Services' on Website home page.]

### Special Education

PA Bureau of Special Education Consult Line

1-800-879-2301

Help for families and advocates of children with special needs can be obtained by calling the Consult Line or with the on-line request form available at: <a href="http://odr-pa.org/contact-consultline/">http://odr-pa.org/contact-consultline/</a>

Intermediate Units in PA

[Website Link]

Intermediate Units in Pennsylvania are part of the governance structure of public education and are located in the middle between the state education agency and the local school districts. They provide specialized services to local school districts that can be operated more effectively and efficiently on a regional basis

### Support Groups

Parent to Parent of Pennsylvania [Select 'P2P Supports Groups' link]
 Linking families of children and adults with disabilities 1-888-727-2706
 or special needs.

PA Families Incorporated

info@pafamiliesinc.org 1-800-947-4941

Statewide network providing support to families raising children and youth with emotional, behavioral, and special needs, as well as serving as an advocate in the different child serving systems.

Updated regularly.

<u>Lackawanna County</u> [Select 'Resources' link on main page then select desired County.]

### Women who are or who might be pregnant

The Healthy Baby Information Helpline - 1-800-986-2229

- Baby Supplies
  - o Birthright of Scranton Incorporated

1-800-848-5683

Pregnancy assistance, baby clothing, maternity clothing, pregnancy counseling, and pregnancy test.

Saint Joseph's Center

Baby Pantry:

Scranton: 570-963-1261

Free community service available to all families who need baby food, clothing (up to size 6), diapers and other baby items. In 2012, there were over 3,000 pantry visits.

- Breastfeeding Guides If you need more information visit <u>Handouts for Parents</u> or call the Healthy Baby line at 800-986-BABY(2229).
  - Pennsylvania Breastfeeding Referral Guide Arranged by County
  - Womenshealth.gov Breastfeeding Challenges Guide
     Information regarding common breastfeeding challenges
     Office on Women's Health, US Department of Health and Human Services
- Car Seats
  - Car Seat Safety

The PA Child Passenger Protection Act requires that all drivers transporting children ages birth – four years use an approved child safety seat. Children ages four to eight must wear a seat belt and be in a booster seat. Children with medical conditions or disabilities may require special considerations or adaptations for transportation safety.

■ The PA Traffic Injury Prevention Project

Car Seat Loan Program by County - Information Hotline - 800-CAR-BELT Training for school districts and companies 412-885-0266 on transporting children with special needs.

- <u>National Highway Safety Transportation Administration</u> 888-327-4236
   Information on car seat safety and installation inspection.
- National Easter Seal Society [phone listing] 800-221-6827
   Referrals and information about car seats.
- <u>The American Academy of Pediatrics</u> 847-228-5005 Referrals and information about car seats.
- Counseling
  - Juvenile Law Center

1-888-864-6393

advancing the rights and well-being of children in jeopardy
[Select 'Lackawanna' County link then Select 'Physical and Behavioral
Health Services' link then expand 'Family Planning and Sexual Health Centers'.]

Planned Parenthood- Scranton

570.344.2626

Provides family planning and sexual health services including birth control services, HIV and STD testing, pregnancy testing, abortion services, LGBT services, emergency contraception, men

Catholic Social Service Of Lackawanna County
 HIV/AIDS Case Management Program, money management, personal
 financial management counseling, temporary financial aid, post-abortion
 counseling, and pregnancy counseling.

Birthright Of Scranton Incorporated

1-800-848-5683

Pregnancy assistance, baby clothing, maternity clothing, pregnancy counseling, and pregnancy test.

Maternal And Family Health Services, Inc.
 Women's health services.

1-800-367-6347

Nurse-Family Partnership [select 'Find a Local Agency' for access to County list]

Lackawanna County – 570-826-1777

A free, voluntary program that partners first-time moms with nurse home visitors. When you enroll in the program, a special trained nurse will visit you throughout your pregnancy and until your baby turns two years old. During these visits, your caring nurse will offer the knowledge and support you need to confidently create a better life for your baby and yourself.

#### o CHIP

PA Children's Health Insurance Program Call automated phone line at 800-986-KIDS (5437) and a CHIP representative will return your call within two business days.

Pennsylvania's CHIP program puts health coverage within reach for all uninsured kids and teens who are not eligible for or enrolled in Medical Assistance.

- Pregnancy Insurance
  - Presumptive Eligibility (PE), Medical Assistance (MA)
     Presumptive Eligibility is a temporary program of health insurance coverage for pregnant women who are applying for Medical Assistance.
    - PA Dep of Human Services Benefits Helpline [phone] 1-800-692-7462
    - PA Dep of Human Services County Assistance Office Contact Information
  - COMPASS (PA Dep of Human Services)

[Website]

Online application for Pennsylvanians to apply for many health and human service programs. Click on the 'Apply Now' button to begin or use links on right side for further assistance.

o PAHealthOptions.com (PA Dep of Insurance)

1-877-881-6388

The Pennsylvania Insurance Department's Unbiased Guide to Understanding Health Insurance.

o text4baby

Registration is free on the text4baby.org website.

Free text messages to keep you and your baby healthy throughout your pregnancy

and the baby's first year.

o <u>WIC</u> 800-942-9467

Through WIC, pregnant women, mothers, and caregivers of infants and young children learn about good nutrition to keep themselves and their families healthy. WIC provides nutrition service, breastfeeding support, health care and social service referrals, and healthy foods to over 250,000 participants every month in PA.

### Lead health information for parents, homeowners, contractors, and healthcare professionals The Lead Information Helpline - 1-800-440-5323

<u>Elevated Lead Blood Level Case Management Guidelines</u>
 Recommendations from the CDC Advisory Committee on Childhood Lead
 Poisoning Prevention

Environmental Protection Agency, Lead

[EPA Web Page] (800) 424-5323.

Provides many useful links for families including: Lead Hotline – National Lead Information Center link

PA Lead and Healthy Homes Program

[Website link] (717) 772-2762

The Pennsylvania Lead and Healthy Homes Program (LHHP) seeks to create safe and healthy housing by addressing environmental health and safety issues in homes.

- Certified Contractors
  - Locating EPA Certified Lead Contractors and technicians
    - EPA.gov Lead
    - PA Labor and Industry
       Link to list of accredited trainers and certified contracting firms.
  - Information for Contractors
    - EPA Lead

Renovate Right for Contractors and Trainers

- PA Labor and Industry
  - Certification and Other Requirements for Lead Occupations
- OSHA

For information about regulations regarding work on facilities which are non-residential, contractors should contact the appropriate Occupational Safety & Health Administration Pennsylvania area office.

- Property Managers
  - o HUD Lead Disclosure Rule

Congress passed the Residential Lead-Based Paint Hazard Reduction Act of 1992, also known as Title X, to protect families from exposure to lead from paint,

dust, and soil. Section 1018 of this law directed HUD and EPA to require the disclosure of known information on lead-based paint and lead-based paint hazards before the sale or lease of most housing built before 1978.

If you did not receive the Disclosure of Information on Lead-Based Paint and/or Lead-Based Paint Hazards form when you bought or leased pre-1978 housing, contact 1-800-424-LEAD (5323).

### **Individuals with Traumatic Brain Injury and their families**

The Head Injury Information Helpline – 866-412-4755

Brain Injury Association of Pennsylvania

1-800-444-6443

Our mission: to prevent brain injury and improve the quality of life for people who have experienced brain injury and their family members through support, education, advocacy, and research.

- PA Department of Health Head Injury Program
  - o Head Injury Program

866-412-4755

The goal of the program is to help individuals with a traumatic brain injury live independently in their homes and communities.

- Waiver Programs
  - Independent Enrollment Broker

788-550-4227

Office of Long-Term Living launched the PA Independent Enrollment Broker, a contracted statewide entity, to facilitate and streamline the eligibility/enrollment process for applicants seeking services for several PA waivers/programs.

o **COMMCARE Waiver** 

1-800-753-8827

A Home and Community-Based Services Waiver for Individuals with Traumatic Brain Injury (TBI).

o OBRA Waiver

1-800-753-8827

Home and Community based Waiver program that may help if you have a developmental physical disability to allow you to live in the community and remain as independent as possible.

- Other Information
  - Acquired Brain Injury Network of Pennsylvania info@abin-pa.org, 1-800-516-8052
     Nonprofit organization of brain injury survivors, family members, and friends dedicated to increasing public awareness about acquired brain injury, and to providing support, education, information, advocacy, and other services for individuals with acquired brain injury and their families.
  - o <u>Brainline.org</u> \_ 703-998-2020 Preventing, treating, and living with traumatic brain injury (TBI).

### **Immunizations/Vaccinations**

- PA Department of Health Division of Immunizations
  - o Division of Immunizations

717-787-5681 Pennsylvania Vaccines for Children Program 888-646-6864 Free vaccines for uninsured children 877-724-3258

• PA Department of Health, Health Services Locator To find a local health center close to you select your county. [Website]

### Legal advocacy for the disabled in Pennsylvania

**Disability Rights Network of Pennsylvania** 

Harrisburg 1-800-692-7443 717-236-8110 717-346-0239 [TDD] Philadelphia 215-238-8070 Pittsburgh 412-391-5225

The mission of the Disability Rights Network of Pennsylvania is to advance, protect, and advocate for the human, civil, and legal rights of Pennsylvanians with disabilities.

### **PA Health Law Project**

1-800-274-3258

Helping People in Need get the Health Care they deserve.

Advocacy on access to health care for low-income consumers, the elderly, and persons with disabilities.

### **Transportation Assistance for the Disabled**

- Lackawanna County, Pennsylvania Government Website, **Human Services link** [Select 'Medical Assistance Transportation' or 'Coordinated Transportation'] Aspects of the Lackawanna County transportation system
- Website address Pennsylvania Care Planning Council **Community Disability, Assistive Technology & Transportation Service**
- PA Dept of Human Services Medical Assistance Transportation Program 570-963-6482