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 Arc of Lancaster County 717-394-5251
    Promoting and protecting the rights of people with intellectual and developmental disabilities.
  - Juvenile Law Center 1-888-864-6393
    [Select ‘Lancaster’ County then ‘Advocacy and Legal Services’]
    Advancing the rights and well-being of children in jeopardy.
    - Association of Retarded Citizens (ARC) [Phone numbers available on website.]
      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.
    - Mid-Penn Legal Services 814-238-4958
      Legal services for income eligible individuals.
    - Office Of Vocational Rehabilitation 1-800-541-0721 or 814-871-4551
      OVR provides assistance with obtaining and maintaining employment to individuals with disabilities.
    - Special Kids Network 1-800-986-4550
      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
      Harrisburg: 717-236-8110
      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.
    - MidPenn Legal Services 800-326-9177
      Family law, custody, domestic violence, housing, foreclosures, access to medical care, public benefits, unemployment, barriers to employment, consumer law, elder law.
    - Developmental Disabilities Advocacy Network 1-800-692-7443
      The Developmental Disabilities Advocacy Network provides information on disability programs and services in communities nationwide.
    - PA Client Assistance Program Philadelphia: 215-557-7112
      Toll Free: 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.
    - Renaissance Education Association
      Non-profit, non-political, educational and social support organization

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founded and designed to educate and support persons regarding transgender issues, sexual orientation, sexual identity or gender identity without prejudice.

- **LGBT Youth in Crisis Hotline** 800-246-7743
  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 well as factual information and local resources for cities and towns across the United States.

- **National Runaway Switchboard** 1-800-786-2929
  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.

- **Kaleidoscope Family Solutions Inc.** Autism, IDD & Behavioral Team 877-384-1729; Kaleidoscope Family Services (KFS) is 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.S. Maternal and Child Health Bureau

- **Lancaster County Link** 1-800-753-8827
  Online resource for persons over age 60; persons with disabilities; veterans; family members; care givers; and others seeking information about local resources.

  - **Abilities in Motion** 888-376-0120
    One of 18 Centers for Independent Living in Pa providing information and referral, peer counseling, independent living skills training, and system advocacy change.

  - **Disability Empowerment Center** 717-394-1890
    Advancing the rights of persons with diverse disabilities in order for them to integrate or maintain a full independent lifestyle free from barriers.

  - **Lancaster County Office of Aging** 717-299-7979
    Programs for many types of needs for older patients and their families.

  - **United Disabilities Services** 888-837-4235
    Non-profit organizations that helps elderly, veterans, and people with disabilities live safer and more independently in their own homes.

- **Pennsylvania Elks Home Service Program** Lancaster- 717-273-1649
  Providing support and advocacy services to individuals who have a developmental disability.

- **Assistive Technology**
  - **Caroline’s Cart** Customer Service: 828-464-7388

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Grocery Cart designed for families with older children or adults with physical special needs. See website for store locations.
Cart now offered at Stauffers of Kissel Hill Supermarkets.

- **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 Central Pennsylvania** 717-737-3477; 800-998-4827
  The mission of UCP of Central PA, Inc. is to assist infants, children, youth, and adults, with disabilities, and their families, achieve their goals of development, growth, independence, and full citizenship.

- **United Disabilities Services** 888-837-4235
  Non-profit organizations that helps elderly, veterans, and people with disabilities live safer and more independently in their own homes.

- **Counseling for special healthcare needs**

- **Day Care**
  - **Child Care Information Services (CCIS)** 717-393-4004
    Referral and information service linking families to childcare. Financial assistance given to income eligible families to help pay for childcare costs.
  - **Helping Hand** 717-581-1050
    Daycare in a loving environment for special needs children who may be medically fragile or technologically dependent. Helping Hand Children’s Center is a pediatrics extended care center in Lancaster, PA that provides expert skilled nursing and child development services.
  - **Mom** 717-396-9130
    Day care for infants, toddlers, and preschool children of single parent families of low income who are in a full-time educational or job training program.
  - **Pennsylvania Department of Human Services** 1-800-692-7462
    Child Care and Early Learning services.
    - **Child Care Works Subsidized Child Care** 412-261-2273
      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 than 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.

- **Deaf and Hearing Services of Lancaster County** 717-397-4741
Non-profit organization serving the Deaf and Hard of Hearing community.

- **Early Intervention**
  - **Behavior Interventions, Inc.**
    484-324-8308
    Early Intervention and other services for individuals in Delaware, South New Jersey, and Eastern Pennsylvania. Funding identification assistance provided.
  - **Lancaster County Mental Health, Intellectual Disability, Early Intervention**
    717-399-7323
    The tax-funded agency mandated by state and federal law to provide services to persons with mental illness or intellectual disability. Services for children from birth to age three with developmental 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**
  - **CHIP**
    [Web Page link] 1-800-986-KIDS (5437)
    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.
    - **Lancaster County Area Agency on Aging, APPRISE** 717-299-7979
    - **Medicare Part D** [Website link]
      Information about the Part D prescription drug benefit available to individuals enrolled in Medicare.
  - **HealthCare.gov** [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 www.COMPASS.state.pa.us and learn more at www.healthypa.com.
  - **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.
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- Maternity Insurance.org [Website link]
- Pennsylvania-Health-Coverage.com [Website link] 1-866-589-6215
  Compare affordable maternity health insurance options.
  - Resource Guide to Health Care Options Available to PA Residents
    Penn State Office of Rural Health

- Housing
  - Juvenile Law Center [Lancaster County.] Advancing the rights and well-being of children in jeopardy.

Housing
- HUD
  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 1-844-428-8844
  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.

Shelters
- Water Street Ministries Shelter (717) 393-7709
  Water Street Ministries offer several types of shelters: Women's Shelter (For women or women with children (boys up to age 12) up to 30 days), Family Shelter up to 30 days, Men's Shelter (For men who are fully ambulatory and medically able to care for themselves up to 10 days) and Community Emergency Shelter (CES) (For nightly shelter with breakfast and dinner)
- Tabor Community Service (717) 397-5182
  Tabor Community Services offers both an emergency shelter and a transitional living center along with case management, counseling, information and referrals
- Community Homeless Outreach Center [Website link]
  CHOC offers a community day center where homeless adults can rest, shower, launder clothing, make phone calls, receive mail and connect to other agencies.
- Clare House (717) 291-8967
  Clare House offers temporary shelter for women and children along with food, case management, Life Skills programs and support

Transitional Housing
- Association of Retarded Citizens (ARC) Please look at website for PA locations
  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
- Community Services Group 717-285-7121
  Services for individuals with developmental and intellectual disabilities and
mental health diagnoses including residential services, employment services, adult day programs, outpatient treatment, peer support, and psychiatric rehabilitation. Residential services include Community Residential Rehabilitation, Enhanced Personal Care Home, Supported Housing and Long Term Structured Residence

- **Northwestern Human Services**  
  717-394-3494  
  NHS is a community-based, nonprofit, human services provider offering social services to individuals with mental, developmental and intellectual disabilities, individuals dealing with addiction, seniors and juveniles. Residential services for individuals with mental, developmental and intellectual disabilities include Community Homes, Life Sharing, Transitional Housing, Supported Living

- **Milagro House**  
  717-509-1401  
  Milagro House offers a transitional living program in which women with children are able to live in a secure environment while going back to school or finding employment.

- **Harb-Adult Transitional Housing**  
  717-397-0156  
  Harb-Adult offers transitional housing to homeless individuals, couples, and parents with children along with meals, case management, counseling and advocacy, information and referral.

- **Nehemiah Home Program**  
  717-285-5596  
  The Faith Friendship Ministries offers the Nehemiah House in which housing, meals, case management, information and referral are provided to individuals with mental health issues

- **Tabor Community Service**  
  717-397-5182  
  Tabor Community Services offers both an emergency shelter and a transitional living center along with case management, counseling, information and referrals

- **Network of Care, Lancaster County**  
  [Website Link]
  
  - Group Residences for Adults with Disabilities

- **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.

  - **Person/Family Directed Support Waiver**  
    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/Independence Waiver**  
    Long-Term Living Helpline, 1-800-753-8827  
    Provides services to individuals 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**
  717-346-1119
  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**
  - **ARCH National Respite Network**
    for help with the Respite Locator Service please contact Mike Mathers at:
    mmathers@chtop.org 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.
  - **Easter Seals of Eastern Pennsylvania**
    610-289-0114
    Respite services.
  - **Network of Care, Respite Care**
    [Website]
    Information about respite care.
  - **United Cerebral Palsy (UCP) of Central Pennsylvania**
    717-737-3477; 800-998-4827
    The mission of UCP of Central PA, Inc. is to assist infants, children, youth, and adults, with disabilities, and their families, achieve their goals of development, growth, independence, and full citizenship.

- **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: [http://odr-pa.org/contact-consultline/](http://odr-pa.org/contact-consultline/)
  - **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
  - **The School District of Lancaster,PA**
    [Website Link]

- **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.
  - **Parents’ Source Family Resource Guide, Berks/Lancaster Counties**
    [Web Link]
  - **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.
Women who are or who might be pregnant

- **Baby Supplies**
  - Center for Pregnancy Concerns, Baltimore; 410-391-3911
    All services are totally CONFIDENTIAL and FREE
  - Columbia Pregnancy Center, 717-684-3400; 888-601-6021
    All services free
  - A Woman’s Concern, 717-394-1561
    Free, confidential, and non-discriminatory pregnancy support services.

- **Breastfeeding Guides**
  - Handouts for Parents
  - Pennsylvania Breastfeeding Referral Guide
    Arranged by County
  - Womenshealth.gov Breastfeeding Challenges Guide, 800-994-9662
    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 on transporting children with special needs.
    - National Highway Safety Transportation Administration, 888-327-4236
      Information on car seat safety and installation inspection.
    - National Easter Seal Society, 800-221-6827
      Referrals and information about car seats.
    - The American Academy of Pediatrics, 847-228-5005
      Referrals and information about car seats.

- **Car Seats**
  - Columbia Pregnancy Center, 717-684-3400; 888-601-6021
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All services free

○ Counseling
  ○ Columbia Pregnancy Center
    717-684-3400; 888-601-6021
    All services free
  ○ Nurse-Family Partnership [select ‘Find a Local Agency’ for access to County list]
    Lancaster County – 717-544-1952
    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.
  ○ Susquehanna Valley Pregnancy Services
    Lancaster: 717-575-0561
    Millersville Univ.: 717-575-0561
    Free & Confidential prenatal, relationship, and parenting counseling.

○ 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, 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 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.
  ○ PAHealthOptions.com (PA Dep of Insurance)
    1-877-881-6388
    The Pennsylvania Insurance Department’s Unbiased Guide to Understanding Health Insurance.

○ 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.

○ WIC
  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.

Updated June 2015
Lead health information for parents, homeowners, contractors, and healthcare professionals
The Lead Information Helpline - 1-800-440-5323

- **Elevated Lead Blood Level Case Management Guidelines** [CDC Web Page]
  Recommendations from the CDC Advisory Committee on Childhood Lead Poisoning Prevention

- **Environmental Protection Agency, Lead** [EPA Web Page]
  Provides many useful links for families including:
  Lead Hotline – National Lead Information Center link
  (800) 424-5323.

- **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**
  - **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).

Updated June 2015
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**
  - **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.
  - **COMMERCARE Waiver** 1-800-753-8827
    A Home and Community-Based Services Waiver for Individuals with Traumatic Brain Injury (TBI).
  - **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.
  - **Brainline.org** 703-998-2020
    Preventing, treating, and living with traumatic brain injury (TBI).
  - **Lancaster Area Brain Injury Support Group** 717-394-3466

**Immunizations/Vaccinations**

- **PA Department of Health Division of Immunizations**
  - **Division of Immunizations** 717-787-5681
  - **Pennsylvania Vaccines for Children Program** 888-646-6864
Free vaccines for uninsured children 877-724-3258
  - Department of Health, Lancaster County Office 717-299-7597
  - Lancaster Pediatric Associates
    Free if no insurance or on Medical Assistance
      Lancaster: 717-291-5931
      Willow Street: 717-464-9555

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

- **Pennsylvania Care Planning Council**
  Website address
  **Community Disability, Assistive Technology & Transportation Service**

- **PA Dept of Human Services Medical Assistance Transportation Program** 717-291-1243
  800-892-1122