



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

## Help for Pennsylvanians in Need

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

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.  
ក្នុងសៀវភៅនេះមានព័ត៌មានអំពីអត្ថប្រយោជន៍សាធារណៈ។ បើអ្នកត្រូវការជំនួយបកប្រែ សូមទាក់ទងមកការិយាល័យដែលប្រើប្រាស់អ្នក។  
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 nói 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.

If you have questions, call the toll-free DHS Helpline at 1-800-692-7462 or TDD 1-800-451-5886  
[www.compass.state.pa.us](http://www.compass.state.pa.us)  
[www.dhs.state.pa.us](http://www.dhs.state.pa.us)



## Help for Pennsylvanians in Need

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

### Supplemental Nutrition Assistance Program (SNAP) (Formerly known as the Food Stamp Program)

SNAP is a federally funded program through the U.S. Department of Agriculture and administered in Pennsylvania by the Department of Human Services, Office of Income Maintenance. SNAP benefits provide nutrition assistance to eligible individuals and families to supplement monthly food expenses. Eligibility and monthly benefit amounts are based on household size, income, and resources. Other factors such as citizenship and household composition are also considered in the determination. The benefits are accessible through an Electronic Benefits Transfer (EBT) card that works just like a regular debit card. Furthermore, 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.dhs.state.pa.us/foradults/supplementalnutritionassistanceprogram/index.htm](http://www.dhs.state.pa.us/foradults/supplementalnutritionassistanceprogram/index.htm), or contact the Department of Human Services Helpline at 1-800-692-7462 or TDD 1-800-451-5886.

### 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.state.pa.us](http://www.compass.state.pa.us), or by contacting their child's school.

### Employment Placement Services

Employment and training activities are available to those individuals that are already actively receiving Cash and SNAP benefits. However, employment services can be obtained by any Pennsylvanian through Pennsylvania Workforce Development. These employment and training activities may include: subsidized and unsubsidized employment; work experience; on-the-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.paworkforce.state.pa.us](http://www.paworkforce.state.pa.us) under job seekers. Further information about career development and finding a job can also be obtained at [www.pa.gov](http://www.pa.gov) or [www.jobgateway.pa.gov](http://www.jobgateway.pa.gov).

### Low-Income Home Energy Assistance Program (LIHEAP)

The Low-Income Home Energy Assistance Program helps low-income families, elderly, and disabled individuals pay their heating bills by providing home heating energy assistance cash and crisis grants. You do not need to have an unpaid bill to receive a LIHEAP grant and a lien will not be entered against your property if you receive assistance from this program. However, the program is only available during the heating season and applications are only accepted within the established program months. To apply for LIHEAP and to determine the months that applications will be accepted, please go to [www.compass.state.pa.us](http://www.compass.state.pa.us). Additional information is also available at [www.dhs.state.pa.us/foradults/heatingassistance/liheap/index.htm](http://www.dhs.state.pa.us/foradults/heatingassistance/liheap/index.htm).

### Housing Assistance

Local public housing authorities administer the public housing and housing voucher assistance programs. Public Housing provides affordable apartments for eligible low-income families, the elderly and persons with disabilities. The Housing Voucher Program or what is also referred to as the Section 8 program, provides vouchers to eligible low-income and working families to pay for all or part of the rent. For more information on housing assistance, contact the public housing authority in your town or county or visit [HUD.gov](http://HUD.gov). 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 TDD 1-800-451-5886.

### 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](http://www.irs.gov), or call the Internal Revenue Service at 1-800-829-

1040 or 1-800-829-4059 (TDD). 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 (TTY only 1-800-447-3020) or visit [www.revenue.state.pa.us](http://www.revenue.state.pa.us).

## Medical Assistance

Medical Assistance is available to help low-income individuals 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.dhs.state.pa.us/foradults/healthcaremedicalassistance/index.htm](http://www.dhs.state.pa.us/foradults/healthcaremedicalassistance/index.htm) or contact your local county assistance office.

## Children's Health Insurance Program (CHIP)

The Children's Health Insurance Program provides health insurance to 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.chipcoverspakids.com](http://www.chipcoverspakids.com) or call toll-free at 1-800-986-KIDS (5437).

## Women Infants and Children (WIC)

Women, Infants and Children is a federally funded supplemental food program that provides nutritious foods, milk, juice, formula and other items to low-income pregnant or breastfeeding women, as well as infants and children up to age five. 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 [www.pawic.com](http://www.pawic.com).

## Child Care

The Pennsylvania's Child Care Works program offers child care subsidies to qualified low-income families. The program is implemented by your local Child Care Information Services agency (CCIS). The CCIS agency will assist you in applying for the program and review the requirements of eligibility with you. Additionally, the CCIS agency

maintains information on local licensed child care facilities and assists you in the process of obtaining a reliable child care provider. For more information about the Child Care Works program, you may contact your local county CCIS office or call the Child Care Works Helpline at 1-877-4-PA-KIDS (1-877-472-5437). You may also go to the Department of Human Services website at [www.dhs.state.pa.us/forchildren/childcareearlylearning/index.htm](http://www.dhs.state.pa.us/forchildren/childcareearlylearning/index.htm).

## Child Support Enforcement

Child support enforcement services are available to anyone that is pursuing child support services/ payments 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 or 1-800-451-5886 (TDD). Additional information is also available at [https://www.humanservices.state.pa.us/CSWS/home\\_controller.aspx](https://www.humanservices.state.pa.us/CSWS/home_controller.aspx)

## Domestic Violence

Everyone knows a victim of domestic violence. They are our neighbors, our co-workers and sometimes members of our own family. Most victims of domestic violence are women, although men can be victims too. 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](http://www.pcadv.org).

## Homeless Housing and Services

The Department of Human Services administers the Homeless Assistance Program, HAP, which provides essential services to the 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.dhs.state.pa.us/foradults/homelessassistance/index.htm](http://www.dhs.state.pa.us/foradults/homelessassistance/index.htm). Additionally, the Department of Human Services has another program that is referred to as an 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 (1-800-451-5886 TDD).

## 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](http://www.SSA.gov).

## Refugee and Immigrant Assistance

The Department of Human Services 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, call 717-787-8608. To find a list of service providers, visit the website at [www.refugeesinpa.org](http://www.refugeesinpa.org).

## Cash Assistance

Cash Assistance benefits are funded by the Federal Temporary Assistance for Needy Families program (TANF). This program is to assist households with low or no income living in Pennsylvania. The TANF program provides a cash benefit for dependent children and their parents or other relatives with whom they live, and for pregnant women. TANF includes an employment and training component to assist families in becoming self-sufficient. For more information about TANF, visit our website at [www.dhs.state.pa.us/forchildren/cashassistance/index.htm](http://www.dhs.state.pa.us/forchildren/cashassistance/index.htm).

