



SeniorLAW Center
Protecting the Rights of Older Pennsylvanians

Philadelphia Resource Directory

SeniorLAW Center | 1500 JFK Boulevard, Suite 1501 | Philadelphia, PA 19102 | (215) 988-1244

Pennsylvania SeniorLAW Helpline | (877) 727-7529 | (215) 988-1242

<http://seniorlawcenter.org/>

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CATEGORY	ORGANIZATION	PHONE	WEBSITE	ADDRESS	DESCRIPTION OF SERVICES
ASIAN SERVICES					
	Jaisohn Center	(215) 224-9528	http://www.jaisohn.org/	6705 Old York Road Philadelphia, PA 19126	Serving Korean population Legal and immigration consultations
	Philadelphia Chinatown Development Corp. (PCDC)	(215) 922-2156	http://chinatown-pcdc.org/	301 N. 9 th Street Philadelphia, PA 19107	Serving Cantonese and Mandarin speaking populations. Legal consultations in Mandarin. Connects seniors with affordable housing.
	SEAMACC	(215) 467-0690	http://www.seamaac.org/	1711 South Broad St. Philadelphia, PA 19148	Southeast Asian Mutual Assistance Serving Vietnamese and Burmese populations
ATTORNEY					
<i>COMPLAINT AGAINST</i>	Supreme Court Attorney Complaint Disciplinary Board	(215) 560-6296	http://www.padisciplinaryboard.org/ index.php	1635 Market St., 16 th Floor Philadelphia, PA 19103	Provides forms and investigate complaints against attorney
<i>FIND LEGAL REPRESENTATION</i>	AARP (American Association of Retired Persons)	(888) 687-2277	http://www.aarp.org/states/pa/	PO Box 23180 Pittsburgh, PA 15222	Referral line. Access to All State's "Legal Services Network" of reduced rate lawyers. Services provided to all, but reduced rates for AARP Members
	Philadelphia Bar Association Lawyer Referral and Information Service (LRIS)	(215) 238-6333	http://www.philadelphiabarlawyers. com/	1101 Market Street, 11th Floor Philadelphia, PA 19107	Online / phone service to find legal representation; \$35 for 30 minute consultation.
<i>FEE DISPUTE PROBLEMS</i>	Philadelphia Bar Association	(215) 238-6369	http://www.philadelphiabar.org/pag e/LawyerFeeDisputeResolutionPro gram?appNum=2	1101 Market Street, 11th Floor, Philadelphia, PA 19107	Amy Seefeld assists with legal fee disputes

CATEGORY	ORGANIZATION	PHONE	WEBSITE	ADDRESS	DESCRIPTION OF SERVICES
BANKRUPTCY					
<i>SEE FINANCIAL MANAGEMENT</i>	Community Legal Services (CLS)	(215) 981-3700 (215) 227-2400 North Philadelphia office	http://www.clsphila.org/	1424 Chestnut Street, Philadelphia, PA 19102 1410 W. Erie Ave.	Chapter 13; arrange for and file Chapter 7. Counseling and representation in filing for Chapter 7.
	Consumer Bankruptcy Assistance Project (CBAP)	(215) 523-9511	http://www.probono.net/oppsguide/organization.133222-Consumer_Bankruptcy_Assistance_Project	42 S. 15th Street, 4th Floor, Philadelphia, PA 19102	Chapter 7 only. File and counseling. Bankruptcy; Financial Management
	The Fresh Start Clinic of The Consumer Bankruptcy Project	(215) 523-9511	http://www.probono.net/oppsguide/organization.133222-Consumer_Bankruptcy_Assistance_Project	42 S. 15th St. Fourth Floor Philadelphia, PA 19102	Direct representation for individuals seeking protection from the bankruptcy court. Specific to Chapter 7.
	Military Assistance Project	(215) 557-3550	http://www.militaryassistanceproject.org/	2005 Market Street One Commerce Sq. Suite 1930 Philadelphia, PA 19103	Provides legal services for US Veterans to declare bankruptcy

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BENEFITS					
	BenePhilly	1-800-236-2194 or 1-844-848-4376	http://cityofphiladelphia.wordpress.com/2014/07/08/city-of-philadelphia-opens-benephilly-centers/	See website for locations across Philadelphia	One-stop enrollment center created to help Philadelphians apply for state and federal benefit programs. Assists with prescription drugs, food, heat and other utilities, taxes, rent, health insurance, paying for college, and disability benefits.
	Legal Assistance Hotline for Survivors of Sexual Assault	(215) 981-3844			Coordinated by PLA. Victims of sexual violence or rape (anytime during their lifetime) may be eligible to receive assistance in the following areas: employment, housing, public benefits, utilities, immigration, child custody, child support, protection from abuse. This project was supported by a grant awarded by the Office on Violence Against Women, U.S. Department of Justice
	Social Security Administration	(800) 772-1213 TYY: (800) 325-0778 Monday – Friday 7:00am – 7:00pm	www.socialsecurity.gov	See website for locations across Philadelphia	Apply for retirement, disability, and Medicare benefits; Review Social Security statement; Request replacement of Medicare card; Access publications
BLIND					
	Associated Services for the Blind	(215) 627-0600	http://www.asb.org/index.php	919 Walnut Street, Philadelphia, PA 19107	Rehabilitative services for the blind. Does not provide legal services.

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	Legal Clinic for the Disabled	(215) 587-3350 Wednesday only 9:30am – 3:30pm	http://www.lcdphila.org/	1513 Race Street, Philadelphia, PA 19102	Legal rep for low income people (<150% poverty line) with physical disability (including the deaf and hard of hearing) in Philadelphia, Bucks, Chester, Delaware, and Montgomery Counties; Phone in-take only
CONSUMER PROTECTION					
	Attorney General's – consumer unit	(800) 441-2555	http://www.attorneygeneral.gov/consumers.aspx	Pennsylvania Office of Attorney General 16th Floor, Strawberry Square Harrisburg, PA 17120	Guard against unfair business practices including telemarketing scams or identity theft, fighting for civil rights, monitoring charitable organizations and protecting consumers from deceptive advertising. Additional services on website.
	Better Business Bureau	(215) 985-9313	http://dc-easternpa.bbb.org/	1880 JFK Boulevard, Suite 1330, Philadelphia, PA 19103	Allow callers to file complaints against businesses and provide access to reviews of businesses
	Consumer Financial Protection Bureau	(855) 411-2372	http://www.consumerfinance.gov/	P.O. Box 4503 Iowa City, Iowa 52244	Educates consumers against deceptive/abusive lending practices, accepts complaints against financial institutions, and provides financial protections for older Americans.
	Pennsylvania Banking Commission Consumer Services Division	(800) 722-2657	http://www.portal.state.pa.us/portal/server.pt/community/consumers_investors/14322		Receive complaints about banks and banking institutions, state-licensed companies and individuals in the mortgage industry, automobile loans and others engaged in financial transactions; Referrals to the appropriate federal agency for federal-licensed financial institutions; M-Th, 10am-5pm

CATEGORY	ORGANIZATION	PHONE	WEBSITE	ADDRESS	DESCRIPTION OF SERVICES
	Pennsylvania SeniorLAW Helpline at SeniorLAW Center	(877) 727-7592 (215) 988-1242 Monday – Thursday 10:00am – 2:00pm	http://seniorlawcenter.org/projects-and-clinics/pennsylvania-seniorlaw-helpline-1-877-pa-sr-law/	Two Penn Center 1500 JFK Blvd Suite 1501 Philadelphia, PA 19102	Provides free legal advice, information and referrals to Pennsylvania seniors over 60
	Security and Exchange Commission’s Office of Investor Education and Advocacy	1-800-SEC-0330	http://www.sec.gov	U.S. Securities and Exchange Commission Office of Investor Education and Advocacy 100 F Street, N.E. Washington, DC 20549-0213	The SEC’s Office of Investor Education and Advocacy provides a variety of services and tools to address the problems and questions an investor may have. Office cannot tell you what investments to make, but can help the investor to invest wisely and avoid fraud.
COUNSELING					
	Journey’s Way (formerly INTERAC) Geriatric Counseling Service	(215) 487-1750	http://www.journeys-way.org/	6012 Ridge Ave Philadelphia, PA 19128 [Roxborough]	Counseling for people 55+; mental health evaluations; does home visits; Misa Romasco - Intake Supervisor
	Supportive Older Women’s Network (SOWN)	(215) 487-3000	http://www.sown.org/	4100 Main St. #200 Philadelphia, PA 19127	Organize support groups for elderly. Assist in finding subsidized housing. Assist grandparents with legal custody of their grandchildren
CUSTODY					
	Community Legal Services (CLS) Family Advocacy Line	(215) 981-3765	http://clsphila.org/get-help/dhs-cases-parents-only	1424 Chestnut St. Philadelphia, PA 19102-2505	Parents whose children are involved with DHS (call M – F 9 am – 5 pm.)
	Family Law Line (PLA)	(215) 981-3800	http://www.philalegal.org/FLU	The Cast Iron Bldg. 718 Arch St. 300N Philadelphia, PA 19106	Legal representation regarding Child support, custody, Protection from Abuse Order (call M, W, F 10 am – noon)

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	Grands As Parents (GAP) Jean Hackney	(215) 236-5848	http://www.gapsnow.org/	2227 N Broad Street Philadelphia PA 19132	Assist Grandparents raising children. Provide Youth Support Groups, Emergency Food & Clothing
	Grand Central	(215) 557-1554	http://grandcentralinc.org	1211 Chestnut St., Suite 260, second floor	Provide resources for Grandparents raising children, distant cousins, etc... Call for informational packet
	Legal Assistance Hotline for Survivors of Sexual Assault	(215) 981-3844			Coordinated by PLA. Victims of sexual violence or rape (anytime during their lifetime) may be eligible to receive assistance in the following areas: employment, housing, public benefits, utilities, immigration, child custody, child support, protection from abuse. This project was supported by a grant awarded by the Office on Violence Against Women, U.S. Department of Justice.
	Philadelphia Family Court Help Center			1501 Arch St. 11 th Fl Monday-Friday 12:00pm-3:00pm	Provide legal information (not advice) about child custody including child custody basics, how to file for custody, how to file other custody petitions and motions, how to properly serve petitions/motions, how to prepare for custody conferences and hearings, a list of other resources
	SeniorLAW Center	(215) 988-1242 Monday – Thursday 10:00am – 2:00pm Emergency Walk-Ins Tuesday and Thursday 9:00am – 12:00pm	http://www.seniorlawcenter.org	Two Penn Center 1500 JFK Blvd Suite 1501 Philadelphia, PA 19102	Provides free legal advice, information and referrals to Pennsylvania seniors over 60 and representation including housing issues, elder abuse and financial exploitation, intergenerational custody, personal planning documents, consumer protection and property and inheritance tax issues.

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	Supportive Older Women's Network (SOWN)	(215) 487-3000	http://www.sown.org/	4100 Main St. #200 Philadelphia, PA 19127	Organize support groups for elderly. Assist in finding subsidized housing. Assist grandparents with legal custody of their grandchildren
	Turning Points for Children	(215) 875-3400	http://www.turningpointsforchildren.org/	415 S. 15th St, Philadelphia, PA 19146	Assist in family functioning, refer to education services, provide developmental screening, provide in-home protection for at risk children, offers support program for teen parents
CRIMINAL MATTERS					

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DOMESTIC VIOLENCE					
<i>VIOLENCE AGAINST WOMEN</i>	Congreso de Latinos Unidos	(215) 763-8870 ext. 1432 or 1405 M-F: 8:30-5 24- hour emergency line 1-866-SAFE-014	http://www.congreso.net/site/index.php?option=com_content&view=article&id=118&Itemid=66	216 W. Somerset St. Philadelphia, PA 19133	Provides counseling and advocacy program for adult and child victims of domestic violence.
	Legal Assistance Hotline for Survivors of Sexual Assault	(215) 981 3844			Coordinated by PLA. Victims of sexual violence or rape (anytime during their lifetime) may be eligible to receive assistance in the following areas: employment, housing, public benefits, utilities, immigration, child custody, child support, protection from abuse. This project was supported by a grant awarded by the Office on Violence Against Women, U.S. Department of Justice.
	Lutheran Settlement House Bilingual Domestic Violence Program	Hotline: 1.866.SAFE.014 (723-3014) Counseling appointments: (215) 426-8610 ext. 236	http://www.lutheransettlement.org/services-offered/	1340 Frankford Ave., Philadelphia , PA 19125	Crisis intervention & counseling, safety planning and referrals for domestic abuse services and other needs, including those in multiple languages
	Philadelphia Legal Assistance Family Law Unit	(215) 981-3838 M, W, F 10:00 – 2:00	http://www.philalegal.org/PFA	718 Arch Street Suite 300N Philadelphia, PA 19106	Helps clients obtain protection from abuse orders

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	SeniorLAW Center	(215) 988-1242 Monday – Thursday 10:00am – 2:00pm Emergency Walk-Ins Tuesday and Thursday 9:00am – 12:00pm	http://www.seniorlawcenter.org	Two Penn Center 1500 JFK Blvd Suite 1501 Philadelphia, PA 19102	Provides free legal advice, information and referrals to Pennsylvania seniors over 60 and representation including housing issues, elder abuse and financial exploitation, intergenerational custody, personal planning documents, consumer protection and property and inheritance tax issues.
	Women Against Abuse Legal Center	(215) 386-1280 (general intake) (215) 686-7082 (legal issues) 1-866-723-3014 (hotline)	http://www.womenagainstabuse.org/index.php	100 S. Broad St., 5 th floor Philadelphia, PA 19110	Protection from abuse orders, some custody cases for domestic violence (do not just help women); focus on low income individuals
	Women In Transition	LifeLine (215) 751-1111 After-Hours Domestic Violence Hotline 1-866-SAFE-014 (1-866-723-3014)	http://www.helpwomen.org/wp/	21 S. 12th St, 6th Fl. Philadelphia, PA 19107	Crisis intervention, supportive counseling, needs assessments, and information and resource referrals to victims of domestic violence
	Women Organized Against Rape	(215) 985-3333	http://www.woar.org/	One Penn Center 1617 John F Kennedy Blvd., Suite 1100, Philadelphia, PA 19103	Provides free individual and group counseling to adults and children (male and female) who have experienced sexual assault/abuse

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<i>CRIMINAL CASES</i>	CARIE (Center for Advocacy for the Rights & Interests of the Elderly)	(215) 545-5728	http://www.carie.org/	Two Penn Center 1500 JFK Blvd Suite 1500 Philadelphia, PA 19102	-Free telephone and online consultation service providing information and resolving problems for older adults and those who care for them -Court accompaniment and advocacy for older Philadelphians who are victims of crime or abuse, as well as assistance changing locks and securing the home -Advocacy service to help resolve problems and complaints related to the Philadelphia Shared Ride program or CCT-Connect -Complaint resolution and resident rights representation for nursing and personal care home residents living in north, central, south, west and center city Philadelphia -Protects Medicare and Medicare beneficiaries from health care fraud and abuse.
	Defender Association of Philadelphia	(215) 568-3190	http://www.philadefender.org/index.php	1441 Sansom St., Philadelphia, PA 19102	Legal representation to indigent defendants in criminal cases; involuntary commitments [“302”].
	District Attorney Private Criminal Complaint Unit	(215) 686-9863	http://www.phila.gov/districtattorney/faq_PrivateCriminalComplaint.html	34 S. 11 th Street 6 th floor Philadelphia, PA 19107	Handles private misdemeanor complaints
	National Clearinghouse for the Defense of Battered Women	(215) 351-0010 (215) 351-0779 fax	http://www.ncdbw.org/	125 S 9 th St., Suite 302 Philadelphia, PA 19107	Provides technical assistance for defense teams (but not direct representation), case building, support for battered women charged and convicted with crimes: Kill or assault abusers, coerced by abusers, charged with not protecting children.
	Office of Parole and Probation	County: (215)683-1000 State: (215) 560-2453	http://www.courts.phila.gov/common-pleas/trial/criminal/appd.asp	1401 Arch Street Philadelphia, PA 19102	Provides all possible assistance to the victims of the offenders we supervise.

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	Philadelphia District Attorney Elder Abuse Victim/Witness Coordinator	(215) 686-8035	http://www.phila.gov/districtattorney/victim_ElderAbuse.html	Three South Penn Square Corner of Juniper and S. Penn Square Philadelphia, PA 19107-3499	Provides supportive services to older victims as their cases move through the criminal justice system
ELDER ABUSE & FINANCIAL EXPLOITATION					
	Attorney General's Elder Abuse Unit	1-866-623-2137	https://www.attorneygeneral.gov/Quick Links/Pennsylvania Attorney General Complaint Forms/Filing a Complaint with the Attorney General s Elder Abuse Unit/	Office of Attorney General Elder Abuse Unit 14th Floor, Strawberry Square Harrisburg, PA 17120	Printable complaint form available online.
	CARIE Elderly Victims Emergency Security Fund	(215) 545-5728	http://www.carie.org/	Two Penn Center 1500 JFK Blvd., Suite 1500 Philadelphia, PA 19102	<ul style="list-style-type: none"> -Free telephone and online consultation service providing information and resolving problems for older adults and those who care for them -Court accompaniment and advocacy for older Philadelphians who are victims of crime or abuse, as well as assistance changing locks and securing the home -Advocacy service to help resolve problems and complaints related to the Philadelphia Shared Ride program or CCT-Connect -Complaint resolution and resident rights representation for nursing and personal care home residents living in north, central, south, west and center city Philadelphia -Protects Medicare and Medicare beneficiaries from health care fraud and abuse.

CATEGORY	ORGANIZATION	PHONE	WEBSITE	ADDRESS	DESCRIPTION OF SERVICES
	Friends of Farmworkers	Tel: (215) 733-0878, ext. 140 Fax: (215) 733-0876	http://www.friendsfw.org/	Vanessa Stine Equal Justice Works Fellow Friends of Farmworkers 699 Ranstead St., 4 th Floor Philadelphia, PA 19106	2 year fellow (10/2014) who provides direct representation to immigrant consumers who have been defrauded due to fraudulent or fake immigration services
	PCA Elder Abuse and Adult Protective Services	(215) 765-9040	http://www.pcacares.org/pca_ss_Elder_Abuse.aspx	642 N. Broad St. Philadelphia, PA 19130	Provides the resources to intervene when an older adult is abused, abandoned, neglected or financially exploited
	Philadelphia District Attorney Elder Abuse Victim/Witness Coordinator	(215) 686-8035	http://www.phila.gov/districtattorney/victim_ElderAbuse.html	Three South Penn Sq. Corner of Juniper and S. Penn Square Philadelphia, PA 19107-3499	Provides supportive services to older victims as their cases move through the criminal justice system
	SeniorLAW Center	(215) 988-1242 Monday – Thursday 10:00am – 2:00pm Emergency Walk-Ins Tuesday and Thursday 9:00am – 12:00pm	http://www.seniorlawcenter.org	Two Penn Center 1500 JFK Blvd Suite 1501 Philadelphia, PA 19102	Provides free legal advice, information and referrals to Pennsylvania seniors over 60 and representation including housing issues, elder abuse and financial exploitation, intergenerational custody, personal planning documents, consumer protection and property and inheritance tax issues.

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EMPLOYMENT					
	Friends of Farmworkers, Inc.	(215) 733-0878 (800) 729-1607	http://www.friendsfw.org/	699 Ranstead St. Suite 4 Philadelphia, PA 19106	Legal center for farmworkers covering a variety of issues; attorneys on staff and referrals
	Legal Assistance Hotline for Survivors of Sexual Assault	(215) 981-3844			Coordinated by PLA. Victims of sexual violence or rape (anytime during their lifetime) may be eligible to receive assistance in the following areas: employment, housing, public benefits, utilities, immigration, child custody, child support, protection from abuse. This project was supported by a grant awarded by the Office on Violence Against Women, U.S. Department of Justice
	Mayor's Commission For Services to the Aging	(215) 686-8450	http://www.phila.gov/aging/	100 S. Broad St., 4th Floor, Philadelphia, PA 19110	Provides community workshops on health care insurance and fraud prevention, assistance with federal income forms, rebates on property taxes or rent, discounts on water bills, low income energy assistance grants, other entitlements
	Pennsylvania Farmworker Project of Philadelphia Legal Assistance	(888) 541-1544 (215) 981-3800	http://www.philalegal.org/taxonomy/term/33	718 Arch St. Suite 300N Philadelphia, PA 19106	Employment problems; filing fed, local, and state taxes; legal education; other civil legal issues.
	Pennsylvania SeniorLAW Helpline at SeniorLAW Center	(877) 727-7592 (215) 988-1242 Monday – Thursday 10:00am – 2:00pm	http://seniorlawcenter.org/projects-and-clinics/pennsylvania-seniorlaw-helpline-1-877-pa-sr-law/	Two Penn Center 1500 JFK Blvd Suite 1501 Philadelphia, PA 19102	Provides free legal advice, information and referrals to Pennsylvania seniors over 60

CATEGORY	ORGANIZATION	PHONE	WEBSITE	ADDRESS	DESCRIPTION OF SERVICES
ETHNIC COMMUNITY AND RELIGIOUS ORGANIZATIONS					
	Catholic Social Services	(267) 331-2490 (Helpline) (215) 587-3614 (Administrative office)	http://www.catholicsocialservicesphilly.org/	222 N. 17th St. 3rd Floor Philadelphia, PA 19103 (admin.)	Bi-lingual staff provide low-cost assistance in document preparation, legal counsel and representation, translation services, and access to applicable social services
	Catholic Social Services, North Philadelphia Office	(267) 331-2500	http://www.catholicsocialservicesphilly.org	4400 N. Reese Street Philadelphia, PA 19140	
	Catholic Social Services, S.W. Office	(215) 724-8550	http://www.catholicsocialservicesphilly.org	6214 Grays Avenue Philadelphia, PA 19142	
	Catholic Social Services, N.E. Office	(215) 624-5920	http://www.catholicsocialservicesphilly.org	7340 Jackson Street Philadelphia, PA 19136	
	Congreso de Latinos Unidos	(215) 763-8870 ext. 1432 or 1405 M-F: 8:30-5	http://www.congreso.net/site/	216 W. Somerset St. Philadelphia, PA 19133	Landlord/tenant counseling, rental/mortgage delinquency counseling, Housing Retention Program (HRP) provides eligible clients with up to \$1,500 in rental/mortgage assistance. Eligibility: cannot have received assistance from FEMA, PERA, HRP in last 12 months. Must live in one of following zip codes (19121, 19124, 19132, 19133, 19134). Income level < 252% of poverty line.
	HACE (Hispanic Association of Contractors & Enterprises)	(215) 426-1151 (215) 426-8025		167 W. Allegheny Avenue Suite 200 Philadelphia, PA 19140	Default and delinquency assistance.

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	Hebrew Immigrant Aid Society (HIAS)	(215) 832-0900 (215) 832-0919 fax	http://www.hias.org/	2100 Arch St, 3 rd Fl. Philadelphia, PA 19103	Provides legal services to low-income and at-risk immigrants and refugees on a variety of immigration matters including extension/change of status, family petitions, immigrant youth, asylum petitions, removal (deportation) hearings, and representing victims of domestic violence in their immigration hearings. Assists elderly refugees (over the age of 60) in applying for citizenship for free. Intake M-F 9-5 or online form: http://hiaspa.org/node/81
	Jaisohn Center	(215) 224-9528	http://www.jaisohn.org/	6705 Old York Road Philadelphia, PA 19126	Serving Korean population Legal and immigration consultations
	Philadelphia Chinatown Development Corp. (PCDC)	(215) 922-2156	http://chinatown-pcdc.org/	301 N. 9 th Street Philadelphia, PA 19107	Serving Cantonese and Mandarin speaking populations. Legal consultations in Mandarin. Connects seniors with affordable housing.
	SEAMACC	(215) 467-0690	http://www.seamaac.org/	1711 South Broad St. Philadelphia, PA 19148	Southeast Asian Mutual Assistance
FAMILY LAW					
	Community Legal Service (CLS): Family Advocacy Hotline	(215) 981-3765 M-F, 9-5	http://clsphila.org/get-help/other-family-issues	1424 Chestnut Street, Philadelphia, PA 19102	For parents with children involved with DHS
	Education Law Center	(215) 238-6970 M-F, 9-2	http://www.elc-pa.org/	1315 Walnut St, 4th Floor, Philadelphia, PA 19107	Problems with child's public school.

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	Family Law Clerk of the Court	(215) 686-3805/3806 (215) 686-9308 fax Mark Alleva, Clerk	http://courts.phila.gov/common-pleas/family/	34 S. 11th Street, Philadelphia, PA	To order copies of divorce decrees since 2005; get numbers for any divorce decree pre-2005 (need to procure from City Hall)
	Good Shepherd Mediation Program	(215) 843-5413 (215) 843-2080 fax	http://www.phillymediators.org/	5356 Chew Ave. (in rear) Philadelphia, PA 19138	Full service services including family issues such as pre-marital, family, divorce and custody, partnership dissolution; fee scale for low income individuals
	Philadelphia Legal Assistance (PLA): Family Law Hotline	(215) 981-3838 M,W,F: 10-12 (215) 981-3800 (general PLA phone number)	http://www.philalegal.org/familylaw	The Cast Iron Bldg. 718 Arch St. 300N Philadelphia, PA 19106	Custody issues, child/spousal support, divorce, protection from abuse order, and other family law issues; note: limited resources
	SeniorLAW Center	(215) 988-1242 Monday – Thursday 10:00am – 2:00pm Emergency Walk-Ins Tuesday and Thursday 9:00am – 12:00pm	http://www.seniorlawcenter.org	Two Penn Center 1500 JFK Blvd Suite 1501 Philadelphia, PA 19102	Provides free legal advice, information and referrals to Pennsylvania seniors over 60 and representation including housing issues, elder abuse and financial exploitation, intergenerational custody, personal planning documents, consumer protection and property and inheritance tax issues.
	Support Center for Child Advocates	(267) 546-9200 (267) 546-9201 fax	http://www.advokid.org	1900 Cherry St Philadelphia, PA 19103	Legal assistance and social service advocacy for abused and neglected children; Child Protection, Medically needy children, Kinship Care, Adoption, Child advocacy leadership.
	Women Against Abuse Legal Center	(215) 386-1280 (general intake) (215) 686-7082 (legal issues)	http://www.womenagainstabuse.org/index.php	100 S. Broad St., 5 th Floor Philadelphia, PA 19110	Protection from abuse orders, some custody cases for domestic violence (do not just help women); focus on low income individuals
FARMWORKERS					
	Friends of Farmworkers, Inc.	(215) 733-0878 (800) 729-1607	http://www.friendsfw.org/	699 Ranstead St. Suite 4 Philadelphia, PA 19106	Legal center for farmworkers covering a variety of issues; attorneys on staff and referrals

CATEGORY	ORGANIZATION	PHONE	WEBSITE	ADDRESS	DESCRIPTION OF SERVICES
	Pennsylvania Farmworker Project of Philadelphia Legal Assistance	(888) 541-1544 (215) 981-3800	http://www.philalegal.org/taxonomy/term/33	718 Arch St. Suite 300N Also; St. Rocco Church Center 946 Gap Newport Pk. Avondale PA 19311 Mondays 2:30 – 6:30	Employment problems; filing fed, local, and state taxes; legal education; other civil legal issues.
FINANCIAL HELP					
	See Bankruptcy				
	See Financial Management Section				
	See Food & Grocery				
	See Rental Assistance				
	See Reverse Mortgage Counseling				
	See Tax Assistance				
	See Utilities				
FINANCIAL MGMT.					
	Clarifi (formerly CCCS)	(215) 563-5665 (800) 989-2227	http://clarifi.org/	1608 Walnut Street, 10th Floor Philadelphia, PA 19103	Debt Counseling, payment agreement for credit card debt; Homeowner's Emergency Mortgage Assistance Act 91; no stated income cut-off
	Community Legal Service (CLS): Don't Borrow Trouble Helpline	(215) 523-9520 (leave a message) 24/7 Helpline	http://clsphila.org/get-help/payday-loans	1410 W. Erie Ave Philadelphia, PA 19140	Don't Borrow Trouble Helpline: Reviews loan documents before person signs, to prevent predatory lending; walk-in intake M,W,F – 9am-12pm
	The Fresh Start Clinic of The Consumer Bankruptcy Project	(215) 523-9511	http://www.probono.net/oppsguide/organization.133222-Consumer_Bankruptcy_Assistance_Project	42 S. 15th St. Fourth Floor Philadelphia, PA 19102	Direct representation for individuals seeking protection from the bankruptcy court. Specific to Chapter 7.
	Pennsylvania Department of Revenue	(888) 728-2937	http://www.portal.state.pa.us/portal/server.pt/community/revenue_sample_community/10648	110 N. 8th St., Suite 204A Philadelphia, PA 19107	Information regarding tax refund status: For Status of Claim; For State taxes—push 2; Property taxes—push 3.

CATEGORY	ORGANIZATION	PHONE	WEBSITE	ADDRESS	DESCRIPTION OF SERVICES
	Pennsylvania SeniorLAW Helpline	(877) 727-7529	http://seniorlawcenter.org/	Two Penn Center 1500 JFK Blvd Suite 1501 Philadelphia, PA 19102	Provides free legal information, advice and referral to Pennsylvania seniors over 60.
	Philadelphia Legal Assistance (PLA): Save Your Home Philly Helpline	(215)523-9520 M-F 9-5 (877) 429-5944	http://www.philalegal.org/saveyourhomephilly	718 Arch Street Suite 300N Philadelphia, PA 19106	Assistance with legal and other issues related to mortgages, including foreclosure, and predatory lending; Hotline not limited by income; legal representation cut-off of 125% of poverty line 125% to 200% of FPL referred to Legal Aid.
	Philadelphia Senior Center	(215) 546-5879	http://www.philaseniorcenter.org/	509 S. Broad St. Philadelphia, PA 19147	Total senior center: exercise, arts and crafts, trips, computer training; Financial Management for Seniors where demonstrated need exists.; <i>(Note: now a fee-based service - \$157.60 for initial assessment, \$63.04 per month for managing client finances)</i>
FOOD & GROCERIES					
	Catholic Social Services Southwest Family Service Center	(215) 624-5920	http://www.catholicsocialservicesphilly.org/family_service_centers_philadelphia.php	7340 Jackson Street Philadelphia, PA 19136	Services to seniors include weekday programs offering nutritious lunches and social and recreational activities, and support and assistance to isolated, homebound elderly.
	Coalition Against Hunger – Food Pantry Map	Visit website for map	http://www.hungercoalition.org/needfood		Shows the location of Food Pantries and Free Meals available throughout the city.
	Coalition Against Hunger – Food Stamp Hotline	(215) 430-0556	http://www.hungercoalition.org/	1725 Fairmount Ave. Unit 102 Philadelphia, PA 19130	Apply for SNAP benefits or get help if you were wrongly denied benefits.
	Philabundance Food Helpline	(800) 319-FOOD (3663)	http://www.philabundance.org/programs-2/food-help-line-2/		Connects those in need with food assistance and programs to target the root causes of food poverty

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	Philadelphia Corporation for the Aging (PCA)	(215) 765-9040	http://www.pcacares.org/	642 North Broad St. Philadelphia, PA 19130-3424	1x a year for seniors 60+ emergency food. For individual, maximum income of \$1,588/month. For couple, maximum income of \$2,145/month.
	Philly Food Finder		http://www.phillyfoodfinder.org/resources/seniors		Please visit link to find information about resources in Philadelphia for home delivered meals and other resources that can help seniors make sure they have the food they need
GOV'T/CITY					
	BenePhilly	(800) 236-2194	http://cityofphiladelphia.wordpress.com/2014/07/08/city-of-philadelphia-opens-benephilly-centers/	See website for locations across Philadelphia	One stop enrollment center created to help limited-income seniors apply for state and federal benefit programs.
	City Information/ Mayor's Office	(215) 686-1776	http://www.phila.gov/mayor/index.html	Room 215 City Hall Philadelphia, PA 19107	General information, including inspection, complaints, etc.
	City of Philadelphia- Dept. of Health Compliance & Enforcement Division	(215) 823-7580	http://www.phila.gov/health/index.html	321 University Ave. 2 nd Floor Philadelphia, PA 19104	Handle air pollution problems such as foul odors and noise complaints such as car alarms, dog barking, etc.
	Register of Wills	(215) 686-6262 M-F; 8:30-4:45	http://secureprod.phila.gov/wills/	Room 180 City Hall Philadelphia, PA 19107	Index office that allows citizens to do research on all matters relating to estates, wills, inheritance, tax issues, and estate administration
	Victim Assistance Officers	See VICTIMS for locations across Philadelphia			Assists crime victims with information and support service at preliminary hearings, court accompaniment, crisis counseling and support groups.
	Voter Registration	(215) 686-1591 1-877-VOTESPA	www.votespa.com	520 N. Delaware Ave Philadelphia, PA 19123	Provide applications for those seeking to register to vote.

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GOV'T - STATE					
Court of Common Pleas	Arbitration	(215) 686-9590		1880 JFK Boulevard, 5 th Floor Philadelphia, PA 19103	All civil actions filed with an amount in controversy of \$50,000 or less must first proceed to a compulsory arbitration hearing before a panel of three attorneys who have been court certified to serve as arbitrators
Court of Common Pleas	Civil Trial Information	(215) 686-1776	http://www.courts.phila.gov/common-pleas/trial/civil/	1601 Market St., 2 nd Floor Philadelphia, PA 19103	
	Department of Public Assistance	(215) 560-2547 Monday – Friday 8:30am – 5:00pm	www.dpw.state.pa.us	801 Market Street Philadelphia, PA 19107	Department of public welfare advocates and assist clients with various complaints including medical assistance, physical abuse, cash assistance, food stamps, etc..
	Department of Vital Records	(215) 560-3054	www.health.state.pa.us/vitalrecords	110 N. 8 th St. Suite 108 Philadelphia, PA 19106	To obtain birth and death certificates
	Disciplinary Board - State Courts	(215)560-6296	www.padisciplinaryboard.org	1635 Market St., 16 th Floor Philadelphia, PA 19103	To file complaint against an attorney
	Municipal Court – First Filing	(215) 686-7990	https://fjdclaims.phila.gov/phmuni/login.do	34 S. 11th St., Room 500 Philadelphia, PA 19107	To file small Claims, .LL/T Cases, etc..
GRANDPARENTS					
	AARP Grandparent Resources		http://www.aarp.org/relationships/friends-family/		Online resources for grandparents
	Grands As Parents (GAP)	(215) 236-5848	http://www.gapsnow.org/	2227 N Broad Street Philadelphia, PA 19132	Assist Grandparents raising children. Provide Youth Support Groups, Emergency Food & Clothing

CATEGORY	ORGANIZATION	PHONE	WEBSITE	ADDRESS	DESCRIPTION OF SERVICES
	Grand Central	(215)557-1554		1211 Chestnut St., Suite 200 2 nd floor	Provide resources for Grandparents raising children, distant cousins, etc...
	Generations United		http://www2.gu.org/OURWORK/Grandfamilies.aspx		National organization with advice and advocacy for grandparents serving as parents
	SeniorLAW Center	(215) 988-1242 Monday – Thursday 10:00am – 2:00pm Emergency Walk-Ins Tuesday and Thursday 9:00am – 12:00pm	http://www.seniorlawcenter.org	Two Penn Center 1500 JFK Blvd Suite 1501 Philadelphia, PA 19102	Provides free legal advice, information and referrals to Pennsylvania seniors over 60 and representation including housing issues, elder abuse and financial exploitation, intergenerational custody, personal planning documents, consumer protection and property and inheritance tax issues.
	Supportive Older Women’s Network (SOWN)	(215) 487-3000	http://www.sown.org/	4100 Main St. #200 Philadelphia, PA 19127	Organize support groups for elderly. Assist in finding subsidized housing. Assist grandparents with legal custody of their grandchildren
	Support Center for Child Advocates	(215) 925-1913 (215) 925-4756 fax	http://www.advokid.org	1900 Cherry St Philadelphia, PA 19103	Legal assistance and social service advocacy for abused and neglected children; Child Protection, Medically needy children, Kinship Care, Adoption, Child advocacy leadership.

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GUARDIANSHIP					
	CARIE (Center for Advocacy for the Rights & Interests of the Elderly)	(215) 545-5728	www.carie.org	Two Penn Center 1500 JFK Blvd Suite 1500 Philadelphia, PA 19102	-Free telephone and online consultation service providing information and resolving problems for older adults and those who care for them -Court accompaniment and advocacy for older Philadelphians who are victims of crime or abuse, as well as assistance changing locks and securing the home -Advocacy service to help resolve problems and complaints related to the Philadelphia Shared Ride program or CCT-Connect -Complaint resolution and resident rights representation for nursing and personal care home residents living in north, central, south, west and center city Philadelphia -Protects Medicare and Medicare beneficiaries from health care fraud and abuse.
	Good Shepherd Mediation Program	(215) 843-5413 (215) 843-2080 fax	http://www.phillymediators.org/	5356 Chew Ave. Rear Philadelphia, PA 19138	Full mediation services including family adult guardianship.
	Philadelphia VIP	215 523 9550	http://www.phillyvip.org	1500 Walnut Street, Suite 400, Philadelphia PA, 19102	Provides legal services for low income residents.
HEALTH / DISABILITIES					
	AIDS Law Project	(215) 587-9377	http://www.aidslawpa.org/	1211 Chestnut Street, Suite 600, Philadelphia, PA 19107	Handles all types of legal issues for anyone with HIV or AIDS; issues handled include confidentiality, wills, power of attorney, housing, immigration, etc.

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	Alzheimer's Association 24/7 Helpline	1-800-272-3900	www.alz.org/delval	National Organization Delaware Valley Chapter Headquarters 399 Market Street, Suite 102 Philadelphia, PA 19106	Alzheimer's Association's Helpline is a phone line for anyone to call to get emotional support and coping strategies, information and resources available in the community, Alzheimer's research updates, and access to all Chapter programs and services. Alzheimer's Association's Helpline is available around the clock, 365 days a year. Calls are answered by staff and specially trained volunteers. The Helpline is available in over 160 languages. Callers get directed to their local chapter by calling the 1-800 number (based on area code)
	Cancercare.org	(800) 813-HOPE (4673)	http://www.cancercare.org/	National organization	Financial assistance for treatment related costs including home care, transportation and child care. Co-payment assistance for chemotherapy and cancer medications. Eligibility up to 250% FPL.
	Disability Rights Network	(215) 238-8070	http://drnpa.org/	1315 Walnut St., Suite 500, Philadelphia, PA 19107	Represent Pennsylvanians with disabilities. Advocate for human, civil and legal rights of Pennsylvanians with disabilities
	Legal Clinic for the Disabled	(215) 587-3350 Wednesdays only 9:30am – 3:30pm	http://www.lcdphila.org/	1513 Race Street, Philadelphia, PA 19102	Legal representation for low income people (<150% poverty line) with physical disability (including the deaf and hard of hearing) in Philadelphia, Bucks, Chester, Delaware, and Montgomery Counties; Phone in-take only

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	Mazzoni Center	1-866-LGBT-LAW (215)563-0657	http://mazzonicenter.org/	Main Office: 21 South 12 th Street Medical Practice: 809 Locust Street Philadelphia, PA 19107	Legal assistance for LGBTQ individuals, Health Center and Counseling and recovery services.
	Pennsylvania Health Law Project	(800) 274-3258 (helpline) (215) 625-3990	www.phlp.org	Corn Exchange Bldg Suite 400 123 Chestnut St. Philadelphia, PA 19106	Helps clients overcome barriers to accessing health care coverage and services through individual representation community education, and policy advocacy
	Pennsylvania Dental Association (PDA) -- Dental Clinic Program	(717) 234-5941	https://www.padental.org/Online/Public/Dental_Clinic_Directory/Online/Directory/Clinic_Directory.aspx?hkey=d5107b48-f2c6-4320-a75a-54add3393cbe	P.O. Box 3341 Harrisburg, PA 17105	Organization that provides a variety of dental care programs for children and low income individuals. Fees are determined by individual clinics. Visit website for local clinic information.
	Pennsylvania Dental Lifeline Network	(724) 568-4343	http://dentallifeline.org/pennsylvania/	P.O. Box 357 Vandergrift, PA 15690	Donated comprehensive dental services for those who are disabled, 65 or older, or qualify as being medically-fragile.
	Philadelphia Legal Assistance - ABC Hotline	(215) 981-3756	http://www.philalegal.org/FLU	The Cast Iron Bldg. 718 Arch St. 300N Philadelphia, PA19106	Help with services & benefits for disabled children.
HOMELESSNESS					
	Dignity Housing	(215) 713-0960	http://dignityhousing.org/	5227 Germantown Ave, Philadelphia, PA 19144	Provides housing and comprehensive supportive services to help homeless individuals and families
	Face-to-Face Germantown	(215) 849-0179 Main (215) 438-7939 Dining Room, Health Center and Social Services (215) 438-1390 Legal Center	http://facetofacegermantown.org/	109 East Price Street Philadelphia, PA 19144	Legal services for low-income and homeless individuals; Dining Room with free meals four days a week; Health Center with screening services and shower facilities for homeless

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	Homeless Advocacy Project	(215) 523-9595 (800) 837-2672	http://www.homelessadvocacyproject.org/	1429 Walnut Street, 15th Floor, Philadelphia, PA 19102	Provide direct civil legal services to homeless families and individuals and connect homeless clients with needed social services
	Office of Supportive Housing – Emergency Assistance Response Unit	(215) 686-7147 – Emergency Housing Intake	http://www.phila.gov/osh/Pages/default.aspx	5252 N. 13th Street Philadelphia, PA 19141 M-Th; 9am-3pm	Housing retention, emergency assistance and response, homeless prevention and rapid re-housing
	Project HOME	(215) 232-7272	http://www.projecthome.org/	1515 Fairmount Ave., Philadelphia, PA 19130	Supportive housing programs offer permanent, subsidized housing for individuals and families who had been homeless
	SeniorLAW Center	(215) 988-1242 Monday – Thursday 10:00am – 2:00pm Emergency Walk-Ins Tuesday and Thursday 9:00am – 12:00pm	http://www.seniorlawcenter.org	Two Penn Center 1500 JFK Blvd Suite 1501 Philadelphia, PA 19102	Provides free legal advice, information and referrals to Pennsylvania seniors over 60 and representation including housing issues, elder abuse and financial exploitation, intergenerational custody, personal planning documents, consumer protection and property and inheritance tax issues.
	Utility Emergency Services Fund	(215) 814-6888	http://www.uesfacts.org/homelessveterans.html	1617 JFK Blvd Suite 840 Philadelphia, PA 19103	Helps very low income veterans and veteran families who are homeless or at-risk of becoming homeless with a range of supportive services to help stabilize housing and help veterans acquire the resources necessary to keep them stable.
HOMEOWNER REPAIRS					
	Energy Coordinating Agency	(215) 998-0929	http://ecasavesenergy.org/	1924 Arch Street · Philadelphia, PA 19103	Energy Conservation & Repairs for low-income, Weatherization services, Heater hotline, Utility emergency service services

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	Habitat for Humanity Philadelphia Veteran Home Repair Program	(215) 765-6000 x 13 Rita Calicat (managing intake and application process)		1829 N. 19 th St. Philadelphia, PA 19121	Grant to serve Philadelphia's veteran households in need of home repair. Application saved in shared. Applicant eligibility requirements include: Veteran must have served in any branch of the service with an honorable or general discharge; Be a veteran homeowner OR the veteran lives in the home as his/her primary residence; Live in household with low/moderate income (at or below 80% AMI)
	Philadelphia Housing Development Corp.(PHDC): The Adaptive Modification Program	(215) 448-2160	http://www.phdchousing.org/adaptivemodifications.htm	1234 Market Street, 17th Floor Philadelphia, PA 19107	Designed to help individuals with permanent physical disabilities. Major modifications to homes to further independent living, avoid institutionalization.
	PHDC Basic Systems Repair Program	(215) 448-2160	http://www.phdchousing.org/bsrpm	1234 Market Street, 17th Floor Philadelphia, PA 19107	Basic repairs to electrical, plumbing, or structural problems that threaten health or safety. Exposed wires, dangerous electrical conditions, leaking sewer, violation notices from Water Department. Roofs on a "Can you see daylight when you look up?" standard.
	PHDC Weatherization Program	(215) 448-2160	http://www.phdchousing.org/weatherize.htm	1234 Market Street, 17th Floor Philadelphia, PA 19107	Free weatherization and conservation improvements to owner occupied and rental units. Monthly income levels listed on website.
	PHDC Emergency Heater Hotline	Homeowners: (215) 568-7190 Renters: (215)686-2590	http://www.phdchousing.org/bsrpm	1234 Market Street, 17th Floor Philadelphia, PA 19107	The Heater Hotline provides free emergency heater repairs for low-income homeowners and is carried out by the Energy Coordinating Agency under contract to PHDC.

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	Philadelphia Home Improvement Loans (PHIL)	(877) 487-4452	http://www.pcacares.org/OrganizationDetail.aspx?organization=Philadelphia+Home+Improvement+Loan+Program+(PHIL)	1234 Market Street, 17th Floor Philadelphia, PA 19107	Low interest home improvement loans to low-income homeowners. Must have good credit and income to pay back.
	PHIL-Plus / Mini-PHIL	(215) 686-9723	http://www.phila.gov/ohcd/miniphil.htm		Provides home improvement loans to owners w/ “less than perfect” credit
	Philadelphia Neighborhood Housing Services, Inc. (PNHS)	(215) 476-4205	http://www.phillynhs.org/	5234 Chestnut Street, Philadelphia, PA 19139	Community Improvement Program. Discounted & Loan Programs for first-time and low-income homeowners, for improvements and repairs. Housing rehab and counseling
	Rebuilding Together Philadelphia (RTP)	(215) 568-5044	http://www.rebuildingphilly.org	P.O. Box 42752 Philadelphia, PA 19101-2752	Helps low-income homeowners in N & W Philadelphia, & Norristown with home repairs. Homeowner must be living in home,
	Redevelopment Authority	(215) 854-6500	http://www.phila.gov/pr/index.html http://www.phila.gov/pr/philLoan.html	1234 Market Street, 16 th Fl.	Loans to homeowners to make repairs;
	SeniorLAW Center – Homeowners Assistance Project	(215) 988-1242 Monday – Thursday 10:00am – 2:00pm Emergency Walk-Ins Tuesday and Thursday 9:00am – 12:00pm	http://www.seniorlawcenter.org	Two Penn Center 1500 JFK Blvd Suite 1501 Philadelphia, PA 19102	Provides free legal advice, information and referrals to Pennsylvania seniors over 60 and representation including housing issues, elder abuse and financial exploitation, intergenerational custody, personal planning documents, consumer protection and property and inheritance tax issues.
	SHARP (Senior Housing Assistance Program) (PCA)	(215) 765-9040	http://www.pcacares.org/ServiceDetail.aspx?service=PCA+SHARP+Program+	642 N. Broad Street Philadelphia, PA 19130	Provide minor repairs (leaky faucet, locks, etc...) for 60 Years or over who own home. Name must be on deed of the home.

CATEGORY	ORGANIZATION	PHONE	WEBSITE	ADDRESS	DESCRIPTION OF SERVICES
HOUSING ISSUES					
	Affordable Housing Centers of PA	(215) 765-1221	http://www.ahcopa.org/	846 N. Broad St. First Floor Philadelphia, PA 19130	Default & Delinquency, First time homebuyer, Credit & Budget Counseling
	CARIE (Center for Advocacy for the Rights & Interests of the Elderly)	(215) 545-5728	www.carie.org	Two Penn Center 1500 JFK Blvd Suite 1500 Philadelphia, PA 19102	-Free telephone and online consultation service providing information and resolving problems for older adults and those who care for them -Court accompaniment and advocacy for older Philadelphians who are victims of crime or abuse, as well as assistance changing locks and securing the home -Advocacy service to help resolve problems and complaints related to the Philadelphia Shared Ride program or CCT-Connect -Complaint resolution and resident rights representation for nursing and personal care home residents living in north, central, south, west and center city Philadelphia -Protects Medicare and Medicare beneficiaries from health care fraud and abuse.
	City of Philadelphia's Office of Risk Assessment	(215) 683-1713	http://www.phila.gov/finance/units-RiskManagement.html	Office of Risk Management, 1515 Arch Street, 14th Floor, Philadelphia, PA 19103	The Claims Unit handles all claims for personal injury and property damage asserted against the city. The claim form must be received by the Office of Risk Management within six (6) months from the date of the incident, or you will be barred from bringing a claim against the city.
	Community Legal Services (CLS): Private Landlord / Public Housing Section 8 Hotline	(215) 981-3700	http://clsphila.org/get-help/landlord-tenant-private-housing	1424 Chestnut Street Philadelphia, PA 19102	Help for tenants experiencing difficulties with landlords or housing situation (call M-F 9-5). Eviction, unlawful lock out, security deposits

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	Homeless Advocacy Project	(215) 523-9595 (800) 837-2672 marsha@philalegal.org	http://www.homelessadvocacyproject.org/	1429 Walnut Street, 15th Floor, Philadelphia, PA 19102	Provide direct civil legal services to homeless families and individuals and connect homeless clients with needed social services
	Housing and Urban Development (HUD)	(215) 656-0500 M-F, 8-4:30	http://portal.hud.gov/hudportal/HUD?src=/states/pennsylvania	Wanamaker Bldg 100 Penn Square. E Philadelphia, PA 19107	Home Improvement loans, Fair Housing info, FHA refunds, and mortgages; reverse mortgage info.
	Legal Assistance Hotline for Survivors of Sexual Assault	(215) 981-3844			Coordinated by PLA. Victims of sexual violence or rape (anytime during their lifetime) may be eligible to receive assistance in the following areas: employment, housing, public benefits, utilities, immigration, child custody, child support, protection from abuse. This project was supported by a grant awarded by the Office on Violence Against Women, U.S. Department of Justice
	Liberty Resources, Inc.: Philadelphia Housing Authority	(215) 634-2000	http://www.libertyresources.org/	Philadelphia Office: 714 Market Street, Suite 100 Philadelphia, PA 19106	Housing Counselors help with accessible housing, credit counseling, and mortgages.

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	Office Emergency Shelter & Service (OESS) HOMES	Emergency Housing Intake: (215)686-7147	http://www.phila.gov/services/emergency/	1401 JFK Boulevard, 10th Floor Philadelphia, PA 19102	Offers a network of shelters, boarding homes, and refers families, couples and single individuals to available housing resources. Intake Services, Mental Health Services, Outreach Services, Emergency Shelter Services, Case Management Services, Adult Protective Services, State Emergency Food Distribution Program, Referrals to Housing Services, Emergency Response Services, Eviction Prevention Services, Transitional Housing Services, Shelter Plus Care, Permanent Housing Services.
	Office of Housing & Community Development (OHCD)	(215) 686-9723	http://www.phila.gov/ohcd/ http://www.phila.gov/ohcd/homerepairprograms.htm	1234 Market St 17 th Floor Philadelphia, PA 19107	Provides homeowner assistance programs including first-time homebuyer and foreclosure counseling and home repair programs.
	The Partnership CDC	(215) 307-4917	http://partnershipcdc.wordpress.com/the-partnership-financial-education-center/	4027 Market Street Philadelphia, PA 19104	Mortgage / Rental Assistance Provides financial literacy and homeownership education to first-time homebuyers
	Philadelphia Corporation for the Aging (PCA)	(215) 765-9033	http://www.pcacares.org/Files/quicreferencehousingguide.pdf	642 N Broad St. Philadelphia, PA 19130	Directory with comprehensive list of housing and homeownership resources for the elderly in Philadelphia.

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	PCA's Affordable Housing Guide		www.pcaCares.org		Affordable Housing Guide is now available online for free (previously available only in hard copy). The online guide contains up-to-date and detailed information on almost 200 facilities in Philadelphia. Each listing provides a description and details of the property, which may include facility type (elderly and/or disabled), age and income requirements, rent amount, waiting list, subsidy or funding source. To access PCA's Affordable Housing Guide, go to www.pcaCares.org and click "Search Services," then select "Affordable Housing" from the "Service" drop-down menu. The search can be targeted to a neighborhood or zip code, if desired. From the search results page, click "View Details" to see all information on each property listed.
	Philadelphia Housing Development Corp (PHCD)	(215) 448-3000	www.phdchousing.org	1234 Market St 17 th Floor Philadelphia, PA 19107	Offers preservation programs, Basic Systems Repair Program, Weatherization Assistance Program and Adaptive Modifications Program
	PHDC American Dream Down-payment Initiative	(215) 686-9749	http://www.phila.gov/ohcd/addi.htm		Provides up to \$10,000 to first-time buyers of properties in selected developments.
	PHDC Home Start	(215) 448-3139	http://www.pcacares.org/OrganizationDetail.aspx?organization=Philadelphia+Housing+Development+Corp+(PHDC)+--+Homestart+Program		Offers first-time home ownership opportunities for individuals and families whose annual income is \$8,000 or more. Must be qualified buyer (employment, credit and rental reports, cash assets to make property settle, cannot have owned residential property in last 3 years)

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	PHDC Settlement Grant Program	(215) 686-9749	http://www.phila.gov/ohcd/settgrt.htm		Provides homebuyers pre-purchase counseling & up to \$500 settlement grant assistance
	Philadelphia Senior Center	(215) 546-5879	http://www.philaseniorcenter.org/	509 S. Broad St. Philadelphia, PA 19147	Counseling in tenant rights, responsibilities, rental/mortgage defaults, home purchasing, anti-predatory lending, PA tax rebates
	Redevelopment Authority (RDA)	(215) 854-6500	http://www.phila.gov/prs/index.html	1234 Market St 16 th Floor Philadelphia, PA 19107	Neighborhood stabilization projects including rehabbing abandoned properties into owner occupied housing and foreclosure avoidance programs.
	SeniorLAW Center – Homeowners Assistance Project	(215) 988-1242 Monday – Thursday 10:00am – 2:00pm Emergency Walk-Ins Tuesday and Thursday 9:00am – 12:00pm	http://www.seniorlawcenter.org	Two Penn Center 1500 JFK Blvd Suite 1501 Philadelphia, PA 19102	Provides free legal advice, information and referrals to Pennsylvania seniors over 60 and representation including housing issues, elder abuse and financial exploitation, intergenerational custody, personal planning documents, consumer protection and property and inheritance tax issues.

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<i>HOUSING COUNSELORS</i>	Center in the Park	(215) 849-5100 Bernadette Prader (Ext. 223) Shandra Robinson (Ext. 315)	http://www.centerinthepark.org/	5818 Germantown Avenue Philadelphia, PA 19144	Provides information, referrals and assistance to older adults with housing concerns.
	Journey's Way	(215) 487-1750 Barbara Davis (Ext. 1006) Arlene Cole (Ext. 1009)	http://www.journeys-way.org/housing/counseling.php	6012 Ridge Avenue Philadelphia, PA 19128 Day Center 403 Rector St. Philadelphia, PA 19128	Locate affordable housing, money management and budgeting, mortgage default & delinquency, Tax& Rent rebates, deed & title problems
	Philadelphia Senior Center	(215) 546-5879 (Ext. 230) Carolyn Walker	http://www.philaseniorcenter.org/counseling%20-%20housing%20and%20in-center.php	509 S. Broad Street Philadelphia, PA 19147	Tenant rights and responsibilities, pre-rental and post-occupancy. Rental or mortgage default and delinquency. Home purchases, including mortgage analysis. Anti-predatory lending, pre-loan and post-loan, in all consumer areas. Pennsylvania property tax and rent rebates and deed-related matters

CATEGORY	ORGANIZATION	PHONE	WEBSITE	ADDRESS	DESCRIPTION OF SERVICES
<i>EMERGENCY SHELTER & SERVICES</i>	Appletree Family Center (OSH)	(215) 686-7150 M-F: 7:00am – 3:00pm	http://www.phila.gov/osh/Pages/default.aspx	1430 Cherry Street Philadelphia, PA 1910	Weekday intake and reception center for single women, families, and children. Bring valid photo ID for adults and birth certificates and social security cards for children. Children must be present for intake.
	House of Passage	(215) 471-2017		111 N 49th Street Philadelphia, PA 19139	Walk-in only intake after 4:00pm for single women over 18 years old.
	The Red Shield	(215) 787-2966 Intake (215) 787-2887 Front desk	http://use.salvationarmy.org/use/www_use_philadelphiadhq.nsf/vw-text-dynamic-arrays/6533738B6ED9A47E852573A900788FDC?openDocument&charset=utf-8	715 N. Broad Street Philadelphia, PA 19123	Telephone intake after 3:00pm for single women and families. Speak with Margaret McFadden.
	Salvation Army Eliza Shirley House	OSH Emergency Intake: (215) 686-7147 (215) 568-5111 (information)	http://use.salvationarmy.org/use/www_use_philadelphiadhq.nsf/vw-sublinks/F9769F780B997245852573CA0079C00E	1320 Arch Street Philadelphia, PA 19107	Women and families may access services through the Office of Supportive Housing
	Station House	(215) 225-9235		2601 N Broad St Philadelphia, PA 19132-4033	Nights & Weekends (Single men)
<i>MARKET VALUE OF HOME</i>					
	Board of Revision of Taxes (BRT) Tax Assessor's Office	(215) 686-4333	http://brtweb.phila.gov/default.aspx	The Curtis Center 601 Walnut Street, Suite 325 East Philadelphia, PA 19106	To find out market value of a home or owner(s) of record; File appeal of a home value

CATEGORY	ORGANIZATION	PHONE	WEBSITE	ADDRESS	DESCRIPTION OF SERVICES
IMMIGRATION					
	American Immigration Lawyers Association (AILA)	Visit website	http://www.ailalawyer.com/	National organization headquartered in DC	Immigration Lawyer Referral Service, private attorneys.
	Catholic Social Services	(267) 331-2490 (Helpline) (215) 587-3614 (Administrative office)	http://www.catholicsocialservicesphilly.org/	222 N. 17th St. 3rd Floor Philadelphia, PA 19103 (admin.)	Representation in deportation proceedings, all nationalities; Chinese, Hungarian, Polish, Romanian, Spanish, and Vietnamese spoken.
	Community Legal Services: Language Access Project (LAP)	(215) 227-2400 (W. Erie) (215) 981-3700 (Chestnut St.)	http://clsphila.org/get-help/courts	1410 W. Erie Ave Philadelphia PA 19140 M, W, F 9-12pm 1424 Chestnut St. Philadelphia, PA 19102 M-F 9-12pm	Works to ensure access to interpretation & translation in courts and public services; Walk-in in-take hours differ by location (see left)
	Esperanza Immigration Legal Services	(215) 324-0746 ext. 218	www.esperanza.us	4261 North 5 th Street Philadelphia, PA 19140	Legal services for citizenship assistance, Deferred Action for Childhood Arrivals (DACA), Greencard applications, victims of domestic violence and victims of human trafficking, visas for crime victims, Temporary Protected Status.

CATEGORY	ORGANIZATION	PHONE	WEBSITE	ADDRESS	DESCRIPTION OF SERVICES
	Hebrew Immigrant Aid Society (HIAS)	(215) 832-0900 (215) 832-0919 fax	http://www.hias.org/	2100 Arch St, 3 rd Fl. Philadelphia, PA 19103	Provides legal services to low-income and at-risk immigrants and refugees on a variety of immigration matters including extension/change of status, family petitions, immigrant youth, asylum petitions, removal (deportation) hearings, and representing victims of domestic violence in their immigration hearings. Assists elderly refugees (over the age of 60) in applying for citizenship for free. Intake M-F 9-5 or online form: http://hiaspa.org/node/81
	Legal Assistance Hotline for Survivors of Sexual Assault	(215) 981-3844			Coordinated by PLA. Victims of sexual violence or rape (anytime during their lifetime) may be eligible to receive assistance in the following areas: employment, housing, public benefits, utilities, immigration, child custody, child support, protection from abuse. This project was supported by a grant awarded by the Office on Violence Against Women, U.S. Department of Justice.
	Nationalities Service Center	(215) 893-8400 ext. 125 (215)735-8715 fax	http://www.nationalitiesservice.org/	1216 Arch Street 4th Floor Philadelphia, PA 19107	Services for low income individuals; Family sponsorship, political asylum, deportation defense, naturalization, application for permanent resident (“green”) cards, work permits, travel docs, and VAWA cases for abused spouses. Interpreters available for all languages. Walk-in hours: M 4pm, W 8:30am – limited to first 6 people each day

CATEGORY	ORGANIZATION	PHONE	WEBSITE	ADDRESS	DESCRIPTION OF SERVICES
	Philadelphia Legal Assistance (PLA) Immigrant Women's Legal Assistance Hotline	(215) 981-3838	http://www.philalegal.org/familylaw	The Cast Iron Bldg. 718 Arch St. 300N Philadelphia, PA 19106	Help for immigrant female victims of domestic violence and sexual assault in divorce, custody, support, PFA, immigration cases In-take anytime.
	PRIME –ECR (Ecumenical Commitment to Refugees)	(610) 259-4500 (610) 259-4915 fax	www.prime-immigration.org	129 Owen Avenue Lansdowne, PA 19050 (Delaware County)	Immigration matters with refugees. By appointment. Farsi, Spanish, French, German, with translators and interpreters available for other languages.
	Welcome Center for New Pennsylvanians	(215)557-2626	http://www.welcomingcenter.org/	One Penn Center, 1617 JFK Blvd., Suite 555 Philadelphia, PA 19103	Free monthly legal clinics where immigrants may meet with volunteer attorneys to discuss issues that may range from immigration to landlord-tenant conflicts to discrimination issues. Clinics are held on the second Tuesday of each month, from 3:00 p.m. to 5:30 p.m. at the Welcoming Center's Center City location.
INSURANCE					
	Community Legal Services (CLS)	(215) 981-3700 M-F, 9-12	http://clsphila.org/	1424 Chestnut St. 2nd fl.	Homeowner's Insurance
	Fair Plan	(215) 629-8800	www.pafairplan.com/index.aspx	530 Walnut St Suite 1650 Philadelphia, PA 19106	Fire Insurance at low rates
	Insurance Information Institute	Visit website	http://www.iii.org/	National	No longer operates the Consumer Insurance Helpline; Now offers insurance information online at www.iii.org .
	PA Insurance Department	(877) 881-6388	http://www.insurance.pa.gov/portal/server.pt/community/insurance_pa_gov/4679	Strawberry Square. Rm 1326 Harrisburg 17120	Consumer Information and complaints regarding insurance

CATEGORY	ORGANIZATION	PHONE	WEBSITE	ADDRESS	DESCRIPTION OF SERVICES
LANDLORD/ TENANT					
	Community Legal Services (CLS)	(215) 981-3700	www.clsphila.org	1424 Chestnut St Philadelphia, PA 19102	Landlord-Tenant Issues for private tenants Phone in-take M-F 9-4:30am (messages); Walk-in s M,W 9-12
	Landlord/ Tenant Municipal Court	(215) 686-7988 (215) 686-7987	www.courts.phila.gov/municipal/civil/	34 S. 11th St 5th Floor Philadelphia, PA 19107	To file for eviction or file landlord/tenant complaint
	Philadelphia Commission on Fair Housing and Human Relations	(215) 686-4670 (215) 686-3237	http://www.phila.gov/humanrelations/	601 Walnut Street Suite 300 Philadelphia, PA 19106	Tenant complaints regarding eviction, rent increase, unfair practices, retaliation, and neighborhood disputes.
	Philadelphia Housing Authority (PHA)	(215) 684-4000	http://www.pha.phila.gov/	12 South 23rd Street Philadelphia, PA 19103	To apply for Public Housing
	SeniorLAW Center	(215) 988-1242 Monday – Thursday 10:00am – 2:00pm Emergency Walk-Ins Tuesday and Thursday 9:00am – 12:00pm	http://www.seniorlawcenter.org	Two Penn Center 1500 JFK Blvd Suite 1501 Philadelphia, PA 19102	Provides free legal advice, information and referrals to Pennsylvania seniors over 60 and representation including housing issues, elder abuse and financial exploitation, intergenerational custody, personal planning documents, consumer protection and property and inheritance tax issues.
	TURN (Tenant’s Union Representative Network)	(215) 940-3900	www.rturn.net/	1315 Walnut Street, 3rd floor Philadelphia, PA 19107	Funding program, tenant’s rights; income restrictions exist (to be update – hotline employee uncertain)
	Philadelphia Hoarding Task Force		http://www.philadelphiahoarding.org/ http://www.philadelphiahoarding.org/resources/Hoarding%20Task%20Force%20Resource%20Guide%20-%20Updated%20January%202015.pdf		

CATEGORY	ORGANIZATION	PHONE	WEBSITE	ADDRESS	DESCRIPTION OF SERVICES
LGBTQ SENIORS					
	ActionAIDS	(215) 981-0088	http://actionaids.org/	1216 Arch Street, 6th Floor Philadelphia, PA 19107	Direct services to sustain / enhance quality of life for AIDS patients
	AIDS Law Project	(215) 587-9377	http://www.aidslawpa.org/	1211 Chestnut Street, Suite 600, Philadelphia, PA 19107	Handles all types of legal issues for anyone with HIV or AIDS; issues handled include confidentiality, wills, power of attorney, housing, immigration, etc.
	LGBT Elder Initiative	(267) 546-3448	http://www.lgbtei.org/	Online resource	Connects seniors with services and resources that are competent, culturally sensitive, inclusive and responsive to the needs of LGBT elders in the Delaware Valley and beyond. Extensive list of resources available online.
	Mazzoni Center	1-866-LGBT-LAW (215) 563-0657	http://mazzonicenter.org/	<u>Main Office:</u> 21 South 12 th Street <u>Medical Practice:</u> 809 Locust Street Philadelphia, PA 19107	Legal assistance for LGBTQ individuals, Health Center and Counseling and recovery services.
	SAGE Philadelphia at William Way	(215) 732-2220	http://www.sageusa.org/advocacy/sagenet-affiliate.cfm?ID=4	1315 Spruce Street Philadelphia PA 19107	Programs and services for LGBT older adults age 50 and over
	William Way Community Center	(215) 732-2220	http://www.waygay.org/	1315 Spruce Street Philadelphia PA 19107	Encourages, supports, and advocates for the well-being and acceptance of sexual and gender minorities in the Greater Philadelphia region through service, recreational, educational, and cultural programming

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LONG TERM CARE / IN HOME SUPPORT					
	JEVS Human Services	(267) 298-1325	www.jevshomecare.org	9350 Ashton Road, Suite 201 Philadelphia, PA 19114	Assistance with non-medical, in-home care and assistance for the elderly, individuals with disabilities, new mothers, and veterans
	PA Department of Public Welfare - Long Term Living	(866) 286-3636	http://www.dpw.state.pa.us/foradults/longtermcareservices/index.htm	801 Market Street Philadelphia, PA 19107	Information about the many long term living services available in Pennsylvania to help adults of all ages with disabilities locate services to remain in their home and community. Connects caregivers and healthcare providers with resources that will help them to navigate the long term living system.
	PA Department of Public Welfare – Personal Care Home Complaints	(877) 401-8835	http://www.dpw.state.pa.us/foradults/personalcareservices/personalcarehomeinformation/personalcarehomecomplaints/index.htm	801 Market Street Philadelphia, PA 19107	Providing health and safety protections for personal care residents is the responsibility of Department of Public Welfare. For complaints regarding a Personal Care Facility this hotline may be called. Trained staff is available Monday through Friday from 8:00 a.m. - 4:30 p.m. for non-emergency complaints. After hours staff can be reached by this number for emergency calls during non-business hours.
	SeniorLAW Center	(215) 988-1242 Monday – Thursday 10:00am – 2:00pm Emergency Walk-Ins Tuesday and Thursday 9:00am – 12:00pm	http://www.seniorlawcenter.org	Two Penn Center 1500 JFK Blvd Suite 1501 Philadelphia, PA 19102	Provides free legal advice, information and referrals to Pennsylvania seniors over 60 and representation including housing issues, elder abuse and financial exploitation, intergenerational custody, personal planning documents, consumer protection and property and inheritance tax issues.

CATEGORY	ORGANIZATION	PHONE	WEBSITE	ADDRESS	DESCRIPTION OF SERVICES
MEDICARE/ MEDICAID					
	CARIE (Center for Advocacy for the Rights & Interests of the Elderly)	(215) 545-5728	www.carie.org	Two Penn Center 1500 JFK Blvd Suite 1500 Philadelphia, PA 19102	-Free telephone and online consultation service providing information and resolving problems for older adults and those who care for them -Court accompaniment and advocacy for older Philadelphians who are victims of crime or abuse, as well as assistance changing locks and securing the home -Advocacy service to help resolve problems and complaints related to the Philadelphia Shared Ride program or CCT-Connect -Complaint resolution and resident rights representation for nursing and personal care home residents living in north, central, south, west and center city Philadelphia -Protects Medicare and Medicare beneficiaries from health care fraud and abuse.
	Center For Medicare Advocacy	(860) 456-7790 (national office)	www.medicareadvocacy.org	11 Ledgebrook Drive Mansfield Center, CT 06250	Offers consultation, education, and materials about Medicare
	Community Legal Services (CLS) – Medicare	(215)227-2400 M, W, F 9-5	www.clsphila.org	1410 W. Erie Ave Philadelphia, PA 19140	Medical Assistance (MA), SSI Disability benefits. [SSI cases are also handled at CLS 1424 Chestnut St. office]
	Department of Public Welfare (DPW) general number	(800) 692-7462 (General Offices) (215)560-3283 (Philly)	www.dpw.state.pa.us/	801 Market Street Philadelphia, PA 19107	Apply for Medical Assistance
	PA Health Law Project	(800) 274-3258 (helpline) (215) 625-3990	www.phlp.org	Corn Exchange Bldg Suite 400 123 Chestnut St. Philadelphia, PA 19106	Medicare and Medicaid Qualifying for MA and other programs, finding in-home care, transportation to MA providers, insurance coverage disputes.

CATEGORY	ORGANIZATION	PHONE	WEBSITE	ADDRESS	DESCRIPTION OF SERVICES
	Temple Elderly Law Project	(215) 204- 6887	http://www.law.temple.edu/pages/Academics/Experiential_Learning_Programs/Clinicals/Law_School_Based_Clinics.aspx	1719 N Broad Street. Philadelphia, PA 19122	Provides legal service to Philadelphia residents who are 60 years and older. Clients are assisted in many areas of the law, including Social security, Medicare, estate planning, real estate issues and consumer protection
MORTGAGE FORECLOSURE					
	Clarifi (formerly CCCS)	(215) 563-5665	http://clarifi.org/	1608 Walnut Street, 10th Floor Philadelphia, PA 19103	Debt Counseling, payment agreement for credit card debt; Homeowner’s Emergency Mortgage Assistance Act 91; no stated income cut-off
	Community Legal Services (CLS) Housing Unit – Save Your Home Hotline	(215) 227-2400 (215)523-9520 24/7 Message Hotline	http://clsphila.org/get-help/foreclosure	1410 W. Erie Ave Philadelphia, PA 19140	Mortgage Foreclosure, bankruptcy; In person in-take M,W,F 9am-12pm; 24/7 message hotline
	HACE (Hispanic Association of Contractors & Enterprises)	(215) 426-1151 (215) 426-8025		167 West Allegheny Avenue, Suite 200 Philadelphia, PA 19140	Default and delinquency assistance.
	Homeowners Emergency Assistance Program (HEMAP)	(215) 567-7803 (800) 342-2397 PA Housing Finance Agency – can refer to local HEMAP agency	http://www.phfa.org/consumers/homeowners/hemap.aspx	211 North Front St Harrisburg, PA 17101	State program providing short-term (up to 24 months) loans to catch up mortgage payments; must show financial hardship due to circumstances beyond your control and a reasonable chance of repaying the mortgage in 24 months
	HEMAP Help Center		www.rhls.org/hemap-help-center-instructions/		Homeowners can prepare their statements of circumstance with information and guidance from the Regional Housing Legal Services’ HEMAP Help Center by visiting the link.

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	Housing & Urban Development (HUD)	(888) 466-3487 (215) 656-0500 Monday - Friday 8:00am - 4:30pm	http://portal.hud.gov/hudportal/HUD?src=/program_offices/housing/sfh/talk/addr_phi	Wanamaker Bldg 100 Penn Square. E Philadelphia, PA 19107	Home Improvement loans, Information on Reverse Mortgages; Information on purchasing HUD homes
	Philadelphia Council on Community Advancement (PCCA) Emergency Mortgage Assistance	(215) 567-7803	http://www.pccahousing.org/	1617 JFK Blvd, Suite 1550 Philadelphia, PA 19103	Helps individuals with HEMAP applications. Provides pre-purchase counseling and information to 1st time buyers; Emergency mortgage assistance
	Philadelphia Legal Assistance (PLA)	(215) 334-HOME	http://www.philalegal.org/saveyourhomephilly	The Cast Iron Bldg. 718 Arch St. 300N Philadelphia, PA 19106	Mortgage Foreclosure; Referral service for walk-in or hotline callers
	Redevelopment Authority Donor Taker Program	(215) 209-8664	http://www.phila.gov/ohcd/donoraker.htm	1234 Market St. 17th Floor Philadelphia, PA 19107	Property or vacant lot donation to City or other individuals
	SeniorLAW Center	(215) 988-1242 Monday – Thursday 10:00am – 2:00pm Emergency Walk-Ins Tuesday and Thursday 9:00am – 12:00pm	http://www.seniorlawcenter.org	Two Penn Center 1500 JFK Blvd Suite 1501 Philadelphia, PA 19102	Provides free legal advice, information and referrals to Pennsylvania seniors over 60 and representation including housing issues, elder abuse and financial exploitation, intergenerational custody, personal planning documents, consumer protection and property and inheritance tax issues.
MEDIATION					
	Family Court Custody Mediation Program	(215) 686-9208	http://www.courts.phila.gov/pdf/brochures/dr/Mediation-Brochure.pdf	46 South 11th Street 2nd Floor Philadelphia, PA 19107	Philadelphia Family Court administered program as an alternative means for resolving custody disputes
	Good Shepherd Mediation Program	(215) 843-5413 (215) 843-2080 fax	http://www.phillymediators.org/	5356 Chew Ave. Rear Philadelphia, PA 19138	Full service services including family issues such as pre-marital, family, divorce and custody, partnership dissolution; fee scale for low income individuals

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MENTAL HEALTH					
	Community Behavioral Health	(215) 413-3100	http://dbhids.org/community-behavioral-health/	801 Market Street, 7th Floor Philadelphia, PA 19107	Provides mental health and substance abuse services for Philadelphia County Medicaid recipients
	Drexel Geriatric Home Visit Program	(215) 967-1624 Ruth Valentine	http://www.drexelmedicine.org/patient-services/primary-care/services/geriatric-services/	219 N. Broad Street, Philadelphia, PA 19107	Provides in-home geriatric visit including cognition testing and depression screenings.
	Mental Health Association of Southeastern PA	(215) 751-1800 (800) 688-4226	http://www.mhasp.org/	1211 Chestnut St 11 th FL. Philadelphia, PA 19107	Provides mental health services, information, and advocacy
	National Alliance on Mental Illness	(800) 223-0500	http://philadelphia.nami.org/	520 N. Delaware Ave., 7th Floor Philadelphia, PA 19123	National grassroots advocacy organization with PA chapters that offer support group meetings
MISCELLANEOUS					
	Alcoholics Anonymous Regional SE InterGroup	(215) 923-7900 877-9 DIAL AA	http://www.sepennaa.org/	444 N. 3rd St. Suite #3E Philadelphia, PA 19123	
	American Red Cross	(215) 299-4000	http://www.redcrossphilly.org/	2221 Chestnut St. Philadelphia, PA 19103	
	Citizens for Fire Prevention Committee Smoke Detector Program	Call 311 to be placed on list. (215) 686-1382	http://www.freedomfromfire.com/safety/smoke-alarms/free-installation/	240 Spring Garden St. Philadelphia PA 19123	Provides and installs free smoke detectors. Online request form available.
	Philadelphia Unemployment Project	(215) 557-0822	http://www.philaup.org/	112 North Broad Street, 11th Floor Philadelphia, PA 19102	Unemployed workers center that helps people win unemployment cases, save their houses, and get access to health care

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	Jenkins Law Library	(215) 574-7900	www.jenkinslaw.org	883 Chestnut Street, Suite 1220 Philadelphia, PA 19107	Free to Delivery of Legal Services Committee organizations and open to the public for a fee of \$5 per day. Form packets for self-represented litigants available for purchase.
	Salvation Army	(215) 787-2800 (215) 474-1010	http://www.use.salvationarmy.org/use/www_use_philadelphiadhq.nsf	701 N. Broad St. Philadelphia 19123 5501 Market St. Philadelphia 19139	Comprehensive human services programs
	Zip Code Information	(800) 275-8777 (General USPS Helpline)	www.usps.com/zip4		Search address to find proper zip code via website
NEIGHBOR DISPUTES					
	Fair Housing Dispute Resolution Program	(215) 686-4692		601 Walnut St. Suite 300 South Philadelphia, PA 19106	Managed by the Philadelphia Commission on Human Relations; offer neighbor dispute and landlord/tenant dispute complaints (pro-tenant advocate)
	Good Shepherd Mediation Program	(215) 843-5413 (215)843-2080 fax	http://www.phillymediators.org/	5356 Chew Ave. Rear Philadelphia, PA 19138	Full service services including family issues such as pre-marital, family, divorce and custody, partnership dissolution; fee scale for low income individuals
	Pennsylvania SeniorLAW Helpline at SeniorLAW Center	(877) 727-7592 (215) 988-1242 Monday – Thursday 10:00am – 2:00pm	http://seniorlawcenter.org/projects-and-clinics/pennsylvania-seniorlaw-helpline-1-877-pa-sr-law/	Two Penn Center 1500 JFK Blvd Suite 1501 Philadelphia, PA 19102	Provides free legal advice, information and referrals to Pennsylvania seniors over 60

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NURSING HOME PROBLEMS					
	CARIE (Center for Advocacy for the Rights and Interests of the Elderly): Long Term Care Ombudsman	(215) 545-5728	www.carie.org	Two Penn Center 1500 JFK Blvd Suite 1500 Philadelphia PA 19102	-Free telephone and online consultation service providing information and resolving problems for older adults and those who care for them -Court accompaniment and advocacy for older Philadelphians who are victims of crime or abuse, as well as assistance changing locks and securing the home -Advocacy service to help resolve problems and complaints related to the Philadelphia Shared Ride program or CCT-Connect -Complaint resolution and resident rights representation for nursing and personal care home residents living in north, central, south, west and center city Philadelphia -Protects Medicare and Medicare beneficiaries from health care fraud and abuse.
	Community Legal Services (CLS) Aging and Disabilities Unit	(215) 227-2400 M,W,F – 9am-5pm	http://clsphila.org/get-help/nursing-homes	1410 W. Erie Ave Philadelphia. PA 19140	Legal problems involving Nursing Homes; Walk-ins M,W,F 9am-12pm
	Pennsylvania Department of Health – Nursing Home Complaints	(800) 254-5164	http://www.portal.health.state.pa.us/portal/server.pt/community/nursing_home_care/14152	Pennsylvania Department of Health and Welfare Building 8th Floor West 625 Forster Street Harrisburg, PA 17120	Assuring quality of care and safety for nursing home residents is Department of Health Division of Nursing Care Facility's responsibility. For complaints regarding a Nursing Home/Long Term Living Facility call this toll-free hotline. Trained staff is available Monday through Friday from 8:00 a.m. - 4:30 p.m. for non-emergency complaints. After hours staff can be reached by this number for emergency calls during non-business hours.

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	SeniorLAW Center	(215) 988-1242 Monday – Thursday 10:00am – 2:00pm Emergency Walk-Ins Tuesday and Thursday 9:00am – 12:00pm	http://www.seniorlawcenter.org	Two Penn Center 1500 JFK Blvd Suite 1501 Philadelphia, PA 19102	Provides free legal advice, information and referrals to Pennsylvania seniors over 60 and representation including housing issues, elder abuse and financial exploitation, intergenerational custody, personal planning documents, consumer protection and property and inheritance tax issues.
OTHER COUNTIES LEGAL SERVICES	See Pennsylvania SeniorLAW Helpline Legal Resources Directory		Available at http://www.seniorlawcenter.org		
PENSIONS					
	Mid America Pension Rights Project at Elder law of Michigan	(866) 735-7737	http://www.mid-americanpensions.org/		Serves Pennsylvania: Assist any age/income with retirement benefits, pension rights and divorce assistance.
PRISONER'S RIGHTS/ EXPUNGEMENTS					
	Pennsylvania Institutional Law Project	(215) 925-2966	www.pailp.org	Main and Eastern Office The Cast Iron Building 718 Arch Street, Suite 304 South Philadelphia, PA 19106	Legal services for low-income residents of prisons, jails, state hospitals, and state centers
	Community Legal Services (CLS)	(215) 981-3700 M-F, 9-12 (Center City Office)	https://clsphila.org/get-help/expungements	1424 Chestnut St. Philadelphia PA 19102	Employment Problems with Criminal Records; Expungements

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	Philadelphia Lawyers for Social Equity in partnership with Drexel University Thomas R. Kline School of Law	1501 Cherry Street Philadelphia, PA 19102 Please note that we do not accept walk-ins Clinic Location and Dates Dornsife Center for Neighborhood Partnerships 3509 Spring Garden Street	http://plsephilly.org/what-we-do/litigation/ & http://www.drexel.edu/law/academics/public-interest-law-pro-bono-service/pro-bono/Opportunities/	215.995.1230 Please note that this is an answering service. We will return your call within 2 days.	Criminal Record Expungement Project. In partnership with the Philadelphia Lawyers for Social Equity (PLSE), C-REP provides free direct legal services to individuals seeking to expunge non-conviction records in Philadelphia County. Volunteer attorneys and law students host community clinics and provide legal counsel through all stages of the expungement process, including representing clients before the Court of Common Pleas of Philadelphia. Check for the times that these organizations host their clinics as they are not ongoing.
	Barristers' Association of Philadelphia				Annual Expungement Clinic
PROBATE / TANGLED TITLE					
	Department of Public Welfare (DPW) Estate Recovery Hotline	(800) 528-3708	http://www.dpw.state.pa.us/foradults/estaterecoveryprogram/index.htm	801 Market Street Philadelphia, PA 19107	Recovers cost of Medical Assistance payments from estate of recipient.
	Orphan's Court	(215) 686-2230	http://courts.phila.gov/common-pleas/orphans/	Room 300 City Hall, Philadelphia, PA 19107	Handles appeals from the Register of Wills, including will contest, as well as inheritance and estate tax disputes
	PA Inheritance Tax Desk at ROW	(215) 686-2918	http://secureprod.phila.gov/wills/inheritancetax.aspx	City Hall, Room 180 Philadelphia, PA 19107	Information and forms regarding Inheritance Tax
	Recorder of Deeds	(215) 686-2260	http://www.phila.gov/records/documentrecording/Deeds.html	City Hall, Room 111 Philadelphia PA 19107	
	Register of Wills – Estate Services	(215) 686-6282	http://secureprod.phila.gov/wills/	City Hall, Room 180 Philadelphia, PA 19107	To order estate files to be read at the Register of Wills
	Register of Wills – Probate Clerks	(215) 686-6255	http://secureprod.phila.gov/wills/		Probating wills and granting letters of administration.

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	SeniorLAW Center	(215) 988-1242 Monday – Thursday 10:00am – 2:00pm Emergency Walk-Ins Tuesday and Thursday 9:00am – 12:00pm	http://www.seniorlawcenter.org	Two Penn Center 1500 JFK Blvd Suite 1501 Philadelphia, PA 19102	Provides free legal advice, information and referrals to Pennsylvania seniors over 60 and representation including housing issues, elder abuse and financial exploitation, intergenerational custody, personal planning documents, consumer protection and property and inheritance tax issues.
PROPERTY TAX REBATE					
	SEE TAX ASSISTANCE				
PROPERTY TAX ASSESSMENT APPEAL					
	SEE TAX ASSISTANCE				
RENTAL ASSISTANCE					
	Catholic Social Services Southwest Family Service Center	(215) 624-5920	http://www.catholicsocialservicesphilly.org/family_service_centers_philadelphia.php	7340 Jackson Street Philadelphia, PA 19136	Emergency assistance includes clothing cupboards and food pantries, rent or utility bill assistance, housing referrals, and case management.
	Congreso de Latinos Unidos	(215) 763-8870 ext. 1100 or 1123 M-F: 8:30am - 5:00pm	http://www.congreso.net/site/	216 W. Somerset St. Philadelphia, PA 19133	Landlord/tenant counseling, rental/mortgage delinquency counseling, Housing Retention Program (HRP) provides eligible clients with up to \$1,500 in rental/mortgage assistance. Eligibility: cannot have received assistance from FEMA, PERA, HRP in last 12 months. Must live in one of following zip codes (19121, 19124, 19132, 19133, 19134). Income level < 252% of poverty line.

CATEGORY	ORGANIZATION	PHONE	WEBSITE	ADDRESS	DESCRIPTION OF SERVICES
	Diversified Community Services Dixon House	(215) 336-3511 M-W: 9-11	http://dcsphila.org/adult-and-family-development/	1920 S. 20th St, Philadelphia, PA 19145	Applicants should call to see if funding is available. Must provide a letter from the landlord stating applicant is at least 10 days late paying rent and will be evicted if rent is not paid.
	Emergency Shelter Assistance Office	(215) 560-1976 M-F: 8:30-4	http://www.phila.gov/services/emergency/index.html	801 Market Street - 5 th Floor Philadelphia, PA 19133	Provides both rental assistance and security deposit assistance. Usually has money; income cannot be higher than \$200 a month if there are no children; need to provide identification, verification of emergency, current income, lease, owner's rental license or water bill
	Intercultural Family Services	(215)386-1298 ext. 255	http://www.ifsinc.org/	4225 Chestnut Street Philadelphia, PA 19104	Chinese, Cambodian, and Vietnamese speaking staff available. Housing counseling and rental assistance.
	Korean Community Development Services	(215) 276-8830	http://www.koreancenter.org/housing-counseling/	6055 N. 5 th Street Philadelphia, PA 19120	Provides a comprehensive range of counseling services such as default and delinquency counseling, pre-purchase counseling, home improvement loans (e.g. PHIL Plus, Mini-PHIL, and PHIL), refinance loans, city tax liens, and tenant services.
	Office of Supportive Housing	(215) 685-9087	http://www.phila.gov/osh/ http://www.phila.gov/osh/services.html	5252 N. 13th St., Philadelphia, PA 19141	Provides emergency rental assistance. Program runs out of funds quickly so apply early and/or call for availability.

CATEGORY	ORGANIZATION	PHONE	WEBSITE	ADDRESS	DESCRIPTION OF SERVICES
	United Communities Houston Center	(215) 468-1645, ext. 223	http://ucsep.org/services/adult-programs/	2029 S. 8th Street Philadelphia, PA 19148	Provides assistance with available funding to renters and/or homeowners who are behind on their rent or mortgages but need some financial assistance to catch up with their monthly obligation to the landlord or the lender
	Utility Emergency Service Fund Homelessness Prevention Program	(215) 972-5170	http://www.uesfacts.org/homelessness-prevention-program.html	1617 JFK Blvd Suite 840 Philadelphia, PA 19103	Housing Stabilization, Rental Assistance, Utility Assistance Court order eviction, sheriff sale or shut off notice. Must be necessary and cannot have received assistance before. Income must be at or below 175% Federal Poverty Level.
REVERSE MORTGAGE COUNSELING					
	Clarifi (formerly CCCS)	(215) 563-5665	http://clarifi.org/	1608 Walnut Street, 10th Floor Philadelphia, PA 19103	Debt Counseling, payment agreement for credit card debt; Homeowner's Emergency Mortgage Assistance Act 91; no stated income cut-off
	Philadelphia Council on Community Advancement (PCCA) Emergency Mortgage Assistance	(215) 567-7803 (800) 989-2227	http://www.pccahousing.org/	1617 JFK Blvd, Suite 1550 Philadelphia, PA 19103	Helps individuals with HEMAP applications. Provides pre-purchase counseling and information to 1st time buyers; Emergency mortgage assistance
	Northwest Counseling Services, Inc.	(215) 324-7500 Joseph Filipski	http://www.nwcsinc.org/	5001 N. Broad St. Philadelphia, PA 19141	Housing counseling provided in office only

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	SeniorLAW Center	(215) 988-1242 Monday – Thursday 10:00am – 2:00pm Emergency Walk-Ins Tuesday and Thursday 9:00am – 12:00pm	http://www.seniorlawcenter.org	Two Penn Center 1500 JFK Blvd Suite 1501 Philadelphia, PA 19102	Provides free legal advice, information and referrals to Pennsylvania seniors over 60 and representation including housing issues, elder abuse and financial exploitation, intergenerational custody, personal planning documents, consumer protection and property and inheritance tax issues.
	United Communities Southeast Philadelphia Houston Center	(215) 467-8700	http://www.ucsep.org	2029 S. 8th St. Philadelphia, PA 19148	
TRANSPORTATION					
	SEPTA Information	(215) 580-7800	http://www.septa.org/	1234 Market Street Philadelphia PA 19107	
	CCT Connect	(215) 580-7145	http://www.septa.org/service/cct/		Provides comparable service for seniors and people with disabilities who are functionally unable to use regular accessible fixed-route bus service for some or all of their transportation needs

CATEGORY	ORGANIZATION	PHONE	WEBSITE	ADDRESS	DESCRIPTION OF SERVICES
	CARIE (Center for Advocacy for the Rights & Interests of the Elderly)	(215) 545-5728	http://www.carie.org/	Two Penn Center 1500 JFK Blvd Suite 1500 Philadelphia, PA 19102	<ul style="list-style-type: none"> -Free telephone and online consultation service providing information and resolving problems for older adults and those who care for them -Court accompaniment and advocacy for older Philadelphians who are victims of crime or abuse, as well as assistance changing locks and securing the home -Advocacy service to help resolve problems and complaints related to the Philadelphia Shared Ride program or CCT-Connect -Complaint resolution and resident rights representation for nursing and personal care home residents living in north, central, south, west and center city Philadelphia -Protects Medicare and Medicare beneficiaries from health care fraud and abuse.
TANGLED TITLE					
	See Probate/Tangled Title				

CATEGORY	ORGANIZATION	PHONE	WEBSITE	ADDRESS	DESCRIPTION OF SERVICES
TAX ASSISTANCE					
<i>Inheritance Tax</i>	PA Inheritance Tax Desk at ROW	(215) 686-2918	http://secureprod.phila.gov/wills/inheritancetax.aspx	City Hall, Room 180 Philadelphia, PA 19107	Information and forms regarding Inheritance Tax
	PA Department of Revenue – Inheritance Tax Hotline	(717) 787-8327	http://www.revenue.state.pa.us/portals/server.pt/community/inheritance_tax/11414		Information and assistance regarding Inheritance Tax
	SeniorLAW Center	(215) 988-1242 Monday – Thursday 10:00am – 2:00pm Emergency Walk-Ins Tuesday and Thursday 9:00am – 12:00pm	http://www.seniorlawcenter.org	Two Penn Center 1500 JFK Blvd Suite 1501 Philadelphia, PA 19102	Provides free legal advice, information and referrals to Pennsylvania seniors over 60 and representation including housing issues, elder abuse and financial exploitation, intergenerational custody, personal planning documents, consumer protection and property and inheritance tax issues.
<i>Income Taxes</i>	AARP Tax Helpline	(888) 227-7669	http://www.aarp.org/money/taxes/aarp_taxaide/	National organization	Tax assistance and preparation. Both short and long forms. No requirements for AARP membership or income criteria.
	City of Philadelphia Dept. of Revenue	(215) 686-6442	http://www.phila.gov/Revenue/payments/agreements/Pages/SeniorCitizenPrograms.aspx	1401 JFK Blvd. Municipal Services Building	Various discounts available to seniors
	IRS Taxpayer Advocate Service	(877) 777-4778 (intake line) (215) 861-1304	http://www.irs.gov/advocate/	600 Arch Street Room 7426 Philadelphia, PA 19106	Assist customers unable to resolve problems with IRS. M-F 8-4:30pm
	Mayor’s Commission For Services to the Aging	(215) 686-8450	http://www.phila.gov/aging/	100 S. Broad St. Suite 100, 4 th Floor Philadelphia, PA 19110	Help in filing for tax and rebate forms.
	PathWays PA’s VITA (Volunteer Income Tax Assistance) program	610-543-5022 or 1-800-209-2914.	http://pathwaysvita.com/		PathWays PA’s VITA (Volunteer Income Tax Assistance) program provides free tax preparation to individuals and families with annual household incomes under \$54,000.

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	Pennsylvania Farmworker Project of Philadelphia Legal Assistance	(888) 541-1544	http://www.philalegal.org/html/farmworker_project.html	718 Arch St. Suite 300 N. Philadelphia, PA	Answer tax questions. Assist with the filing fed, local, and state taxes.
	Pennsylvania Revenue Taxpayer Services and Information Center	(717) 787-8201	http://www.portal.state.pa.us/portal/server.pt/community/about_us/13466		Help with PA personal income taxes
		(888) PATAXES (728-2937)			Automated 24-hour toll-free line to order forms or check the status of a personal income tax account.
		(800) 447-3020			Services for taxpayers with special hearing or speaking needs.
	Philadelphia Legal Assistance (PLA)	(215) 981-3800	http://www.philalegal.org/	718 Arch Street, Suite 300N, Philadelphia, PA 19106	Low-income Taxpayer Clinic Monday and Wednesday 9:00am – 12:00pm
	Villanova Tax Clinic	(610) 519-7000	http://www.law.villanova.edu/academics/clinical%20programs/clinics/federal%20tax%20clinic.aspx	299 North Spring Mill Road Villanova, PA 19085	Students represent low-income taxpayers in controversies with the IRS, both before the IRS and in federal court. Work on cases involving examinations, administrative appeals, collection matters and cases before the United States Tax Court and Federal District Courts.
	Volunteer Income Tax Assistance (VITA)	(800) 829-1040	http://www.pcacares.org/ServiceDetail.aspx?service=Volunteer+Income+Tax+Assistance+(VITA)+Volunteer	600 Arch Street Room 4452 Philadelphia, PA 19106	Assists low income and individuals with disabilities, non-English-speaking and elderly taxpayers. Assistance is given from February to April

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<i>Property Taxes</i>	BenePhilly	(800) 236-2194	http://cityofphiladelphia.wordpress.com/2014/07/08/city-of-philadelphia-opens-benephilly-centers/	See website for locations across Philadelphia	One-stop enrollment center created to help limited-income seniors apply for state and federal benefit programs. Also assists with Property Tax/Rent Rebate applications
	Board of Resident Taxes	(215) 686-9283	http://brtweb.phila.gov/	601 Walnut Street Suite 325 East Philadelphia, PA 19106	Appeal of Property Tax Assessment.
	Homestead Hotline	(215) 686-9200	http://www.phila.gov/opa/abatements/exemptions/pages/homestead.aspx	Curtis Center 601 Walnut Street, Suite 300W Philadelphia, PA 19106	Apply for Homestead Exemption over the phone
	Goehring, Rutter & Boehm (GRB)	(215) 735-1910			Real Estate tax collector for City of Philadelphia
	Linebarger Goggan Blair & Sampson	(215) 790-1117			Real Estate tax collector for City of Philadelphia
	Pennsylvania Dept. of Revenue	(215) 560-2056	http://www.revenue.state.pa.us/portals/server.pt/community/revenue_home/10648	1400 West Spring Garden Street Room 201 Philadelphia PA 19130	Property Tax Rebate (Applications available in Room 100)
	Property Tax Abatement	(215) 686-9270	http://www.phila.gov/ohcd/taxabate.htm http://brtweb.phila.gov/	601 Walnut Street, Suite 400 West Philadelphia, PA 19106	Provides tax relief on home improvements for 10 years.
	SeniorLAW Center	(215) 988-1242 Monday – Thursday 10:00am – 2:00pm Emergency Walk-Ins Tuesday and Thursday 9:00am – 12:00pm	http://www.seniorlawcenter.org	Two Penn Center 1500 JFK Blvd Suite 1501 Philadelphia, PA 19102	Provides free legal advice, information and referrals to Pennsylvania seniors over 60 and representation including housing issues, elder abuse and financial exploitation, intergenerational custody, personal planning documents, consumer protection and property and inheritance tax issues.

CATEGORY	ORGANIZATION	PHONE	WEBSITE	ADDRESS	DESCRIPTION OF SERVICES
UTILITIES					
	PHDC Basic Systems Repair Program	(215) 448-3000	http://www.phila.gov/ohcd/bsrp.htm	1234 Market St., 17th Floor, Philadelphia, PA 19107	Helps low-income homeowners needing plumbing, electrical and heating repairs.
	Community Legal Services (CLS)	(215) 981-3700 M-F, 9-12 (Center City Office) (215) 227-2400 T & TH, 9-12 (North Central Office)	http://clsphila.org/get-help/utilities-0	1424 Chestnut St Philadelphia, PA 19102 1410 W. Erie Ave. Philadelphia, PA 19140	Legal problems with utility companies; help with shut offs, billing disputes, and low income assistance programs
	CRISIS Emergency Fuel Service Hotline	(215) 560-1583	http://www.dpw.state.pa.us/findfacilsandlocs/countyassistanceofficecontactinformation/index.htm	Visit website for a listing of Philadelphia county offices.	Funds to pay utility bills; *Can only apply November – April. .
	Legal Assistance Hotline for Survivors of Sexual Assault	(215) 981-3844			Coordinated by PLA. Victims of sexual violence or rape (anytime during their lifetime) may be eligible to receive assistance in the following areas: employment, housing, public benefits, utilities, immigration, child custody, child support, protection from abuse. This project was supported by a grant awarded by the Office on Violence Against Women, U.S. Department of Justice.
	Lifeline Program		http://www.lifelinesupport.org/ls/		Federal program that provides a monthly discount on landline or wireless phone service to eligible low-income households. May help limited income consumers keep their phone service connected, reduce monthly bills and avoid shut-offs.
	LIHEAP (Low Income Heat/ Energy Assistance Program)	(215) 560-1583	https://www.compass.state.pa.us/compass.web/CMHOM.aspx	Apply online	Funds to pay utility bills; *Can only apply November – April.

CATEGORY	ORGANIZATION	PHONE	WEBSITE	ADDRESS	DESCRIPTION OF SERVICES
	PA Utility Commission Bureau of Consumer Services	(800) 692-7380	http://www.puc.state.pa.us/	1302 State Office Bld 1400 West Spring Garden Street Philadelphia, PA 19130	Consumers can learn about utility provider options and file complaints.
	Utility Emergency Services Fund	(215) 814-6888	http://www.uesfacts.org/homelessveterans.html	1617 JFK Blvd Suite 840 Philadelphia, PA 19103	Helps very low income veterans and veteran families who are homeless or at-risk of becoming homeless with a range of supportive services to help stabilize housing and help veterans acquire the resources necessary to keep them stable.
	Veterans Utility Grant Program; Part of Utility Emergency Services Fund	215-814-6844		1617 JFK Blvd Suite 840 Philadelphia, PA 19103	Part of UESF's efforts to address the housing stability of Veterans in Philadelphia, a special program for Veterans with utility challenges. Veterans in Philadelphia with utility shut-off notices or terminated utility service may be eligible for assistance through the Veterans Utility Grant Program----running for a limited time. Must have served active duty in the U.S. Military and must meet income eligibility.
<i>PECO</i>	Main Contact	(800) 494-4000	https://www.peco.com	2301 Market Street Philadelphia, PA 19103	Pennsylvania Electric Company
	CAPRate: Customer Assistance Program	(800) 774-7040	https://www.peco.com/CustomerService/AssistancePrograms/CAP/Pages/default.aspx		Bill payment: discounted rates and arrearage forgiveness; Eligibility information available online (monthly income between \$1,362 and \$2,794 depending on household size)
	CARES - Customer Assistance Referral	(800) 774-7040	https://www.peco.com/CustomerService/AssistancePrograms/Pages/CARES.aspx		Referral service

CATEGORY	ORGANIZATION	PHONE	WEBSITE	ADDRESS	DESCRIPTION OF SERVICES
	LIURP: Low Income Usage Reduction Program	(800) 675-0222	https://www.peco.com/CustomerService/AssistancePrograms/Pages/LIURP.aspx		Weatherization conservation and usage reduction services for low income households (max of 200% of federal poverty level)
	MEAF - Matching Energy Assistance Fund	(800) 774-7040	https://www.peco.com/CustomerService/AssistancePrograms/MEAF/Pages/default.aspx		Hardship fund for low income customers

CATEGORY	ORGANIZATION	PHONE	WEBSITE	ADDRESS	DESCRIPTION OF SERVICES
<i>PGW</i>	Main Contact	(215) 235-1000	http://www.pgworks.com	6 District Office	Philadelphia Gas Works
	CARES - Customer Assistance Referral	(215) 235-1000	http://www.pgworks.com/residential/customer-care/payment-assistance		Referral service
	CRP: Customer Responsibility Program (percent of income payment and arrearage forgiveness)		http://www.pgworks.com/files/pdfs/CRP_Eligibility_March2014.pdf		Bill payment: discounted rates and arrearage forgiveness; Residential customers at or below 150% of the federal poverty level; online application must be completed and either mailed or delivered in person
	CWP: Conservation Works Program	(215) 684-6100	http://www.pgworks.com/residential/customer-care/payment-assistance		Weatherization conservation and usage reduction services for low income households
<i>Water Revenue Bureau</i>	Main Contact	(215) 686-6880		1401 JFK Blvd Philadelphia, PA 19102	Philadelphia water utility
	CAP: Conservation Assistance Program	(215) 685-6099	http://www.phila.gov/Revenue/payments/agreements/Pages/SeniorCitizenPrograms.aspx		Water waste reduction program; services include minor plumbing repairs, water saving toilets, low-flow shower heads, etc.; low income (150% of FPL)
	HELP – Homeowner’s Emergency Loan Program	(215) 685-4901	http://www.phila.gov/water/education/outreach/customerassistance/Pages/default.aspx	P.O. Box 41496 Philadelphia, PA 19101-1496	Water Department loans for repair (including plumbing and water heaters); Must have been issued a Notice of Violation/Defect for a defective water or drainage system
	MOCS- Mayor’s Office of Community Empowerment and Opportunity	(215) 685-3600	http://www.phila.gov/ceo/Pages/default.aspx	990 Spring Garden Street Philadelphia PA 19123	Referral service
	Tax Review Board	(215) 686-5216	http://www.phila.gov/trb/ContactUs.html	The Land Title Bldg, 100 South Broad St. Suite 400 Philadelphia, PA 19110	Dispute of any water or sewer bill

CATEGORY	ORGANIZATION	PHONE	WEBSITE	ADDRESS	DESCRIPTION OF SERVICES
	UESF - Utility Emergency Services Fund	(215) 972-5170	http://www.UESFACTS.org	Suburban Station 1617 JFK Blvd. Suite 840, Philadelphia, PA; plus local intake sites.	Hardship funds of up to \$500 for a utility account shut off or in danger of being shut off; low income (175% of FPL); other eligibility requirements exist regarding other use of hardship funds (see the webpage)
	WRAP: Water Revenue Assistance Program	(215) 686-6880	http://www.phila.gov/Revenue/payments/agreements/Pages/LowIncome.aspx	1401 JFK Blvd Philadelphia, PA 19102	Lower payments but no arrearage forgiveness; Low income (at or below 175% of FPL)
WELFARE					
	Community Legal Services: Welfare Law Line Hotline	(215) 227-6485	http://clsphila.org/get-help/welfare-work	1410 W. Erie Ave.	Welfare problems, Medical Assistance, childcare.
	Department of Public Welfare (DPW)	(800) 692-7462 215) 560-1800	http://www.dpw.state.pa.us/	1801 Vine Street Philadelphia, PA 19103	For general info about PA public assistance programs - cash assistance, Medicaid, Food Stamps, Liheap.
VETERANS					
	Department of Veterans Affairs	(800) 827-1000	www.va.gov	National Organization	Department of Veterans Affairs
	Homeless Advocacy Project Veteran's Project	(215)523-9595, or email HAP staff attorney Michael Taub mtaub@philalegal.org	http://www.homelessadvocacyproject.org/	1429 Walnut St. Philadelphia, PA 19102	Homeless Advocacy Project Veteran's Project
	Military Assistance Project	(215)557-3550	http://www.militaryassistanceproject.org/	2005 Market Street One Commerce Square Suite 1930 Philadelphia, PA 19103	Provides legal services for US Veterans to declare bankruptcy
	Military Retired and Annuity Pay Contact Center	(800) 321-1080	http://www.dfas.mil/retiredmilitary.html	National organization	Military Retired and Annuity Pay Contact Center

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	Philadelphia Bar Association Military Assistance Program	(877) 302-3588 (toll free) (215) 238-6388 – Charlie Klitsch	http://www.philadelphiabar.org/	1101 Market Street, 11th Floor Philadelphia, PA 19107	Philadelphia Bar Association Military Assistance Program
	Philadelphia Veterans Court	(215) 683-7275 Janet Ditomasso, Veterans Court Coordinator	http://www.courts.phila.gov/veteran-court/	408 The Juanita Kidd Stout Center for Criminal Justice 1301 Filbert Street Philadelphia, PA 19107	Veterans facing criminal charges may be assessed to determine suitability for an array of VA programs, including any required treatment (alcohol, drug, mental health or medical) as well as housing, job training and job referrals and meeting with a defense attorney.
	Project HOME – Veterans Services	(215) 232-7272	http://www.projecthome.org/our-work/veterans-services	1515 Fairmount Ave, Philadelphia, PA 19130	Provides a variety of services that cater specifically to veterans and veteran families currently without homes or in danger of losing their homes
	SeniorLAW Center	(215) 988-1242 Monday – Thursday 10:00am – 2:00pm Emergency Walk-Ins Tuesday and Thursday 9:00am – 12:00pm	http://www.seniorlawcenter.org	Two Penn Center 1500 JFK Blvd Suite 1501 Philadelphia, PA 19102	Provides free legal advice, information and referrals to Pennsylvania seniors over 60 and representation including housing issues, elder abuse and financial exploitation, intergenerational custody, personal planning documents, consumer protection and property and inheritance tax issues.
	Utility Emergency Services Fund	(215) 814-6888	http://www.uesfacts.org/homelessveterans.html	1617 JFK Blvd Suite 840 Philadelphia, PA 19103	Helps very low income veterans and veteran families who are homeless or at-risk of becoming homeless with a range of supportive services to help stabilize housing and help veterans acquire the resources necessary to keep them stable.

CATEGORY	ORGANIZATION	PHONE	WEBSITE	ADDRESS	DESCRIPTION OF SERVICES
	Veterans Utility Grant Program; Part of Utility Emergency Services Fund	215-814-6844		1617 JFK Blvd Suite 840 Philadelphia, PA 19103	Part of UESF's efforts to address the housing stability of Veterans in Philadelphia, a special program for Veterans with utility challenges. Veterans in Philadelphia with utility shut-off notices or terminated utility service may be eligible for assistance through the Veterans Utility Grant Program----running for a limited time. Must have served active duty in the U.S. Military and must meet income eligibility.
	Veteran's Crisis Hotline	(800) 273-8255	http://veteranscrisisline.net/		Confidential crisis hotline for veterans and their families
	Veterans Law Clinic - Widener University School of Law	(302) 477-2056 or (717) 541-3800	http://law.widener.edu/vetclinic/	4601 Concord Pike P.O. Box 7474 Wilmington, DE 19803	Provides free legal assistance to veterans residing in Pennsylvania and Delaware and surrounding areas with meritorious VA claims resulting from a denial of benefits by their Regional Office.
	Veterans Multi-Service Center	(215)923-2600	http://www.pvmsec.org/	213-217 N. 4th Street, Philadelphia, PA 19106	Supportive Services to very low income Veterans and their families who are currently experiencing homelessness or are at risk of losing their homes including case management, housing counseling, legal support, credit repair and financial planning services, and time-limited, temporary financial assistance
	Widener University School of Law Veterans Law Clinic	(302) 477-2090	http://law.widener.edu/Academics/ClinicalProgramsandProfessionalTraining/Clinics/VeteransLawClinic.aspx	4601 Concord Pike Wilmington, DE 19803	Provides free legal assistance to veterans residing in Pennsylvania and Delaware and surrounding areas with meritorious VA claims resulting from a denial of benefits by their Regional Office. Also provides wills and other estate documents to low-income veterans.

CATEGORY	ORGANIZATION	PHONE	WEBSITE	ADDRESS	DESCRIPTION OF SERVICES
VICTIMS					
	CARIE (Center for Advocacy for the Rights & Interests of the Elderly)	(215) 545-5728	http://www.carie.org/	Two Penn Center 1500 JFK Blvd Suite 1500 Philadelphia, PA 19102	-Free telephone and online consultation service providing information and resolving problems for older adults and those who care for them -Court accompaniment and advocacy for older Philadelphians who are victims of crime or abuse, as well as assistance changing locks and securing the home -Advocacy service to help resolve problems and complaints related to the Philadelphia Shared Ride program or CCT-Connect -Complaint resolution and resident rights representation for nursing and personal care home residents living in north, central, south, west and center city Philadelphia -Protects Medicare and Medicare beneficiaries from health care fraud and abuse.
	Crime Victim Counseling Center / Anti-Violence	(215) 438-9070	http://philadelphia.pa.networkofcare.org/mh/services/agency.aspx?pid=AntiViolencePartnershipofPhiladelphiaCrimeVictimCounselingCenter20920	633w. Rittenhouse Street #C-12 Philadelphia, PA 19144	Provides mutual health services to adult and child co-victims (survivors, family members and friends of homicide victim) and to children traumatized by other direct or indirect victimization such as community violence, domestic violence or child abuse. Services are provided at AVP's office, Criminal Justice Center, schools and other community sites. No fee required.
	District Attorney Victim/Witness Coordinator	(215) 686-8027	http://www.phila.gov/districtattorney/victim_Witnesses.html	Three South Penn Square Corner of Juniper and S. Penn Square Philadelphia, PA 19107	Provide direct assistance to victims/witnesses of crime from the time of arrest through the disposition of a case and afterward

CATEGORY	ORGANIZATION	PHONE	WEBSITE	ADDRESS	DESCRIPTION OF SERVICES
	PCA (Philadelphia Corporation for the Aging): Older Adult Protective Services (OAPS)	(215) 765-9040	http://www.pcacares.org/pca_ss_Elder_Abuse_Financial_Exploitation.aspx	642 N Broad St. Philadelphia, PA 19130	Provides the resources to intervene when an older adult is abused, abandoned, neglected or financially exploited.
	Philadelphia Police CARE Unit (Crimes Against the Elderly)	(215) 685-9486	http://www.pcacares.org/OrganizationDetail.aspx?organization=CARE+Unit	39 th & Lancaster Ave. Philadelphia, PA 19104	CARE investigates crimes and scams committed against retired persons and the elderly. Types of crimes investigated include but are not limited to: fortune tellers, psychic readers, faith healers, home companion/health care theft, power of attorney abuses, diamond and jewelry schemes, economic exploitation, credit card fraud, forged financial instrument fraud, personal care home abuse, lotto scams, confidence scams, home repair frauds and home invasion, etc.
	Philadelphia Police Department Victim Assistance Officers	Depends on District – See each district below	http://avpphila.org/victim-services/	See below	Assists crime victims with: information and support service at preliminary hearings, court accompaniment, crisis counseling and support groups, intervention in harassment and intimidation; help with emergency needs, financial assistance; domestic abuse assistance and community education. Helps with crime victim's compensation. FREE OF CHARGE
	Northeast Victims Services	(215) 332-3888	http://www.nevs.org/	Revere Commons, Suite 4 2824 Cottman Ave Philadelphia, PA 19149	Northeast Division—the 2nd, 7th, 8th, and 15th Police Districts
	Northcentral Victims Services	(215) 763-3280	http://www.northcentralvictimsservices.org/	1415 N. Broad Street Suite 222 Philadelphia, PA 19122	22nd Police District

CATEGORY	ORGANIZATION	PHONE	WEBSITE	ADDRESS	DESCRIPTION OF SERVICES
	Northwest Victim's Services	(215) 438-4410	http://www.northwestvictimservices.org/	6301 Germantown Ave. 2nd Floor, Suite 1 Philadelphia, PA 19144	Victims' services for Police Districts 5, 14, 39, & 35.
	East Division Crime Victim Services	(215) 426-4810		3300 N Mascher St. Philadelphia, PA 19140	24 th , 25 th and 26 th districts.
	Center City Victim Services	(215) 665-9680	http://www.cccvs.org/	1315 Walnut Street, Suite 320 Philadelphia, PA 19107	6 th and 9 th Police Districts
	South Philadelphia Victim Services	(215) 551-3360	http://www.vwssp.org/	1426 S. 12th Street Philadelphia, PA 19147	1st, 3rd, 4 th and 17th Districts