

# Southwestern Pennsylvania Newcomer Community FAQs: COVID-19

## Table of Contents:

### [COVID-19 Information](#)

#### [Testing](#)

[Medical Care and Resources \(in language\)](#)

[Audio/Video Information](#)

[Covering Medical Costs](#)

[International Medical Graduate \(IMG\) Engagement](#)

[Data by Ethnicity](#)

[Vaccine Information](#)

### [Employment / Income](#)

[Employment Rights](#)

[Filing for Unemployment](#)

[Support for Those Not Eligible for Government Benefits](#)

[Protection for Essential Workers](#)

[Housing + Utility Assistance](#)

### [Education](#)

[School Communication with LEP Parents](#)

[Access to Technology](#)

[Adult Education Classes](#)

### [Food Access](#)

[Kosher and Halal Meals](#)

### [Family Support](#)

[Domestic Violence](#)

[Childcare](#)

[Internet Access](#)

[Mental Health Resources](#)

[Health + Wellness for Youth](#)

### [Combatting Discrimination + Ethnic Intimidation](#)

Key:

Information in **grey** includes local + federal resources for which Pittsburgh residents are eligible  
Resources in **purple** are best practices from other regions, though they are not adapted for Pennsylvania

*\*\*Have you tried to access these resources but not been able to due to barriers such as language access or eligibility? Do you have other feedback on the resources presented here? Please let us know by commenting on this document or filling out [this survey](#).\*\**

## COVID-19 Information

**Information on medical care and available resources in language** -- this is not just about translating static materials, but navigating services and information.

- **COVID HOTLINE** 2-1-1 has a help line with TTY and language services available in more than 170 languages and dialects. (Flyers in [Arabic](#), [Chinese](#), [Nepali](#), [Russian](#), [Spanish](#), and [Swahili](#).) Call 1-888-856-2774 to speak with a language representative. (initial recorded greeting is in English - must connect with agent to request language assistance; and, information about COVID-19 is very basic)
- 2-1-1 Assistance fund: Emergency basic needs [application form](#).
- [Allegheny Alerts](#) are translated into [Arabic](#), [Chinese](#), [Nepali](#), [Spanish](#), & [Swahili](#) as well as [American Sign Language](#) daily
- Translated general flyers/ information on COVID-19 (not Pittsburgh specific) can be found [here](#). AA and NHPI In-Language Resources for COVID-19 [here](#).
- [Translated information from Allegheny Health Dept](#) (includes Stay At Home advisory, Drive thru testing flyer, isolation quarantine basics, food access FAQs)
- In-person interpretation has been eliminated at AHN and UPMC facilities as a result of strict limitations on visitors - they will rely on existing phone and virtual medical interpretation services.
- Programs that train and empower community members to respond to Pandemic
  - Neighborhood Resilience Project [Community Health Deputy](#) program provides individuals with skills to interrupt transmission, prevent future spread, and change community norms, as well as scripts and resources for conducting telephonic wellness checks on community members in isolation. A community with strong social capital is better equipped to meet its own needs during a crisis. Email [NRP](#) to get involved: [info@neighborhoodresilience.org](mailto:info@neighborhoodresilience.org). Or, email [Yesmina Salib](#) with JFCS: [ysalib@jfcspgh.org](mailto:ysalib@jfcspgh.org) to be connected to an immigrant support group already trained through this program.
  - [Natural Helpers Program](#) is a training program that equips existing immigrant and refugee community leaders with tools needed to become more effective and complete resources for COVID-19 response (successful program in Aurora, CO).

- COVID-19 Preparedness Tool Kit, Pennsylvania 2020 ([English](#), [Spanish](#)). Toolkit released May 1st to mitigate spread of COVID-19, put together by 9 organizations. Based on community requests for information. Contains both human and tech resources, information on all social determinants of health and more (food access, housing, drivers license, small businesses, etc). Contact [Dr. Oralia Dominic](#) at [oralia.dominic@highmark.com](mailto:oralia.dominic@highmark.com) for more information.
- [Highmark Community Support](#): Highmark developed a platform with Non-profit organizations information organized by different categories - you can search by your zip code and then select the category to see what organizations are in your area that provide support like rent relief, food assistance, healthcare etc.

## Where to get Tested

**Allegheny County Testing Site Locator:** this [search tool](#) helps you find Allegheny County COVID Testing locations near you using your address/zip. [This online map](#) tool allows you to schedule an appointment at a Pittsburgh location.

- Everyone can continue to access services at [community health centers](#) and [federally qualified health centers](#), regardless of their [immigration status](#), and at a reduced cost or free of charge depending on their income. If you are experiencing symptoms, please call your primary care provider. If you do not have one, call the PA Department of Health hotline at 1-877-PA-HEALTH (724-3258)
- [Free drive-through testing](#) is available in McKeesport (455 Industry Road, 15132). The site is open Monday-Saturday 9am-5pm. No appointment required, but you can register [online](#) or by phone at 412-209-2262 if you wish. Tests are free, but if you have insurance that will cover the test, your insurance will be accepted and billed. [Flyer](#)
- **Rite Aid** free COVID testing [registration](#), do not need to show symptoms
- Braddock + Northside testing flyers from AHN - [Arabic](#), [Nepali](#), [Spanish](#), [Swahili](#), [English](#). Uninsured patients will be able to schedule an in-person evaluation and testing if warranted at these two locations at no cost. Patients can call 412-Nurse4U (412-687-7348) for this service.
- [Allegheny Health Network offers testing](#) at 7 locations by appointment only
  - No physician referral necessary, but patient must be experiencing virus symptoms.
  - Patients can make an appointment by calling AHN's 24/7 Nurse On Call line at 412-NURSE4U or 412-687-7348
- Clinics available to the uninsured
  - [List of low-cost and free locations](#) to get COVID-19 tests (appointments needed)
    - Contact directly to schedule: [East Liberty Family Health Center](#), [Metro Community Health Center](#), [North Side Christian Health Center](#), [Pittsburgh Mercy Primary Care Health Services](#), [Sto-Rox Family Health Center](#), [Cornerstone Care Community Health Center](#), and [Squirrel Hill Health Center](#)
  - Squirrel Hill Health Center. Phone number: 412-422-7442. Address: 4516 Browns Hill Rd, Pittsburgh, PA 15217

- Squirrel Hill Mobile Unit offers free COVID-19 tests to all (no doctor's note, insurance, or symptoms needed). Find the [Mobile Unit Schedule here](#).
- East Liberty Family Health Center. Phone number: 412 6612802. Address: 6023 Harvard Street Pittsburgh, PA 15206
- iHealth Clinic (call with a friend/family member who speaks English, or if you go directly to the office he has a device he can use to interpret). You can also go here without an appointment. (412) 385-7705 6008 Centre Ave, Pittsburgh, PA 15206
- Birmingham Clinic 412-481-7900 ext. 281 - Birmingham Clinic in [Spanish](#)
- [Salud Para Niños](#) free, bilingual primary pediatric care at Birmingham Clinic (Salud Para Niños at Primary Care Center of Children's Hospital in Oakland requires insurance and appointment)
- [Northside Christian Health Center](#) offers testing Tuesday, Wednesday and Friday mornings from 9am-Noon. Call (412) 321-4001 to schedule or use the online to the map of testing locations to schedule an appointment.

### Audio/video information.

- [UPMC](#) has audio readings of COVID-19 FAQ information in Arabic, French, Nepali, Spanish and Russian.
- [Videos in Maay Maay](#) (general Coronavirus info; importance of masks; what pregnant mothers should know. \*some of the information is specific to Vermont, but the general information could be helpful for communities in Pittsburgh)
- Facebook Live presented by Casa San Jose: [COVID-19: Lo que usted debe saber en Pittsburgh](#)
- Animated videos from Cultural Orientation Resource Exchange (CORE) on How to Protect Yourself from COVID-19 in multiple languages [here](#). (Covers symptoms, prevention, steps to take if you feel sick) (Arabic, Burmese, Dari, Kinyarwanda, Russian, Swahili, Tigrinya, Somali, Ukranian, Nepali, Farsi, French, Amharic)
- [Podcast recordings](#) by CORE for refugees on Resettling to the US During the COVID-19 Pandemic (Arabic, Burmese, Dari, Kinyarwanda, Russian, Swahili). Instructions on how to download podcasts for offline use [here](#).
- COVID-19 [video resources](#) for Somali-speaking community by Sinaan Outlets
- Coronavirus Education Materials In [Indigenous Languages, Dialects, and Spanish](#)
- [Literacy Pittsburgh Youtube channel](#) information on COVID-19 in multiple languages

### People are worried about being able to cover **medical costs**.

- **Treatment.** Emergency Medical Treatment and Labor Act ([EMTALA](#)) requires that anyone arriving at an emergency room/department be stabilized and treated regardless of insurance status or ability to pay; however, EMTALA does not provide any payment for these services. Therefore, individuals who are uninsured — and not eligible for emergency Medicaid — may be billed for

this treatment. (Some hospitals have charity care or other ways to reduce a bill, but this is not always available and cannot always meet the need.)

- PA is still processing Medicaid applications; [individuals should apply as normal](#). Neither the CARES Act nor the Families First Act alters Medicaid eligibility for immigrants. Applicants should note if they have a health emergency related to COVID-19. DHS will continue to prioritize Medicaid applications where there is an immediate health concern
  - [Medical Assistance for Immigrants in Pennsylvania](#)
  - For questions about Medical Assistance or other health insurance problems, call:
    - Consumer Health Coalition at (412) 456-1877
    - Pennsylvania Health Access Network hotline at (877) 570-3642
  - Consumer Health Coalition can help you apply for medical coverage (412-456-1877 ext. 205 ...ask for Lilly!)
    - [Health Insurance Flyer](#)
    - [ACA postcard in Spanish](#)
- [USCIS](#) has announced that immigrants can seek testing, treatment, and prevention of COVID-19 without fearing immigration consequences due to public charge
- There are relief funds for COVID-19 emergencies. Emergency basic needs: COVID relief fund <http://pa211sw.org/assistance-fund/>

What resources exist to support **International Medical Graduates (IMG)** to engage in COVID-19 response? Many IMGs are unemployed or underemployed in jobs that don't make use of their life-saving skills.

- [IMPRINT](#) has a national campaign calling on Governors to take steps to create emergency pathways for internationally trained health professionals so they can join the fight against COVID-19 - healthcare and public health providers can [endorse the letter here](#).
- The [IRC](#) launched a new platform that helps refugee and immigrant health providers register their skills and professional background ([register here](#)), and provides state-by-state guidance for those interested in volunteering and working against COVID-19 but currently restricted from doing so.

There is a need for the state and county to provide coronavirus data by ethnicity.

- There is limited race and ethnicity data on positive cases in Allegheny County - available data can be accessed on the [Allegheny County Health Department COVID-19 dashboard](#)

## Vaccine Information

- Combatting vaccine misinformation: There is a [Vaccine Rumor Control](#) section on the Allegheny County Department of Health's website. Residents should report any misinformation, rumors, or questions if something is true or not to: [web.comm@alleghenycounty.us](mailto:web.comm@alleghenycounty.us). Those concerns are reviewed and addressed by a group of people who can help to combat the misinformation. The

County Communications director reviews that information, adds information to the FAQ section on that page, and then works with the appropriate community leaders if there are culture or location-specific needs.

- Distribution
    - [Rite Aid](#) and [CVS](#) will be distribution partners with the CDC.
- 

## Employment / Income

### The Families First Coronavirus Response Act (FFCRA) Information.

- <https://www.dol.gov/agencies/whd/pandemic/ffcra-employee-paid-leave>
- [Flyer](#)
- Trabajadores Unidos Workers United (a San Francisco-based labor rights group) have videos in Spanish about knowing your rights as a worker protected under the FFCRA. [Watch their videos here.](#)

Information in language on how to **file for unemployment**. If you have lost your job for any reason you are eligible to file for unemployment.

- Navigating PA unemployment compensation application in Nepali ([mp4 video](#) + [youtube video](#)); filling out the Pennsylvania unemployment application on video in [Nepali](#)
- PA filing unemployment page in Spanish - [¿Tengo Derecho al UC?](#)
- [The Hispanic Corporation](#) can help with applying for unemployment benefits
- [ISAC](#) is assisting clients with filing for unemployment. Call ISAC (412-742-4200) and leave a message in your preferred language, or [submit a referral online](#) to request case management services.
- [Justice at Work](#) is assisting their pre-existing clients with filing for unemployment - call (412-701-4368) if you qualify. JaW paralegals speak Spanish, and they use interpreters for other languages.
- If you are not a pre-existing client with Justice at Work, they will refer you to (or simply call on your own) [Philadelphia Legal Assistance's statewide hotline](#) (215-999-6910). *You can call PLA's new hotline and speak to a volunteer, who can help you file your claim for unemployment in Pennsylvania free of charge. If you require language assistance, you will receive a callback within a day.*
- Mon Valley Unemployed Committee can help apply for UC: (412)462-9962
- Tips from [PICC](#) on filing for unemployment:
  - Workers without SSN don't qualify for Unemployment Insurance.
  - Immigrants with work authorization do qualify (DACA, TPS, etc.)

- For those with visas tied to a job it gets a little tricky as you need to be "able and available" to find other work in order to qualify for unemployment. Given that the state is waiving work search requirements, they may also be more lenient with visa issues.
- [Apply](#) as soon as possible!
- If at all possible, apply for UC benefits online, using a computer (instead of a cell phone, and certainly instead of calling).
- If you are unemployed because your workplace closed due to COVID and no work is available from your employer, you should select the "lack of work" option when the application seeks the reason for unemployment. Selecting "voluntary quit" or "fired" will require more time for the claim to be processed (although in some cases those reasons will be accurate and should be selected).
- You will get a "financial determination" about the amount of your UC benefit, but you still need a final decision on eligibility after that. If you are approved, you may not get a written eligibility decision, but the money will show up in your bank account. So after that first financial decision, keep checking your bank account to see whether UC payments have been deposited.

Many in our community do not qualify for government benefits/resources due to immigration status. Are there **other sources of income/support available?**

- Allegheny County helped fund an Emergency basic needs: COVID relief fund. Applicants must have tried all other resources. Apply here: <http://pa211sw.org/assistance-fund/>
- [Neighbors in Need Crisis Fund](#) exists to give financial assistance to people in our community who are going through an unexpected crisis and cannot find assistance from any other source. The program primarily serves residents of the East End of the City of Pittsburgh who are at risk of homelessness, job loss, or an inability to meet fundamental needs due to unexpected circumstances. ([Apply online here](#))
  - [Garfield's Neighbor in Need](#)
  - [Lawrenceville Neighbor in Need](#)
- [Restaurant Workers' Community Foundation](#) - Emergency assistance for those employed by restaurants or bars or are employed by a restaurant or bar supplier.
- US-based BIPOC artists can apply to the [Arts & Culture Leaders of Color Emergency Fund](#)
- OneFairWage [Emergency Fund](#) for struggling service workers
- Mayor Lori E. Lightfoot of Chicago signed an [executive order](#) explicitly ensuring that all benefits, opportunities, and services provided or administered by the City of Chicago are accessible to all residents, regardless of birth country or current citizenship status.
- Several foundations recently launched the [Families and Workers Fund](#), which aims to support workers who are left out of current COVID-19 relief. The application is not yet open.

Essential workers are not receiving the proper protective equipment they need to stay safe on the job.

- Those who feel unsafe at work should contact [Justice at Work](#) (412-701-4368) to speak to a paralegal who will answer the phone. All paralegals speak Spanish, and they have interpreters for other languages.

## People need help with resources for **housing/utility assistance**

- The URA has partnered with the Urban League of Greater Pittsburgh to administer the COVID-19 [Housing Stabilization Fund](#), which provides rental, utility, and mortgage assistance to residents who have recently lost their jobs - up to \$3,000 of assistance. Call 2-1-1 for coordinated intake line, interpretation included. ([Uzbek Translation](#) from ISAC) \*as of 12/14/2020 the URA fund still has money! Continue to apply!
  - To qualify: must be behind on payments or know that you cannot make rent (don't have to have received an eviction notice); be a resident of the city of Pittsburgh; must be 50% AMI or below for rental/utility assistance/ 80% AMI or below for mortgage assistance; citizenship not required for the HSP rental program
  - Application requires signatures of applicants; however, applicants can take a photo of their signature (and send it to whomever is helping them apply) which can be pasted into the document and replace an actual signature.
  - Requires documentation from landlord and employer\*
    - \*The URA has worked with residents who are having trouble getting documentation, and has found the following process to be working pretty well: if applicant isn't able to provide employer verification, the URA will ask for documentation proving they are working. To assist in obtaining this, the Urban League partners with Casa San Jose, Latino Family Center, AJAPO, other agencies that can work with applicants to get the documentation they need, which will then be processed through the Urban League.
- [The Hispanic Corporation](#) ([Spanish](#)) has a housing initiative with a staff person to help individuals complete the URA application. Call 412-343-0545 to schedule an appointment.
- [ISAC](#) has been able to secure funds to help people with rent. Call ISAC (412-742-4200) and leave a message in your preferred language, or [submit a referral online](#) to request case management services and potential funding assistance.
  - Also contact ISAC if want assistance translating landlord letters
- The City has compiled housing resources in the [Housing Access Resource Portal](#)



## What to do if your utility company is threatening shut off / landlord is threatening to evict you?

- These actions are illegal right now (Moratorium on evictions until Dec 31, 2020 + [PWSA shutoffs](#) extended through March 2021; Duquesne Light moratorium on shut offs through June 1), please contact one of the following if you believe you have been discriminated against by a housing provider or public service
    - City of Pittsburgh residents: Pittsburgh Commission on Human Relations (call 412-360-9553 or [email them here](#))
    - Allegheny County (but not Pittsburgh) residents: [Allegheny County Human Relations Commission](#) (call 412-350-6945)
    - For Pennsylvania residents: [Pennsylvania Human Relations Commission](#) Pittsburgh Region office (call 412-565-5395 or 412-565-5711 TTY users only)
  - The Pgh [Urban Redevelopment Authority](#) Housing Stabilization Program can also help with legal eviction prevention services for residents of Pittsburgh City (412-255-6574)
- 

## Education

### Communicating with LEP families.

- Translations are being added to the [Pittsburgh Public Schools](#) website
- Pittsburgh Public Schools (PPS) messaging is done through auto-calls to families; messages relayed into the top 9 languages in one business day because they don't have the capacity to do instant interpretation on the calls
  - Families can call [Jonathan Covei](#) at PPS (412-529-3516) and leave a message in their preferred language; they will try to get in touch with an interpreter as soon as they can
  - Or, call the [PPS "Nine Line"](#) (412-529-6463) - please leave your name, phone number, the name of your child, the school your child attends, and your question or comment. (Spanish, Nepali, Swahili, Chinese, Arabic, French, Uzbek, Russian, Japanese, Burmese)
  - Please contact Jonathan if any families you know have changed their phone number
- Rights of English Learners during remote learning
  - The U.S. Department of Education published a factsheet on ["Providing Services to English Learners During the COVID-19 Outbreak."](#) The factsheet answers questions on how schools can evaluate, place, and exit English learners due to waivers of the English language proficiency assessments during school closures, what kinds of education and services a school must provide ELs during remote learning, the use of Title III funds to

support remote learning for Els, and how schools can ensure meaningful communication with parents of Els in a language and format that they can understand and access.

- Education Law Center's "[Five Things to Know](#)" resources: ELC has published parent-friendly resources on navigating education during COVID-19 which we encourage you to post and share. The resource for families of English learners is available in English, Arabic, Mandarin, Nepali, Spanish, and Vietnamese. [ELC's slide deck on the education rights of English learners](#) and their limited English proficient parents during the pandemic.
  - [ELC COVID resources page](#)
- Continuity of Education Plans: Districts were required to create and publicly share their learning plans during school closures. The plans include information on how each District will ensure equity in education. ([Baldwin-Whitehall Plan](#); [Brentwood Plan](#))
- **While in-person communication is always preferred, schools may wish to experiment with apps that translate for families, such as [Talking Points](#), which uses a combination of human and automatic translation**

## Technology Support for students

- **Learning hubs** are available to support students through virtual school, and are a great option for parents who need childcare during the day. Most locations are open M-F during school hours. Learning hub staff will help to facilitate virtual curriculum from a child's school district in the morning by: helping them to get online each morning and keep them motivated to engage virtually; troubleshooting throughout the day and checking that they are completing assignments; facilitating connections with their teachers during their office hours and other instructional supports; and being attentive to their social and emotional needs. In the afternoon, fun activities will be provided.  
[Learn more here](#). Find a learning hub using [this map](#)
- **Pittsburgh Public Schools**
  - Distribution of technology to identified PPS high school students occurred in May
- **Baldwin-Whitehall** has expanded Chromebook distribution ([information recorded in Nepali](#)). Please note that it is REQUIRED for anyone seeking to pick up a device to make an advance request by contacting your school principal..
- **Brentwood Borough School District** students should contact their school individually if they need a laptop.
- **Carlynton School District**. If you were not contacted by a member of their Technology Department and are still in need of technology, please call 412-429-2500, choose option 8, then dial extension 4357 or email [chrome@carlynton.k12.pa.us](mailto:chrome@carlynton.k12.pa.us).
  - Copies of assignments can be emailed to parents or arrangements will be made to pick up material Monday-Friday at the Meal Distribution sites (Carnegie Elementary - 10 to 11 am; Crafton Elementary - 11 am to noon)

- **Mt. Lebanon School District** is distributing Chromebooks, but at-home technology requests must be completed for each student in need of a laptop. Request tech [here](#). Email Mt. Lebanon SD technology department [here](#).
- [EveryoneOn](#) list of Low-Cost Internet Service Programs
- Free computers are available for low income students through [The On It Foundation](#) and [Computers with Causes](#)

## Extracurricular programs

- [Learning hubs](#) provide afternoon activities
- iGeneration Youth launched Hello Pittsburgh. Teens are not always aware of the many opportunities that exist around the city. [Hello Pittsburgh](#) is designed to show users the important things to do, see, hear, eat, and learn by neighborhood.

## What is happening to **Adult Education Classes**?

- Literacy Pittsburgh's youtube classes can be found [here](#).
- 

## Food Access

- Allegheny County Free Resource Distribution sites [MAP](#). Use filters to determine which sites fit your needs.
  - Allegheny County DHS Food FAQ in [Swahili](#), [Arabic](#), [Spanish](#), [Nepali](#), [Russian](#), [Chinese \(traditional\)](#)
- [Pittsburgh Public Schools](#) meal locations (these locations will not turn anyone away, i.e. because of residency)
- Grab and go [Citiparks meal locations](#) (these locations will not turn anyone away)
- Carlynton School district [meal locations](#)
- [Fishes and Loaves Cooperative Ministries](#) 131 E. Elizabeth St. Greenfield/Hazelwood. Free prepared meals 11:30-1 pick up
- On May 7th, Pennsylvania approved [Pandemic-EBT](#) (P-EBT), a program to provide meal-replacement benefits for households with children who attend a school that has closed and who would otherwise receive free or reduced-price meals
  - Students are eligible regardless of immigration status, and use of P-EBT specifically will not be considered in a public charge test
  - If your household income has changed since schools have closed you might now qualify for P-EBT ([click here for income eligibility](#)); if you already have an EBT card, your benefits

will be loaded onto your existing account; otherwise, new cards will be mailed to the child's residence on file with the school

- Parents who are not eligible for SNAP can apply for their eligible household members, such as U.S. citizen children.

## What sites are supplying **kosher and halal meals**

- **For families+individuals in need of halal meat or other restricted-diet needs, email [All for All](#) to be connected with local volunteers**
  - [JFCS Squirrel Hill Food Pantry](#) – open and continuing to serve 15217 and families that eat Kosher outside the area code. Individuals receive pre-bagged foods when they come to the pantry. Contact 412-421-2708 for more information
  - Search using keywords like “kosher” or “halal” on the Allegheny County Free Resource Distribution [MAP](#) to discover sites that provide such products
- 

## Family Support

### Where can we find **Domestic Violence resources**?

- Women's Center & Shelter - call the 24/7 hotline at 412-687-8005 or 1-877-338-TALK or email [Becca Garcia](#) with the [WCS Refugee, Immigrant, and Limited-English \(RIL\) Team](#)
  - [Email Becca](#) for outreach materials in in English, Spanish, Nepali, French, Swahili and Mandarin
- During the Judicial Emergency, an effort is underway to reduce the number of inmates at the Allegheny County Jail due to the spread of COVID-19. It is very important for victims whose perpetrators have been incarcerated to sign up for Jail Release Notification through the [Center for Victims](#) at 1-866-644-2882 (no language options available in the initial phone tree) and through the statewide [PA SAVIN](#) at 1-866-972-7284. ([Recursos de Pennsylvania SAVIN](#))
  - PA SAVIN ([en Español](#)) registrants can access the [online portal to VINE](#), America's number one victim notification network, or call the toll-free phone support 24/7/365 for **operator support in over 200 languages for help locating an offender**, registering for notifications, or accessing victim services in their area - 1 866 277 7477 (option 2)

### **Childcare** needs for families who are considered essential workers

- [New resource](#) from Trying Together + Allegheny County to locate child care as folks go back to work

- The [Early Learning Resource Center](#) offers childcare for essential workers. If you know any essential workers in need of childcare, call 412-350-3577 or view this [map of open childcare centers](#).
- The [Department of Pediatrics](#) at the University of Pittsburgh are asking families to tell us what life is like in their household during the pandemic -- what are their strengths and what are their challenges -- and would value your help in asking families in your network and your community partners to [complete the Family Strengths Survey](#) - available online, in Spanish, and via phone.

Having trouble applying for the free first two months of **Internet** with Comcast. Many of our families have two last names, which Comcast does not accept. Also, some Pittsburgh addresses submitted by applicants are not in the Comcast system.

- Hyphenating last names has been a solution that has worked for others facing this challenge.

## Mental health resources

- JFCS Refugee & Immigrant support groups: contact [Yesmina Salib](#) if you are interested in joining as leader or participant, or know someone who is!
  - There is also funding available for new leaders (anyone holding esteem in their community, clergy) interested in starting a group for their community - contact [Yesmina](#)
- [Free Guide to Living with Worry and Anxiety Amidst Global Uncertainty](#) from Psychology Tools that is written in multiple languages. Psychology Tools is based out of England and tends to present mental health info in a simple and straight-forward way.
  - Available in the following languages: English, Afrikaans, Albanian, Arabic, Armenian, Bengali, Bulgarian, Catalan, Chinese, Croattian, Czech, Dutch, Estonian, French, German, Greek, Hindi, Hungarian, Icelandic, Italian, Japanese, Kazakh, Kurdish, Latvian, Lithuanian, Norwegian, Polish, Portuguese, Portuguese Brazilian, Romanian, Russian, Serbian, Slovenian, Somali, Spanish, Swedish, Tagalog, Thai, Turkish, Ukrainian, Urdu, Vietnamese, and Welsh
- [resolve](#) Crisis Service (hotline for 24-hour crisis help at 1-888-7-YOU-CAN (796-8226).)
  - 24-hour, 365-day crisis service. It's free to all residents of Allegheny County, regardless of your ability to pay
  - Provides telephonic interpretation, might have to wait longer for certain languages (Kinyarwanda has had wait times up to 20 minutes), so be prepared to wait for those.
- Pennsylvania Department of Human Services has created a new toll-free, 24/7 support line: 1-855-284-2494. For TTY, dial 724-631-5600. Staffers are trained to help those with mental illness, intellectual disabilities and other special needs; they can refer to other resources as well.
- American Foundation for Suicide Prevention ([AFSP Western PA](#)). Call 800-273-8255 or text TALK to 741741.

- The [Disaster Distress Helpline](#) is a 24/7, 365-day-a-year, national hotline dedicated to providing immediate crisis counseling for people who are experiencing emotional distress related to any natural or human-caused disaster. This toll-free, multilingual, and confidential crisis support service is available to all residents in the United States and its territories. Call 1-800-985-5990 or text TalkWithUs to 66746 to connect with a trained crisis counselor
- COVID-19/At-Home Mental Health [Resource List](#)
- A [Guide](#) to Providing Mental Health Services to Immigrants Impacted by Changes to DACA and the COVID-19 Pandemic (Informed Immigrant)
- [Virtual Senior Academy](#) is a free program that connects adults age 50 or older in the Pittsburgh region through interactive courses online that are offered throughout the day - [How to Use Virtual Senior Academy flyer](#)
  - Video Tutorials: [How to create an account](#); [How to sign-in](#); [How to register for a class](#)

## Are there youth-specific mental health resources?

- Social Media accounts to follow (Instagram handles provided below):
  - Therapist/wellness specialists accounts
    - @rabhi\_bhaji
    - @thebraincoach
    - @therapist.fariha
    - @seerutkchawla
    - @browngirltherapy
    - @reflectionswithaparna
    - @happiness.Co.Counseling
    - @dr.nadiasadiq
    - @dranjabeenashraf
    - @philly\_wellness\_within
    - @dr.aaliyayaqub
    - @spiritual.psychologist
    - @letstalkaboutmentalhealth
    - @thisisyolandarenteria
    - @neurons2narratives
    - @Nedratawwab
    - @dr.marielbuque
    - @dr.thema
    - @lashawndamclaurin
  - White/Non-poc wellness accounts:
    - @the.holistic.psychologist
    - @themindgeek
    - @shiftingtidestherapy
    - @drjennhardy
    - @millenial.therapist

- @mindfulmft
  - Wellness Writers:
    - @findingawareness
    - @yungPueblo
    - @maryamHassana
    - @sylvestermcnutt
    - @lalahdelia
    - @alex\_elle
    - @ogurchukwu
- 

## Combatting Discrimination + Ethnic Intimidation

- If you believe that you have been discriminated against by an employer, housing provider, or public service within the City of Pittsburgh, please contact the [Commission on Human Relations](#) (call 412-360-9553)
- [StandAgainstHatred](#) - Tracking tool and resources for hate crimes, harassment and discrimination against Asian communities.
- Compilation of national resources that address [Racism and COVID-19](#)