Philadelphia Alternatives to Calling 911 + Other Resources

REWORKED NEW ACCESSIBLE IMAGES WITH NUMBERS FOUND BELOW FOR PRINT *Reference note on social workers & hotlines at bottom*

>>>GENERAL NON-EMERGENCY

- 1. The full Philly 311 number: (215) 686-8686
 - a. https://www.phila.gov/311/pages/default.aspx

>>>HOMELESSNESS SUPPORT/EMERGENCY SHELTER

- 1. The Project H.O.M.E. homeless outreach
 - a. Hotline: 215-232-1984
 - b. https://www.projecthome.org/
- 2. Emergency Shelter Allowance Program
 - a. (215) 560-1976
 - b. https://philadelphia.pa.networkofcare.org/pr/services/agency.aspx?pid=EmergencyshelterAllowanceProgramESA_1147_12_0
 - **Update**: Info listed by Pennsylvania Prison Society.
- 3. Single Women and Families:
 - a. Apple Tree Family Center
 - 1430 Cherry St., Philadelphia PA 19102
 - **(215)** 686-7150
- 4. Single Men:
 - a. Roosevelt Darby Center
 - 802 N. Broad St., Philadelphia PA 19130
 - **(215)** 685-3700
- 5. Men or Women with Children:
 - a. Red Shield Family Residence
 - 715 N. Broad St., Philadelphia PA 19123
 - **(215)** 787-2887
- 6. Youth (under 21 only):
 - a. Youth Emergency Shelter
 - 1526 Fairmount Avenue, Philadelphia, PA 19130
 - **(215)** 787-0633
 - b. Covenant House
 - Operates a 51-bed Crisis Center that provides emergency shelter and a host of support services through our Open Intake Policy. Any youth under the age of 21 in need of a place to stay is admitted, 24 hours a day, seven days a week

- 31 E. Armat St., Philadelphia, PA 19144
- **(215)** 951-5411

7. FOOD RESOURCES

- a. Philabundance
 - Free food can be found near you using Philabundance's website to search for food banks. The only requirement is an ID
 - https://www.philabundance.org/find-food/
- b. Sunday Breakfast Rescue
 - "Provider of three meals a day, 365 days of the year to anyone in need. The Mission offers an array of homeless day services and clinics to men and women. Additionally, the Mission has a 30- day <u>men's emergency</u> <u>shelter</u> and offers a 12 month transitional housing program to men."
 - Breakfast: 7:00 AM Lunch: Noon) Dinner: 6:30 PM
 - Men's Emergency Shelter
 - To receive a bed, please arrive before 7:00 PM.
 - 302 N. 13th Street in Philadelphia, just north of Vine Street
 - For Women
 - clothing, showers, and personal care products on Tuesdays and Thursdays from 12:30pm-2:30pm.

>>>MENTAL HEALTH

- 1. National suicide hotline: 1-800-273-8255
 - a. Chat feature available through website
 - b. https://suicidepreventionlifeline.org
- Philadelphia Department of Behavioral Health and Intellectual Disability Services' 24 HR
 Crisis Line: 215-685-6440
 - a. https://dbhids.org/about/organization/office-of-mental-health/behavioral-health-crisis-intervention-services/24-hour-mental-health-delegate-line-215-685-6440/
- 3. Crisis 24/7 Text Line: text "START" to 741-741
- 4. Healthy Minds Philly
 - a. 24-Hour Suicide Crisis & Intervention Line: (215) 686-4420
 - A list of resources to help people connect with the right professional, peer, social, community-based and self-help care. Resources for Crisis, Counseling by Health Insurer, Addiction, and much more. Click here for info:
 - https://healthymindsphilly.org/en/
- 5. Philadelphia "Warmline"
 - a. Operated by trained Certified Peer Specialists for Philadelphia Residents who are experiencing anxiety, depression, loss, stress, loneliness, relationship difficulties, and other life challenges.
 - b. Call 855–507-WARM (9276) for help

- c. https://dbhids.org/
- 6. Community Behavioral Health Non-Emergency Services
 - a. 24/7 Hotline: 888-545-2600b. TTY number: 888-436-7482
 - c. 215-413-3100
- 7. Intellectual Disability Services
 - a. 215-685-5900
- 8. CHADD (Children and Adults with ADD)
 - a. Talk with an ADHD Information Specialist 1-866-200-8098, Monday-Friday, 1-5 pm ET
 - b. https://chadd.org/
- 9. La Puerta Abierta (LPA)
 - a. Is recognized as an effective organizational model that significantly improves access to quality mental health care for the Latino immigrant and refugee communities who typically face barriers to this care
 - i. 610-745-1952
 - ii. https://lpa-theopendoor.org/
 - iii. Main/Kensington Office:
 - 1. Norris Square Neighborhood Project N. Howard Street Philadelphia, PA 19122
 - iv. South Philly Office:
 - 1. Aguinas Center 1700 Fernon Street Philadelphia, PA 19145
 - v. DELCO Office: St Alice Church 150 Hampden Rd. Upper Darby, PA 19082

>>>WOMEN'S HEALTH

- 1. Women's Medical Fund
 - a. Location: Southeastern Pennsylvania (Philadelphia, Montgomery, Chester, Delaware, or Bucks counties)
 - b. Mission: "The National Network of Abortion Funds builds power with members to remove financial and logistical barriers to abortion access by centering people who have abortions and organizing at the intersections of racial, economic, and reproductive justice."
 - i. 215-564-6622
 - ii. PO Box 40748, Philadelphia, PA 19107
 - iii. http://www.womensmedicalfund.org/
- 2. Postpartum Specific Providers in Philadelphia Area
 - a. PDF of listings, addresses, what insurance they take if any and contact info: https://cap4kids.org/philadelphia/files/2012/03/2018-Perinatal-Depression.pdf

>>>TRAUMA SUPPORT

- 1. We Can Heal from Trauma
 - a. "Trauma—from violence, poverty, abuse, oppression, incarceration and more—hurts our bodies, communities and peace of mind."
 - i. 215-762-1177; 267-359-2446
 - ii. 3141 Chestnut Street Philadelphia, PA 19104
 - iii. https://www.wecanhealfromtrauma.org/
- 2. Drexel University Center for Nonviolence and Justice
 - a. "Supporting Male Survivors of Violence Demonstration Initiative."
 - b. Young men (ages 18-30) with lived experience of violence.
 - c. Contact: crc72@drexel.edu
 - d. https://drexel.edu/cnvsj/projects/community-health-workers/

>>>>DOMESTIC VIOLENCE

- 1. (STATE) Pennsylvania Coalition Against Domestic Violence
 - a. 3605 Vartan Way, Suite 101 Harrisburg PA 17110
 - b. Office (717) 545-6400
 - c. TTY (800) 553-2508
- 2. Philadelphia Domestic Violence Hotline: (866) 723-3014
 - a. **NOTE**: Number will direct you to services including: Lutheran Settlement House, Women in Transition, WAA, & Congreso
 - b. TTY: 215-456-1529
 - i. CURRENT TTY # NOT WORKING (will change as soon as we get new info)
- 3. Congreso De Latinos Unidos
 - A nonprofit organization with a mission to enable individuals and families in predominantly Latino neighborhoods to achieve economic self-sufficiency and well being.
 - b. Emergency services include: Crisis intervention services, Emergency shelter, and Safety Planning
 - c. Provide: HIV education, prevention, safe sex education, as well as harm and risk reduction + more
 - i. Main Number: 215-763-8870
 - ii. Congreso Health Center: 267-765-2272
 - iii. https://www.congreso.net/
- 4. Women in Transition
 - a. Lifeline: 215-751-1111
 - i. Monday to Friday, from 9 a.m. to 5 p.m.
 - b. E-LifeLine: witservices@helpwomen.org

- c. Mission: "To empower women to attain safety, equality and justice, and build independent and self-sustaining lives for themselves and their children; and to pioneer collaborations with community partners to create an intolerance of gender-based violence, substance abuse and poverty."
- d. Located in North Philly
- e. Other Services: Peer Support Groups, Substance Abuse Intervention, Referrals, Education & Training, WAVE Self Defense, Gearing Up Biking Program
 - i. https://www.helpwomen.org/
- 5. Lutheran Settlement House Bilingual Domestic Violence Program
 - a. Mission: "Through education, training, and outreach, we aim to equip Philadelphians with the skills to address and prevent the cycle of violence. Lutheran Settlement House offers training for professionals and community education workshops."
 - b. Individual counseling for all survivors including men and teens; group programming includes parenting after violence and economic justice.
 - c. Located in Fishtown
 - d. (215) 426-8610
 - e. https://www.lutheransettlement.org/
- 6. A Woman's Place
 - a. Mission: "A Woman's Place (AWP) is the only domestic violence community benefit organization in Bucks County, Pennsylvania. AWP provides a full range of programs and services to individuals experiencing domestic violence, their children, and the community"
 - b. Provides:
 - i. Prevention education
 - ii. 24-hour hotline
 - iii. Counseling
 - iv. Support groups
 - v. Emergency shelter
 - vi. Financial empowerment programs
 - vii. Leadership programs
 - c. To access services call the free, private, and confidential 24-hour hotline
 - i. 1-800-220-8116
 - d. https://awomansplace.org/who-we-are-landingpage.html
- 7. Women Against Abuse (WAA):
 - Services adult victims of all forms of relational violence. Provides the following services: legal, shelter housing, transitional, training, and therapy.
 - 100 South Broad Street, Suite 1341 Philadelphia, PA 19110
 - 215-386-1280

>>>SEXUAL VIOLENCE

- 1. WOAR- Philadelphia Center Against Sexual Violence
 - a. WOAR 24 HOUR HOTLINE CALL/TEXT: 215-985-3333
 - b. A non-profit organization in Philadelphia whose mission is to eliminate all forms of sexual violence through specialized treatment services, comprehensive prevention education programs, and advocacy for the rights of victims of sexual assault.
 - c. provides FREE services to Anyone who has experienced sexual violence
 - d. Victim, Trauma Therapy Services and more here: https://www.woar.org/counseling/
- 2. The Joseph J. Peters Institute (JJPI):
 - a. Serves adults who are victims of sex and or labor trafficking. Provides individual and group therapy for victims of sexual trauma.
 - 1. 100 South Broad Street, 17th Floor. Philadelphia, PA 19110
 - 2. 215-701-1560
 - 3. https://jipi.phmc.org/

3.

>>>SEX-WORKER RESOURCES

- 1. Project SAFE
 - a. A grassroots direct-service and peer-based advocacy organization of: women, non-binary, gender non-conforming, and trans people in Philadelphia's sex trade, providing women and femme-centered services with a focus on women working and living in the street economies in Kensington.
 - Are open once a week with a drop-in space for participants to access a meal, showers, clean clothes, harm reduction supplies, and community support.
 - ii. Distribute harm reduction supplies and bad date sheets
 - iii. Medical & Legal advocacy
 - b. Call (866) 509-7233 any time to arrange for a delivery of condoms, bad date sheets, etc
 - c. safephila@gmail.com
 - d. https://projectsafephilly.org/
- 2. Philadelphia Red Umbrella Alliance
 - a. An all-volunteer collective dedicated to ending stigma and violence towards sex workers through labor organizing, advocacy, and decriminalization.
 - i. https://www.facebook.com/PhillyRUA/
- 3. SWOP-Philadelphia
 - Sex Workers Outreach Project-USA is a national grassroots social justice network dedicated to the fundamental human rights of sex workers and their

communities, focusing on ending violence and stigma through education, community building, and advocacy.

- i. Community Support Line: 877-776-2004
- ii. If you are interested in being a part of our group as an former sex worker, current sex worker or alli please contact us through email at swopphilly@gmail.com.
- iii. Resources (Education, Self-Care, Know Your Rights, ect.) https://swopusa.org/resources/
- 4. Sex Workers Education Newtork : http://www.bayswan.org/

>>>>HUMAN TRAFFICKING

- 1. National Human Trafficking Hotine: 1-888-373-7888
 - a. Telecommunications Device for the Deaf 711
 - b. TEXT: BeFree @ 233733
 - c. https://humantraffickinghotline.org/state/pennsylvania
- 2. Dawn's Place
 - a. "A residential rehabilitation program for trafficked, prostituted or pimped women."
 - b. More info on services (Residency, Therapeutic, Job Preparation, etc HERE: http://www.ahomefordawn.org/services.php
 - i. P.O.Box 48253 Philadelphia PA, 19144
 - ii. 215-849-2396
- 3. Resources/Legal Services
 - a. https://healthymindsphilly.org/en/human-trafficking-resources/

>>>DRUG/ALCOHOL/ADDICTION SUPPORT

- 1. PA Department of Drug and Alcohol Programs Helpline: 1-800-662-HELP (4357).
- 2. Prevention Point Philadelphia
 - a. Provides <u>HIV and HCV testing and linkage to care</u>. Free medical clinics are also available multiple times per week.
 - b. The John Paul Hammond Drop-In Center provides participants with a safe place to find shelter from the street and become linked to social and medical services.
 - c. **Syringe Service Program** has been a major factor in reducing the number of new HIV infections in Philadelphia.
 - d. Call 215-634-5272

- e. 2913-15 Kensington Ave, Philadelphia, PA 19134 (corner of Kensington Ave. and Monmouth St.)
- f. https://ppponline.org/

>>>>YOUTH

- 1. Child Abuse/Neglect
 - a. State Hotline: (800)-932-0313
- 2. RAINN (Rape, Abuse, and Incest National Network)
 - a. National Sexual Assault Hotline (phone hotline) and a 24/7 online hotline addressing anything related to sexual violence. 800-656-HOPE (4673).
 - i. https://rainn.org/
- 3. Philadelphia Children's Alliance:
 - This center screens children for any form of abuse, neglect, and sexual commercial exploitation. This CAC is accredited by the National Children's Alliance
 - i. 300 E. Hunting Park Avenue Philadelphia, PA 19124
 - ii. 215-387-9500
 - iii. https://www.philachildrensalliance.org/
- 4. Children's Crisis Treatment Center
 - a. Provides mental health services to Philadelphia's children and their families.
 Programs include: outpatient mental health services; post-traumatic assistance for children who have experienced severe emotional trauma; family support; and WRAP around services
 - i. 1080 North Delaware Avenue, Suite 600 Philadelphia, PA 19125
 - ii. 215-496-0707
 - iii. http://cctckids.org/
- 5. PA Telephonic Psychiatric Consultation Services Program (TiPS)
 - For physicians and nurse practitioners to get immediate consultative advice for children with behavioral health concerns, covered by Medical Assistance, up to age 21
 - i. 267-426-1776 (CHOP).
 - ii. https://www.chop.edu/services/pennsylvania-telephonic-psychiatric-consultation-service-program-tips
- 6. Understood----For Learning & Attention Issues
 - a. Great free resource for families with children with learning and attention issues. Talk with other parents, get expert advice
 - b. Start Here: https://www.understood.org/
- 7. Children's Advocacy Center
 - a. Mission: "Building, strengthening and sustaining Chapters, CACs and MDTs to collaboratively respond to the unique needs of child abuse victims and their families."

- i. Located: 300 East Hunting Park Ave, Philadelphia, PA, 19124
- ii. Contact: 445-544-8154 extension 3820
- iii. https://www.nrcac.org

>>>LGBTQ+ RESOURCES

- NationwideTrans Lifeline: 877-565-8860
 AIDS Treatment Fact Line: 800-662-6080
- 3. The Trevor Project:
 - a. Hotline: 1-866-488-7386 ---- (also have 24/7 chat and text lines!)
 - b. https://www.thetrevorproject.org/about/programs-services/
- 4. COLOURS Organization Inc.
 - a. Support, prevention, and education services for gay, lesbian, bisexual, transgender, and queer adults and youth of color.
 - i. 1211 Chestnut St, Suite 910 Philadelphia PA 19107
 - ii. 215-832-0100
- 5. Housing Insecurity/Homelessness
 - a. Attic Youth Center
 - i. LGBTQ youth (ages 13-23)
 - ii. 1340 Frankford Ave Philadelphia, PA 19125
 - iii. 215-426-8610
- 6. SAGE
 - a. Provides advocacy and services for LGBT+ older adults age 50 and over.
 - i. Hotline: 877-360-LGBT
 - ii. 215-732-2220
 - iii. https://www.sageusa.org/

>>>ELDER SUPPORT

- 1. Philadelphia Corporation for the Aging
 - a. HELPLINE: 215-765-9040
 - b. https://www.pcacares.org/services-for-seniors/
 - c. PCA is housed with the philly's police SVU department
- 2. Statewide Elder Abuse Hotline: 1-800-490-8505
- 3. Center for Advocacy for the Rights and Interests of the Elderly (CARIE)
 - a. To promote the well-being, rights, and autonomy of older adults through advocacy, education, and action.
 - b. 1-800-356-3606
 - c. https://www.carie.org/resources/
- 4. Senior LAW Center

- a. Seeking justice for older people by using the power of the law, educating the community and advocating on local, state and national levels
- b. Two Penn Center 1500 JFK Boulevard, Suite 1501 Philadelphia, PA 19102
 - i. 215-988-1242 (Philadelphia)
 - ii. 610-910-0210 (Bucks/Montgomery)
 - iii. 610-910-0215 (Delaware/Chester)
 - iv. 1-877-727-7529 (Statewide)
 - v. https://seniorlawcenter.org/
- 5. The Alzheimer's Association
 - a. 24/7 HELPLINE: 800-272-3900
 - <u>ALZConnected</u> is a free online community for everyone affected by Alzheimer's or another dementia, including people with disease and their caregivers, friends, family members and neighbors, as well as those who have lost someone to the disease

>>>REPORT FRAUD, WASTE + OTHER ISSUES ON CONTRACTS

- 1. Office of Economic Opportunity
 - a. (215) 683-1798
 - b. Free and anonymous
 - c. promotes the economic development of minority, woman, and disabled-owned businesses
 - d. https://www.phila.gov/services/crime-law-justice/report-a-crime-or-concern/report-possible-fraud-waste-or-other-issues-on-contracts/

>>>SELF DEFENSE CLASSES

- 1. Golden Fist Martial Arts of Philadelphia NE
 - a. 915 Levick St #2 Philadelphia, PA 19111
 - b. (215) 744-2229 (215) 744-6525
 - c. mastercar61@gmail.com
 - d. "Free to the community; Woman's self defense class on Sundays from 2:15PM-3PM. Looking forward to sharing and training together"
- 2. Philly Self Defense
 - a. 267-702-6614
 - b. info@phillyselfdefense.com
 - c. Philly Self Defense offers group lessons, private sessions, and seminars.

>>>NOTES:

★ In this section I will be adding feedback and important disclaimers to certain things and that have been helpfully pointed out by the community.

→ SOCIAL WORKERS:

- ♠ A narrative by a former social worker which I thought was very important to point out:
 - Suspicions of child abuse can lead to violently destroying Black and Brown families
 - Social workers have a history of doing more harm than good and aid in provocation of the separation of families
- ♠ Recommended to refer to instead: We will continue updating the document with more locally based communities that provide housing and other resources to children, (single) families, etc.

→ HOTLINES:

- ◆ Hotlines though helpful can sometimes not be as reliable or as resourceful as initially thought, here I will share both positive and negative experiences by people who have called and utilized a hotline. For this reason we are updating to include more local organizations with more resources to give so that the community can refer to as well.
- 1. "When some former neighbors were having what sounded to be one of their frequent, very violent fights (screams of "get off me", furniture breaking, etc) I looked up and called the domestic violence hotline. I knew I didn't wanna call the police on them. The hotline told me they provide resources but do not to do interventions and my only option in that scenario was to call 911. If something is happening in the moment, most of these hotlines will tell you to call the police. Most of them do not have response teams. Philly really needs more crisis intervention services and teams that have their own, separate staff."
- 2. "When struggling with suicidal ideation, the National Suicide Hotline chat feature helped me to ride out the impulse. The staff members are trained to help with many different issues not just suicide! If you are struggling with mental illness, suicide, self harm, sexuality, etc, then the hotline is super helpful."

SOURCES:

- https://www.philaccess.org/resources/crisis/
- https://www.phila.gov/services/crime-law-justice/report-a-crime-or-concern/report-child-a buse-or-neglect/#:~:text=You%20can%20report%20suspected%20abuse.(800)%20932 %2D0313.
- https://whyy.org/articles/5-phone-numbers-every-philadelphian-should-have-in-their-cell-phone/

- https://www.phila.gov/posts/office-of-diversity-equity-and-inclusion/2017-05-04-resources
 -for-lgbtg-philadelphians/
- https://www.sccalaw.org/resources/lgbtq-resources/
- https://dbhids.org/about/organization/office-of-mental-health/behavioral-health-crisis-inter-vention-services/24-hour-mental-health-delegate-line-215-685-6440
- https://dbhids.org/human-trafficking
- https://healthymindsphilly.org/en/elder-abuse-resources/
- https://cap4kids.org/philadelphia/parent-handouts/behavior-counseling-addiction/

Accessible Images

Philadelphia Alternatives

to calling the police & other resources

General/ Non-Emergency

The full Philly 311 number: (215) 686-8686

Youth Resources

Child Abuse/Neglect State Hotline: (800) 932-0313

Philadelphia Children's Alliance: Screens children for any form of abuse, neglect, and sexual commercial exploitation.
(215) 387-9500
www.philachildrensalliance.org

Homeless Support/ Emergency Shelter

The Project H.O.M.E. homeless outreach www.projecthome.org
Hotline: (215) 232-1984

Emergency Shelter Allowance Program (215) 560-1976

Single Women and Families: Apple Tree Family Center 1430 Cherry St., Philadelphia PA 19102 (215) 686-7150

> Single Men: Roosevelt Darby Center 802 N. Broad St., Philadelphia PA 19130 (215) 685-3700

Homeless Support/ Emergency Shelter

Adults with Children: Red Shield Family Residence 715 N. Broad St., Philadelphia PA 19123 (215) 787-2887

Youth (under 21 only): Youth Emergency Shelter 1526 Fairmount Avenue, Philadelphia, PA 19130 (215) 787-0633

Covenant House: Provides emergency shelter and a host of support services. Any youth under the age of 21 in need of a place to stay is admitted, 24 hours a day, seven days a week 31 E. Armat St., Philadelphia, PA 19144 (215) 951-5411

Mental Health Resources

Philadelphia Department of Behavioral Health and Intellectual Disability Services' 24 HR Crisis Line: (215) 685-6440

24-Hour Suicide Crisis & Intervention Line: (215) 686-4420

Community Behavioral Health Non-Emergency Services 24/7 Hotline: (888) 545-2600 TTY number: (888) 436-7482 (215) 413-3100

Intellectual Disability Services' 24 HR Crisis Line: (215) 685-6440

Sexual Violence Resources

Philadelphia Domestic Violence Hotline: (866) 723-3014

The Joseph J. Peters Institute (JJPI):
Serves adults who are victims of sex and/or labor trafficking. Provides individual and group therapy for victims of sexual trauma.

100 South Broad Street, 17th Floor. Philadelphia, PA

(215) 701-1560

Women Against Abuse (WAA): Services adult victims of all forms of relational violence. Provides legal, shelter housing, transitional, training, and therapy services.

100 South Broad Street, Suite 1341 Philadelphia, PA
(215) 386-1280

The sexual violence image does not include info for Philadelphia's only Rape Crisis Center: WOAR- Philadelphia Center Against Sexual Violence 24hr Hotline: 215-985-3333. WOAR provides FREE services to all survivors of Sexual Violence. WOAR serves Philadelphians age

2 through older adult, women, men, non-binary and gender-nonconforming. Sorry I couldn't edit the image directly. Thank you!

Addiction Support

PA Department of Drug and Alcohol Programs Helpline: (800) 662-HELP (4357)

Human Trafficking

National Human Trafficking Hotine: (888) 373-7888
Telecommunications Device for the Deaf - 711
TEXT: BeFree @ 233733

Elder Support

Philadelphia Corporation for the Aging Helpline: (215) 765-9040

Statewide Elder Abuse Hotline: (800) 490-8505

LGBTQ+ Resources

Nationwide Trans Lifeline: (877) 565-8860

AIDS Treatment Fact Line: (800) 662-6080

The Trevor Project: Hotline (866) 488-7386

COLOURS Organization Inc.

Support, prevention, and education services for gay, lesbian, bisexual, transgender, and queer adults and youth of color.

1211 Chestnut St, Suite 910 Philadelphia PA 19107 (215) 832-0100

LGBTQ+ Resources

Housing Insecurity/Homelessness: Attic Youth Center for LGBTQ youth (ages 13-23)
1340 Frankford Ave Philadelphia, PA 19125
(215) 426-8610

SAGE: Advocacy and services for LGBT+ older adults age 50 and over.

Hotline: 877-360-LGBT

(215) 732-2220

www.sageusa.org

(CREDIT: Emma CW who reached out via IG