

If you have questions, call the DHS Helpline toll-free at **1-800-692-7462** or PA Relay Services for the hearing and speech impaired at **711**

www.compass.dhs.pa.gov
www.dhs.pa.gov



Pennsylvania
Department of Human Services

This brochure contains information about public benefits. If you need help translating it, contact your county assistance office.

تحتوي هذه النشرة على معلومات عن المنافع التي تقدم للجمهور، وإن كنت بحاجة إلى مساعدة في ترجمتها، فاتصل بمكتب معونة مقاطعتك.

Este folleto contiene información sobre beneficios sociales. Si necesita ayuda con la traducción comuníquese con la oficina de asistencia del condado (CAO) que le corresponde.

ក្នុងសៀវភៅនេះមានព័ត៌មានអំពីអង្គប្រយោជន៍សាធារណៈ។ បើអ្នកត្រូវការព័ត៌មានបន្ថែម សូមទាក់ទងមកការិយាល័យដែលស្ថិតនៅជុំវិញប្រទេស។

此手册包括有关公共福利的信息。如果您需要获得翻译协助，请联系您所在地的郡县援助办事处 (county assistance office)。

Данная брошюра содержит сведения о государственной помощи. Если вам нужна помощь при ее переводе, обращайтесь в ваше Окружное бюро помощи.

Thông tin trong cuốn sách nhỏ này về phúc lợi công cộng. Nếu bạn muốn được giúp đỡ để phiên dịch cuốn sách này, hãy liên lạc với phòng trợ cấp quận hạt của bạn.



HELP FOR PENNSYLVANIANS IN NEED

**Pennsylvania understands
how difficult it is for working
families to make ends meet.**

**This brochure offers information
on resources available to help
strengthen your household.**

**The USDA is an equal opportunity
provider and employer.**

PROGRAMS TO HELP STRENGTHEN YOUR HOUSEHOLD:

Supplemental Nutrition Assistance Program (SNAP):

SNAP is a federally funded program through the U.S. Department of Agriculture (USDA) and administered in Pennsylvania by the Department of Human Services (DHS), Office of Income Maintenance. SNAP benefits provide assistance to eligible individuals and families to supplement monthly food expenses. Eligibility and monthly benefit amounts are based on household size, income, and other factors such as citizenship and household composition. SNAP benefits are accessible through an Electronic Benefits Transfer (EBT) card that works just like a regular debit card. All SNAP recipients are eligible for free nutrition education to help them make sound nutritional choices on a limited income. For more information and to find out where to apply, visit our website at www.pa.gov/agencies/dhs/resources/snap.html or contact the DHS Helpline at **1-800-692-7462** (PA Relay Services for the hearing and speech impaired at **711**).

Free or Reduced Cost School Meals:

This program is funded by the USDA National School Lunch Program. It is designed to ensure that children have access to reduced-cost or free nutritionally balanced meals each day while in school. Children may qualify based on income and other non-financial criteria. Families may apply for free or reduced cost meals online at www.compass.dhs.pa.gov, or contact your local school or district.

Employment Placement Services:

DHS has programs that help those receiving Temporary Assistance for Needy Families (TANF) and/or SNAP benefits prepare for, find, and keep employment. While some are required to look for work in order to keep their benefits, many others voluntarily enroll in the programs. Employment services can be obtained by any Pennsylvanian through Pennsylvania Workforce Development. These employment and training activities may include: career exploration; work experience; job training; job search/job readiness and community service and vocational education. Individuals who are actively receiving cash or SNAP benefits and are interested in these services, please contact or visit your local county assistance office. If you are not receiving public assistance benefits or would like to locate the Pennsylvania CareerLink office nearest you, visit: www.pacareerlink.pa.gov/jponline/Common/SearchOffice. Further information about career development and finding a job can also be obtained at www.pa.gov or www.pacareerlink.pa.gov/jponline/.

Low Income Home Energy Assistance Program (LIHEAP):

LIHEAP helps low-income households pay their heating bills by providing one-time assistance grants to be used towards your home heating costs. You do not need to have an unpaid bill to receive a LIHEAP grant. The program is only available during the heating season and applications are only accepted within the established program months. To see if applications are being accepted and to apply for LIHEAP, visit www.pa.gov/agencies/dhs/resources/liheap.html.

Housing Assistance:

Pennsylvania has a variety of housing programs and services that can help older adults and people with disabilities, individuals and families with low incomes, or those who are at-risk of, or are experiencing homelessness. The link below will take you to a "Housing Quick Reference Guide" which contains information and resources that can help connect you to people in your community that can directly assist you with your housing needs: www.pa.gov/agencies/dhs/resources/for-residents/housing-resources.html. If you have questions or need assistance finding your local housing resources please call the toll-free DHS Helpline at **1-800-692-7462** or PA Relay Services for the hearing and speech impaired at **711**.

PROGRAMS TO HELP STRENGTHEN YOUR HOUSEHOLD:

Earned Income Tax Credit:

If you work and have a qualifying child, you may be eligible to receive the Earned Income Tax Credit. To claim the credit, you must file a federal tax return. For more details, go to www.irs.gov, or call the Internal Revenue Service at **1-800-829-1040** or TDD **1-800-829-4059**. If you pay state income taxes, Pennsylvania may owe you a refund! For more information about Pennsylvania Tax Forgiveness, call the Pennsylvania Department of Revenue at **717-787-8201** or visit www.revenue.pa.gov.

Medical Assistance:

Medical Assistance is available to help low-income individuals and families with their medical care. Covered services may include: physician and clinic visits; in-patient hospital care; home health care; medical supplies and equipment; nursing facility care; in-patient and out-patient psychiatric and drug and alcohol services; prescription drugs; dental and other medically necessary services. For more information and to find out where to apply, visit our website at www.pa.gov/agencies/dhs/resources/medicaid.html or contact your local county assistance office.

Children's Health Insurance Program (CHIP):

CHIP provides health insurance for all uninsured children and teens who are not eligible for or enrolled in Medical Assistance. No family makes too much money for CHIP. Many will get it for free, others at low cost. For additional information about CHIP visit www.pa.gov/agencies/dhs/resources/chip.html or call toll-free at **1-800-986-KIDS (5437)**.

Women, Infants, and Children (WIC):

WIC is the United States Department of Agriculture's premiere public health nutrition education program for nutritionally at-risk pregnant and post-partum women, infants and children through age 5. The American Academy of Pediatrics (AAP) has recommended that eligible moms and their children enroll in the WIC program. The AAP states it is the most important program providing nutritional support in the first 1000 days of a child's life. It is a federally funded supplemental nutrition program that identifies participant nutritional risks and provides nutritious foods, such as milk, juice, formula and other items to promote health and optimal growth and development. To get more information, call the Pennsylvania Department of Health at **1-800-WIC-WINS (1-800-942-9467)** or check out the website at <https://wic.health.pa.gov/pawic/>.

Child Care and Early Learning Services:

Pennsylvania's Early Learning Resource Centers (ELRC) located across the State offer qualified low-income families with help paying for child care. The ELRC will assist in the application process for the program and review the eligibility requirements with you. Additionally, your local ELRC provides a single point-of-contact for families, early learning service providers, and communities to gain information and access services which support high-quality child care and early learning programs. The ELRC can help all families find the best child care and early learning options for their children. The ELRC will explain Keystone STARS, Pennsylvania's Quality Rating and Insurance System (QRIS), and make referrals to PA Pre-K Counts, Head Start, and Early Intervention services plus other local resources. For information on how to contact your local ELRC visit www.raiseyourstar.org or call **1-877-4-PA-KIDS (1-877-472-5437)**.

Child Support Enforcement:

Child support enforcement services are available to anyone pursuing child support services through their local County Domestic Relations Section. When a new support case has been opened, the Bureau of Child Support Enforcement can help custodial parents obtain financial and medical support from the noncustodial parent. Pennsylvania's Child Support Guidelines are used to determine the amount of the support obligation. For general information about child support or to discuss specific case problems, contact the Child Support Helpline at **1-800-932-0211** (PA Relay Services for the hearing and speech impaired at **711**). Additional information is also available at www.humanservices.state.pa.us/CSWS/.

Domestic Violence:

Domestic violence and sexual violence victims are our neighbors, our co-workers and sometimes members of our own family. They are men and women in communities all across the commonwealth. Local domestic violence agencies provide free and confidential counseling, shelter, legal services and safety planning. For information about your local domestic violence agency and the services they provide, call toll free **1-800-799-SAFE (7233) (1-800-787-3224 TTY)** or visit the Pennsylvania Coalition Against Domestic Violence website at www.pcadv.org. Local sexual assault/rape crisis centers provide free and confidential counseling, medical and legal accompaniment and advocacy services. For information about your local rape crisis/sexual assault centers call toll free **1-888-772-7227** or visit the Pennsylvania Coalition to Advance Respect at www.pcar.org.

Homeless or Near Homeless Housing and Services:

DHS administers the Homeless Assistance Program, HAP, which provides essential services to the homeless or near homeless in Pennsylvania. These services are implemented by local county agencies to provide direct services, such as: rental assistance, case management, emergency shelter, bridge housing and innovative housing support services. To obtain information on HAP, visit the website at www.pa.gov/agencies/dhs/resources/for-residents/homeless-assistance.html. Additionally, DHS offers another program referred to as the Emergency Shelter Allowance (ESA). This benefit is available through your local county assistance office. For more information about ESA benefits, contact your local county assistance office or the HELPLINE at **1-800-692-7462** (PA Relay Services for the hearing and speech impaired at **711**).

Social Security Disability Insurance and Supplemental Security Income:

The Social Security Administration provides monthly cash benefits to elderly, blind and disabled individuals. For more information on this program and how to apply, call Social Security's toll-free number **1-800-772-1213** (TTY **1-800-325-0778**) or visit www.SSA.gov.

Refugee and Immigrant Assistance:

DHS provides services and assistance to certain immigrant populations, including refugees, asylees, Cuban or Haitian Entrants, victims of human trafficking and certain Amerasians. To obtain information on any of the services provided by the State Refugee Resettlement program, e-mail RA-PWREFUGEEPROGRAM@PA.GOV. To find a list of service providers, visit the website at www.refugeesinpa.org.

Cash Assistance:

Cash Assistance benefits are funded by TANF. This program is to assist households with low or no income living in Pennsylvania. The TANF program provides money to help pregnant women, dependent children and their parents or other relatives with whom they live. TANF includes an employment and training component to assist families in becoming self-sufficient. For more information about TANF, visit our website at www.pa.gov/agencies/dhs/resources/cash-assistance.html.

