

Kinship Institute Resource Guide

Purpose:

This guide is a compilation of a wide range of resources available to children and adults in Philadelphia. This guide is not an exhaustive list of all agencies serving individuals in Philadelphia, but focuses on the areas and the agencies that would be most beneficial to kinship caregivers and their families.

We hope that you find this kinship resource guide helpful. This guide is available in hard copy as well as online at: www.pssckids.org. For additional copies or for questions or comments, call (215) 875-4955.

Who are Kinship Caregivers?

Kinship caregivers (also called relative caregivers) are adults who are raising children who are related to them – or with whom they have a close relationship – but that are not their own biological children. This includes grandparents, adult siblings, cousins, aunts and uncles, and even close family friends. Some of these families have taken these children in through the formal channels of the foster care system while many others are in a situation most often referred to as informal kinship care.

Regardless of the particular arrangement of each kinship caregiver family, these adults and the children they are caring for often need to access a wide range of social, legal, educational and health services in Philadelphia.

Mission of Kinship Institute:

The mission of the Kinship Institute at Philadelphia Society for Services to Children is to network organizations and promote best practices in serving relative caregivers in non-profit, corporate, and government organizations. The Institute will accomplish this by: gathering and analyzing information about caregivers and relevant services in the Philadelphia region; disseminating this information and its implications; leading meetings and conversations to structure a response; providing training and technical assistance for service providers, corporations, and caregivers.

Acknowledgements:

The Kinship Institute would like to thank the 2006 Kinship Conference Planning Committee Members for all their support, advice and information that helped ensure that this resource guide contained the most current and accurate information about resources for kinship caregivers in Philadelphia.

Special thanks is also due to the staff at the Philadelphia Society for Services to Children who helped lend their expertise in kinship issues as well as their editing abilities to this guide.

Two online resource guides: Philly SOS (www.phillysos.org) and CAP4Kids (www.cap4kids.org) contributed greatly to this resource guide.

Table of Contents

Executive Summary of the 2006 Kinship Institute Report	4
Frequently Asked Questions	8
Behavioral Health Resources	11
Caregiver Support Resources	13
Clothing/Food Resources	17
Education Resources	18
Financial Resources	20
Health Resources	23
Housing Resources	26
Legal Resources	28
Recreation/Summer Camp Resources	31
Resources for families with incarcerated members	32
Bilingual Resources (miscellaneous)	35
Important Numbers	37

Report on Current Status of Kinship Care Services in Philadelphia Kinship Institute Survey Executive Summary

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With funding from the United Way of Southeastern Pennsylvania, the Kinship Institute at Philadelphia Society for Services to Children undertook a study to examine the current status of services to kinship caregivers in Philadelphia. By surveying a wide range of provider agencies in Philadelphia, the Kinship Institute was able to gather data on the current status of service to kinship care families, and to identify problems and obstacles in current service delivery to caregivers. With this information, the Kinship Institute will develop technical assistance tools for provider agencies to help fill the gaps in service and to assist providers in their efforts to offer efficient, effective services to kinship caregivers. For a copy of the complete report, visit www.pssckids.org, or call Carla Neal at 215-875-4961.

What is kinship care? “Kinship care” is a term that is used to refer to the placement of a child with relatives (often called a “relative caregiver”). Kinship care includes formal placement by the child welfare system or informal arrangements in which the child’s relatives take in the child without the intercession of the child welfare system.

Who are kinship caregivers? Though the term kinship caregiver can refer to uncles, aunts, brothers, sisters and even close family friends, the majority of caregivers tend to be grandparents, especially grandmothers. The 2000 U.S. Census identified almost six million grandparents living with their grandchildren, 42% of whom were responsible for their grandchildren’s basic needs, whether or not a parent was living in the home. According to the Census figures, 19% of grandparent caregivers had incomes below the poverty level in 1999.

Pennsylvania has the 7th-highest number of children residing in a grandparent-headed household in the U.S. In Philadelphia alone, over 60,000 children reside in a home headed by a relative, typically a grandparent.

Who gets placed in kinship care? There are two main areas to look at in terms of determining why children are in kinship care: 1) why do they need to be placed in the first place and 2) why kinship placement? Children are removed from their homes for a variety of reasons, including parental substance abuse, teen pregnancy, parental mental and physical illness, child abuse and neglect, parental incarceration, and parental death. Unfortunately, as the numbers of children in need of safe, stable and secure placements increased, the numbers of available foster care homes began a steady decline with 30% of foster care parents quitting annually. This, coupled with the trend towards family preservation and family re-unification when appropriate, encouraged child welfare agencies to look toward kin as a possible placement for children in need.

What are the needs of kinship care families? Kinship caregivers face a number of concerns when they decide to take in a child. Caregivers must gain legal authority to make important decisions for the children in their care, from enrolling them in school if they are school aged, to getting them medical or dental care, to making sure that the children are properly clothed, fed and housed. Because of this, caregivers and their children often require the services of a wide variety of agencies to help them accomplish their goals and fulfill their needs in this new relationship and this new situation.

Kinship Institute Provider Survey Results

The Kinship Institute surveyed agencies from a wide range of service fields, including legal, educational, medical, behavioral health, and social service providers. Over 500 agencies were asked to participate and we received full survey responses from 118. The results of the survey suggest that Philadelphia social services agencies are fully engaged with the unique problems and requirements of kinship care families, but they continue to face difficulties coordinating care and accessing many necessary services.

More than half of agencies do outreach to kinship caregivers, especially via community events and media (newsletters, websites, etc.).

However:

- More than half of surveyed agencies do not have systems in place for identifying kinship care families within their client databases (over 63%).
- Almost a third of agencies surveyed never refer clients to programs for kinship care families and another third refer clients to programs for kinship care families less than 5 times a year.
- Although access to housing for kinship care families has been a serious, recognized issue for many years, it is still an enormous obstacle for agencies, who cite housing as the most difficult problem in kinship care services. Other important problems are behavioral health and financial assistance.
- Small programs specifically targeted to kinship caregivers lack visibility, and the vast majority of referrals and networking around kinship care issues are with the most visible organization, the Department of Human Services (DHS).
- Agencies are overwhelmingly (92%) in favor of increased training and inter-agency coordination (including a resource guide with referral tools) around kinship care issues.

Summary And Implications Of The Survey

Overall, the information generated from this survey indicates that service providers would benefit from a more comprehensive system for making referrals and sharing resources. As a first step, the Kinship Institute has developed a resource guide for kinship services to be distributed to service providers and kinship caregivers throughout Philadelphia. In addition, the Kinship Institute will create technical assistance tools to assist providers in a variety of areas from staff education/training to referral, kinship identification and tracking systems and resource navigation tools. Increased coordination and communication among agencies will help these agencies deliver the best possible services to kinship caregivers and their families.

This section will provide a summary of the findings and their implications for services, practice, policies and research.

- #1 Agencies, organizations and service providers are in need of tracking systems identifying caregivers receiving their services. 63% of the respondents indicated not having a system.
- #2 An interagency referral system needs to be developed, in order to identify, navigate and directly refer families to kinship services throughout the City. Nearly 40% of the organizations surveyed do not have referral systems.
- #3 Kinship specific programs are under utilized by service providers. Some 66% of respondents referred kinship families to the Department of Human Services. 24% of respondents did not refer families to any kinship specific programs within a given year.

- #4 Organizations and agencies need to design and customize existing services that targets kinship families as consumers. 49% percent of respondents identified themselves as not working with kinship caregivers. However, 63% of respondents did not have a system of identifying whether or not they provided services to kinship families.
- #5 Affordable and accessible housing continue to be needed by caregivers; followed by, financial assistance and behavioral health services.
- #6 Services must be made accessible to families by: a) transporting consumers to service providers and agencies or; b) delivering services to families in their homes or community. 34% of respondents felt that transportation for clients was a barrier to services.
- #7 A resource guide of services to kinship families needs to be consolidated and made accessible to both kinship caregivers and service providers. 92% percent of respondents favored the idea of having a resource guide.
- #8 Service providers need to conduct comprehensive assessments of the caregiver and families overall needs (i.e. finance, health, day care). Assessments should not be limited to only those needs specifically addressed by their agency.
- #9 72% of respondents were in favor of technical assistance that:
- Provides staff training in kinship related issues (i.e., assessment, intervention)
 - Training in developing resources, navigation and referral system
 - Assistance in re-allocating staff, finances and as well as re-designing services that outreach to kinship families
 - Training in developing tracking and identification systems of kinship families.
- #10 Legislation and policies are needed related to housing that:
- Provides caregivers affordable housing, based on income ranges of single-headed households to senior and disabled caregivers
 - Places kinship families as a priority for public or low-income housing and waiting lists
 - Provides housing developers and realtors incentives for prioritizing or providing affordable housing to kinship families.
- #11 Legislation and policies are needed that provides subsidized income to caregivers providing guardianship, foster care and informal kinship care.
- #12 Policies and financial supports should be provided to expand the kinship specific programs so that they become city-wide. At present, they have geographical and staff limitations because of funding and public awareness by service providers and caregivers.
- #13 A city-wide task force is needed to develop a tracking, referral and service delivery system that organizes and consolidates service providers and organizations throughout Philadelphia. This task force should be under the auspice of the City of Philadelphia.
- #14 Follow up research to this exploratory study would include:
- Evaluative studies to determine if tracking, navigational and referral systems resulted in an increase in identifying and servicing kinship families
 - Outcome studies to determine how children are doing in kinship families; and what services are associated with those outcomes
 - Qualitative studies to determine what services are being provided in kinship programs in order to identify gaps in services.

FREQUENTLY ASKED QUESTIONS:

What documents do I need to have when a child comes to live with me?

You will need to have a social security card, a birth certificate, a medical insurance card for the child and some legal documentation that verifies that you are authorized to make decisions on behalf of the child. For some caregivers, getting this documentation is simple; for others, it requires assistance from a number of different agencies. If you are missing any of these and need assistance in order to obtain them (often in order to get one form of documentation, you need to have the others), there are a number of legal agencies listed in this resource guide (**under Legal Resources**) that can assist you in this endeavor.

Should the children have contact with their biological parents, if possible?

Because this is such a complicated issue and every kinship care situation is unique, this is not a question with an easy answer. In order to help you with this question, there are many agencies in Philadelphia with trained professionals who can assist you in working through this situation. These agencies are listed under Caregiver Resources and Supports and Resources for Families with Incarcerated Members.

How can I find child care or respite care?

Assistance with child care as well as respite care (often short term and temporary care where a qualified individual offers assistance in caring for a child so that the caregiver can take a break) is available at no or low cost for kinship caregivers in Philadelphia. There are many organizations that offer different types of assistance and a number of them are located in this resource guide under **Caregiver Resources and Supports**.

What do I need to enroll a child in school?

You will need a copy of your child's immunization records, 2 proofs of residence documents (ex. Gas or electric bills, phone bills, rental lease, etc.) ,the child's original birth certificate, and social security card and/or number. If you do not have any of these forms, there are a number of agencies listed under **Legal Resources** that can assist you in obtaining these documents.

What do I do if my child is struggling academically in school?

There are a number of different steps that should be taken if your child is having trouble with school.

- You should speak with your child about school to determine where the problem areas are and if they are academic or social.
- Next you should meet with your child's teacher to determine where the problem areas are. You and your child's teacher should work together to develop a plan for how to solve the problems (the plan should include what will change in the classroom as well as at home).
- If your child is still struggling, you can ask the teacher about a CSAP (Comprehensive Student Assistance Process). This is a process by which school officials will develop a team, which includes the caregiver, to meet together and come up with some intervention plans to assist your child. This team will meet and come up with interventions that will be implemented in school (and at home, if necessary).
- If these interventions do not produce results, the next step might be a recommendation for the student to be evaluated for special education. The CSAP process is designed to help a student improve academically without removing them from the classroom- removal to special education is a last resort.

If you still do not feel that your child's needs are being met after going through the above steps, you can enlist assistance from the school department or from an agency like the Education Law Center (see both under Educational Resources).

What can I do if the child I am raising acts out at home?

If the child you are raising is acting out at home and you would like assistance, there are a number of agencies that can help. Depending on the situation, you may want to have your child evaluated by a behavioral health professional to determine if your child needs this type of assistance (see a number of agencies listed under **Behavioral Health**). There are also a number of agencies listed under **Caregiver Resources and Supports** that could offer advice, support and even a social worker to come to your home to help with the situation. You may also want to speak with your child's teacher and other adults in your child's life to determine if there is something they can do to assist you as well.

What financial assistance is available for me and for the children I am raising?

There are a number of different forms of financial assistance available to those who qualify. Below is a list of some of the most common forms of assistance and a brief description of each. Please note that in order to determine eligibility, you will need to meet with the appropriate agency who gives out the assistance (DHS, DPW)

- **TANF (Temporary Assistance for Needy Families):** TANF provides money for dependent children and their parents or other relatives with whom they live, and for pregnant women. TANF payments are funded by Federal and State dollars and you need to contact the Department of Public Welfare (DPW) or your local county assistance office (listed under **Financial Resources**) for more information.
- **Food Stamps:** Food stamp benefits are used to buy food and help low-income households obtain more nutritious diets by increasing the food purchasing power for all eligible participants. For more information, contact DPW or your local county assistance office.
- **Medical Assistance:** Medical Assistance (Medicaid) is available to children under 21. For more information contact DPW or your local county assistance office.
- **SSI (Supplemental Security Income):** Some children qualify for SSI benefits if they have a medically determinable physical or mental impairment that meets certain criteria. For more information, contact your local Social Security Office (location information available under Social security in **Financial Resources**)
- **Kinship foster care payments:** If you are interested to see if you qualify for kinship foster care payments, you will need to contact DHS (under **Caregiver Resources and Supports**) for more information.

There are other types of assistance available to those in need, including energy assistance through the LIHEAP program (see under Financial), house repair assistance through SHARP (see under Housing) and no or low cost social service, legal and educational assistance as well. Many of these are listed in this resource guide.

What are the different types of custody? What is best for my situation?

Depending on your individual situation, there are a number of custody options that you might want to pursue. (Custody refers to the person who has control of a child and who has the authority to make important decisions about a child's life.) Below are some terms you might want to be familiar with regarding custody.

If you are interested in obtaining some type of custody for the child in your care or you want to change your current custody arrangement, there are a number of agencies that offer free or low cost legal assistance in this area, including those listed in this resource guide under **Legal Resources**.

Physical Custody is the actual physical control of a child, and refers to who makes the day-to-day decisions about a child's life. Sometimes this is also called Temporary Physical Custody.

Legal Custody is the right to make important decisions about a child's life, such as what type of medical or mental health treatment to get, and where the child will attend school. This is sometimes called Temporary Legal Custody.

Other terms you might hear when talking about custody of a child are **Primary Physical Custody** and **Partial Physical Custody**. These terms are used when the child's time is divided between two or more people. The child lives most of the time with the person who has primary physical custody. The person who has partial physical custody has the child for a period of time, which is typically every other weekend. Visitation is the limited right of a person to have contact with a child. Visitation is usually supervised, either by the person with primary custody, at the Court nursery or by a social worker.

Shared Custody is when two or more people share all the rights to the child. In many cases, legal custody is shared by the people involved. In some cases, physical custody of a child may be shared also. This means that the child will spend approximately half of her time with each person.

Standby Guardianship allows a parent or person with legal and physical custody of a child to designate another adult to automatically assume custody of a child when some specific event happens. For example, a caregiver who has a medical condition that requires regular hospital stays may decide to designate another family member Standby Guardian for the occasions when he/she is hospitalized. When the hospital stay is over, and the caregiver regains the ability to care for the child, custody reverts to the caregiver. If another hospitalization occurs, the standby guardianship may again be invoked. Standby Guardianship may also be invoked at the death of the parent or caregiver. Standby Guardianship can also be used when a caregiver (or parent) is terminally ill, and wants to be sure that she can care for the child as long as possible. At the time of death, the standby guardianship can be invoked, allowing the standby caregiver to care for the child without going to court.

Kinship Foster Care: A Kinship Caregiver is licensed by the county Children and Youth agency to care for their relative's children. They have to participate in training programs and their house has to meet certain requirements. Kinship caregivers receive a monthly check to meet the child's needs from the state. If you become a kinship foster parent, the county has custody of the children in your care. You could ask for custody at anytime, but there is no guarantee that you will receive it.

Permanent Legal Custody (PLC): A subsidized custody program, meaning that you could have custody but the state would send you a check every month that is the same amount you would receive as a foster care parent. You are only eligible for PLC (and the payments that can go with it) if you have been a Kinship Foster Parent for at least six (6) months.

Adoption: An adoption is a permanent alteration of the legal relationship between the adults and children in the family. All the rights of the biological parents must first be terminated permanently. The adoptive parents become the new legal parents of the child. Birth certificates and names are changed.

BEHAVIORAL HEALTH RESOURCES

Generally, caregivers and children in caregiver-headed households have experienced trauma or loss in their life that has placed them in their current living situation. Like many families, these families often could benefit from individual counseling for the children and adults as well as therapeutic services for the entire family unit.

Philadelphia has a wide range of therapeutic services to offer families, depending on need, eligibility, medical insurance and geographic location. The following listings are not an exhaustive accounting of all behavioral health agencies in the city but for families and agency personnel, it will offer a place to begin looking for assistance.

There are a large number of community behavioral health agencies that are not included in detail in this guide because they are included as Community Behavioral Health provider agencies and can be accessed by calling Member Services (1-888-545-2600), viewing the provider directory online or by requesting a hard copy.

The process from the initial intake to the first scheduled client appointments can vary among behavioral health agencies, and there is often a waitlist or a waiting period. It is important to call as soon as possible to get the process started.

Caregivers: you will need to bring documentation showing that you are able to make decisions for the child in your care (custody papers, adoption papers, etc.). Before going to your appointment, make sure to ask what other documentation you will need to have with you in order for the child to be seen.

Community Behavioral Health (CBH); Department of Behavioral Health/ Mental Retardation Services:

Main Office

801 Market Street, 7th floor

Philadelphia, PA 19107

Information seven days a week 24 hours a day: 1 (888) 545-2600.

Hearing impaired TYY/TDD number: 1 (888) 436-7482

Any city resident who calls Community Behavioral Health, whether a recipient of Medicaid, other medical insurance or uninsured, is assisted to obtain care from all programs for which they are eligible.

CBH is under contract with the city to provide in-plan (that is, Medicaid reimbursed) mental health and substance abuse treatment services to all Medicaid recipients in Philadelphia County. CBH in turn has contracts with almost 300 area treatment providers, offering the full spectrum of services to adults, children and adolescents.

Adult Behavioral Health Emergencies:

If you are an adult who is having a Mental Health or Substance Abuse emergency, you may go to any of Philadelphia's 5 Crisis Treatment Centers 24 hours a day, 7 days a week.

Center City & South Philadelphia

Hall Mercer/ PA Hospital

8th and Locust Street

(215) 829-5249

Southwest and West Philadelphia

Mercy Hospital

501 South 54th Street

(215) 748-9525

Northeast Philadelphia

Friends Hospital (Larkspur)

4641 Roosevelt Boulevard

215) 831-4616

North Philadelphia

Temple/ Episcopal Hospital

100 East Lehigh Avenue

(215) 707-2577

Northwest Philadelphia

Einstein Hospital @ Germantown

Community Health Center

One Penn Boulevard

(215) 951-8300

Children & Teenager Behavioral Health Emergencies:

If you are not sure where to go in a behavioral health emergency, please call the Delegate Line at (215) 685-6440. They will be able to help you in an emergency and direct you to the nearest service to meet your needs. They can also send out a Mobile Emergency Team (MET) to your home if you need assistance in getting someone to seek behavioral health assistance in an emergency.

Suicide Hotline:

If you or someone you know is thinking about hurting themselves, please call the SUICIDE HOTLINE at (215) 686-4420. There is someone there to take your call 24 hours a day, 7 days a week.

Children's Crisis Treatment Center (CCTC)

1823 Callowhill Street

Philadelphia PA 19130

Main: 215-496-0707

Website: www.cctckids.org

Insurance: medical assistance (Medicaid); any insurance that carries Magellan behavioral health care

The Children's Crisis Treatment Center is a behavioral health treatment agency that serves all children in Philadelphia. CCTC offers a wide variety of treatment options to meet the needs of its diverse client population, including:

- Outpatient evaluations and ongoing therapy for children
- An early childhood partial hospitalization program for children 3-5 years of age with multiple learning, behavior and social problems.
- Trauma Assistance Program (TAP) serves children ages 2 through 13 who have experienced or witnessed a recent violent traumatic event.
- Sexual Trauma Treatment Program (STTP) offers outpatient mental health services for children 2 through 13 who have been the victims of either a one time sexual assault or ongoing sexual abuse.
- The Family Support and Education Program assists in dealing with difficult children and crisis intervention skills for aggressive and violent children.
- Parental support group
- West African Refugee Assistance Program.
- Wrap around services for children 5 through 13 years that places support into the child's community, school, and home
- The Summer Therapeutic Activities Program or STAP that serves children between the ages of 5-13. Most of the children have been denied access to similar programs due to behavior and emotional difficulties in the past.

School-Based Behavioral Health Services designed to support children whose emotions and behaviors make it difficult for them to succeed in the school setting.

CORA Services

8540 Verree Road

Philadelphia, PA 19111

Phone: 215-342-7660

Website: www.coraservices.org

Insurance: medical assistance (Medicaid); private insurance but for more information regarding a particular program and eligibility, individuals will need to call CORA directly and have their insurance information available.

Services include individual, group and family counseling, educational services, referral assistance, community drug and alcohol prevention educational and treatment, GED and job training, speech services, and psychological services. After school programs and adult enrichment programs are also available. Additionally, CORA operates a licensed pre-school and child care program.

CAREGIVER RESOURCES AND SUPPORTS

Many agencies throughout Philadelphia offer programs, resources and training to help support caregivers. Some agencies run caregiver support groups that give caregivers a chance to relax and share stories with others in their same situation. These support groups often host workshops and trainings on topics ranging from child-rearing advice and violence prevention to stress management and financial and legal advice.

Other agencies focus on providing respite care to caregivers so that they can have some time to themselves, knowing that their children are being properly cared for. Some agencies have programs that offer in-home support to caregivers and their children, from respite care to therapeutic services. All agencies strive to assist caregivers in caring for their children while also ensuring that they have the support and resources available to care for themselves.

In addition to those listed here, local churches, community centers, and senior centers often have information about resources for caregivers.

Child Care Information Services of Philadelphia (CCIS)

CCIS hotline: 1-888-461-KIDS (5437)

CCIS helps families find, select, and pay for child care. The CCIS Parent (or caregiver) Resource and Referral (R&R) Department maintains information on local child care facilities and community resources to help parents search for an appropriate arrangement for their child. This includes child care facilities that offer full-time, part-time, after school, overnight, weekend care or summer camp programs.

CCIS also maintains the subsidized child care program. This is a program that helps working parents or caregivers that have legal custody of the child pay for a portion of their child care. For more information about the child care subsidies, call the CCIS hotline at 1-888-462-KIDS (5437) to find out if you are eligible.

There are five CCIS offices in Philadelphia. Offices are broken into areas of service by zip code. To get information regarding childcare available in your area, you can call the CCIS hotline at 1-888-461-KIDS (5437) or you can also call the nearest CCIS office by using the numbers listed below.

North Philadelphia

The Wallace Building
642 N. Broad Street – 6th Floor
Philadelphia, PA 19130
Phone: (215) 763-0100
Serving Zip Codes: 19121, 19122,
19123, 19125, 19130, 19132, 19133

Northwest Philadelphia

6350 Greene Street
Philadelphia, PA 19144
Phone: (215) 842-4820
Serving Zip Codes: 19118, 19119,
19126, 19127, 19128, 19129, 19138,
19140, 19141, 19144, 19150

West/Southwest Philadelphia

Market at University Square
3901 Market Street - Box 1969
Philadelphia, PA 19104
Phone: (215) 382-4762
Serving Zip Codes: 19104, 19131,
19139, 19142, 19143, 19151, 19153

Northeast Philadelphia

1926 Grant Avenue
Philadelphia, PA 19115
Phone: (215) 333-1560
Serving Zip Codes: 19111, 19114,
19115, 19116, 19120, 19124, 19134,
19135, 19136, 19137, 19149, 19152

South/Center City

1500 South Columbus Blvd.
McGee Building, Second Floor
Philadelphia, PA 19147
Phone: (215) 271-0433
Serving Zip Codes: 19102, 19103,
19106, 19107, 19112, 19145, 19146,
19147, 19148

Department of Human Services (DHS)

Main Office:

1515 Arch St.,
Philadelphia, PA 19102

Main telephone numbers: (215) 683-4DHS M-F from 9:00 am-5:00 pm

DHS Hotline to report abuse or neglect: (215) 683-6100.

The Children and Youth Division (CYD) of the Department of Human Services provides child and family-centered services to children and their families in Philadelphia. These services are strategically designed to ensure the safety, permanency, and overall well-being of the DHS's clients. The CYD is also responsible for investigating all reports of child abuse and neglect.

Depending upon the particular needs of children and families, services can include foster care, Services to Children in their Own Homes (SCOH), adoption, and other prevention and community-based services that address the well-being of the entire family. Another important service is a network of support and educational groups designed to help adults to become more effective parents.

The Office of Community Family Support (OCFS)

1601 Cherry Street 9th floor
Philadelphia, PA 19102
(215) 683-4000

The Office of Community Family Support (OCFS) provides a framework for strengthening families that focuses on the development, implementation and/or access to services and programs that concentrate on: child safety, child and family well-being, family stability, children at risk of dependency and or delinquency, and enhancement of community participation in the protection of its most vulnerable citizens, children.

Foster Care Agencies:

This is not an exhaustive list of agencies in Philadelphia. These agencies listed below can only assist caregivers with information about foster care and a referral to DHS prior to being assigned the foster care case. **If you are a caregiver interested in becoming a kinship foster care parent, you should first contact DHS directly to get information.** DHS will determine eligibility and coordinate with a foster care agency for you.

Children's Choice:

325 International Plaza II
Philadelphia, PA 19113
(800) LA-CHILD or
(610) 521-6270
www.childrenschoice.org

Delta Community Supports:

2210 Mount Carmel Ave.
Glenside, PA 19038
www.deltaweb.org

Tabor Children's Services:

56 E. Armat Street
Philadelphia, PA 19144
(215) 842-4800
www.tabor.org

Family Friends Respite Care:

Temple University's Center for Intergenerational Learning
1601 North Broad Street, USB Suite #206
Philadelphia, PA 19122
Phone: (215) 204-3193
Website: <http://templecil.org/Familyfriendshome.htm>

Family Friends is coordinated by Temple University's Intergenerational Center and coordinates older adult volunteers (55+) that provide in-home support to Philadelphia families with children with special needs. Volunteers are recruited from the neighborhood and are trained, screened and matched with families. The matches are expected to remain as long as it is mutually beneficial to the family and the volunteer. There is no cost to eligible families for receiving a Family Friend.

Grandma's Kids:

Temple University's Center for Intergenerational Learning
1601 North Broad Street, USB Suite #206
Philadelphia, PA 19122
Phone: (215) 204-3105

Grandma's Kids is offered through Temple's Center for Intergenerational Learning. The main component of Grandma's Kids is the after-school program currently run out of four elementary schools in Philadelphia: Blankenburg, Blaine, Harrison and McKinley. Children not attending one of the four participating schools are sometimes allowed to participate in the after school program with the school's permission, but the caregiver must provide transportation for the child.

In addition, Grandma's Kids provides caregivers with parent education and resources, family support as well as cultural and recreational activities that they can do with their peers while their children are being cared for.

Grand Central, Inc.:

1211 Chestnut Street, Suite 200
Philadelphia, PA 19107
(215) 557-1554
Website: www.grandcentralinc.org
E-mail: grandcentralinc@msn.com

Grand Central is a kinship care resource center that brings together a consortium of community-based and public agencies, family members and community leaders to serve all kinship caregivers and their children. Grand Central runs workshops on a variety of topics to assist kinship caregivers. The agency runs bi-monthly caregiver support meetings (2nd and 4th Wednesday of the month from 10am-2pm, lunch provided). These support groups offer workshops on a variety of topics as well as peer support for caregivers.

Grand Central also runs therapeutic support groups on the 1st and 3rd Wednesday of each month. These support groups run from 10am-12pm, with lunch provided. During these sessions, caregivers can get individual as well as group therapy. All caregivers are welcome to attend Grand Central meetings. Please call in advance if you would like to attend any meeting.

**Grandparents Raising Grandchildren at
The Supportive Older Women's Network (SOWN)**

2805 N. 47th Street
Philadelphia, PA 19131
Website: www.sown.org

SOWN provides Grandparents Raising Grandchildren support groups for grandparents living in any part of Philadelphia who are raising children 18 and under.

Telephone support groups are available at different times and days for grandparents who find it difficult to attend a community group. Grandparents are able to use their own phone and be connected by a professional facilitator to other grandparents for a weekly telephone support group. Call for information about the SOWN community-based grandparent support groups. A Helpline is available Monday through Friday from 9 to 4 for grandparents to receive telephone counseling, support, and referral service.

To register, inquire about a community or telephone group, or to call the Helpline contact Carolyn Schneider at SOWN 215-477-6000, ext.11, or e-mail cschneider@sown.org.

Grands as Parents (GAPs):

2121 North Gratz St.
Philadelphia, PA 19121
(215) 236-6848
website: www.gapsnow.org

Grands As Parents is a North Philadelphia-based support/advocate group for grandparents who are raising their grandchildren. GAPS offers workshops for caregivers on topics such as: stress management, crisis management, home and community safety, and issues regarding at risk children and teens. GAPS works to advocate for the needs of kinship caregivers and their children by developing strong working relationships with numerous community resources and local and state government officials. In addition, GAPS offers recreational and esteem-building activities for children and caregivers.

The Kids n' Kin Program at Philadelphia Society for Services to Children (PSSC):

415 South 15th Street
Philadelphia, PA 19146
Phone: (215) 875-3400
Website: www.pssckids.org

Kids n' Kin helps caregivers and the children overcome these challenges, and to keep children "out of the system" and in a safe, nurturing home with family members. Kids n' Kin offers no-cost in-home support services by social workers as well as legal assistance (through a partnership with the Support Center for Child Advocates) and family-based in-home therapeutic services, if necessary. The only requirement is that the caregiver is not receiving service through a foster care program, and that the Department of Human Services does not have an active and open case in the household.

Additional services offered through Kids n' Kin include:

- Support groups for children and teens of incarcerated parents.
- A special program, The Family Reintegration Project, for families in which the mother will soon be released from Riverview Correctional Facility, and is looking to reunify with her children.
- A caregiver support group, which is co-lead by a family advocate and a social worker, and offers bi-monthly workshops on topics important to caregivers such as: home and child safety, legal assistance, financial assistance and education.

Philadelphia Corporation for Aging (PCA):

Main Office
642 N. Broad Street
Philadelphia, PA 19130-3409
Phone: (215) 765-9000
Helpline: (215) 765-9040 or
(215) 765-9041 (for hearing impaired)
Website: www.pcaphl.org

The Philadelphia Corporation for Aging is dedicated to improving the lives of older citizens and people with disabilities in Philadelphia through advocacy, resources, programs and direct service work. PCA has a variety of programs and services available to eligible older Philadelphians such as: home repairs through their Senior Housing Assistance Repair Program, in home assistance, referrals to legal assistance for seniors, employment services, transportation assistance, and many others.

Youth Services, Inc. (YSI)

Central Referral System: 215-222-3262

YSI operates two crisis nursery and respite care centers in Philadelphia: Baring House in West Philadelphia, and the Sally Watson Center in Germantown. The childcare services are free and operate 24-hours a day. YSI also offers a hotline for referrals and support, parenting classes, and developmental screenings.

CLOTHING/FOOD/FURNITURE RESOURCES

United Way- First Call for Help:

(215) 568-3750

The United Way helpline provides phone numbers and information for a wide array of assistance including food, clothing, and housing.

The Career Wardrobe:

1211 Chestnut Street, Suite 205

Philadelphia, PA 19107

(215) 568-6693

website: www.careerwardrobe.org

The Career Wardrobe helps low-income women returning to the workforce. They offer free interview-appropriate clothing in addition to their workshops that provide job readiness training.

Goodwill Industries Thrift Stores:

Goodwill Industries stores offer gently used clothing, children's toys and furniture for low prices.

Juniata Park

1440 East Erie Ave.
(Erie and Castor Aves.)
(215) 288-8680

Fishtown

33 West Girard Ave.
(215) 203-3184

South Philadelphia

2601 South Front St.
(215) 463-5054

South Philadelphia

2200 West Passyunk Ave.
(215) 755-1320

Salvation Army Thrift Stores:

Salvation Army Thrift Stores offer gently used clothing and furniture for low prices.

2140 Market St.
Philadelphia, PA 19103
(215) 561-0178

6427 Torresdale Ave.
Philadelphia, PA 19135
(215) 624-9487

4555 Pechin St.
Philadelphia, PA 19128
(215) 483-3340

Foodline:

1 (800) 366-3997

Hours of operation: Monday-Friday: 8am-4:30pm

This toll free hotline provides information on local soup kitchens and food banks based on an individual's zip code.

Philabundance

General Website: www.philabundance.org

List of Philadelphia member agencies that offer food to the needy: <http://www.philabundance.org/partners/listofagencies>

Food Resource Guide Published by the Archdiocese of Philadelphia:

Website: <http://www.foodresourceguide.org/rghome.asp>

Women, Infants and Children (WIC Program): see Financial section

EDUCATION RESOURCES

Most kinship caregivers are caring for children who are school aged and so these caregivers must interact with school officials on a regular basis. Many caregivers may have been away from school for some time and may not be aware of new rules and regulations as well as techniques to help support their children throughout their education process. Meeting with teachers and school administrators and even helping children with their homework can often be an intimidating and confusing process for caregivers, regardless of their age or educational background. It is important for caregivers to know that there are agencies in the city that can assist them with meeting their child's academic needs.

The Philadelphia School District has various departments such as the Office of Specialized Services that can help caregivers set their children up with valuable educational assistance to help them reach their academic potential. While the Philadelphia School District has programs to assist children at all levels of their education, there are also outside agencies such as Childlink and Elwyn that can assist preschool children in getting a strong start in their educational careers.

There are also organizations in Philadelphia that work to ensure that children's educational rights are upheld. The Education Law Center is one such place that caregivers can call if they are concerned that their child's educational needs are not being met.

Caregivers should not be afraid to utilize these resources, both within the school district and beyond, to help make sure that the children in their care are receiving the highest level of education possible so that they have the greatest opportunities for a successful, productive and happy life.

Childlink

260 South Broad Street 18th Floor
Philadelphia, PA 19102
Intake number: (215) 731-2110

Childlink provides a single and centralized point of entry into the early intervention system for children from birth to school age. Through a single call, an Intake Coordinator will assist all callers in beginning the process to determine eligibility and arrange for services, if appropriate. Families, caregivers and professionals can refer children birth to age five, living in Philadelphia who may need early intervention services because of a developmental delay or disability directly to Childlink.

Children's Crisis Treatment Center

(see under Behavioral Health)

Education Law Center:

Philadelphia Building
1315 Walnut Street, 4th Floor
Philadelphia, PA 19107-4717
Phone: (215) 238-6970
Website: www.elc-pa.org

The Education Law Center is a legal and education advocacy organization that works to help all Philadelphia children get access to a quality public education. Legal Services are free.

ELC staff members provide information and guidance to students, families, and advocates via their telephone Help Line. When you call, they will ask for specific information about the child and the problem. Members of ELC staff will try to respond to your call within three days, and to emergencies as soon as possible.

The Help Line is open from 9 am to 2 pm Monday through Friday – Call (215) 238-6970 .

Elwyn (SEEDS Program):

4040 Market Street
Philadelphia, PA 19104
Phone: (215) 222-8054
Website: <http://www.elwyn.org>

The early childhood intervention services at Elwyn offers a program for pre-school aged children (ages 3-5) in Philadelphia to help them prepare for school success. SEEDS (Special Education for Early Developmental Success) Services include special instruction, occupational therapy, speech therapy, physical therapy, and nursing or any combination of these. SEEDS works with day care centers, nursery schools and other childhood intervention services and can even offer children services in their own homes.

Philadelphia Public Schools:

Main Office:

440 North Broad Street
Philadelphia, PA 19130
(215) 400-4000
Website: <http://www.philsch.k12.pa.us>

Parent Help Line:

(215) 400-4000
If you have questions about anything that affects your child's education

Early Childhood:

(215) 400-4270
Description: This is the number to call if you are a caregiver with children below age six and you want to get them involved in early education services through the Philadelphia Public Schools. The following are early childhood programs in the Philadelphia Public schools: HeadStart (pre-K education program; eligibility according to income); Comprehensive Early Learning Center (day care provider with centers throughout Philadelphia area available from 7am-4:45pm for a nominal fee; offers pre-K program for the children at the day care center; Even Start Parent and Child Home Program (program where trained staff go into the homes of families with parents/caregivers who have not received their high school diploma or GED and have children under the age of 6 and- staff assist parents with GED, parenting skills and assist children with early childhood development –current only available to North Philly and Kensington residents; Bright Futures- a new pre-k program similar to HeadStart that is available during the academic year- for application and eligibility requirements you will need to call for more information.

Office of Specialized Services (provides special education, behavioral health, school health and prevention intervention programs in the public schools)
(215) 400-4170

Secondary Education (for information on middle schools and high schools)
(215) 400-4230

Student Placement (for information on how to get children enrolled in school- elementary, middle or high school)
(215) 400-4290

Bully Hotline:

(215) 400-SAFE
To report bullying, violence, harassment, threats and truancy. 24 hours / 7 days a week

FINANCIAL RESOURCES

One of the single greatest challenges facing kinship caregivers is how to financially support the children they are now caring for. There are some financial supports available to eligible caregiver families, such as TANF grants, SSI benefits for children with disabilities and Food Stamps.

Below are some of the main agencies that caregivers will need to be in contact with in order to determine eligibility and apply for any benefits available to them and to their children. Also listed are a few agencies that focus on assisting clients with this process.

In addition, many other agencies in this resource guide, especially those listed under Legal Resources and Caregiver Supports and Resources, can often offer assistance and advice regarding how to navigate the benefits piece of caring for children.

The Benefit Bank at Solutions for Progress:

728 South Broad Street
Philadelphia, PA 19146
(215)701-6101
Website: thebenefitbank.com

The Benefit Bank, created by the organization called Solutions for Progress, was developed as a free counselor-assisted on-line program that helps determine client eligibility for many state and federal benefit programs and also assists counselors in helping their clients fill out forms for these benefits. To date, the Benefit Bank offers assistance in Pennsylvania in tax preparation and filing, LIHEAP, food stamps, cash assistance, medical benefits, pace/pacenet (medicare prescription drug benefits), and PA childcare subsidies.

If you are interested in getting assistance with any of the services the Benefit Bank provides, you will need to locate a host agency in your area. To do so, please call The Benefit Bank and they will give you a list of agencies in your area that are trained to navigate the Benefit Bank system.

Department of Public Welfare; County Assistance Offices:

Philadelphia County Assistance Office
Headquarters
Philadelphia State Office Building
1400 Spring Garden Street
Philadelphia, PA 19130-4088
Phone: (215) 560-2900
General Welfare Helpline: Welfare Helpline toll-free at 1-800-692-7462
(1-800-451-5886 TDD number for individuals with hearing impairments).
Website: www.dpw.state.pa.us

There are a number of forms of assistance available through the Department of Public Welfare, including cash assistance also known as TANF (Temporary Assistance to Needy Families), GA (general cash assistance for individuals not meeting TANF criteria), food stamps, and medical assistance (medical insurance through Medicaid). There are a number of eligibility requirements for qualifying for any public assistance. They include but are not limited to: social security numbers of all individuals receiving assistance, proof of U.S. citizenship (or non-citizen lawful permanent resident status for all individuals receiving assistance, proof of residency in PA for all individuals receiving assistance, certain financial requirements, work requirements (with some exceptions), etc.

Because the eligibility requirements for receiving any type of public assistance are very complicated, anyone interested in receiving benefits should contact their local county assistance office and make an appointment. Make sure to ask about what documents you will need to bring to ensure that you have everything with you so that they can process your application properly. (make sure to explain to your worker that you are a kinship caregiver and explain what kind of legal custody arrangement you have... if you have any questions or concerns, there are agencies listed in this guide under **Legal Resources** that can help with public assistance problems).

Note: Applicants may apply for Food Stamps, Medicaid and other benefits offered by the county assistance offices at the same time that they apply for cash assistance.

Questions about changes to existing programs, eligibility requirements and assistance with any problems may be directed to: Department of Public Welfare, Community Services Department, 1400 Spring Garden Street, Room 601, Philadelphia, PA 19130, 215-560-2547

County Assistance Offices (listed alphabetically):

Alden District

5853 Germantown Avenue
Philadelphia, PA 19144-2154
Phone: (215) 560-4800

Girard District

961 North Marshall Street
Philadelphia, PA 19123-1306
Phone: (215) 560-3500

Ogontz District

301 East Cheltenham Avenue, 2nd floor
Philadelphia, PA 19144-5751
Phone: (215) 560-5000

Boulevard District

4109 Frankford Avenue
Philadelphia, PA 19124-4508
Phone: (215) 560-6500

Hill District

301 East Cheltenham Avenue, 3rd floor
Philadelphia, PA 19144-5751
Phone: (215) 560-5200

Ridge District

1350 West Sedgley Street
Philadelphia, PA 19132-2496
Phone: (215) 560-4900

Center District

900 North Marshall Street
Philadelphia, PA 19123-1307
Phone: (215) 560-3600

Kent District

2701 North Broad Street, 2nd floor
Philadelphia, PA 19132-2743
Phone: (215) 560-7100

Snyder District

990 Buttonwood Street, 5th floor
Philadelphia, PA 19123-1306
Phone: (215) 560-4300

Delancey District

5740 Market Street 2nd Floor
Philadelphia, PA 19139-3204
Phone: (215) 560-3700

Lehigh District

2701 North Broad Street, 3rd floor
Philadelphia, PA 19132-2743
Phone: (215) 560-4600

Tioga District

1348 West Sedgley Avenue
Philadelphia, PA 19132-2498
Phone: (215) 560-4700

Elmwood District

5740 Market Street 1st Floor
Philadelphia, PA 19139-3204
Phone: (215) 560-3800

North District

219 East Lehigh Avenue
Philadelphia, PA 19125-1099
Phone: (215) 560-4000

Unity District

4111 Frankford Avenue
Philadelphia, PA 19124-4508
Phone: (215) 560-6400

Federal District

1334 Bainbridge Street
Philadelphia, PA 19147-1810
Phone: (215) 560-4400

Nursing Home District

4601 Market Street, ground floor
Philadelphia, PA 19139-4616
Phone: (215) 560-5500

West District

5070 Parkside Avenue
Philadelphia, PA 19131-4747
Phone: (215) 560-6100

Low Income Home Energy Assistance Program (LIHEAP)

4601 Market Street, 2nd floor
Philadelphia, PA 19139
Phone: (215) 560-1325

LIHEAP is a federally-subsidized energy program that offers financial assistance to eligible households (low income and/or elderly) to help defray the costs of home heating in the winter and cooling in the summer.

Where to apply:

- Visit one of PGW's Customer Service Centers
- Neighborhood Energy Centers
- Mayor's Office of Community Services
- Senior Centers and Public Welfare Offices
- Through a social services agency that has staff trained through the Benefit Bank (see next listing for more information)

To receive an application in the mail, call (215) 560-2970.

Social Security:

General number for information: 1 (800) 772-1213

TTY: 1 (800) 325-0778

Website (for Philadelphia region): <http://www.ssa.gov/phila/states/offices.htm>

The Social Security Office can assist in a number of ways, including:

- Get social security cards for the children in their care if the children do not already have one with them
- Determine whether a child in their care who has been diagnosed with a disability is eligible to receive SSI.
- Apply for survivor benefits if a caregiver is caring for a child because the child's parents are deceased

For more information, call or make an appointment with your local social security office. Before going, make sure to call to get a list of the required documents you will need in order to make your claim and determine eligibility.

List of Philadelphia Social Security Offices:

Downtown Office

1234 Market Street
Suite 2000 20th Floor
Philadelphia, PA 19107
Office Hours: Monday- Friday 9-4

Germantown Office

5000 Wissahickon Ave
Third floor
Philadelphia, PA 19144
Office hours: Monday-Friday 9-4

K and A Office

3400 Aramingo Ave.
Philadelphia, PA 19134
Office hours: Monday-Friday 9-4

Nicetown Office

2929 North Broad Street
Philadelphia, PA 19132
Office hours: Monday-Friday 9-4

North Central Office

1514 W. Cecil B. Moore Ave.
Philadelphia, PA 19121
Office hours: Monday-Friday 9-4

North East Office

7959 Bustleton Ave.
Philadelphia, PA 19152
Office hours: Monday-Friday 9-4

South Philadelphia Office

3336 South Broad Street
Stadium Plaza
Philadelphia, PA 19145
Office hours: Monday-Friday 9-4

West Philadelphia Office

3901 Market Street
Second Floor
Philadelphia, PA 19104
Office hours: Monday-Friday 9-4

Woodland Office

6120 Woodland Ave.
2nd Floor Woodland Village Plaza
Philadelphia, PA 19142

Women, Infants and Children (WIC Program):

Main Office for WIC in Philadelphia:

North, Inc.

642 N. Broad Street, Suite 101

Philadelphia, PA 19130

(215) 978-6100

website: www.fns.usda.gov/wic

WIC is a supplemental food and nutrition education program funded by the federal and state government that helps to make nutritious foods available to women, infants and children. Caregivers who are caring for children under the age of five should call to see if they are eligible for WIC assistance.

HEALTH RESOURCES

A caregiver's own health and the health of the children in their care is a great concern for many kinship families. There are agencies throughout Philadelphia that assist caregivers in making sure that their children are healthy.

Some children will qualify for medical coverage through the Department of Public Welfare. Additionally, with the proper documentation, caregivers can take their children to community health centers to get them examined, get them their immunizations and even get dental care at some locations.

As with many other things, caregivers must have documentation such as social security number, birth certificate and legal authorization to make decisions for the child in order to take children to get medical treatment. If caregivers need assistance in procuring any of these documents, they can contact the social security office or one of the legal or social service organizations listed in this resource guide who might be able to assist them.

Children's Health Insurance Program- CHIP:

1 (877) 705-2576

Website: www.ins.state.pa.us

CHIP is short for Pennsylvania's Children's Health Insurance Program - Pennsylvania's program to provide comprehensive health insurance to uninsured children. CHIP works with private health insurance companies to make sure children get immunizations, doctor's visits, prescriptions, vision exams, hearing services, emergency care, mental health benefits, durable medical equipment, substance abuse treatment, rehabilitation therapies, check-ups at the dentist and more!

Qualified families get CHIP for free or for a small monthly payment. Either way there are no co-payments or deductibles.

Community Health Centers:

Administrative Office

1101 Market Street, Suite 840

Philadelphia, PA 19107

Telephone: (215) 686-5000

Website: <http://www.phila.gov/health/>

With identification, any resident of Philadelphia can access medical and dental care by calling one of Philadelphia's Health Care Centers. Appointments are recommended, but walk-ins are accepted as emergencies are presented and time is available. Each Health Care Center can refer clients to a local hospital for specialty services on an outpatient basis.

In order to enroll at a Philadelphia Health Care Center, you will need to bring personal identification (social security card, driver's license etc.) and proof of where you live, your family size and income. If you have health insurance or receive Medicare or Medicaid, please bring that information. As a caregiver, you will also need the legal documentation that proves that you are authorized to make medical decisions for the child in your care (custody papers, adoption papers, etc.).

Centers (listed by district number):

Philadelphia Health Care Center #1

(Sexually Transmitted Disease Clinic and walk-in HIV testing only)

1400 Lombard Street 19146

Tel: (215) 685-6570

FAX: 545-7268

Hours of operation:

8:00 am – 8:00 pm Mon and Wed

8:00 am – 5:00 pm Tue, Thu, Fri

Language: English

Note: Walk-in registration may close early when a large number of people are waiting to be seen.

Philadelphia Health Care Center #2

1720 South Broad Street 19145

TEL: Medical (215) 685-1803

Dental (215) 685-1822

FAX: (215) 683-1815

Hours of operation:

8:00 am – 4:30 pm Mon, Tue, Fri

7:30 am – 4:30 pm Wed

8:00 am – 7:30 pm Thu

8:00 am – 12:00 noon Sat

Languages: English, Cambodian/Khmer, Indonesian, Mandarin, Vietnamese, Spanish

Other languages available through telephone handsets

Philadelphia Health Care Center #3

555 South 43rd Street 19104
TEL: Medical (215) 685-7504
Dental (215) 685-7506
FAX: (215) 685-7551
Hours of operation:
7:30 am – 8:00 pm Mon
7:30 am – 5:00 pm Tue – Fri
Languages: English, French
Other languages available through telephone handsets

Philadelphia Health Care Center #4

4400 Haverford Avenue 19104
TEL: Medical (215) 685-7601
Dental (215) 685-7605
FAX: (215) 386-4902
Hours of operation:
8:00 am – 4:30 pm Mon, Wed, Thu, Fri
8:00 am – 8:00 pm Tue
Languages: English
Other languages available through telephone handsets

Philadelphia Health Care Center #5

1920 North 20th Street 19121
TEL: Medical (215) 685-2933
Dental (215) 685-2938
FAX: (215) 765-2409
Hours of operation:
8:00 am – 4:30 pm Mon, Wed, Thu, Fri
8:00 am – 8:00 pm Tue
Languages: English
Other languages available through telephone handsets

Philadelphia Health Care Center #6

321 West Girard Avenue 19123
Tel: Medical (215) 685-3803
Dental (215) 685-3816
FAX: (215) 685-3848
Hours of operation:
8:00 am – 5:00 pm Mon, Tue, Thu, Fri
8:00 am – 8:00 pm Wed
Languages: English, Spanish, Albanian
Other languages available through telephone handsets

Philadelphia Health Care Center #9

131 East Cheltenham Avenue 19144
TEL: Medical (215) 685-5701
Dental (215) 685-5738
FAX: (215) 685-5748
Hours of operation:
8:00 am – 4:30 pm Mon, Tue, Thu, Fri
8:00 am – 8:00 pm Wed
Languages: English, French, Haitian, Creole
Other languages available through telephone handsets

Philadelphia Health Care Center #10

2230 Cottman Avenue 19149
TEL: Medical (215) 685-0639
Dental (215) 685-0608
FAX: (215) 725-4877
Hours of operation:
8:00 am – 5:00 pm Mon - Fri
5:00 pm – 8:00 pm Wed (Pediatric Clinic/Pregnancy Testing)
Languages: English, French, Arabic, Spanish, Russian
Other languages available through telephone handsets

Strawberry Mansion Health Center

2840 Dauphin Street 19132
TEL: Medical (215) 685-2401
No Dental Services
FAX: (215) 685-2440
Hours of operation:
8:00 am – 4:30 pm Mon - Fri
8:00 am – 7:30 pm every other Thu
Languages: English
Other languages available through telephone handsets

Project Access

Project Access, a service of Temple University Children's Medical Center, can help you get free or low-cost health insurance and find a doctor for your children. To learn more, call 215-707-6018, 24/7. Help is available for non-English speaking families.

Greater Philadelphia Health Action (GPHA):

Administrative offices:

432 N. 6th Street, Philadelphia, PA 19123

(215) 925-2400

To make an appointment, call GPHA's toll-free appointment line:

1-888-296-GPHA (4742)

Insurance: GPHA accepts most commercial insurance plans, managed care programs, Medicare and Medicaid. GPHA also works with clients who have no insurance as well.

Description: GPHA is committed to providing the best healthcare for families in the Philadelphia region no matter what their economic standing. They believe the uninsured and underinsured deserve comprehensive, accessible, quality healthcare as much as those who are insured. They have numerous comprehensive health centers that cater to the entire family. GPHA also reaches out to the community through health fairs, open houses and special events for children, adults and seniors. GPHA is currently the largest non-hospital healthcare provider in the region. GPHA is accredited by the Joint Commission on Accreditation of Healthcare Organizations (JCAHO).

Locations:

4th Street Medical Suite

1401 S. 4th Street

Philadelphia, PA 19147

Phone: 215-339-1079

SERVICES: Adult Medicine, Pediatrics, Geriatrics

AL-ASSIST Behavioral Healthcare Center

1401 S. 4th Street

Philadelphia, PA 19147

Phone: 215-339-1070

SERVICES: Mental Health Treatment, Substance Abuse Treatment, HIV/AIDS Counseling

Chinatown Medical Services

647 Bainbridge Street

Philadelphia, PA 19147

(215) 627-8000

SERVICES: Adult Medicine, Pediatrics, Geriatrics, Case Management (designed to meet the particular needs of the Chinese community)

Frankford Avenue Health Center:

4500 Frankford Avenue

Philadelphia, PA 19124

(215) 744-1302

SERVICES: Adult Medicine, Pediatrics, Geriatrics, Podiatry, Nutrition, OB/GYN, Family Planning, Case Management, Immunization, HIV/AIDS Testing/Treatment, Access to Convenient Dental Care

Frankford/ AL-ASSIST Behavioral Health Center

4510 Frankford Avenue, 2nd floor

Philadelphia, PA 19124

(215) 831-9882

SERVICES: Mental Health Treatment, Alcohol & Substance Abuse Treatment, HIV/AIDS Counseling

Hunting Park Health Center

1999 West Hunting Park Avenue

Philadelphia, PA 19140

(215) 228-9300

SERVICES: Adult Medicine, Pediatrics, Geriatrics, Podiatry, Nutrition, OB/GYN, Family Planning, Case Management, Immunization, HIV/AIDS Testing/Treatment, Access to Convenient Dental Care

Southeast Health Center

800 Washington Avenue

Philadelphia, PA 19147

(215) 339-5100

SERVICES: Adult Medicine, Pediatrics, Geriatrics, Podiatry, Nutrition, OB/GYN, Family Planning, Case Management, Immunization, HIV/AIDS Testing/Treatment, Access to Convenient Dental Care

Wilson Park Medical Center

2520 Snyder Avenue

Philadelphia, PA 19145

(215) 755-7700

SERVICES: Adult Medicine, Pediatrics, Geriatrics, Podiatry, Nutrition, OB/GYN, Family Planning, Case Management, Immunization, HIV/AIDS Testing/Treatment, Access to Convenient Dental Care

Woodland Academy Child Development Center

5401-09 Grays Avenue

Philadelphia, PA 19143

(215) 726-6646

SERVICES: Day Care, After-School Programs, Head Start Provider

Woodland Avenue Health Center

5000 Woodland Avenue

Philadelphia, PA 19143

(215) 726-9807

SERVICES: Adult Medicine, Pediatrics, Geriatrics, Podiatry, Nutrition, OB/GYN, Family Planning, Case Management, Immunization, HIV/AIDS Testing/Treatment, Access to Convenient Dental Care

HOUSING RESOURCES

Housing is an area of concern for most caregivers who take in children. Many caregivers need larger apartments or houses to be able to provide enough space for every individual now living under their roof. The following agencies are available to assist individuals in searching for and acquiring housing in Philadelphia. Currently housing is sited as one of the biggest concerns facing caregivers in Philadelphia and agencies across the city are trying to develop ways to assist families in getting better and bigger housing in a shorter period of time than is currently the norm.

Philadelphia Housing Authority (PHA):

Main Office

12 South 23rd Street

Philadelphia, PA 19103

(215) 684-4000

TTY: for any dept. use the PA Relay System

1 (800) 694-5984

website: www.pha.phila.gov

The Philadelphia Housing Authority, also known as PHA, is the biggest landlord in Pennsylvania. PHA develops, acquires, leases and operates affordable housing for city residents with limited incomes. PHA offers housing through conventional housing or through Housing Choice, formerly known as Section 8. (Please note that the waiting list for Housing Choice is currently closed).

How to apply: Conventional public housing and Housing Choice are two separate programs requiring separate applications, but both are located at the same office - 712 North 16th Street. Operating hours are between 9:00 a.m. and 4:00 p.m., Monday through Friday.

Conventional public housing is a term given to groups of buildings located at one site. Housing Choice is a program where applicants find apartments or houses owned by private landlords willing to rent under the program. PHA pays directly for part of the rent, based on federal regulations.

Your name will be placed on the waiting list based on the date and time of application. When your name appears at the top of the waiting list, the screening unit will review your application.

All applicants must successfully complete the screening process in order to be placed in a PHA unit. During the application process, you may check on the status of your application by calling (215) 684-4453. Hearing Impaired: 711 or TTY-800-654-5984.

Other Important PHA contacts:

Client Services Department (for those already involved in the Section 8 Housing- Housing Choice Program)

Keith Caldwell, General Manager

642 North Broad Street, 6th Floor

Philadelphia, PA 19130

Phone 215-684-4370

Fax 215-684-4456

Office of Inspector General of the Philadelphia Housing Authority

Investigator Division

1101 Market Street

Suite 1320

Philadelphia, Pa. 19107

(215) 684-8300

The Investigator Division is charged with looking into allegations of fraud and corruption; including, but not limited to, criminal offenses and serious breaches of integrity by employees or any person or entity doing business with the agency. Investigations by the OIG are commonly initiated as a result of complaints by citizens. Complaints can be made anonymously by telephone, by mail or in person.

Hotline Information

Report Fraud, Waste & Abuse
Phone: (215) 684 - 8300
or oig@pha.phila.gov

Philadelphia Housing Development Corporation

1234 Market Street, 17th floor
Philadelphia, PA 19107
(215) 448-3000
website: www.phdchousing.org

Developed by Mayor Street, the Philadelphia Housing Development Corporation offers a variety of housing assistance programs to Philadelphia residents who qualify. PHDC has programs that offer basic systems repair (repairs to electrical, heating and plumbing home system; roofs, walls or dangerous structural problems), weatherization of homes, and emergency heater repairs. In addition, PHDC offers assistance and referrals for housing counseling (if an individual gets behind on home bills). For a list of housing counseling agencies in your area, call PHDC.

Tenant Action Group (TAG)

21 South 12th Street
Philadelphia, PA 19107
(215) 575-0700
Tenant Hotline: (215) 575-0700

TAG helps to advance and defend the rights and interests of tenants and homeless people through a number of different services including: tenant hotline, individualized tenant counseling, tenant self-help classes and tenant organizing.

Trained tenants' right specialists are available on the Tenet Hotline from 9am-5pm daily to answer any tenant related problem including security deposits, lack of heat, utilities, need for repairs, rent to own scams, etc. TAG also schedules callers to attend one of their free self-help workshops or to follow-up with an individual tenant counselor to help solve their problem. If necessary, TAG staff will also refer a client to legal assistance.

LEGAL RESOURCES

Many kinship care families require legal assistance for a variety of needs, including: custody, adoption, juvenile justice/truancy issues, elder legal assistance, etc. Kinship caregivers who are considered to be a part of the informal kinship care system (where they are not directly involved in DHS and the formal foster care system) often do not initially have the legal authority to make decisions for the children they are caring for. This can cause problems from enrolling children in school, getting children proper medical, behavioral health and dental attention, and signing them up for extra-curricular and educational enhancement opportunities.

There are agencies in Philadelphia that offer free or low cost legal services to help these caregivers get access to any necessary legal documentation for the children in their care. Many of these agencies can also assist caregivers in determining eligibility and gaining access to the available state and federal medical and/or financial benefits that the children in their care might be eligible for. The agencies listed in this section help caregivers and their children navigate the legal system in Philadelphia to gain access to all the services they are eligible for.

Please note that the following is not an exhaustive list of legal agencies in Philadelphia but these are some who have expertise in areas most needed by caregivers.

AARP Legal Counsel for the Elderly: 1-800-262-5297

Community Legal Services (CLS has two sites):

CLS Main Office

424 Chestnut Street
Philadelphia PA 19102
(215) 981-3700

This office will handle problems with: Employment; Employment problems associated with criminal records; *DHS (involving complaints of child abuse)*; SSI Disability Benefits; Tenet Issues; Utility Problems

CLS Law Center North Central

3638 N. Broad Street [at Erie Ave.]
Philadelphia PA 19140
(215) 227-2400

This office will handle problems with Welfare; Food Stamps; Medical Assistance; SSI Disability Benefits; Nursing Homes and Other Elderly Issues; Utility Problems; Mortgage Problems; Loans and Consumer Scams; Student Loans; Bankruptcy

CLS hotlines-

Family Advocacy	(215) 981-3765- M-F 9 to 5	For parents whose children are involved with DHS
ABC Hotline	(215) 981-3756	Help with services/benefits for disabled children
Welfare Law Line	(215) 227-6485 - English (215) 981-3747 - Español	Help with Welfare including Medical Assist. and childcare
Child Support	(215) 981-3838- M-F 9 to 12	Info for people being ordered to pay child support
Don't Borrow	(215) 523-9520	Help for homeowners with first and second mortgages on homes trouble Hotline

Community Legal Services, Inc. (CLS) provides legal assistance to those in need, with the ongoing support of the Philadelphia Bar Association and the legal community. CLS assist low-income Philadelphia residents with legal problems by providing them with advice and representation in civil matters, advocating for their legal rights, and conducting community education about legal issues. CLS also provides community education to inform low-income communities about their legal rights, conducting policy analysis and advocacy, and filing class action law suits to help large numbers of poor people facing similar injustices.

Education Law Center: See info under Education

Family Courts Division:

The Family Division of the Philadelphia courts is broken down into two branches: juvenile and domestic relations
Website: <http://courts.phila.gov/common-pleas/family/>

Juvenile Division

(juvenile delinquency, juvenile dependency, and adoptions)
1801 Vine Street
Philadelphia, PA
(215) 686-4000 – general number

Domestic Relations Division

(paternity, custody visitation and divorce)
34 South 11th Street
Philadelphia, PA
(215) 686-9300

The Family Courts in Philadelphia are where caregivers need to go to get the legal authority to care for their children, whether that is through legal custody papers or formal adoption. In addition, if a caregiver's children have any legal problems such as a truancy or a juvenile delinquency case, they will need to go to Family Courts to deal with the issue. If you are a caregiver in need of legal assistance with family court related issues such as custody, juvenile dependency, etc., there are a number of agencies listed in this section that offer free or low cost legal assistance in these areas.

The Lawyer Referral and Information Service (LRIS)- c/o Philadelphia Bar Association:

1101 Market Street, 11th Floor
Philadelphia, PA 19107-2911
www.philadelphiabar.org
Phone: 215-238-6333

LRIS was established by the Philadelphia Bar Association to help the Philadelphia community by answering basic legal questions, directing callers to appropriate agencies or referring callers to attorneys in private practice.

When a call is placed to LRIS, the caller will speak to a staff attorney about his or her legal problem. If a referral is needed, the caller will receive the name of one LRIS panel attorney practicing in the appropriate area of law.

The caller may then meet with the attorney for a fee of \$25 for the first half-hour consultation. The fee arrangement after the initial half-hour is negotiated between the client and the attorney. Additionally, there is the possibility of free lawyers for income qualifying individuals.

Philadelphia Legal Assistance

42 South 15th Street, Suite 500
Philadelphia, PA 19102
(215) 981-3800
Website: www.philalegal.org

Philadelphia Legal Assistance offers free civil legal services to low income Philadelphians. Attorneys offer legal assistance for custody, welfare, SSI disability, child support, unemployment compensation, etc.

Philadelphia VIP:

42 South 15th Street, 4th floor
Philadelphia, PA 19102
(215) 523-9550

Philadelphia Volunteers for the Indigent Program (VIP) helps ensure equal access to the legal system in civil matters by referring them to volunteer lawyers, paralegals, and others who provide legal services free of charge. VIP's cases usually fall into one of the following categories: consumer litigation, domestic relations (including adoption), estate planning, immigration, landlord-tenant, non-profit organizations, probate, real estate, special education and school discipline, tax, and tort defense. For more information about the kinds of cases VIP handles, please contact VIP's managing attorney 215-523-9550.

SeniorLAW Center:

Land Title Building

100 South Broad Street, Suite 1810

Philadelphia, PA 19110

Phone: (215) 988-1244

Intake: (215) 988-1242

PA SeniorLAW HelpLine: 877-727-7529

Website: www.seniorlawcenter.org

Special services: offers multi-lingual legal services via Language Line (150 languages) and multi-lingual staff (English, Spanish, Cantonese)

SeniorLAW Center offers free legal services to Philadelphians aged 60 and over, including direct legal representation, legal advice, information and referral services, educational workshops, and advocacy. Priority for direct legal representation is given to elders who are low-income or otherwise vulnerable. SeniorLAW Center provides services for issues such as custody, grandparent visitation, housing concerns, elder abuse, consumer protection, and advance personal planning (wills, power of attorney, advance health directives, etc.). Agency also offers professional training on legal issues related to the elder population.

SeniorLAW Center has walk-in times at their main office Monday-Wednesday from 9am-1pm and telephone intake Monday-Friday from 9am-1pm. In addition, SeniorLAW Center offers services directly in diverse community sites in Philadelphia on specified dates and times each month. The SeniorLAW HelpLine is a toll-free service providing legal advice, counseling, information and referral services to all Pennsylvania seniors, 60 and over, regardless of income.

Support Center for Child Advocates:

1900 Cherry Street

Philadelphia, PA 19103

Phone: (215) 925-1913

Website: www.advokid.org

The Support Center for Child Advocates provides legal and social service advocacy for children. Our mission is to advocate for abused and neglected children in Philadelphia, with the goal of securing a permanent, nurturing environment for every child. The Support Center for Child Advocates partners with Philadelphia Society for Services to Children's Kids n' Kin program to provide legal advocacy and representation for the children living in informal kinship arrangements. Cases are referred by PSSC social workers. Referrals from other professionals working with kinship caregivers are welcome.

Women's Law Project:

125 South 9th Street, #300

Philadelphia, PA 19107

Phone: (215) 928-9801 - telephone counseling intake line available Monday-Friday 9:30am-4:30pm

Website: www.womenslawproject.org

The Women's Law Project offers telephone counseling that provides basic information on issues such as child custody, child support, separation and divorce, domestic violence, employment problems and legal concerns specific to gay and lesbian parents. Telephone service does NOT provide legal ADVICE and agency does not take on most individual cases and will not represent callers in court. The Women's Law Project also works on women's advocacy issues on the state and federal level.

RECREATION AND SUMMER RESOURCES

Kinship caregivers are often searching for ways to get their children involved in after school and summer enrichment activities. Here are a few good resources for the latest information on after school and summer programs available. Some are no-cost and some are low-cost. Because many programs that offer scholarships or are free are very popular and fill up fast, it is important for caregivers to plan ahead and call early to get their children a spot. Please call the places listed in these resource guides for the most up-to-date information available on a given program or organization.

CAP4Kids- from the Children's Advocacy Project:

Website: www.cap4kids.org

Description: CAP4Kids is an online resource center created by the Children's Advocacy project to help parents and caregivers navigate the many different resources for children in Philadelphia. This site has a number of different parent/caregiver handouts that contain information on a variety of subjects including but not limited to: education, child safety, health, etc. but it also contains a great deal of information regarding after school programs and summer programs for children of all ages. The link below will take you directly to the section of the CAP4Kids website dedicated to after school/summer programs:

Link: http://www.cap4kids.org/philadelphia/parent_handouts/after_school_programs_camps.html

Philadelphia Department of Recreation:

1515 Arch Street, 10th Floor

Philadelphia, PA 19102-1587

Phone 215-683-3600

Website: www.phila.gov/recreation

Description: The Philadelphia Department of Recreation has a series of recreation programs and activities available to children of all ages. On their website they have links to resource guides for summer camps, after school recreation centers and other recreation activities for children and teens throughout the city.

Philly SOS (Department of Human Services)- TEEN GUIDE:

Website: http://famcent.phila.gov/sos/pub_Directories.asp

Description: Philly SOS is an online resource guide developed by the Department of Human Services that has information on a wide range of agencies throughout Philadelphia. In terms of recreation, Philly SOS has a link to a resource guide for teens that was developed by the White-Williams Scholars for Philadelphia Teens. The guide offers information on activities, job assistance, health, etc. specifically for teens.

RESOURCES FOR FAMILIES WITH INCARCERATED MEMBERS

Many kinship families are in their current situation due to the incarceration of a child's parent. There are many resources in Philadelphia dedicated to helping families through this ordeal. From social service agencies that offer support groups for children of incarcerated parents to programs that help incarcerated moms and dads keep in touch with their children while they are in prison to agencies that offer support, education and resources to caregivers raising children of incarcerated parents. Though not an exhaustive list, this section offers information on a number of agencies that have been doing work with kinship families with incarcerated members.

Amachi

c/o Public/Private Ventures
2000 Market Street
Suite 600
Philadelphia, PA 19103
Telephone: 215.557.4418; Muna A. Walker, Amachi Program Officer

AMACHI is a national mentoring program for children with incarcerated parents. The Amachi mentoring program was developed to provide the children of incarcerated parents with the consistent presence of loving, caring people of faith to help break the cycle of incarceration in families. Amachi mentors meet weekly with a child who has been carefully matched with them; they often live and worship in the same neighborhoods as the children. Amachi's hope is that one-to-one mentoring by caring adults will significantly improve the life opportunities of the children.

Mentoring Program at the United Communities Southeast Philadelphia:

General number (215) 952-8566
Case Managers: Keith Watkins (267) 253-9554; John Holland (267) 549-6459

The Mentoring Program is a program that pairs an adult mentor with a child of an incarcerated parent. In order to be eligible for participation, children must be between the ages of 4 and 18, live in South Philadelphia and have one or both parents incarcerated. The Mentoring Program currently runs its programs out of four Beacon sites and encourages its mentees to participate in Beacon programs to take advantage of all the educational, cultural and athletic activities available in these after school programs. The Mentoring Program also offers free group activities for all children and mentors including but not limited to tickets to premier sporting events, cultural and educational trips to Washington, D.C., and other fun activities throughout the year.

Current Mentoring Program Sites:

UCSP Beacon at Bok

1900 South 8th Street
Philadelphia, PA 19148

Wordsworth at Barratt Middle School

16th and Wharton Streets
Philadelphia, PA 19146

Educationworks of Greys Ferry at the Salvation Army

3225 Reed Street, 2nd floor
Philadelphia, PA 19146

Diversified Community Services at Vare Middle School

24th Street and Snyder Avenue
Philadelphia, PA 19146

Mary Mother of Captives:

(215) 698-2585

Website: marymotherofcaptivesupportgroup.org

Email: mmocsprtgp@aol.com

Mary Mother of Captives (MMOC) runs support groups for family and friends who are coping with having a loved one in prison. There are two group locations: one in Northeast Philadelphia, and the other in Southwest Philadelphia. These free support groups are open to any adults with a loved one in prison, regardless of their religion, race creed, color or national origin. Interested participants can simply show up at one of the support group sites at the designated time.

MOMobile at the Maternity Care Coalition:

2000 Hamilton Street, Suite 205
Philadelphia, PA 19130
(215) 927-0700

The Maternity Care Coalition is launching a new program fall 2006 called MOMobile which will work with pregnant and new mothers incarcerated at Riverside Correctional Facility. The program has two components: voluntary six session support groups for pregnant and new mothers with children under the age of 2 and case management assistance for women during their stay at Riverside and for a year after release. Case management will include education on child development, discipline, and health as well as assistance and referrals for public benefits, social services and health assistance upon clients' release. MOMobile staff will be housed at the Riverside Correctional Facility and will take referrals from Riverside's social workers.

Pennsylvania Prison Society:

245 North Broad Street, Suite 300
Philadelphia, PA 19107
(215) 564-6005 or 1 (800) 227-2307

The Pennsylvania Prison Society advocates for current and former prisoners and their families. Programs include:

Inmate Family Services: Virtual visitation, a family resource center, transportation services, and parenting skills education to help families keep in touch and incarcerated parents develop the skills they need to be successful parents. In addition, PA Prison Society offers the SKIP (Support for Kids with Incarcerated Parents) program, which is a 12-week support group for children ages 8-12 led by a trained instructor. The curriculum is structured around games and activities that engender sharing, help children identify and describe their feelings, build self-esteem and develop coping skills.

The Working Group to Enhance Services for Incarcerated Women: The working group is a coalition of community-based service providers who offer information and services to women incarcerated in Philadelphia and to women recently released from correctional facilities into the greater Philadelphia area. For more information, contact Naima Black, Community Collaborations Coordinator: 215-564-4775, ext. 107

Re-Entry Services Program: This program helps thousands of men and women released from prison become self-sufficient and lead productive lives in the community.

Transportation Services: We travel to each institution once every other month and tickets are currently fifteen dollars (\$15.00) per person round trip.

Philadelphia Society for Services to Children-

(General information on PSSC's Kids n' Kin program is listed under Caregiver Resources and Supports)
For more information on any of these programs, please call Carla Neal at (215) 356-7008:

Family Reintegration Project: PSSC's Family Reintegration Project supports families dealing with parental incarceration and substance abuse. The Family Reintegration Project works by teaming a social worker and a family advocate together to work with kinship caregivers, children and incarcerated mothers about to be released to assist these families with the transition of a mother from jail to being released. The Family Reintegration Project team helps the family work through issues such as substance abuse, family therapeutic needs, and parenting concerns.

Muncy Bus Trips: PSSC offers bi-monthly free bus trips for family members of individuals incarcerated at Muncy State Correctional Facility. These bus trips, offered to families involved in other PSSC programs and manned by trained PSSC staff, allow a unique opportunity for different families to connect and share stories about their situation and process their situation with PSSC social workers and therapists. They then are able to see their incarcerated loved ones at Muncy. For many of these families, the PSSC trips provide the only way for children of incarcerated parents to see their moms because of the prohibitive cost of traveling to the prison.

Support Groups for Children with Incarcerated Parents: Generated from the Muncy bus trips, the support groups for children and teens of incarcerated parents offer a safe, therapeutic setting for children to process their emotions regarding their situation. Co-led by a therapist and PSSC social workers, these bi-monthly groups use a therapeutic group curriculum to help children work through their ideas, questions, concerns and feelings about their parent, their caregiver and their situation with an incarcerated parent. The teen support groups build off the children's group but have developed a teen empowerment model which works to engage teens in good decision-making and problem-solving skill development.

BILINGUAL RESOURCES

There are a number of agencies throughout Philadelphia that specialize in bilingual services to individuals. This is not an exhaustive list of agencies, but some agencies that have programs or services to meet the needs of non-English speaking Philadelphia residents. Though these agencies may not necessarily have kinship-specific programs or services, these agencies may be able to assist non-English speaking kinship caregivers in a variety of important ways.

Asociacion de Puertorriquenos en March

4301 Rising Sun Avenue
Philadelphia, PA 19140
Phone: (267) 296-7200
Website: www.apmphila.org

Description: APM is a health, human services and community development corporation serving the greater Philadelphia Community. Through a comprehensive array of life-improving social services, including but not limited to mental health and primary care services, children youth and family services, housing counseling APM attempts to institute meaningful remedies for societal problems prevalent in today's world.

Council of Spanish Speaking Organizations (Concilio):

705-09 North Franklin Street
Philadelphia, PA 19123
(215) 627-3100
Website: <http://elconcilio.net/index.html>

The Council of Spanish Speaking Organizations was founded by a group of Latino leaders concerned with the many problems facing Philadelphia's Latino community. Since its inception, Concilio has been guided by a mission to ensure that equitable social, educational, health, and cultural services are available and affordable for everyone. Concilio is a bi-lingual agency that serves all Philadelphians in need.

Concilio provides a wide array of services to its clients, from foster care and adoption services, to Services to Children in their Own Homes (SCOH); health programs like the lead free babies program, the teen abstinence program, smoking cessation and tobacco education programs; and assistance with housing through their housing counseling services. In addition Concilio runs summer programs for children and teens and job assistance programs for teens. Concilio supports Hispanic culture with its Hispanic Fiesta at Penn's Landing and its Puerto Rican Festival.

Congreso de Latinos Unidos:

Main Site:
216 West Somerset Street
Philadelphia, PA 19133
Phone: (215) 763-8870
Website: www.congreso.net

Satellite Offices:

Esfuerzo (HIV/AIDS) Program

3439 N. Hutchinson Street
Philadelphia, PA 19140
Phone: (215) 763-8870 ext. 7101

IDPP and REAAP

166 Lehigh Avenue
Philadelphia, PA 19133
Phone: (215) 763-8870 ext. 6000

Training Center

2800 American Street
Philadelphia, PA 19133
Phone: (215) 291-5555

E3 Power Center

1215 Germantown Avenue
Philadelphia, PA 19122
Phone: (215) 236-5565

Julia de Burgos Beacon Center

401 W. Lehigh Avenue
Philadelphia, PA 19133
Phone: (215) 763-8870

Truancy Intervention and ATIPS

2603 N. 5th Street
Philadelphia, PA 19133
Phone: (215) 291-6074

Congreso is a community based organization that primarily serves the neighborhoods of Eastern North Philadelphia where the majority of the city's Latino population resides. This area is a culturally vibrant community challenged by issues of poverty, access to health care, low educational attainment and unemployment.

Congreso has five multicultural and bilingual divisions (Behavioral Health, Children and Youth, Workforce Development, Health Promotion and Wellness, and Neighborhood and Family Development Services).

Intercultural Family Services (IFSI):

4225 Chestnut Street
Philadelphia, PA 19140
(215) 386-1298

Website: www.ifsi.org

Languages: Asian, South East Asian, African, Spanish, etc.

Description: IFSI is a multicultural social services agency offering a wide array of community-based health and social services, and a constant exchange of training, educational, artistic, cultural and civic experiences to families in the greater Philadelphia area. IFSI has the capacity to translate and interpret in more than two dozen primary languages so that it can effectively serve a diverse population.

Services include but are not limited to: Services to Children in their Own Homes (SCOH), family preservation, housing counseling, intercultural arts summer day camp, emergency food bank, English as a Second Language (ELS) classes and outreach programs into the Asian and Hispanic communities.

SeniorLaw Center: bilingual English and Spanish legal services available
(see under **Legal Resources** section)

Temple University Hospital:

Temple University Health System, Department of Linguistic and Cultural Services

Patients who have limited proficiency in English or who are deaf/hearing impaired are able to receive help from an interpreter when they seek care at all Health System hospitals and medical practices. These interpreters are trained and tested and are provided at no cost. You will be asked the language you (or the patient you may be registering) wish to speak for health care visits. You will receive an informational card about your desire for an interpreter that will speed up your registration at future visits. If your medical providers call for you, please remind them to request an interpreter for you when they make your appointment.

Community Behavioral Health Multi-Lingual Information: (see under **Behavioral Health** section) For information in languages other than English, Member Services personnel will find someone who speaks your language and try to find a treatment program where your home language is spoken.

IMPORTANT NUMBERS

Emergencies

Police-Fire-Medical emergencies911
(See page 1 of your local directory for other emergency numbers)

Crisis Intervention

Drug and Alcohol (24 Hour Hotline)Toll Free 800-821-4357
Holcomb MH/MR Crisis Hotline610-363-5720
Office of Emergency Shelter and Services
 Mon-Fri 8:30am-4:30pm215-686-7150
 Or Call215-686-7152
 After Hours, Weekends, Holidays:
 Outreach Coordination Center215-232-7272
Suicide & Crisis Prevention Center215-686-4420

Poisoning

The Poisoning Control CenterToll Free 800-222-1222

Suicide

Suicide and Crisis Intervention Center
(24 Hour Emergencies)215-686-4420

Runaways (hotlines for youth in crisis)

Girls & Boys Town National Hotline
 Serving Kids & FamiliesToll Free 800-448-3000
National Runaway SwitchboardToll Free 800-621-4000
YES (Youth Emergency Service)Toll Free 800-372-7233 or 215-787-0366

Disasters

American Red Cross215-299-4000

Hotlines

CDC National HIV/AIDS HotlineToll Free 800-342-2437
Child Abuse Line (Child Line)Toll Free 800-932-0313
Child Abuse Line (DHS)215-686-6100
Congresso's Latina Domestic Violence HotlineToll Free 800-575-0028
Contact Careline for Greater Philadelphia
 (Crisis Intervention)215-879-4402
Deaf-Hearing Communications Center Inc.
(24 Hour Sign Language Interpreter Service)610-604-0452
Narcotics Anonymous (NA)215-440-8400
PCA, Older Adult Protective Services215-765-9033
WOAR (Women Organized Against Rape)215-985-3333
Women Against Abuse Shelter215-386-7777
 English215-739-9999
 Spanish215-235-9992
Women in Transition215-751-1111

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