

WHERE TO CALL

WHEN YOU NEED HELP

2010/2011



Prepared By

United Way
LINC



United Way
of Lancaster County

EMERGENCY SERVICES (24 HOURS)

For POLICE, FIRE, AMUBLANCE.....	Dial 911
Domestic Violence Services of Lancaster County*	299.1249
MH/MR, Crisis Intervention.....	394.2631
National Poison Control Hotline.....	800.222.1222
National Suicide Prevention Lifeline Network...	800.273.8255
Office of Aging, Lancaster County.....	299.7979
Toll Free.....	800.801.3070
<i>Elderly Abuse</i>	
Safe Haven.....	866.921.7233
<i>Newborn Protection</i>	
YWCA Sexual Assault Prevention & Counseling Center*	392.7273

*Denotes United Way Partner Agency or Funded Program.

HOW TO USE YOUR WHERE TO CALL GUIDE

Find the problem that is concerning you or the service you need in the index that follows. Then turn to the page number listed for the agencies that can help. For more complete information on any program listed, call LINC at 291.LINC(5462) 24 hours a day/7 days a week. Spanish speaking services available Monday-Friday, 8:30 am-5:00 pm.

- The guide includes only those agencies that you can contact directly.
- All telephone numbers are in the area code 717 unless otherwise noted.
- Most agencies are open Monday through Friday from 8:30 a.m. to 5 p.m. However, some agencies will arrange evening hours if you call during the day.
- Call agency for further information or for an appointment.
- A telecommunication system for the deaf is provided by numbers noted TTY/TDD.

The information contained herein was compiled by the staff of United Way LINC. The inclusion of any agency, program, or service in the listings of this directory should not be construed as an endorsement by LINC or any other organization associated with the completion of this book. Though reasonable care was assumed in obtaining the listings herein, LINC accepts no responsibility for the services provided by any of the agencies or programs listed.

If you can't find the service you need, call LINC, a program of United Way of Lancaster County, 630 Janet Avenue, Lancaster, PA 17601 for additional information and help. You can also email LINC at linc@uwlanc.org. Visit us online at www.uwlanc.org.

717.291.LINC(5462)

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**United Way
of Lancaster County**

**630 Janet Avenue
Lancaster, PA 17601
Tel (717) 394.0731
Fax (717) 394.6118
www.uwlanc.org**

Table of Contents

Abuse/Assault Services.....	1
Adoption/Foster Care Services	1
Adult Care Resources	1
Aging Services	1
Alcohol & Drug Abuse Services.....	1
County Contracted Providers	2
Animal Services	2
Budget Counseling.....	2
Business Information & Counseling Services	2
Child Care Resources.....	2
Children/Youth Services	2
At Risk Programs	2
Growth & Enrichment	2
Protective Services	3
Runaways	3
Clothing Resources	3
Clubs & Organizations.....	3
Consumer Services.....	3
Counseling Services.....	3
Day Care Resources.....	4
Dental Services	4
Disability Services	4
Employment Services for People with Disabilities	4
Recreational Programs for People with Disabilities.....	5
Disaster Services.....	5
Discrimination	5
Domestic Violence	5
Drug Abuse	5
Education Services.....	5
Adult Basic Education	5
Adult Education.....	5
Preschool Education (Nursery Schools).....	5
Special Preschool Programs	5
Scholarships/Loans	5
Tutoring	5
Employment Services	6
Job & Career Counseling.....	6
Job Problems	6
Job Training/Placement	6
Unemployment Compensation	6
Workers' Compensation.....	6
Environmental Services	6
Family Planning/Birth Control Information & Services.....	7
Financial Assistance.....	7
General/Continuing	7
Health & Medical	7
Special Kinds of Financial Help.....	7
Food Resources	7
Financial Assistance	7
Food Banks	7
Free/Low Cost Meals	8
Home Delivered.....	8
Nutrition Education	8

Table of Contents

Foster Care	8
Fuel Assistance.....	8
Furniture Resources	8
Government Offices/Public Officials.....	8
Health Education/Information	8
Health/Medical Centers	9
HIV/AIDS Services	9
Home Health Care.....	9
Hospice Services.....	9
Hospitals	9
Housing Services	9
Emergency Shelters	9
Section 8/Public Housing	9
Workforce/Affordable Housing.....	9
Permanent Supportive Housing.....	9
Short-Term/Transitional Housing	10
Specialty Housing	10
Home Repair/Improvement/Weatherization.....	10
Additional Resources	10
Lead Poisoning.....	10
Legal Services/Advocacy.....	10
Libraries	11
Mental Health Services.....	11
Mental Retardation Services	11
Parenting Programs.....	12
Personal/Family Problems	12
Pregnancy Services (Including Counseling & Testing).....	12
Probation, Parole & Re-entry Programs	12
Radon	12
Recreation/Social Development.....	12
For All Ages.....	12
For Senior Citizens	13
Recycling	13
Refugee/Immigration Services.....	13
Respite Care.....	13
Self-Help/Support Groups	13
Senior Citizens	14
Sexually Transmitted Diseases (VD).....	14
Shelters.....	14
Substance Abuse	14
Taxes	14
Teenagers	14
Tenant/Landlord.....	14
Transportation Services.....	14
TTY/TDD Numbers.....	14
Tutoring Services	15
Unfair Treatment.....	15
Utility Assistance	15
Veterans/Military Services.....	15
Victim Services	15
Volunteer Referral Services	15
Youth Programs.....	16

ABUSE/ASSAULT SERVICES

Child Line	800.932.0313
Children & Youth Agency	299.7925
<i>protective services</i>	
Domestic Violence Services of Lancaster County*	299.1249
MidPenn Legal Service*	299.0971
<i>protection from abuse</i>	
Office of Aging, Lancaster County	299.7979
<i>elder abuse</i>	
YWCA Sexual Assault Prevention & Counseling Center*	392.7273

Also see COUNSELING SERVICES;
SELF HELP/SUPPORT GROUPS

ADOPTION/FOSTER CARE SERVICES

Adoptions From The Heart.....	399.7766
<i>U.S. & international adoptions</i>	
Bethanna	299.1926
<i>foster care for children with special needs</i>	
Bethany Christian Services.....	399.3213
<i>adoption</i>	
Catholic Charities*	564.7115
<i>adoption services/foster care</i>	
Chariots.....	800.835.8821
<i>foster care</i>	
Children & Youth Agency	299.7925
<i>foster care</i>	
COBYS Family Services.....	392.0504
<i>adoption/foster care/post permanency</i>	
Families United Network	800.722.0136
Pressley Ridge*	397.5241
<i>adoption/foster care</i>	

Also see SELF HELP/SUPPORT GROUPS;
PREGNANCY SERVICES

ADULT CARE RESOURCES

Adult Day Services at Garden Spot Village	355.6226
Albright LIFE	381.4320
Concepts	299.4636
<i>mentally disabled persons</i>	
Ephrata Area Rehab Services*	733.0710
Lancaster/Lititz Subscribers.....	626.1900
Lancaster Generations Adult Day Services.....	656.8783
Lancaster Regional Medical Center Adult Day Services	291.8055
Landis Homes Adult Day Services.....	581.3939
Masonic Village at Elizabethtown.....	361.5353
Office of Aging, Lancaster County.....	299.7979
PAI Corporation.....	519.6740
<i>mentally & physically disabled persons</i>	

AGING SERVICES

Albright LIFE	381.4320
Alzheimer's Disease Education & Referral Center.....	800.438.4380
AARP	866.389.5654
Long Term Living Helpline	866.286.3636
Medicare Information Hotline.....	800.633.4227
Neighborhood Services*	392.2175
<i>representative payee/guardianship/ power of attorney</i>	
Office of Aging, Lancaster County.....	299.7979
<i>assistance/advice on health insurance</i>	
Pharmaceutical Assistance Contract for Elderly (PACE).....	800.225.7223
The Lodge Guardianship Program	368.6103
United Way LINC*	291.LINC(5462)
<i>list of clubs & organizations for seniors</i>	
Volunteer Income Tax Assistance.....	299.5561
<i>forms assistance</i>	

Also see HOME HEALTH CARE
SERVICES; RECREATION AND SOCIAL
DEVELOPMENT- FOR SENIOR CITIZENS

ALCOHOL & DRUG ABUSE SERVICES

Al-Anon	877.298.5027
Alcoholics Anonymous of Lancaster County	394.3238
Bureau of Liquor Control Enforcement, PA State Police	800.932.0602
Compass Mark, Inc.*	299.2831
Drug & Alcohol Commission, Lancaster County	299.8023
<i>treatment, prevention & education</i>	
Drug Enforcement Task Force.....	800.422.1380
<i>reporting drug traffic/sale</i>	
Gate House for Men, The	626.9524
Gate House for Women, The	285.2300
Lancaster Hogar Crea, Inc.	397.8633
<i>residential re-education program</i>	
Manos House	393.0573
<i>residential rehab for ages 14-18</i>	
Mothers Against Drunk Driving (MADD).....	800.848.6233
Narcotics Anonymous	393.4546
PA SADD (Students Against Destructive Decisions)	800.627.2384
Salvation Army*	397.7565
<i>drug & alcohol rehabilitation program for men only</i>	
Vantage	291.1020
<i>for women & women with children</i>	
Water Street Mission	393.7709
<i>Christian life program</i>	
White Deer Run of Lancaster	866.769.6822
<i>residential/detox</i>	

COUNTY CONTRACTED PROVIDERS

Elsie Shenk Outpatient Center.....	286.9088
HSA Counseling, Inc.	394.5334
Lancaster Clinical Counseling Associates.....	299.0131
Lancaster Freedom Center, Inc.	397.9118
Mission New Life	394.5495
Naaman Center	888.243.4316
Nuestra Clinica*	293.4150
Pennsylvania Counseling Services	397.8081
Pressley Ridge*	397.5241
T.W. Ponessa & Associates Counseling Services, Inc.....	560.7917

Also see SELF HELP/SUPPORT GROUPS

ANIMAL SERVICES

Bureau of Dog Law Enforcement.....	787.3062
Bureau of Police (City Only).....	735.3300
Game Commission, Pennsylvania	610.926.3136
<i>hunting & wildlife issues</i>	
Helping Hands for Animals of Lancaster County, Inc.	687.7297
<i>low cost spay/neutering</i>	
Humane League of Lancaster County, Inc. (24 hours) .	393.6551
Organization for Responsible Care of Animals (24 hours).....	397.8922
Treasurer, Lancaster County.....	299.8222
<i>dog, hunting & fishing licenses</i>	

BUDGET COUNSELING

Love INC of Lancaster County ...	866.735.2400
Tabor Community Services, Inc.	397.5182
<i>consumer credit counseling</i>	

BUSINESS INFORMATION & COUNSELING SERVICES

ASSETS.....	393.6089
<i>self-employment training & support</i>	
BASE, Inc.....	392.5467
<i>small business center</i>	
Better Business Bureau.....	364.3250
Center for Entrepreneurial Assistance.....	800.280.3801
Community First Fund	393.2351
Downtown Investment District Authority	399.7977
Duke Street Business Center at Lancaster Public Library	394.2651
Economic Development, Business Info Center (City Only)..	291.4759
Inner City Group (Southeast Lancaster City)	509.7051

Lancaster Chamber of Commerce & Industry.....	397.3531
Service Corps of Retired Executives (SCORE)	397.3092
<i>counseling by volunteers for persons who own or want to start a small business</i>	
Small Business Administration.....	782.3840
Small Business Institute (Millersville University).....	872.3842

For other Chamber of Commerce numbers,
call United Way LINC*291.LINC(5462)

CHILD CARE RESOURCES

Child Care Information Services (CCIS)	393.4004
<i>resources & referral for parents and providers, subsidies for eligible families</i>	
Department of Education, Pennsylvania	800.331.0129
<i>food reimbursement for providers</i>	
Department of Public Welfare, PA.....	800.222.2117
<i>licensing & registration of providers</i>	
Mom's House.....	396.9130
<i>free child care for single parents in an educational program</i>	
United Way LINC*	291.LINC(5462)
<i>preschool directory & summer camps brochure</i>	

CHILDREN/YOUTH SERVICES

AT RISK PROGRAMS

Catholic Charities	392.3619
Compass Mark, Inc.*.....	299.2831
Diakon	342.5667
Neighborhood Services (Youth Intervention).....	392.2175
Operation Deterrence.....	299.7821
Youth Advocate Program.....	396.0212
Youth Aid Panel.....	299.8100

GROWTH & ENRICHMENT

4H Clubs (Penn State Extension Services).....	394.6851
American Red Cross, Susquehanna Valley*	299.5561
Arbor Place, The Mix at	393.1523
Big Brothers/Big Sisters of Lancaster County, Inc.*	397.7567
Boy Scouts of America*	394.4063
Boys & Girls Club of Lancaster*	295.3474
Cornerstone Community Ministries ...	367.5326
Crispus Attucks*, Community Center	394.6604

Easter Seals South Central PA.....	888.273.7351
<i>therapeutic recreation</i>	
Factory Youth Center.....	687.9594
Girl Scouts in the Heart of PA*	397.8115
Junior Achievement of Central Pennsylvania Inc.....	397.5779
LaAcademia Lancaster Partnership Charter School	295.7763
Lighthouse Youth Center	610.932.4883
LUMINA	394.8412
Rainbow's End Youth Services.....	653.9511
S. June Smith Center*	299.4829
SACA*, Youth Build	506.6422
Salvation Army*, Youth Center.....	397.7565
School District of Lancaster, Homeless Student Project	396.6829
Schreiber Pediatric Rehab Center of Lancaster County*	393.0425
SHOUT (Student Health OUTreach) of Lancaster County	544.3203
Teen Central.....	664.2990
Teen Haven	393.2716
United Way Volunteer Center*	299.3743
<i>summer student volunteer program</i>	
Urban League of Lancaster County*	394.1966
Youth Peace Council.....	606.1713
YMCA*, Adamstown	484.4996
YMCA*, Lampeter	464.4000
YMCA*, Lancaster Family	397.7474
YWCA*	393.1735

Also see RECREATION & SOCIAL DEVELOPMENT

For additional resources, call United Way LINC* 291.LINC(5462)

PROTECTIVE SERVICES

Children & Youth Agency 299.7925

RUNAWAYS

Child Find Inc	800.426.5678
Boys Town National Hotline	800.448.3000
National Runaway Switchboard ..	800.786.2929
Nineline	800.999.9999
Vanished Children's Alliance	800.826.4743

Also see DAY CARE RESOURCES; EDUCATION-PRESCHOOL SERVICES; HEALTH SERVICES; RECREATION AND SOCIAL DEVELOPMENT

CLOTHING RESOURCES

Columbia Free Clothing Bank.....	684.6271
Corner of Hope Clothing Bank	656.6579
Ephrata Area Social Services.....	733.0345
Hopland UMC Clothing Bank	738.1183

Lancaster County Council of Churches	291.2261
LUMINA Professional Clothing Bank	394.8412
Open Door Clothing Bank.....	626.2710
Salem Family Ministry	665.2331
Salvation Army*	397.7565
St. Paul's UMC Clothing Bank	393.3035

CLUBS & ORGANIZATIONS

United Way LINC* maintains a list of clubs with chapters in Lancaster County. Categories include: Armed Forces, Business/Professional, Advocate/Civic, Cultural, Educational, Environmental, Ethnic, Fraternal, Medical, Political, Recreational, Religious and Service.

For information & contact numbers, call United Way LINC* 291.LINC(5462)

CONSUMER SERVICES

Better Business Bureau	364.3250
Bureau of Charitable Organizations	800.732.0999
<i>state charity regulations</i>	
Bureau of Consumer Protection, PA.....	800.441.2555
Bureau of Professional & Occupational Affairs	800.822.2113
Commonwealth Information	800.932.0784
<i>complaints on state services</i>	
Consumer Advocate, PA	800.684.6560
<i>public utility related problems</i>	
Consumer Product Safety Commission, U.S. (Taped Messages).....	800.638.2772
Credit Bureau of Lancaster County, Inc.....	397.8144
Insurance Department, PA	783.0442
Toll-Free	877.881.6388
Lancaster Mediation Center	293.7231
<i>communication/mediation training, resolution</i>	
Public Utility Commission	800.692.7380

For toll free information numbers & other resources that handle specific consumer problems, call United Way LINC* 291.LINC(5462)

Also see UNFAIR TREATMENT

COUNSELING SERVICES

Abundant Living Ministries	626.9575
Catholic Charities*	
Counseling Services	299.3659
Latino Division.....	392.2113
COBYS Family Services	392.0504
Toll Free	800.452.6517

CONTACT Lancaster Helpline	299.4855
Adamstown, Denver, Ephrata, Reamstown & Terre Hill Residents.....	738.0738
Solanco Residents	786.5444
Deaf Contact (24 Hours) TTY.....	299.7184
<i>a free, 24-hour confidential helpline staffed by volunteers; accepts collect calls from Lancaster County</i>	
Crossroads Counseling Services.....	556.4673
District Attorney's Office, Victim/Witness Services	299.8048
<i>crime victims & their families</i>	
Family Resource and Counseling Centers	
Crossroads Campus	442.9577
Gap Campus	285.4843
Institute for Children & Families	290.7040
Jewish Family Services	293.1928
Lancaster Clinical	
Counseling Associates.....	299.0131
New Hope Community	
Life Ministry	786.2802
Pennsylvania Counseling Services	397.8081
Philhaven Behavioral Healthcare Services	
Elizabethtown.....	653.9359
Ephrata	738.1125
Lancaster	569.1166
Toll Free	800.932.0359
Samaritan Counseling Center	560.9969
SHARE	823.2789
<i>miscarriages, stillbirths, early infant death</i>	
Shepherd's Touch Counseling	
Ministry	656.4834
Upward Call Counseling	
Services Inc	355.2117
YWCA Sexual Assault Prevention & Counseling Center* (24 hours)	392.7273

Also see ABUSE/ASSAULT SERVICES;
ALCOHOL/DRUG ABUSE SERVICES;
BUDGET COUNSELING; SELF HELP
SUPPORT GROUPS; VETERANS

DAY CARE RESOURCES

See ADULT CARE RESOURCES; CHILD
CARE RESOURCES

DENTAL SERVICES

Lancaster Cleft Palate Clinic	394.3793
Lancaster County Dental Society	569.7499
Lancaster Dental Health Network	544.3279
<i>uninsured, emergency referrals</i>	
SouthEast Lancaster	
Health Services*	299.6371
Water Street Health Services	358.2011
Welsh Mountain Medical	
& Dental Center*	354.4711

DISABILITY SERVICES

Bureau of Blindness & Visual Services	866.375.8264
Center for Autism & Developmental Disabilities	877.203.2233
Client Assistance Program.....	888.745.2357
Deaf and Hard-of-Hearing Services of Lanc Co*	
Hearing Testing (Voice & TTY)....	397.4741
Case Management	509.6622
Interpreting	291.1839
Disability Empowerment Center .	866.394.1890
Joni & Friends	509.6170
KPETS	888.685.7387
Lancaster County	
Therapeutic Riding, Inc.....	615.9222
Lancaster Cleft Palate Clinic	394.3793
<i>speech, hearing & dentistry</i>	
Lancaster disAbled for Change and Justice	295.7414
Lancaster-Lebanon IU 13 (Voice & TTY)	606.1600
<i>special services for preschool to age 21</i>	
Learning Disabilities Association of Lancaster County	665.5065
Office of Vocational Rehabilitation, PA (Voice & TTY).....	800.762.6306
PA Relay Service (Voice).....	800.654.5988
Red Rose Transit Authority	
Bus Information	397.4246
Shared Ride Information	291.1243
Toll Free	800.892.1122
Administrative Offices	397.5613
TTY	397.4249
<i>programs for senior citizens & persons with disabilities</i>	
S. June Smith Center*	299.4829
<i>children from birth to 21 years</i>	
Schreiber Pediatric Rehab Center*	393.0425
Special Kids Network	
Recreation & Leisure Line	800.986.4550
Spina Bifida Association	
of Lancaster County	786.9280
Susquehanna Association for the Blind & Vision Impaired.....	291.5951
United Disabilities Services	397.1841

School districts offer special programs for
their own students. Call schools directly or for
appropriate numbers, call United Way LINC*
..... 291.LINC(5462)

EMPLOYMENT SERVICES FOR PEOPLE WITH DISABILITIES

AHEDD	560.1000
<i>training & placement</i>	
Bureau of Blindness & Visual Services	866.375.8264
Concepts	299.4636
<i>mental retardation consumers</i>	

Ephrata Area Rehab Services*	733.0710
Goodwill Keystone Area	394.0647
Lighthouse Rehabilitation Center.....	354.0355
<i>vocational training & placement</i>	
Occupational Development Center.....	397.4269
<i>training & placement</i>	
Office of Vocational Rehabilitation, PA.....	800.762.6306
Susquehanna Association for the Blind & Vision Impaired	291.5951
Tempo Clubhouse	392.2300
<i>mental health consumers</i>	
UDS Employment Services	397.6876

RECREATIONAL PROGRAMS FOR PEOPLE WITH DISABILITIES

Alpha Clubs	397.7461
Arch St Center*	392.8536
ICAN	490.6248
Keystone Drop-in Center	397.9379
Schreiber Pediatric Rehab Center *	393.0425
Special Olympics	299.2930
United Support Group	392.5670

Also see HEALTH SERVICES, MENTAL
HEALTH SERVICES, MENTAL
RETARDATION SERVICES, TTY/TDD
SERVICES

DISASTER SERVICES

American Red Cross, Susquehanna Valley*	299.5561
Emergency Management Agency Lancaster County	800.808.5236
Mennonite Disaster Services	859.2210
<i>Volunteers</i>	
Salvation Army*	397.7565

DISCRIMINATION

See UNFAIR TREATMENT

DOMESTIC VIOLENCE

See ABUSE/ASSAULT SERVICES

DRUG ABUSE

See ALCOHOL & DRUG ABUSE
SERVICES

EDUCATION SERVICES

ADULT BASIC EDUCATION

Adult & Family Literacy Program	606.1600
<i>classes/testing</i>	
Crispus Attucks*, Community Center	394.6604

Janus School	653.0025
<i>for persons with learning disabilities</i>	
Lancaster CareerLink	606.1600
<i>adult basic & GED</i>	
Literacy Council of Lancaster-Lebanon*, The.....	295.5523
<i>tutoring for low level reading adults</i>	

ADULT EDUCATION

All colleges and most school districts provide Adult Education courses. Contact schools directly or call United Way LINC* for appropriate phone numbers 291.LINC(5462)

Also see EMPLOYMENT-JOB TRAINING/
PLACEMENT

PRESCHOOL EDUCATION (Nursery Schools)

Call United Way LINC* for information on Preschool Programs in Lancaster County

..... 291.LINC(5462)

SPECIAL PRESCHOOL PROGRAMS

Community Action Program*	
Head Start.....	299.7301
Toll Free	800.732.0018
<i>child development program for low income families</i>	
Lancaster-Lebanon IU 13, Early Intervention Program.....	606.1600
S. June Smith Center*	299.4829
<i>at-risk & developmentally delayed children</i>	
Schreiber Pediatric Rehab Center*	393.0425
Susquehanna Association for the Blind & Vision Impaired ...	291.5951

SCHOLARSHIPS/LOANS

Dollars for Scholars of Lancaster County	397.7920
Pennsylvania Higher Education Assistance Agency	800.233.0557
United Way LINC*	291.LINC(5462)
<i>information on local scholarships</i>	

TUTORING

Arbor Place	393.1523
Boys & Girls Club*	295.3474
Columbia Clubhouse	684.7554
Crispus Attucks Center*	394.6604
Janus School	653.0025
<i>for children with learning disabilities</i>	
Literacy Council of Lancaster-Lebanon*, The.....	295.5523
Love INC	735.7540
<i>volunteers</i>	
Masonic Learning Center for Children	481.5680
<i>children with dyslexia only</i>	
Migrant Education Program	872.3678

Salvation Army*	397.7565
Teen Central	664.2990
Teen Haven	393.2716
Urban League MYLI*	394.1966
<i>computer lab</i>	
YMCA Lancaster*	397.7474
<i>youth center</i>	

EMPLOYMENT SERVICES

JOB & CAREER COUNSELING

ARBOR	509.0134
Job Corps	800.366.1294
<i>low income youth</i>	
Lancaster Employment & Training Agency (LETA)	291.1231
Job Club/Career Center	397.4159
New Choices/New Options	393.1735
<i>for displaced homemakers & single parents</i>	
Pathstone Corporation	800.425.0053
Urban League of Lancaster County*	394.1966

Also see DISABILITY SERVICES-
EMPLOYMENT

JOB PROBLEMS

Bureau of Labor Law Compliance, PA	800.932.0665
<i>PA child labor & wage related problems</i>	
Community Services of Organized Labor* (CSOL)	392.2518
<i>specializing in, but not limited to, unemployment & workers' compensation</i>	
Department of Labor & Industry, PA	787.5279
Human Relations Commission, Lancaster County	299.7840
<i>discrimination</i>	
OSHA (Occupational Safety/ Health Administration)	800.321.6742
Wage and Hour Division, U.S. Dept. of Labor	866.487.9243
<i>federal minimum wage, child labor laws & government contract laws</i>	

Also see UNFAIR TREATMENT

For information on health & safety, wages,
benefits, etc., call United Way LINC* for
referrals to appropriate agencies
..... 291.LINC(5462)

JOB TRAINING/PLACEMENT

Church World Service	381.2890
<i>refugees only</i>	
Employment and Training Program (CAP)	299.5755

Goodwill Keystone Area	394.0647
Job Corps	800.366.1294
<i>low income youth</i>	
Lancaster CareerLink	509.5613
Lancaster County Career and Technology Center Brownstown Campus	859.5100
Mount Joy Campus	653.3000
Willow Street Campus	464.7050
Lancaster Employment & Training Agency (LETA)	291.1231
Job Club/Career Center	397.4159
Lutheran Refugee Services	397.4757
Neighborhood Services	392.2175
New Choices/New Options	393.1735
<i>for displaced homemakers & single parents</i>	
Office of Aging, Lancaster County	299.7979
<i>senior workers</i>	
Office of Vocational Rehabilitation, PA	800.762.6306
Spanish American Civic Association*	509.6679
<i>Career Development & Training</i>	
Urban League of Lancaster County*	394.1966

Also see DISABILITY SERVICES-
EMPLOYMENT

UNEMPLOYMENT COMPENSATION

Community Services of Organized Labor* (CSOL)	392.2518
Lancaster Unemployment Compensation Center	299.7711
Toll Free	888.313.7284
PAT claims only	888.255.4728

WORKERS' COMPENSATION

Bureau of Workers' Compensation, PA (Harrisburg)	800.482.2383
Community Services of Organized Labor* (CSOL)	392.2518
<i>information & referral</i>	

ENVIRONMENTAL SERVICES

American Lung Association of Pennsylvania	800.586.4872
<i>radon testing kits/info</i>	
Department of Environmental Protection	299.7601
Environmental Emergencies Toll Free	877.333.1904
Farm Service Agency	397.6235
<i>farm conservation loans</i>	
Lancaster Co. Conservation District	299.5361
<i>environmental conservation</i>	
Lancaster County Environmental Education Center/Shuts Library	295.2055
Lancaster Farmland Trust	687.8484
Occupational Safety/Health Administration (OSHA)	800.321.6742
<i>workplace safety</i>	

Penn State Cooperative
 Extension Services 394.6851
agriculture, radon & recycling information
 Solid Waste Management Authority .. 397.9968
county waste management & recycling

Also see LEAD POISONING

**FAMILY PLANNING/BIRTH CONTROL
 INFORMATION & SERVICES**

Birth Care & Family Health Services:
 A Midwifery 786.4010
 Planned Parenthood
 Northeast & MidPenn 299.2891
 SouthEast Lancaster
 Health Services* 299.6371
 Welsh Mountain Medical
 & Dental Center* 354.4711

FINANCIAL ASSISTANCE

GENERAL/CONTINUING

Assistance Office, Lancaster County,
 Cash Assistance 299.7411
 Domestic Relations Section 299.8141
 Social Security Administration (Social Security,
 Disability, SSI) 291.2168
 Toll Free 800.772.1213

HEALTH & MEDICAL

AdultBasic 800.462.2742
 Assistance Office, Lancaster County
 (Medicaid) 299.7411
 Bureau of Workers' Compensation,
 PA (Harrisburg) 800.482.2383
 CHIP/Healthy
 Kids Helpline 800.986.KIDS(5437)
children's health insurance program
 Partnership for Prescription
 Assistance 888.477.2669
 Pharmaceutical Assistance Contract
 for Elderly (PACE) 787.7313
 Toll Free 800.225.7223
 Social Security Administration (Medicare)
 Toll Free 800.772.1213
 General Information 291.2168

SPECIAL KINDS OF FINANCIAL HELP

Child Care Information Services 393.4004
 Toll Free 800.937.4546
*subsidizes center, family, group & school-
 age day care for eligible families*
 Community Action Program* 299.7301
 Toll Free 800.732.0018
*heat, fuel, rent, transportation assistance;
 see FOOD BANKS for list of CAP* Outreach
 offices and telephone numbers*

Crime Victims Compensation
 Board 800.233.2339
 Neighborhood Services* 392.2175
*representative payee/guardianship/durable
 power of attorney*
 The Lodge Inc. of PA 392.0257
representative payee services
 Unemployment Office 299.7711
unemployment claims & appeals
 Victim/Witness Services 299.8048
lost wages for crime victims

Also see HOUSING for financial assistance for
 rent & home improvements.

For additional referrals, Call United Way LINC*
 291.LINC(5462)

Also see FOOD; FUEL; EDUCATION
 SERVICES-SCHOLARSHIPS/LOANS

FOOD RESOURCES

FINANCIAL ASSISTANCE

Assistance Office, Lancaster County,
 Food Stamps (SNAP) 299.7411
 WIC (Women, Infants & Children)
 Toll Free 800.732.0018
 Columbia 684.0046
 Elizabethtown 361.8039
 Ephrata 738.0355
 Lancaster 509.3686
 Manheim 664.4675
 New Holland 354.4226
 Quarryville 786.8542
*for low income nutritional risk persons
 WIC can also be accessed through CAP*
 Outreach offices*

FOOD BANKS

Community Action Program* (CAP) Outreach
 Columbia 684.8047
 Elanco 354.8692
 Elizabethtown 367.5829
 Ephrata 733.6562
 Lancaster 299.7301
 Manheim 665.2102
 Solanco 786.4468
 East Donegal/Conoy Area Christian
 Food Bank 426.2360
 Ephrata Area Social Services (Northern
 Lancaster County) 733.0345
 Jean Polite Food Bank 393.8379
 Lancaster County Council of
 Churches, Food/Clothing Bank 291.2261
 Salvation Army* 397.7565
 Salvation Army
 Extension Units* 291.LINC(5462)

Water Street Ministries Outreach 393.2786
 For additional resources call United Way LINC*
 291.LINC(5462)

FREE/LOW COST MEALS

Crispus Attucks* 394.6604
Saturday & Sunday
 Office of Aging, Lancaster County 299.7979
hot meals at senior centers
 Spanish American Civic Association*..397.6267
lunch daily
 St. James Episcopal Church 397.4858
The Anchorage-breakfast daily
 Water Street Ministries 393.7709
hot meals served nightly

For additional Community Meal locations and times, call United Way LINC .291.LINC(5462)

HOME DELIVERED

Meals On Wheels
 Christiana/Atglen 354.7857
 Columbia 684.4244
 Elizabethtown..... 367.8528
 Ephrata Area..... 733.4846
 Gap 299.7979
 Hempfield Area 397.6473
 Lampeter/Lancaster 392.4842
 Lititz 626.2500
 Manheim 664.6634
 Millersville 872.2415
 Mount Joy/Marietta 367.8528
 New Holland/Leola 354.9150
 Paradise 687.6037
 Solanco 284.4396

NUTRITION EDUCATION

American Diabetes Association... 800.342.2383
 American Heart Association,
 Lancaster Division 393.0725
 American Institute for Cancer
 Research-Nutrition Hotline 800.843.8114
 CAP Nutrition Education Program 509.6801
 Ephrata Community Hospital
 Wellness Center..... 336.6578
 Penn State Cooperative
 Extension Unit..... 394.6851

FOSTER CARE

See ADOPTION/FOSTER CARE SERVICES

FUEL ASSISTANCE

See UTILITY ASSISTANCE

FURNITURE RESOURCES

Community Clearinghouse Agency.... 394.1422
 Ephrata Area Social Services (Northern
 Lancaster County) 733.0345
 Goodwill Keystone Area 394.0647
 Salvation Army Thrift Store 290.1605
 Salem Family Ministry 665.2331

**GOVERNMENT OFFICES/
 PUBLIC OFFICIALS**

For information or complaints about PA state services, call Commonwealth Information Toll Free 800.932.0784

For information on municipal services & complaints, call your local city, township or borough office or United Way LINC* for appropriate phone numbers ... 291.LINC (5462)

HEALTH EDUCATION/INFORMATION

AFL-CIO Blood Bank (Individual/Group Membership) Contact CSOL* 392.2518
 Allergy & Asthma Foundation
 of Lancaster County 569.1607
 Alzheimer’s Association..... 800.272.3900
 American Cancer Society 800.227.2345
 American Diabetes Association
 (Regional Office)..... 800.342.2383
 American Heart Association,
 Lancaster Division 800.586.4872
 American Lung Association
 of Pennsylvania 397.5203
 American Red Cross*,
 Susquehanna Valley 299.5561
 Arthritis Foundation,
 Central PA Chapter 397.6271
 Cystic Fibrosis Foundation,
 Central PA Chapter 800.671.2262
 Deaf and Hard-of-Hearing Services
 of Lancaster County* 397.4741
 Healthy Baby Helpline 800.986.2229
 Kidney Foundation
 of Central PA..... 800.762.6202
 Lancaster Heart & Stroke Foundation 290.6681
 Leukemia & Lymphoma Society. 800.822.2873
 March of Dimes Foundation..... 800.533.9255
 Medicare Information Hotline 800.633.4227
 Muscular Dystrophy Association 293.0685
 National Multiple Sclerosis Society,
 Eastern Regional 509.6301
 Planned Parenthood
 Northeast & MidPenn 299.2891
 S. June Smith Center* 299.4829
 Schreiber Pediatric Rehab Center* 393.0425
 SHOUT (Student Health OUreach)
 of Lancaster County 544.3203
focus on adolescents/teens

*Denotes United Way Partner Agency or Funded Program

Spina Bifida Association of Lancaster County	786.9280
State Health Center, Lancaster	299.7597
St. Joseph Health Ministries	397.7625
Susquehanna Association for the Blind & Vision Impaired	291.5951
Wellness Center, Ephrata Community Hospital	336.6578
Wellness Center, LGH.....	544.3138

Also see HIV/AIDS; ALCOHOL & DRUG ABUSE SERVICES; HOME HEALTH CARE; HOSPICE SERVICES; HOSPITALS; MEDICAL CENTERS; MENTAL HEALTH SERVICES; MENTAL RETARDATION SERVICES; SELF HELP/SUPPORT GROUPS; SEXUALLY TRANSMITTED DISEASES

HEALTH/MEDICAL CENTERS

Birth Care & Family Health Services:	
A Midwifery	786.4010
Clinic for Special Children	687.9407
Hope Within Community Health Center	367.9797
Planned Parenthood Northeast & MidPenn	299.2891
SouthEast Lancaster Health Services* ..	299.6371
Brightside Facility	735.0510
Urgent Care Center of Lancaster	581.0538
Welsh Mountain Medical & Dental Center*	354.4711

For a list of additional Health and Medical Centers located throughout Lancaster County, call United Way LINC 291.LINC (5462)

HIV/AIDS SERVICES

AIDS Community Alliance*	800.867.1550
Catholic Charities*	299.3659
Latino Division.....	392.2113
<i>counseling services</i>	
Comprehensive Care Center (LGH) ...	544.4943
Gathering Place, The	295.4630
<i>Christian ministry</i>	
Hope House*	293.9089
Nuestra Clinica*	293.4150
<i>outreach, case management & testing</i>	
Salvation Army*, Care Team	397.7565
SouthEast Lancaster Health Services*	299.6371
<i>testing, counseling & treatment</i>	
State Health Center, Lancaster	299.7597
<i>testing, information</i>	
State Health Hotline	877.724.3258
Urban League of Lancaster County*, Project Hope.....	394.1966
<i>education & support</i>	

HOME HEALTH CARE

Brethren Village Home Health Agency	581.4276
Ephrata Community Home Care	738.3220
Landis at Home.....	509.5800
United Disabilities Services, Attendant Care Program.....	397.1841
Visiting Nurse Association of Lancaster County*	397.8251

For additional resources, call United Way LINC* 291.LINC (5462)

HOSPICE SERVICES

Heartland Hospice	581.1450
Hospice of Lancaster County	295.3900
<i>services provided for those with life limiting illnesses & their families</i>	
Southern Care	285.0177

HOSPITALS

Ephrata Community Hospital	733.0311
Heart of Lancaster Regional Medical Center	625.5000
Lancaster General Hospital	544.5511
Lancaster General Women & Babies Hospital.....	544.3700
Lancaster Regional Medical Center ...	291.8211
Penn State Hershey Medical Center	800.243.1455

HOUSING SERVICES

EMERGENCY SHELTERS

Domestic Violence Services of Lancaster County*	299.1249
Water Street Ministries	393.7709

SECTION 8/PUBLIC HOUSING

Lancaster City Housing Authority.....	397.2835
Lancaster County Housing and Redevelopment Authority	394.0793

WORKFORCE/AFFORDABLE HOUSING

Community Basics.....	735.9590
Housing Development Corporation....	291.1911
Spanish American Civic Association* Development Corporation.....	397.6267

For listings of rental property locations and numbers, call United Way LINC* 291.LINC(5462)

PERMANENT SUPPORTIVE HOUSING

Fordney House.....	368.6106
Lincoln House	368.5586

Market View Apartments 397.5182
 Pioneer House 392.2175
 Project North Star 397.5182

SHORT-TERM/TRANSITIONAL HOUSING

Beth Shalom House of Peace 358.9376
 Clare House* 291.8967
women & children
 Felder & Wright 299.6765
 Homes of Hope 866.735.2400
 House of Ruth 295.3301
 Jubilee House at King 358.9376
women in recovery and their children
 Lydia Center 393.7709
 Milagro House 392.1101
women & children
 New Beginnings, Salvation Army 397.7565
men only
 The Glass House 390.5224
 Transition to Community 394.6780
ex-offenders, men only
 Transitional Living Center (TLC) 397.0156
program for families & individuals
 United Veterans Beacon House 859.4577
veterans only
 Water Street Ministries 393.7709
 YWCA* Residence 393.1735
women & children

SPECIALTY HOUSING

Bridge of Hope 394.7707
mentoring, support for single mothers
 Deb's House 431.0515
short term respite homes for children 0-6 years
 Hope House (Catholic Charities*) 293.9089
for persons with AIDS
 House of His Creation
 (Coatesville & Lititz) 877.469.2445
for pregnant or parenting teens
 Lodge Supported Housing &
 Outreach Program, The 392.0257
supportive services for homeless persons with MH diagnosis
 Lourdeshouse (Harrisburg) 236.3417
group home for pregnant women

Also see MENTAL HEALTH SERVICES;
 MENTAL RETARDATION SERVICES

**HOME REPAIR/IMPROVEMENT/
 WEATHERIZATION**

Energy Conservation Center (Program
 of Community Action Program*) .. 492.0102
 Housing & Neighborhood
 Revitalization Unit 291.4730
city residents only

HDC3 Weatherization Program... 800.732.3554
 Lancaster County Housing and
 Redevelopment Authority 394.0793
homeowner rehab for county residents only
 PPL Corporation 800.342.5775
weatherization programs
 UGI 800.276.2722
weatherization programs

ADDITIONAL RESOURCES

Fair Housing Program
 (Human Relations Commission) ... 299.7840
discrimination
 Habitat For Humanity, Lancaster Area 392.8836
home building for low income persons
 Lancaster Housing Opportunity
 Partnership 291.9945
home buying assistance
 Property Maintenance Unit
 City of Lancaster 291.4706
housing complaints, city only; county residents must call their respective municipal office; for phone numbers call United Way LINC 291.LINC(5462)*
 Tabor Community Services 397.5182
information on house selection, lease preparation & pre-purchase counseling

Call United Way LINC* for referrals to appropriate resources 291.LINC(5462)

LEAD POISONING

Childhood Lead Poisoning
 Prevention Program 800.374.7114
 Lancaster 291.4780
free testing for children under 6 years
 Lead Information Line 800.440.5323
 State Health Center, Lancaster 299.7597

LEGAL SERVICES/ADVOCACY

AARP 888.687.2277
for persons 50 & over
 American Civil Liberties Union
 (ACLU) 295.9505
 Center for Disability Law & Policy,
 Client Assistance Program 888.745.2357
 District Attorney's Office,
 Prosecution 299.8100
 Victim/Witness Program 299.8048
 Domestic Violence Legal Clinic* 291.5826
 Lancaster Area Victim Offender Reconciliation
 Program (LAVORP) 397.2404
 Lancaster Bar Association 393.0737
lawyer referral service
 Lancaster Mediation Center 293.7231
 Lodge Guardianship Program 392.0257

*Denotes United Way Partner Agency or Funded Program

MidPenn Legal Service*	299.0971
Toll Free	800.732.0025
<i>civil cases for low income persons & contracted by Office of Aging for eligible persons 60 & over</i>	
Neighborhood Services*	392.2175
<i>representative payee/guardianship/durable power of attorney</i>	
Office of The Public Defender.....	299.8131
<i>criminal cases for low income persons</i>	

Also see DISABILITY SERVICES; UNFAIR TREATMENT

LIBRARIES

Christian Library of Lancaster.....	393.0300
Library System of Lancaster County..	207.0500
Adamstown Area Library	484.4200
Columbia Public Library	684.2255
Eastern Lancaster County Library	354.0525
Elizabethtown Public Library	367.7467
Ephrata Public Library	738.9291
Lancaster Public Library	
Duke Street	394.2651
Leola Branch.....	656.7920
Mountville Branch	285.3231
Salisbury Township Branch	442.3304
Lititz Public Library	626.2255
Manheim Community Library	665.6700
Manheim Township	
Public Library.....	560.6441
Milanof-Schock Library	653.1510
Moores Memorial Library.....	610.593.6683
Pequea Valley Public Library.....	768.3160
Quarryville Library	786.1336
Shuts Environmental Library	295.2055
Strasburg-Heisler Library.....	687.8969
The Well Spring Library (LGH).....	544.3159

MENTAL HEALTH SERVICES

Arch Street Center*	392.8536
<i>social club</i>	
Catholic Charities*	
In-Home Intensive Program	392.3619
Intensive Day Treatment Program	295.9630
Latino Division	392.2113
Outpatient Program	299.3659
Center for Autism & Developmental Disabilities.....	735.1920
Child/Adolescent Service	
System Program	735.8950
Community Services Group	390.0353
Enhanced Treatment for Children	293.5104
Family Based Services	293.5104
Group Homes	390.0353
Intensive Case Management	293.5104
Concepts	299.4636
<i>partial hospitalization</i>	

Crisis Intervention Unit, Division of Lancaster County MH/MR	394.2631
<i>suicide, acute emotional, drug & alcohol programs</i>	
Keystone Human Services of Lancaster	581.8229
Keystone Drop-in Center.....	397.9379
Lancaster County Mental Health/Mental Retardation, MH Case Management	393.0421
Lighthouse Rehabilitation Center.....	354.0355
<i>development services & supported employment</i>	
Lodge Supported Housing Program, The.....	392.0257
MAPS Behavioral Health Services	390.0353
Mental Health America of Lancaster County*	397.7461
NAMI Pennsylvania, Lancaster County Affiliate	293.9250
No Longer Alone Ministries	390.4891
Nuestra Clinica	293.4150
<i>outpatient mental health services</i>	
Options	392.2164
<i>psychiatric day treatment</i>	
Parent Involved Network.....	397.7461
Philhaven Behavioral Healthcare	299.1804
Special Offenders Services	299.8184
Tempo Clubhouse	392.2300
<i>job training/placement</i>	
Youth Advocate Program.....	396.0212

Also see COUNSELING; DISABILITIES SERVICES; SELF HELP/SUPPORT GROUPS; VETERANS

MENTAL RETARDATION SERVICES

AHEDD	560.1000
Community Services Group	390.0353
<i>group homes</i>	
Concepts	299.4636
<i>adult developmental services & partial hospitalization</i>	
Ephrata Area Rehab Services*	733.0710
Friendship Community	656.2466
<i>group home, respite care, referral</i>	
Keystone Human Services.....	581.8229
<i>group homes</i>	
Lancaster County Mental Health/Mental Retardation, MR Case Management	399.7355
Lancaster County Special Olympics ..	299.2930
Lancaster-Lebanon IU 13, Early Intervention Program	606.1600
Lighthouse Rehabilitation Center.....	354.0355
<i>development services & supported employment</i>	
PA Protection & Advocacy, Inc. ...	800.692.7443
PAI Corporation.....	519.6740
<i>group homes</i>	

S. June Smith Center*	299.4829
<i>children from birth to 21 years old</i>	
Special Offenders Services	299.8184
The Arc of Lancaster County*	394.5251
United Support Group	392.5670
<i>recreational programs</i>	

Also see DAY CARE-ADULT; DISABILITY SERVICES; SELF HELP/SUPPORT GROUPS

PARENTING PROGRAMS

Children's Playroom of Lancaster County	367.6477
Children & Youth Agency	299.7925
COBYS Family Services	392.0504
Lancaster County	
Fatherhood Initiative	431.1027
Lancaster Family Center.....	431.1027
Parents Support Group-FSA.....	393.1735
24-Hour Hotline.....	800.448.4906
Path Program	682.9976
Pregnancy & Parenting Center	431.0515
Toll Free.....	800.723.7005

PERSONAL/FAMILY PROBLEMS

See COUNSELING SERVICES & SELF HELP/SUPPORT GROUPS

PREGNANCY SERVICES (INCLUDING COUNSELING & TESTING)

A Woman's Concern	394.1561
Adoptions From The Heart.....	399.7766
<i>unplanned pregnancy counseling</i>	
Bethany Christian Services.....	399.3213
<i>crisis hotline, 24 hours</i>	
Birth Care & Family Health Services:	
A Midwifery.....	786.4010
Catholic Charities*	299.3659
Latino Division.....	392.2113
<i>counseling only</i>	
Columbia Pregnancy Center.....	684.3400
Cornerstone Pregnancy Care Services.....	800.337.9306
Ephrata Pregnancy Center	733.9440
Healthy Baby Helpline	800.986.2229
Healthy Beginnings Plus	
(Ephrata Hospital)	738.6635
Healthy Beginnings Plus (LGH)	544.4305
House of His Creation	
(Coatesville & Lititz)	877.469.2445
<i>home for pregnant or parenting teens</i>	
Lancaster County Coalition for	
Healthy Mothers, Healthy Babies .	544.3272
Lancaster Pregnancy Clinic	291.1800

Lourdeshouse Maternity Home	236.3417
March of Dimes Foundation.....	800.588.9255
<i>Bedrest Buddies program</i>	
Nurse Family Partnership	544.4308
Planned Parenthood	299.2891
Pregnancy and Parenting Center*	431.0515
<i>counseling, teen pregnancy-parenting classes</i>	
Real Alternatives	888.543.3243
Safe Haven.....	866.921.7233
<i>unplanned pregnancy, newborn protection</i>	
SouthEast Lancaster	
Health Services*.....	299.6371
Welsh Mountain Medical & Dental Center*.....	
.....	354.4711
WIC (Women, Infants, Children)	509.3686
<i>see FOOD RESOURCES for list of WIC Outreach offices</i>	

Also see CLOTHING; COUNSELING; FAMILY PLANNING; HOSPITALS; SELF HELP SUPPORT GROUPS

All hospitals, health centers & most physicians provide testing.

PROBATION, PAROLE & RE-ENTRY PROGRAMS

Adult Probation & Parole Services.....	299.8181
Beginning in the Right Direction	
(B.I.R.D.) Ministries	295.3301
Community Resources Program	299.8176
Impaired Driver Program	299.8016
Juvenile Restitution Program	299.8176
Lancaster Area Victim Offender Reconciliation Program (LAVORP).....	397.2404
<i>victim restoration/offender accountability</i>	
Mission New Life	394.5495
Office of Juvenile Probation & Parole	299.8161
PA Prison Society	800.227.2307
Special Offenders Services	299.8184
<i>mentally retarded & mentally ill offenders</i>	
Standard Supervision Services	299.8181
Transition to Community.....	394.6780
Victim Impact Panel	299.8016

RADON

See ENVIRONMENTAL SERVICES

RECREATION/SOCIAL DEVELOPMENT

FOR ALL AGES

Conestoga Valley Community Center	656.2822
Ephrata recCenter	738.1167
GEARS	367.0355
Hempfield recCenter.....	898.3102

Lampeter-Strasburg Recreation Commission.....	464.5110
Lancaster Jewish Community Center.....	569.7352
Lancaster Recreation Commission.....	392.2115
Lititz recCenter.....	626.5096
Manheim Township Parks & Recreation Department.....	290.7180
Manor Township Parks & Recreation Department.....	397.4769
New Holland Recreation Center.....	354.4747
Salvation Army*.....	397.7565
Southern End Community Association.....	806.0123
YMCA*, Adamstown.....	484.4996
YMCA*, Lampeter-Strasburg.....	464.4000
YMCA*, Lancaster Family.....	397.7474
YWCA*.....	393.1735

FOR SENIOR CITIZENS

Community Action Program*.....	299.3943
<i>senior centers</i>	
GEARS.....	367.7984
<i>senior center</i>	
Lancaster Recreation Commission.....	392.2115
<i>senior centers/happy hours club</i>	
Office of Aging, Senior Centers.....	299.7979
Toll Free.....	800.801.3070
Spanish American Civic Association* Senior Center.....	397.6267

For a complete list of Senior Centers, contact United Way LINC* 291.LINC(5462)

Contact local township & borough offices directly for recreational activities or call United Way LINC* for appropriate numbers 291.LINC(5462)

Also see CHILDREN & YOUTH SERVICES-GROWTH & ENRICHMENT; CLUBS & ORGANIZATIONS

RECYCLING

See ENVIRONMENTAL SERVICES

REFUGEE/IMMIGRATION SERVICES

Catholic Charities*, Refugee Services.....	909.5544
Church World Services.....	381.2894
Lutheran Refugee Services.....	397.4757
Nationalities Service Center.....	215.893.8400
Prime-ECR (Ecumenical Commitment to Refugees).....	396.9300
<i>case management services, assistance with citizenship papers & green cards</i>	

U.S. Citizenship and Immigration Service.....	800.375.5283
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RESPIRE CARE

Aaron's Acres.....	917.6101
Adult Day Services at Garden Spot Village.....	355.6226
Chariots.....	800.835.8821
Christ's Home for Children.....	687.6072
Deb's House*.....	431.0515
<i>short-term care for children 0-6 years, 24 hour referrals</i>	
Keystone Children and Family Services.....	560.2029
Landis Homes Adult Day Services.....	581.3939
Schreiber Pediatric Rehab Center*.....	393.0425
Youth Advocate Program.....	396.0212

SELF-HELP/SUPPORT GROUPS

Self Help/Support Groups are for people who share a common physical or emotional condition, situation or problem. The primary purpose is to provide information, comfort and support to each other. United Way LINC* maintains a list of support groups available in the county. Listed is a sample of SOME OF THE CATEGORIES for which support groups are currently in existence. Call United Way LINC* for contact persons, meeting locations and times. 291.LINC(5462)

Abuses/Assaults	Adoption
AIDS/HIV	Alcohol/Drug Problems
Alzheimer's Disease	Amputee
Arthritis	Attention Deficit Disorder
Autism	Bereavement
Bi-Polar	Blindness/Sight Loss
Brain Tumor	Breast Feeding
Breathing Problems	Cancer
Caregivers	Cleft Palate
Co-Dependency	Colostomy/Ostomy
Cystic Fibrosis	Deafness
Diabetes	Divorce
Down Syndrome	Eating Problems
Gambling	Grandparents
Grief	Head Injury
Hearing	Heart
Home Schooling	Incest
Infertility	Kidney
Laryngectomy	Learning Disabilities
Mental Health	Mental Retardation
Multiple Sclerosis	Muscular Dystrophy
Obsessive/Compulsive Disorder	Organ Transplants
Parents Without Custody	Parenting
Scleroderma	Parkinson's Disease
Sexual Addiction	Sexual Assault Victims
Spinal Cord Injury	Singles
	Stroke

Substance Abuse Suicide
 Tinnitus Tourette Syndrome
 Widows/Widowers

SENIOR CITIZENS

See AGING SERVICES; RECREATION & SOCIAL DEVELOPMENT-FOR SENIOR CITIZENS

SEXUALLY TRANSMITTED DISEASES (VD)

See HEALTH/MEDICAL CENTERS, HIV/AIDS SERVICES

SHELTERS

See HOUSING-EMERGENCY SHELTERS

SUBSTANCE ABUSE

See ALCOHOL & DRUG ABUSE SERVICES

TAXES

City of Lancaster Tax & Treasury 735.3425
 Department of Revenue 888.728.2937
 Internal Revenue Service (IRS).. 800.829.1040
 Refund Inquiries..... 800.829.4477
 TTY/TDD..... 800.829.4059
taxpayer hotlines
 Lancaster County Tax Claim Office ... 299.8232
 Tax Collection Bureau,
 Lancaster County..... 569.4521
 Treasurer's Office, Lancaster County 299.8222
 Volunteer Income Tax Assistance 299.5561
forms assistance for elderly, low income, illiterate, non-English speaking & disabled persons

TEENAGERS

See CHILDREN/YOUTH SERVICES

TENANT/LANDLORD

Bureau of Consumer Protection, PA..... 800.441.2555
 Fair Housing Program, Human Relations Commission 299.7840
handles complaints involving housing discrimination
 Lancaster Mediation Center 293.7231
mediate tenant/landlord disputes
 MidPenn Legal Service* 299.0971
free legal help for low income persons
 Tabor Community Services, Inc. 358.9395
advises tenants of their rights & responsibilities

TRANSPORTATION SERVICES

Amtrak 800.872.7245
train
 Community Action Program* (CAP) 299.7301
 Toll Free 800.732.0018
for city residents over 60 and county residents with a medical card. See FOOD BANKS for a list of CAP Outreach Offices*
 Commuter Services of
 South Central Pennsylvania ... 866.579.7433
 Ephrata Area Social Services
 (Northern Lancaster County) 733.0345
 Lancaster County
 Council of Churches..... 291.2261
limited bus tickets for new employment
 Lancaster EMS 392.8887
 Love INC of Lancaster County ... 866.735.2460
volunteer drivers
 Office of Aging 299.7979
 Toll Free 800.801.3070
for persons 60 years & older
 Red Rose Transit Authority
 Bus Information 397.4246
 Shared Ride Information (Access) 291.1243
 Queen Street Transit Center 393.3315
 Toll Free 800.892.1122
 Administrative Services 397.5613
programs for senior citizens & persons with disabilities
 Susquehanna Valley EMS
 for Lancaster County 735.1341
 Wheels to Work 291.2261

Some health agencies provide transportation for their clients to medical appointments. For additional resources call United Way LINC* 291.LINC(5462)

TTY/TDD NUMBERS

Bureau of Blindness & Visual Services 888.575.9420
 Client Assistance Program 215.557.7112
 Contact Lancaster Helpline 299.7184
 Deaf and Hard-of-Hearing
 Services of Lancaster County*..... 509.1769
 Disability Rights Network
 of Pennsylvania 877.375.7139
 Ephrata Community Hospital 733.1559
 Equal Employment Opportunity
 Commission, The U.S. 215.440.2610
 Goodwill Keystone Area 394.0725
 Heart of Lancaster Regional
 Medical Center 625.5950
 Internal Revenue Service,
 U.S..... 800.829.4059
 Lancaster CareerLink 391.3570
 Medicare Helpline 877.486.2048

Office of Vocational Rehab
(OVR)..... 866.466.1404
PA Relay Service 800.654.5984
Red Rose Transit Authority 358.1935
Social Security Administration
Lancaster 299.4088
Toll Free 800.325.0778
Unemployment Compensation 888.334.4046
Workers Compensation..... 800.362.4228

For additional TTY numbers, call
Deaf Services Center 509.1769

Community Action Program*,
Outreach Services (CAP) 299.7301
PA Office of Consumer Advocate 800.684.6560
PPL Electric Utilities Corporation 800.342.5775
Public Utility Commission
Terminations..... 800.692.7380
UGI 800.276.2722
gas utility assistance
UTAP 800.771.3312
telephone assistance program
Verizon
Lifeline & Link-Up 800.640.4155
Wireless..... 800.924.0585

TUTORING SERVICES

See EDUCATION SERVICES- TUTORING

UNFAIR TREATMENT

American Civil Liberties Union 299.9505
Client Assistance Program 888.745.2357
Commonwealth Information 800.932.0784
complaints on state services
Community Services
of Organized Labor* (CSOL)..... 392.2518
Equal Employment
Opportunity Commission 800.669.4000
Human Relations Commission,
Lancaster County 299.7840
discrimination
Lancaster Bar Association 393.0737
lawyer grievances
Lancaster City & County
Medical Society 393.9588
grievances
Lancaster County Dental Society 606.6534
patient relations committee
Lancaster Mediation Center 293.7231
mediate tenant/landlord disputes
MidPenn Legal Service* 299.0971
civil cases for low income persons
PA Commission for Women 888.615.7477
PA Protection & Advocacy, Inc.
Toll Free 800.692.7443
*developmentally disabled & those
diagnosed as mentally ill*

Also see CONSUMER SERVICES;
EMPLOYMENT-JOB PROBLEMS

For referral to appropriate agency, call
United Way LINC* 291.LINC(5462)

UTILITY ASSISTANCE

Assistance Office, Lancaster County,
LIHEAP..... 299.7543
winter months only

VETERANS/MILITARY SERVICES

American Red Cross*,
Susquehanna Valley 299.5561
Department of Veterans Affairs,
Lancaster County 299.7920
*counseling, benefits assistance &
transportation*
Department of Veterans Affairs Medical Center
Coatesville 800.290.6172
Camp Hill Satellite Clinic 730.9782
Lebanon 800.409.8771
Department of Veterans Affairs, Regional
Office & Insurance Center 800.827.1000
Governor's Veterans Outreach
& Assistance Center 800.932.0930
Lancaster Career Link 509.5613
job placement
Mission of Hope 290.8380
burial assistance and outreach
United Veterans Beacon House 859.4577
transitional housing
Veterans Victory House 397.0156
transitional housing

VICTIM SERVICES

Lancaster Area Victim Offender Reconciliation
Program (LAVORP) 397.2404
Mothers Against Drunk Drivers
(MADD) 800.848.6233
Office of District Attorney,
Victim/Witness Services 299.8048

VOLUNTEER REFERRAL SERVICES

American Red Cross*, RSVP 299.5561
*retired senior volunteer program, for
persons 55 & over*
Community Resources Program..... 299.8176
Lancaster Area Victim Offender Reconciliation
Program (LAVORP) 397.2404
Love INC of Lancaster County 735.7540
Toll free 866.735.2400
church volunteers for specific needs

Office of Aging, Lancaster County 299.7979
United Way Volunteer Center* 299.3743

YOUTH PROGRAMS

See CHILDREN & YOUTH SERVICES,
GROWTH & ENRICHMENT



Questions?
Problems?
Don't know where to turn?
United Way LINC can help.
717.291.LINC (5462)

United Way LINC, a program of United Way of Lancaster County, is a free and confidential information & referral service that quickly guides you to the agencies and programs in our community that can help.

United Way
LINC



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of Lancaster County

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