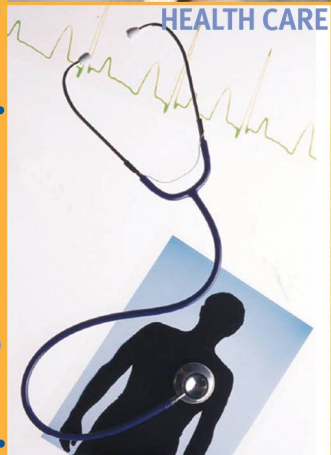


NAVIGATING HARD TIMES

A RESOURCE GUIDE



LANCASTER COUNTY, PA • 2009

Members of our community are feeling the effects of the economic downturn in many ways. For some, the current situation has meant the loss of a job or a home. For others, there is no immediate crisis, but there is concern. Whatever the case, United Way of Lancaster County can offer support and resources.

This booklet has been prepared to guide people to the services that can best help them. Several organizations in Lancaster County can help with managing finances, obtaining discount or free health services, food, clothing, shelter, or other services. There are no fees for these services, except where noted.

If you need further information, call United Way LINC (Lancaster Information Center), an information and referral service, at 717.291.LINC (5462). Whether employed or unemployed, when you have a problem and don't know where to turn, call United Way LINC. A referral specialist can put you in touch with the agency most likely to meet your needs.



A United Way
LINC publication



UNEMPLOYMENT

Unemployment Benefits

Lancaster Unemployment Compensation Service Center
Telephone only
▶888.313.7284

Temporary Assistance for Needy Families

Lancaster County Assistance Office
832 Manor Street, Lancaster
▶717.299.7411

Legal Services, Advocacy

Community Services of Organized Labor
675 Manor Street, Lancaster
▶717.392.2518

Assistance to and advocacy for clients denied unemployment and workers compensation and with other employment related problems

MidPenn Legal Services

38 North Christian Street, Suite 200, Lancaster
▶717.299.0971

Emergency legal assistance in certain noncriminal areas including denial of unemployment and welfare benefits for low income persons

Job Counseling

Lancaster CareerLink
1016 North Charlotte Street, Lancaster
▶717.509.5613

A one-stop shop for career and employment services; Maintains a computer placement system to match applicant's qualifications with job openings

Lancaster Employment Training Agency (LETA)

1016 North Charlotte Street, Lancaster
▶717.291.1231

Job search assistance and training, vocational exploration and limited work experience opportunities

Spanish American Civic Association

545 Pershing Avenue, Lancaster
▶717.397.6267

Workforce readiness, job placement assistance

Urban League of Lancaster County

502 South Duke Street, Lancaster
▶717.394.1966

Offers counseling, assessments, training, job search, placements, referrals and follow-up

EDUCATION

Retraining for a different career

New Choices/New Options
110 North Lime Street, Lancaster
▶717.393.1735 x235

A career/guidance counseling program for single parents, displaced homemakers, pregnant women and those interested in nontraditional careers

Office of Vocational Rehabilitation, PA

2550 Kingston Road, Suite 101, York
▶800.762.6306

Assistance with setting vocational goals and making plans to attain them; Developing job skills through vocational and technical schools, universities, on-the-job training, or rehabilitation workshops

Vocational Programs

Lancaster County Career & Technology Center
Snyder and Metzler Roads, Brownstown
▶717.859.5100

432 Old Market Street, Mount Joy

▶717.653.3000

1730 Hans Herr Drive, Willow Street

▶717.464.7050

Vocational education for students in technical, skilled and semi-skilled occupations

Colleges

Elizabethtown College
One Alpha Drive, Elizabethtown
▶717.361.1000

Franklin & Marshall College
College Avenue, Lancaster
▶717.291.4019

Harrisburg Area Community College
1641 Old Philadelphia Pike, Lancaster
▶717.293.5000

Millersville University
1 South George Street, Millersville
▶717.872.3011

Penn State University
1850 William Penn Way, Lancaster
▶717.299.7667

Thaddeus Stevens College
750 East King Street, Lancaster
▶717.299.7730

For additional listings of local educational institutions, call
United Way LINC at 717.291.5462

FOOD

Food Stamps

Lancaster County Assistance Office
832 Manor Street, Lancaster
▶717.299.7411

Food Banks

Community Action Program
601 South Queen Street, Lancaster
▶717.299.7301 or ▶800.732.0018

Makes referrals to county-wide food banks and resources

Ephrata Area Social Services
227 North State Street, Ephrata
▶717.733.0345

Food bank for Northern Lancaster County residents

Lancaster County Council of Churches
344 North Marshall Street, Lancaster
▶717.291.2261

Food supplies to cover short-term emergencies for city and county
residents

Salvation Army
131 South Queen Street, Lancaster
▶717.397.7565
Emergency food assistance

Water Street Mission
210 South Prince Street, Lancaster
▶717.393.7709
Weekly food distribution program

For additional food banks, call United Way LINC at 717.291.5462

WIC

WIC, Women, Infants and Children
601 South Queen Street, Lancaster
▶717.509.3686

Supplemental nutrition services program for pregnant, postpartum
and breastfeeding women, infants and children

For additional WIC locations, call United Way LINC at 717.291.5462

Angel Food Ministries

For \$30 per unit, Angel Food Ministries (AFM) provides groceries that
generally assist in feeding a family of four for about one week or a
single senior citizen for almost a month. Each month's menu is
different and consists of both fresh and frozen items. The food is all
the same high quality that could be purchased at a grocery store.

The following is a list of AFM locations in Lancaster County:

Bainbridge Church of God
2nd Street & Race Street, Bainbridge
▶717.684.4457 or ▶717.424.1365

St Paul's Baptist Church
297 South Fifth Street, Columbia
▶717.684.8452

First Church of God
144 South Market Street, Elizabethtown
▶717.367.6560

The Family Center of Gap
835 Houston Run Drive, Gap
▶717.442.2300

Covenant United Methodist Church
110 North Mulberry Street
▶717.393.1561 or ▶717.392.5737

Crossroads Community Fellowship
1060 East Newport Road, Lititz
▶717.626.0774

Florin Church of the Brethren
815 Bruce Avenue, Mount Joy
▶717.653.1202

New Holland Church of the Nazarene
428 Ranck Road, New Holland
▶717.355.7800

HOUSING

Temporary Housing
Clare House, Inc
342-344 East Chestnut Street, Lancaster
▶717.291.8967
Transitional housing for women and children; Weekly rates

Domestic Violence Services of Lancaster County
Confidential location
▶717.299.1249
Emergency shelter for abused women and their children

Love INC Homes of Hope
1925 Wheatland Avenue, Lancaster
▶866.735.2400
Transitional housing for persons in need; Weekly rates

Milagro House
320 South Christian Street, Lancaster
▶717.392.1101
Transitional housing for women and children; Weekly rates

Transitional Living Center/Veteran's Victory House
105 East King Street, Lancaster
▶717.397.0156
Transitional housing for low-income persons capable of independent living, veterans who are experiencing homelessness; Weekly rates

Water Street Mission
210 South Prince Street, Lancaster
▶717.393.7709
Temporary and residential programs for men, women and children

YWCA
110 North Lime Street, Lancaster
▶717.393.1735
Transitional housing for women and children; Weekly rates

Affordable Housing
United Way LINC
630 Janet Avenue, Lancaster
▶717.291.5462
Maintains a listing of affordable housing locations throughout Lancaster County

Rental Assistance

Community Action Program
601 South Queen Street, Lancaster
▶717.299.7301 or ▶800.732.0018

Emergency assistance programs aiding persons in need of home rental monies

Mortgage Counseling

Tabor Community Services Inc
308 East King Street, Lancaster
▶717.397.5182

Homeless prevention, relocation services including mortgage and debt counseling

Heating/Utility Assistance

Community Action Program
601 South Queen Street, Lancaster
▶717.299.7301 or ▶800.732.0018

Provides financial assistance to low-income families who face life or property threatening situations as a result of being without adequate resources to purchase heating oil or sustain utility services

Lancaster County Assistance Office, Low Income Home Energy Assistance Program
832 Manor Street, Lancaster
▶717.299.7543 (Winter months only)

LIHEAP provides financial assistance to low-income families who face life or property threatening situations as a result of being without adequate resources to purchase heating oil or sustain utility services

Some utility companies offer customer assistance programs, contact your service provider for details and eligibility requirements

TRANSPORTATION

Mass Transit

Red Rose Transit Authority
225 North Queen Street, Lancaster
▶717.397.4246

Carpooling

Commuter Services of South Central Pennsylvania
2951 Whiteford Road, Suite 201, York
▶866.579.7433

Vehicle Assistance

Lancaster County Assistance Office
832 Manor Street, Lancaster
▶717.299.7411

RESET program provides financial aid for transportation costs for persons in the program, may include vehicle purchases or repairs

Lancaster County Council of Churches
344 North Marshall Street, Lancaster
▶717.291.2261

Wheels to Work program provides bikes to those who need transportation to jobs to become self-sufficient

DEBT RELIEF

Bills/Credit Cards

Tabor Community Services Inc
308 East King Street, Lancaster
▶717.397.5182
Education/budget training and counseling

CHILD CARE ASSISTANCE

Financial Assistance

Child Care Information Services
601 South Queen Street, Lancaster
▶717.393.4004

Contributes to the cost of child care for eligible low- and moderate-income families

Subsidized Child Care

Child Development Program
601 South Queen Street, Lancaster
▶717.299.7301 or ▶800.732.0018

Head Start program and child care available throughout the county

Columbia Child Care and Learning Center
200 North Fifth Street, Columbia
▶717.684.2325

Elizabethtown Child Care Center
777 South Mount Joy Street, Elizabethtown
▶717.361.9824

Lancaster Day Care Center
150 South Queen Street, Lancaster
▶717.392.7413

Mom's House
415 South Queen Street, Lancaster
▶717.396.6521
Free child care for single parents in school or job training program

CLOTHING

Professional Clothing Bank
LUMINA
20 East Clay Street, Lancaster
▶717.394.8412

For general clothing banks located throughout the county, call
United Way LINC at 717.291.5462

HEALTH CARE

Health Care Access
PALCO (Project Access Lancaster County)
480 New Holland Avenue, Suite 8202, Lancaster
▶717.392.1595
Program to help low-income, uninsured persons access health care

Health Insurance Programs
adultBasic
Telephone only
▶800.462.2742
Low cost health insurance for uninsured persons ages 19-64

Lancaster County Assistance Office
832 Manor Street, Lancaster
▶717.299.7411
Medicaid

Pennsylvania's Children's Health Insurance Program
Telephone only
▶800.986.5437
Health insurance for uninsured children ages birth-18

Local Clinics

Hope Within Community Health Center
4748 East Harrisburg Pike, Elizabethtown
▶717.367.9797
Provides free medical care to financially needy individuals

SouthEast Lancaster Health Services
625 South Duke Street, Lancaster
▶717.299.6371
Medical care and dental services; Fees based on ability to pay

Water Street Health Services
210 South Prince Street, Lancaster
▶717.393.7709
Provides free medical and dental care to current or formerly homeless
and uninsured low-income individuals

Welsh Mountain Medical & Dental Center
584 Springville Road, New Holland
▶717.354.4711
Medical care and dental services; Fees based on ability to pay

Medicare
Social Security Administration
1809 Olde Homestead Lane, Suite 104, Lancaster
▶800.772.1213

Prescription Assistance
Lancaster County Council of Churches
344 North Marshall Street, Lancaster
▶717.291.2261
Prescription assistance for life-sustaining medication only

Salvation Army
131 South Queen Street, Lancaster
▶717.397.7656
Prescription assistance for life-sustaining medication only

Mental Health America
630 Janet Avenue, Lancaster
▶717.397.7461
Prescription assistance for mental health medications only

Partnership for Prescription Assistance
Telephone only
▶888.477.2669
Prescription assistance directly through pharmaceutical companies

Pennsylvania Prescription Price Finder
▶<http://www.parxpricefinder.com>
Gives consumers a list of local pharmacies with price comparisons

SUPPORTIVE SERVICES

The stress of losing a job, struggling to make ends meet and dealing with life's uncertainties can take its toll. There are resources in the community that offer support to individuals and families without the associated fees of private practices.

Catholic Charities
925 North Duke Street, Lancaster
▶717.392.2113
Individual and family counseling; Fees based on ability to pay

COBYS Family Services
1417 Oregon Road, Leola
▶800.452.6517
Individual and family counseling; Sliding scale based on income

CONTACT Lancaster Helpline
Confidential location
▶717.299.4855
Free non-judgmental active listening service that helps callers identify their problems and come to their own solutions

Crisis Intervention
1120 Frances Avenue, Lancaster
▶717.394.2631
Short-term crisis counseling and referrals to appropriate long-term treatment

Pressley Ridge
630 Janet Avenue, Lancaster
▶717.397.5241
Individual and family counseling; Sliding scale based on income

Mental Health America
630 Janet Avenue, Lancaster
▶717.397.7461
Depression screening, support groups and advocacy

For additional counseling resources or support groups, call United Way LINC at 717.291.5462

INTERNET RESOURCES

If you need general financial assistance
<http://www.modestneeds.org>

If you need to avoid foreclosure
http://www.federalreserve.gov/consumerinfo/foreclosure_consumers.htm

If you have banking issues
<http://www.fdic.gov/deposit>
Find an insured bank

<http://www.sec.gov/investor/pubs/roadmap.htm>
Learn about safely saving and investing

<http://www.fdic.gov/consumers/banking/facts/payment.html>
Failed banks and taking the next steps

If you need bankruptcy protection
<http://www.uscourts.gov/bankruptcycourts/bankruptcybasics/chapter11.html>
For businesses

<http://www.uscourts.gov/bankruptcycourts/bankruptcybasics/chapter13.html>
For individuals

If you are a retiree

<http://www.pbgc.gov/>

Check to see if your pension is protected

If you are losing company health care

<http://www.cms.hhs.gov/>

Medicare/Medicaid

If you need information on long-term care insurance

<http://longtermcare.gov>

If you need supplemental insurance policies

<http://www.medicare.gov/medigap/>

MAKING USE OF YOUR TIME

Your time and talents will help improve lives when you volunteer to help others in Lancaster County.

Each day, thousands of people make their caring count by helping health and human service agencies with a wide range of tasks. You could serve your community as a counselor, tutor, companion to the elderly, board or committee member and in other ways beneficial to the community.

The United Way Volunteer Center has an online volunteer matching application called Volunteer Solutions. This resource connects you to opportunities throughout our community.

Individual volunteers interested in giving their time can search for opportunities based on interest, skills and geographic location.

To begin searching for volunteer opportunities, simply log on to <http://www.volunteersolutions.org/Lancaster> or call 717.824.8127.



Problems? Questions?
 Don't know where to turn?
 We can help!

United Way LINC is a free and confidential information & referral service that will quickly guide you to the agencies and programs in our community that can help.

LINC can give you referrals to the agencies that can help with such issues as:

- | | |
|----------------|----------------------|
| Alcoholism | Financial Assistance |
| Child Abuse | Food Banks |
| Child Care | Housing |
| Clothing Banks | Legal Matters |
| Counseling | Domestic Violence |
| Drug Abuse | Support Groups |
| Employment | Youth Services |

And much, much more.
 Let us help you find the services you need.

Dial...
717.291.LINC (5462)

www.uwlanc.org
 United Way LINC is a program of United Way of Lancaster County

For further information contact:

630 Janet Avenue
 Lancaster, PA 17601
 717.291.5462 (LINC)
 717.394.0731 (Main)
 717.394.6118 (Fax)



www.uwlanc.org