

Other Helpful Resources

Table of Contents

Domestic Violence Centers & Shelters by County	1
Additional Domestic Violence Resources.....	5
Protection from Abuse (PFA) Information	6
Phone Privacy Information.....	9
Emergency Homeless Programs.....	10
Women WITH children.....	10
Pregnant women.....	11
Women WITHOUT children.....	11-12
Couples WITH or WITHOUT children.....	12-13
Men’s Shelters.....	13-14
Youth Shelters.....	15
Residential / Housing Programs.....	16
Women WITH children.....	16-17
Pregnant or Post Partum Women.....	18
Women WITHOUT Children.....	18-19
Other Referrals.....	20
AIDS.....	20
Aging.....	21
Child Abuse.....	21-22
Child Care / Parenting.....	23-24
Clothing / Furniture.....	24-25
Counseling for Abusers.....	26
Counseling Resources.....	26-30
Crime Scene Clean Up.....	30
Disability Resources.....	30
Drug & Alcohol Support Services..	30-32
Financial Assistance.....	32-33
Food Resources.....	33
Funeral Expense Assistance.....	34
LGBTQ Resources.....	34
Grief / Bereavement Resources.....	35
Health & Medical Resources.....	35-37
Homeless Support Services.....	38-39
Housing.....	39-40
Interpreters/Immigration.....	41-42
Legal Resources.....	42-45
Life Skills/Employment	45-46
Mental Health.....	46-47
Pet / Animal Resources.....	47-48
Programs for Offenders.....	48-49
Reconstructive Surgery.....	49
Reproductive Health.....	49-50
Safety.....	51
Sexual Abuse / Violent Crimes....	51
Tax Filing Assistance.....	51
Transportation.....	52
Utilities Assistance.....	53-54
Youth Support Services.....	54
Miscellaneous Referrals.....	54
Allegheny County Court	55
Allegheny County Jail.....	55
Allegheny Co.& PA StatePolice....	56
City Of Pittsburgh.....	57

Domestic Violence Centers & Shelters by County

ALLEGHENY COUNTY

ALLE-KISKI HOPE CENTER, INC.

<http://www.akhopecenter.org/>

Tarentum, PA

- 30-day shelter for women & children
- Provides non-resident counseling & support groups, legal advocacy
- Wheelchair accessible
- Also serves Westmoreland County
- Also offers a transitional housing program for single women or women with children who are DV survivors OR are homeless (non-DV). Have client call hotline for eligibility.

24 Hour Hotline (toll free):

1-888-299-4673

Administrative:

(724) 224-1266

CRISIS CENTER NORTH INC.

<http://www.crisiscenternorth.org/>

PO Box 101093

Pittsburgh, PA 15237

- NOT a shelter, but has a Safe House Program
- Provides counseling for women & children, support groups, legal advocacy, and case management
- Connects clients with Emergency Shelters

24 Hour Hotline:

412-364-5556

Toll Free:

1-866-782-0911

WOMEN'S CENTER AND SHELTER OF GREATER PITTSBURGH

<http://www.wcpittsburgh.org>

P.O. Box 9024

Pittsburgh PA 15224

- Shelter accepts children

24 Hour Hotline:

412-687-8005

24 Hour Hotline (toll free):

1-877-338-8255

Legal Department:

412-355-7400

Administrative:

412-687-8017

Fax:

(412) 687-3315

ARMSTRONG COUNTY

HAVIN, INC

<http://www.havinpa.org/>
Kittanning, PA

- 30-day shelter for women & children
- Provides non-resident counseling & support groups, legal advocacy, medical advocacy, & individual/group children's counseling

24 Hour Hotline:

724-548-8888

24 Hour Hotline (toll free):

1-800-841-8881

Office:

724-543-1180

BEAVER COUNTY

WOMEN'S CENTER OF BEAVER COUNTY

<http://www.womenscenterbc.org/>
Beaver, PA

- 30-day shelter for women & children
- Provides non-resident counseling & support groups, legal advocacy, & individual/group children's counseling.
- Helps victims of DV & sexual assault

24 Hour Hotline (toll free):

1-877-629-1841

24 Hour Hotline:

724-775-0131

Office:

724-775-2032

BUTLER COUNTY

VOICE

<http://www.voiceforvictims.com/>
Cranberry Twp., PA

- 30-day shelter for women & children
- Provides non-resident counseling & support groups, legal advocacy, medical advocacy, a police liaison, & children's counseling.
- Outreach offices in Butler and Saxonburg
- For survivors of DV, sexual assault, & other violent crimes

24 Hour Hotline (toll free):

1-800-400-8551

FAYETTE COUNTY

DOMESTIC VIOLENCE SERVICES

Uniontown, PA

- 30-day shelter for women & children
- Provides non-resident counseling & support groups, legal advocacy, medical advocacy, & individual/group children's counseling

24 Hour Hotline:

724-439-9500

GREENE COUNTY

GREENE COUNTY WOMEN’S CENTER / CARE RAPE CRISIS CENTER

Waynesburg, PA

- Provides individual DV counseling, individual/group SA counseling for women & children
- Provides legal advocacy & medical advocacy for SA victims only
- **No DV shelters are located in Greene Co.**

If emergency shelter is needed, in addition to Greene Co. DV phone number, please give Washington Co. shelter phone number. Greene Co. can provide shelter screening and transportation for Washington Co. shelter.

Domestic Violence line:

724-852-2463

(After 4pm, calls are forwarded to Washington Co. Shelter Hotline)

Sexual Assault line:

724-852-3161

INDIANA COUNTY

ALICE PAUL HOUSE

<http://www.alicepaulhouse.org/default.htm>

Indiana, PA

- 30-day shelter for women & children
- Provides non-resident counseling & support groups, legal advocacy, medical advocacy, & children's counseling
- For survivors of DV, sexual assault, & other serious crimes

24 Hour Crisis Hotline:

724-349-4444

Crime Victim Services

Hotline:

1-800-435-7249

LAWRENCE COUNTY

CRISIS CENTER OF LAWRENCE COUNTY

<http://www.crisisshelter.org/>

New Castle, PA

- 30-day shelter for women & children
- Provides non-resident counseling & support groups, legal advocacy, medical advocacy, & individual/group children's counseling
- For survivors of DV & sexual assault

24 Hour Hotline:

724-652-9036

Office:

724-652-9206

Fax:

724-652-9222

WASHINGTON COUNTY

WASHINGTON WOMEN'S SHELTER

<http://www.womens-shelter.com/>

Washington, PA

- 30-day shelter for women & children
- Provides non-resident counseling & support groups, legal advocacy, medical advocacy, and individual/group children's counseling.
- Accepts boys up to age 18
- Also serves Greene & Fayette counties

24 Hour Hotline (toll free):

1-800-791-4000

24 Hour Hotline:

724-223-9190

WESTMORELAND COUNTY

BLACKBURN CENTER

AGAINST DOMESTIC & SEXUAL VIOLENCE

Greensburg, PA

- 30-day shelter for women & children. Shelter is For DV only. Provides non-resident counseling & support groups, legal advocacy, medical advocacy, & children's group counseling.
- Offers long-term therapy for sexual assault
- For survivors of DV and sexual assault.

24 Hour Hotline (toll free):

1-888-832-2272

24 Hour Hotline:

724-836-1122

Office:

724-837-9540

Additional Domestic Violence Resources

PENNSYLVANIA OFFICE OF THE VICTIM ADVOCATE

<http://www.pbpp.state.pa.us/ova/cwp/browse.asp?A=3&C=69748&BCOB=0>

THE NATIONAL ORGANIZATION FOR VICTIM ASSISTANCE

<http://www.trynova.org/victiminfo/otherresources/statecrimevictimnumbers.html>

OFFICE FOR VICTIMS OF CRIME

<http://ovc.ncjrs.org/findvictimservices/>

NATIONAL DOMESTIC VIOLENCE HOTLINE

- Offers crisis intervention, information about domestic violence, and nationwide referrals to domestic violence programs to both victims and significant others
- Hotline Advocates are available to speak to callers in both English and Spanish.
- Advocates also have access to translators in 139 languages

24-Hour Hotline:

1-800-799-SAFE (7233)

HOT PEACH PAGES

www.hotpeachpages.net

- World-wide list of domestic violence resources including hotlines, shelters, refuges, crisis centers, and women's organizations
- Index of DV resources in over 70 languages
- Website is searchable by country or by language
- When sharing this resource, please remind callers about internet safety and how their abuser can track which websites they have looked at on the computer that she is using. Some callers may feel safest using a computer that their partner cannot monitor, such as a public library or friend's computer

Protection from Abuse (PFA) Information

PURPOSE:

1. To protect the victim
2. To tell the abuser how to behave towards the victim

Reminder: Let the victim decide whether a PFA is a safe option. We are here to provide support and options, not tell her what to do.

PROTECTION FROM ABUSE (PFA)

412-350-4441

FAMILY DIVISION

440 ROSS STREET

PITTSBURGH, PA 15219

ROOM 3030

- Monday through Friday from **8:30 am until 11:00 am**. (The earlier the better.)
- Check into room 3030, on the 3rd floor of the Family Court facility, 440 Ross Street (in the old County Jail building, across the street from the City County Building where Family Court was formerly located), in Downtown Pittsburgh.
- Information on where to park is located on the back of this page, at the bottom
- An advocate will be in room 3030 to help the victim fill out the PFA form.
- After hours, weekends, and holidays, see **EMERGENCY (TEMPORARY) PFA** on page 8.
- Child care provided

What to expect:

- A Family Division Judge will conduct a short hearing at 1:00 p.m. The victim should plan to be at Court until approximately 2:00 p.m. on the day the application is filed.
- If needed, a children's playroom is available, free of charge, at the Family Division.
- The telephone number is 412-350-4086.
- This is a two-hearing process. Initially, if granted, the victim will receive a Temporary PFA that will expire after 7 to 10 days (the length of the PFA is determined by the judge). At this time a date for the Final PFA hearing will be set.
- Immediately after the Temporary PFA hearing, the victim should apply for a free attorney at Family Court thru Neighborhood Legal Services.

What next:

- Three copies of the Temporary PFA will be issued.
 - The first should immediately be distributed to the police department where the abuser lives, so the police can serve the PFA.
 - The second copy should be distributed to the police department where the victim lives.
 - The third copy is the victim's and should be kept on her person at all times.
 - It is also recommended that copies be distributed to the police department(s) where the victim works and/or frequently visits, if different from where she lives.
- The police will then serve a copy of the PFA Order to the individual being charged with abuse, and his/her presence will be requested at the Final PFA hearing. If the police can not locate the abuser, any competent

adult can serve the PFA on the abuser. The victim can photocopy her copy of the **petition and temporary order** to be served on the abuser.

- A week to 10 business days later, the second hearing will take place to determine if the Final PFA will be granted. This PFA term may last up to three years depending on the judge and severity of the abuse. **It is not recommended to go to a Final PFA hearing without an attorney.** Call Women Center & Shelter's Legal Advocacy Department at 412-355-7400 to get information on representation. This is based on income.

What to do if the PFA is violated:

- Call the police. The police are mandated to arrest the abuser.
- If the police do not make an arrest, the victim can file an Indirect Criminal Complaint with her local district justice. If the local district justice is not available, refer the victim to Night Court.
- The victim can also write an account of what happened and the police's failure to respond, and give it to our legal advocacy department. They will submit it to the Chief of Police in the area where the violation occurred.

FAMILY COURT PARKING INFORMATION:

First Avenue Parking Garage 600 First Avenue 3 hours - \$6.25 Daily Max rate - \$10.00	Second Ave. & Ross Street 312 Ross Street 3 hours - \$14.00 Daily Max Rate - \$14.00
One Oxford Centre Garage 301 Grant Street 3 hours - \$5.00 Daily Max Rate - \$15.00	Forbes Garage 2128 Forbes Ave 3 hours - \$11.00 Daily Max Rate - \$14.00
Manor Complex Garage 564 Forbes Avenue 3 hours - \$9.00 Daily Max Rate -\$11.00	Third Avenue Garage 120 6 th Street 3 hours - \$13.00 Daily Max Rate - \$13.00

EMERGENCY (TEMPORARY) PFA

WHERE TO GO WHEN FAMILY COURT IS CLOSED:

Monday through Friday - 11am until 4:30pm:

- The victim can file at the office of her/his local district justice.
- Call the district justice first.

Monday through Friday - 6pm until 6am, weekends, & holidays:

ALLEGNEY COUNTY NIGHT COURT
PITTSBURGH MUNICIPAL COURT BUILDING
660 FIRST AVENUE
PITTSBURGH, PA 15219
FIRST FLOOR

412-350-3240

- Night Court is located on the first floor of the Municipal Court Building, which is Downtown next to the new jail.
- Phone calls are accepted after 6pm.
- The office is open 24 hours on weekends and holidays.

What to expect:

- Initially, if granted, the victim will be issued an Emergency PFA. This PFA will expire at the end of the next business day that Family Court is in session.
- For continued protection, the applicant should file a Temporary PFA the next business day in Room 3030 on the 3rd floor of the new Family Court facility. See **PROTECTION FROM ABUSE (PFA)** on page 6.

What next:

- Three copies of the PFA will be issued.
 - The first should immediately be distributed to the police department where the abuser lives, so the police can serve the PFA.
 - The second copy should be distributed to the police department where the victim lives.
 - The third copy is the victim's and should be kept on her person at all times.
 - It is also recommended that copies be distributed to the police department(s) where the victim works and/or frequently visits, if different from where she lives.
- The police will then serve a copy of the PFA Order to the individual being charged with abuse.

Emergency PFA reminders:

- The Emergency PFA will expire at the end of the next business day. The victim must go to Room 3030 of the new Family Court facility the next morning (unless it is on the weekend, then they must go on Monday morning) for continued protection.
- An Emergency PFA will not grant temporary custody of the children. To protect the children with an Emergency PFA, the children may be listed as plaintiffs.
- If the victim has a safe place to stay, or does not feel safe going out for an Emergency PFA, she may want to wait until the next business day to apply for the Temporary PFA, (since she will have to take this step anyway.) **Let the victim decide what is safest.**

VIDEO-TELECONFERENCING SITES FOR EMERGENCY PFA'S

These following locations all have the capabilities for video teleconferencing; however, they are subject to change. This information is helpful as an alternative for those who may not be able to make it downtown for an Emergency PFA. To utilize these services an individual will need to call the police in their area and request an Emergency PFA, then the police will call the advocates in that area and get the process started.

Hospitals

- Jefferson
- Magee-Women's Hospital of UPMC
- Ohio Valley General
- UPMC Mercy
- UPMC McKeesport
- UPMC Passavant

Police Departments

- Bethel
- Harrison
- Moon
- Ross

Phone Privacy Information

- B:** Blocking stops your number and name from being revealed on Caller Id display units and prevents anyone from hearing your number or calling you back with Talking Return Call
- L:** Line Blocking (can be ordered from your phone company) and Per Call Blocking (*67 / 1167) are the two FREE options that prevent your number and name being revealed.
- O:** Operators can assist you if your blocked call is rejected and you need to complete the call without revealing your number and name. When in doubt, call your local phone company.
- C:** Calls to toll free numbers (800, 888, 877) 900 numbers and 911 cannot be blocked
- K:** Know the code, dial *67 or 1167 before placing a call to control who gets your phone number and name

FREQUENTLY USED DIALING CODES TOUCHTONE & ROTARY

- | | |
|---|---|
| *57 / 1157 Activate Call Trace | *80 / 1180 Cancel Call Block |
| *60 / 1160 Activate Call Block | *81 / 1181 Cancel Priority Call |
| *61 / 1161 Activate Priority Call | *82 / 1182 Unblock Line Blocking |
| *63 / 1163 Activate Select Forward | *83 / 1183 Cancel Select Forward |
| *66 / 1166 Activate Repeat Call | *86 / 1186 Cancel Repeat Call |
| *67 / 1167 Activate Per Call Blocking | *87 / 1187 Deactivate Anonymous Call
Rejection |
| *69 / 1169 Activate Talking Return Call | *89 / 1189 Cancel Talking Return Call |
| *77 / 1177 Activate Anonymous Call
Rejection | |

Emergency Homeless Programs

Women WITH children

AVIS ARBOR

724-228-1804

Washington County

- Accepts male children up to age 12

INTERFAITH HOSPITALITY NETWORK OF SOUTHWESTERN PA

412-921-2916

- Day center is based in Crafton, PA
- Clients stay overnight in area churches
- Offers shelter for 24 hours
- Must be drug & alcohol free for at least 30 days
- Sometimes transportation to Crafton area is provided

NEW BEGINNINGS

Homewood, Pittsburgh, PA

- 60-day maximum stay
- No requirements about being drug or alcohol free
- Accepts male children up to age 12
- Cannot accept people over the weekend
- Not wheelchair accessible

SALVATION ARMY FAMILY CARING CENTER

412-362-0891

East Liberty, Pittsburgh, PA

- Shelter acceptances are made M-F, 8:30am-4pm
(Press menu option "1")
- If no one is available, leave a message and
a staff person will return call
- Up to 30-day stay
- Women & men, ages 18 and older
- Accepts male children up to age 12
(accepts over 12 on a case-by-case basis)
- Must drug & alcohol free, or in active recovery
- Building is secured by a guard
- Wheelchair accessible

"WELCOME HOME"

724-838-9133

Westmoreland County / Greensburg, PA

- 60-day maximum stay
- Accepts male children up to age 18

WOMANSPACE EAST

412-765-2661

Uptown, Pittsburgh, PA

- Call as early in the day as possible, since space is more likely to be available
- 60-day maximum stay
- Women 18 & older
- Accepts male children up to age 12
- Building is secured & confidentiality is maintained
- No childcare program or school bus transportation – residents must arrange this themselves
- Not wheelchair accessible

Pregnant Women**GENESIS OF PITTSBURGH****Toll Free:**<http://www.genesisphg.org/>

1-800-640-7190

185 Dakota Ave

412-761-5505

Pittsburgh, PA 15202

412-766-2693

- Provides housing / crisis shelter to pregnant women
- Women cannot have other children with them
- Women are admitted on a space-available basis following an interview & needs assessment

Women WITHOUT children**AVIS ARBOR**

724-228-1804

Washington County

- Accepts male children up to age 12

BETHLEHEM HAVEN / MIRYAM'S**Bethlehem Haven:**<http://www.bethlehemhaven.org/>

412-391-1348

905 Watson St

Press menu option "144"
for shelter

Pittsburgh, PA 15219

Miryam's:

- Call or show up at door between 8am-7pm
- No interview required
- 60-day maximum stay
- On-site medical, mental health, and substance abuse treatment
- Miryam's is a day program: safe haven for women 10am-6pm, 2 meals per day
- Wheelchair accessible

412-471-0155

For Leah Charles:

412-391-1348 x243

NEW BEGINNINGS

412-371-3475

Homewood, Pittsburgh, PA

- 60-day maximum stay
- No requirements about be drug or alcohol free
- Cannot accept people over the weekend
- Not wheelchair accessible

**SALVATION ARMY
FAMILY CARING CENTER**

412-362-0891

East Liberty, Pittsburgh, PA

- Shelter acceptances are made M-F, 8:30am – 4pm
- Press menu option “1”
- Up to 30-day stay
- Women & men, 18 years & older
- Must be drug & alcohol free, or in active recovery
- Building is secured by a guard
- If no one is available, leave a message
& a staff person will return call

WOOD STREET COMMONS

301 Third Avenue

Pittsburgh, PA 15222

- Co-ed shelter & housing for men and women
(no children)
- Services according to income
- Up to 60-day shelter
- Wheelchair accessible

24 Hour:

412-765-2532

Main:

412-246-1600

YMCA of MCKEESPORT

412-664-9168

- 60-day maximum stay
- Cannot accept people over the weekend
- Provides shelter to both single
women & single men ages 18 & over

Couples WITH or WITHOUT children

**INTERFAITH HOSPITALITY NETWORK
OF SOUTHWESTERN PA**

412-921-2916

- Day center is based in Crafton, PA
- Clients stay overnight in area churches
- Offers shelter for 24 hours
- Must be drug & alcohol free for at least 30 days
- Sometimes transportation to Crafton area is provided

FAMILY CARING CENTER

412-362-0891

East Liberty, Pittsburgh, PA

- Shelter acceptances are made M-F, 8:30am – 4pm
- Press menu option “1”
- Up to 30-day stay for Women & men, 18 years & older
- Accepts male children up to age 12
(accepts boys over 12 on a case-by-case basis)
- Must be drug & alcohol free, or in active recovery
- Building is secured by a guard
- If no one is available, leave a message
& a staff person will return call

SALVATION ARMY**Main:** 412-446-1500http://www.use.salvationarmy.org/use/www_use_westpenn.nsf/

- Click on Services, then click on Housing Assistance

YMCA of MCKEESPORT

412-664-9168

- 60-day maximum stay
- Cannot accept people over the weekend
- Provides shelter to both single women & single men ages 18 & over

“WELCOME HOME”

724-838-9133

Westmoreland County / Greensburg, PA

- 60-day maximum stay
- Couples do not need to be married or to have cohabitated
- Women & men, 18 years & older
- Accepts male children up to age 12

Men's Shelters

EAST END COOPERATIVE MINISTRY, INC.**Administrative:**<http://www.eecm.org/housing.htm>

412-361-5549

319 N. Beatty St. (Roup and Friendship Ave.)

Housing Service Office:

Pittsburgh, PA 15206

412-361-5013

- For men only
- Emergency shelter & transitional housing

LIGHT OF LIFE RESCUE MISSION

412-258-6100

<http://www.lightoflife.org/>**Fax:**

Light of Life

412-258-6164

10 East North Ave.

Pittsburgh, PA 15212

- Emergency shelter & transient shelter for men
- Admission begins at 3:30pm every day

PLEASANT VALLEY**Shelter:**<http://www.northsidecommonministries.org/programs.htm>

412-321-4272

1601 Brighton Road

Administration:

Pittsburgh, PA 15212

412-323-1163

- Emergency shelter for men only

SALVATION ARMY**Main:** 412-446-1500http://www.use.salvationarmy.org/use/www_use_westpenn.nsf/

- Click on Services, then click on Housing Assistance

FAMILY CARING CENTER

412-362-0891

Downtown, Pittsburgh, PA

- Shelter acceptances are made M-F 8:30am – 4pm
- Press menu option “1”
- For men with children (they must have legal custody)
- Accepts male children up to age 12
(accepts boys over 12 on a case-by-case basis)

WOOD STREET COMMONS**24 Hour:**

301 Third Avenue

412-765-2532

Pittsburgh, PA 15222

Main:

- Co-ed shelter and housing for men & women
(no children)
- Services according to income
- Up to 60-day shelter
- Wheelchair accessible

412-246-1600

YMCA of MCKEESPORT

412-664-9168

- 60-day maximum stay
- Cannot accept people over the weekend
- Provides shelter to both single
women & single men ages 18 & over

YMCA OF PITTSBURGH (CENTRE AVENUE)

412-621-1762

<http://www.ymcaofpittsburgh.org/branch.asp?id=11>

2621 Centre Avenue

Pittsburgh, PA 15219

- Rooms available for rent, *men only*, \$300/ per month
- (It doesn't identify itself as YMCA.
Its VM response is Welcome to Partner mail)

YMCA of MCKEESPORT

412-664-9168

- 60-day maximum stay
- Cannot accept people over the weekend
- Provides shelter to both single
women & single men ages 18 & over

“WELCOME HOME”

724-838-9133

Westmoreland County / Greensburg, PA

- 60-day maximum stay
- For men with children (they must have legal custody)

Youth Shelters

FAMILY LINKS

<http://www.familylinks.org>

250 Shady Avenue

Pittsburgh, PA 15206

- Homeless shelters & transitional housing for youths 21 and younger

Central Office

(for callers under age 17):

412-661-1800

Downtown Office / 24 Hour

(for callers ages 17-21):

412-924-0500

Fax:

412-661-6525

Safeplace:

412-471-6160

*Safeplace & 24 Hour numbers reach the same location

FAMILY LINKS (for CYF clients)

McKeesport, PA

- Offers shelter for teenage parents and their children
- Must be active with CYF to qualify
- No age limit for moms
- Can have up to 2 children under the age of 5

412-672-8632

GIRLS HOPE of PGH, INC.

1005 Beaver Grade Road; Suite 103

Coraopolis, Pa 15108

- Residential / educational program for girls ages 10-14 who have a disruption in their homes

412-329-7172

THREE RIVERS YOUTH

<http://threeriversyouth.org> (click on program & services)

2039 Termon Avenue

Pittsburgh, PA 15212

- The Loft in Wilkinsburg provides shelter for homeless and runaway youth ages 12-18
- Transitional living program for homeless youth ages 17-21

24 Hour Shelter Line:

412-243-5638

Main:

412-441-5020

Fax:

412-766-2212

Residential / Housing Programs

Women WITH children

BRIDGE TO INDEPENDENCE - DEBRA HOUSE 412-271-5787

20 Holland Ave
Braddock, PA 15104

- Transitional housing program
- Need referral from a shelter or agency staff person
- Women up to age 27 only
- Women may bring up to 3 children, age 10 & younger
- Program for men (Penn-Free), shelter, food pantry

DOROTHY DAY APARTMENT 412-361-8114

- Women must be 21 or over, unless they have completed 1 year of higher education
- Must have children to be eligible, but no more than 2 children under the age of 6
- Must be enrolled in an education program
- May stay 1-3 years
- Rent is 30% of income & includes all utilities except phone

EAST SIDE COMMUNITY COLLABORATIVE 412-243-2900 ext. 7

at the Homewood-Brushton YMCA
Homewood, Pittsburgh, PA

- Callers will reach a recording for YMCA
- Press ext. 7 for the East Side Community Collaborative
- Has two transitional housing programs
- Call for eligibility requirements
- Women must be 18 years or older
- Residents pay rent according to their income
- Best to be referred by an agency or organization (not including Hotline Advocates)

HEALTHY START BRIDGE HOUSING 412-466-1191

- For non-pregnant women with 1-3 children under the age of 5
- OR pregnant women with 0-3 children under the age of 5
- Women must be 18 years or older
- Must be drug & alcohol free for 90 days
- Must have referral from homeless shelter or other agency
- Housing up to 12 months
- Rent is 30% of income

HEART HOUSE

412-381-2676

Goodwill Industries, South Side, Pittsburgh, PA

- Transitional housing / Support services
- Education & Rehabilitative training
- For families with children 12 years or under
- Need referral from a shelter or agency
- Note: If the coordinator is not available, leave a message and she will return your call. If the answering machine indicates Heart House is not currently accepting applications, you may still leave a message to talk with the coordinator

HEARTH

412-366-9801

- Must have children to be eligible for housing, up to 4 children
- Must start educational program within 2-3 months from entering
- 2-3 bedroom furnished apartments located in Perrysville
- Rent is 30% of income
(DPA accepted, but women on DPA are required to work in addition to attending school)

LIGHT OF LIFE RESCUE MISSION

412-258-6100

<http://www.lightoflife.org/>**Fax:**

Light of Life

412-258-6164

10 East North Ave.

Pittsburgh, PA 15212

- Bridge housing for single mothers with D&A problems
- Women may bring children under 18 years' old

SISTERS PLACE

412-233-3903

<http://www.sistersplace.org/>

418 Mitchell Ave

Clairton, PA 15025

- Permanent housing:
 - For women with MH or D&A issues, or with a physical disability
 - Must be at least 3 months clean
 - Must be homeless
 - Interview required
- Transitional housing:
 - For single mothers who are homeless & 18-24 years' old
 - Must have legal custody of at least 1 minor child
 - Interview required

YWCA OF GREATER PITTSBURGH (Wilkinsburg) 9-5pm, M-F or Voicemail<http://www.ywcapgh.org/housing.asp>

412-365-1917

Ross St.

Wilkinsburg, PA

- For women & their children

YWCA of MCKEESPORT

412-664-7146

- Offers both bridge & transitional housing for women with children

Pregnant or Post Partum Women

FAMILY LINKS

412-672-8632

(Formerly Whale's Tale)

McKeesport, PA

- Must be referred by CYF
- Can accommodate pregnant teenagers ages 13-18, with or without young children

GENESIS OF PITTSBURGH

<http://www.genesispgh.org/>

185 Dakota Ave

412-761-5505

Pittsburgh, PA 15202

412-766-2693

- Provides housing / crisis shelter to pregnant women
- Women cannot have other children with them
- Women are admitted on a space-available basis following an interview & needs assessment

HEALTHY START BRIDGE HOUSING

412-466-1191

- Pregnant women with 0-3 children under the age of 10
- Women must be 18 or older
- Housing up to 2 years, rent is 30% of income
- If history of substance abuse, need to be drug & alcohol free for 90 days

ROSELIA CENTER

412-682-4410

Oakland, Pittsburgh, PA

- Residential care for women age 18-40 who are pregnant or have a child under 3 months' old
- Must have medical insurance, some source of income, and have food stamps (or be eligible)

Women WITHOUT Children

BRIDGE TO INDEPENDENCE – DEBRA HOUSE

412-271-5787

Braddock

- Women up to age 27 only
- Need referral from a shelter or agency

EAST SIDE COMMUNITY COLLABORATIVE

412-243-2900 ext. 7

at the Homewood-Brushton YMCA

Homewood, Pittsburgh, PA

- Callers will reach a recording for YMCA
- Press ext. 7 for the East Side Community Collaborative
- Has two transitional housing programs
- Call for eligibility requirements
- Women must be 18 years or older
- Residents pay rent according to their income

- Best to be referred by an agency or organization (not including Hotline Advocates)

MIRYAM'S RESIDENTIAL PROGRAM

412-471-0155

- Must be homeless & have mental health issues
- No maximum stay
- Requires a referral from an agency or hospital
- Women must first attend the Day Program to be considered for the overnight Residential Program

ORR CENTER

412-362-3550

6023 Harvard St., 15206

- Must be low income or homeless and coming out of a **hospital setting**
- Semi-private furnished rooms
- Secure area for medicine
- Personal laundry service

WOOD STREET COMMONS

301 Third Avenue

Pittsburgh, PA 15222

24 Hour:

412-765-2532

Main:

412-246-1600

- Co-ed shelter & housing for men and women (no children)
- Services according to income
- Up to 60-day shelter
- Wheelchair accessible

SINGLE ROOM OCCUPANCY PROGRAM

412-664-9168

McKeesport

- Rooms for rent
- May be a long waiting list
- 24-hour residential program
- \$160.00 a month
- Must be at least 18 years' old
- Coed (men and women live on the premise)

Other Referrals

AIDS

ALLEGHENY COUNTY HEALTH DEPARTMENT 412-578-8026

<http://www.achd.net/>

412-687-2243

3333 Forbes Ave

Pittsburgh 15213

- Offers a wide range of health care services:
 - HIV/Aids testing / counseling,
 - Pregnancy testing,
 - Confidential diagnosis / treatment of sexually transmitted diseases

PERSAD CENTER 412-441-9786

- Services include individual assessments, individual & family counseling, support groups, retreats, & seminars
- For clients with no insurance, payments are based on sliding fee scale

PITTSBURGH AIDS TASK FORCE

Toll Free: 1-888-204-7456

<http://www.patf.org/>

412-345-7456

5913 Penn Avenue

2nd Floor

Pittsburgh, PA 15206

- Free, anonymous HIV testing
- Professional staff, volunteers, & interns provide referrals & intensive case management to people living with HIV/AIDS who have needs, including those relating to addiction & mental health issues
- Case managers meet with individuals to assess their needs and assist in gaining resources & services
- Other programs include the Pal (Buddy) Project, after-hours telephones support, transportation, food pantry, nutritional supplements, emergency funds, legal, & housing assistance

PITTSBURGH AIDS CENTER FOR TREATMENT 412-647-7228

- Comprehensive HIV care
- On-site mental health services, adherence counseling, specialty gynecological care & social work services are provided confidentially
- Inpatient hospital care 7 day-24-hour coverage is provided by a team of physicians
- Medical insurance is not required
- PACT is a program of the University of Pittsburgh, which also sponsors the Pitt Treatment Evaluation Program (PTEU)
- PTEU conducts clinical trials of new treatment strategies for HIV-infected persons
- An automated recording will provide a directory of services or caller can stay on the line for the first available advocate

PLANNED PARENTHOOD

Main Line: 412-434-8971

www.ppwp.org

933 Liberty Ave

Pittsburgh, PA 15222

- AIDS/HIV & pregnancy testing, abortions, personal counseling, complete gynecology services, free or low cost birth control supplies, pregnancy testing, counseling & referrals, screening for sexually transmitted diseases

Aging

ACCESS

<http://www.portauthority.org/PAAC/CustomerInfo/ACCESS/tabid/121/Default.aspx>
 ACCESS Transportation Systems
 650 Smithfield Street
 Centre City Tower, Suite 440
 Pittsburgh, PA 15222-3914

- A door to door shared ride transportation service
- *Advance reservations required*
- Special discounts for age 65 & up
- Disabled persons may qualify

Main: 412-562-5353

TTY: 1-800-654-5984

ADULT PROTECTIVE SERVICES

- Callers can anonymously report elder abuse

412-350-6905

ALLEGHENY COUNTY

AREA AGENCY ON AGING (ACAA)

<http://www.alleghenycounty.us/dhs/aaa.aspx>
 441 Smithfield Street
 Second Floor
 Pittsburgh, PA 15222-2219

- Protective services for older adults
- Reporting agency for suspected abuse, abandonment, exploitation, or neglect of individuals age 60 & up

Main/Business: 412-350-4234

Senior Line: 412-350-5460

Toll Free: 800-344-4319

Fax: 412-350-4330

TDD/TTY: 412-350-2727

HILL HOUSE ASSOCIATION

- Provides help with transportation, meals on wheels, case management, & other support services
- For ages 60 & older

412-392-4438

Child Abuse

A CHILD'S PLACE AT MERCY HOSPITAL

412-232-7200

http://www.mercybehavioral.org/poc/view_doc.php?type=doc&id=13233

- Provides assessment and evaluation of children for possible sexual abuse and child maltreatment.
- Includes medical exam and interviewing.

CASA

412-594-3606

(Court Appointed Special Advocates)

- Volunteer advocates who provide support for pending child abuse & neglect cases by investigating the case, meeting with professionals involved, & making court recommendations

CHILD ABUSE HOTLINE

1-800-422-4453

- Confidential phone counseling & referrals

CHILDLINE

(PA State child abuse hotline)

<http://www.dpw.state.pa.us/PartnersProviders/ChildWelfare/003670361.htm>

- Telephone reporting system to report suspected instances of child abuse and neglect
- Best place for callers to anonymously report child abuse
- They will make a report to CYF for you if they find your case to be reportable

Toll Free/24 hrs:

1-800-932-0313

CYF (CHILDREN, YOUTH, AND FAMILIES)

<http://www.county.allegheny.pa.us/dhs/cyf.aspx>

Human Services Building

One Smithfield Street

Suite 400

Pittsburgh, PA 15222-2225

- Answers general questions & takes anonymous reports
- Determines the need for ongoing services.
- Determines the level of risk of abuse and neglect.

Main: 412-350-5701**Lexington Office:**

412-473-2000

**To Report Child Abuse,
see CHILDLINE****FAMILY LINKS**

(formerly Whale's Tale)

- Provides short-term shelter, assessment, treatment planning, & family counseling for youths

412-661-1800

FAMILY RESOURCES

- Works to prevent and treat interfamilial child abuse and neglect through counseling, parenting classes, and (for CYF clients) in-home crisis intervention

412-363-1702

KIDS VOICE

<http://www.kidsvoice.org>

700 Frick Building

437 Grant Street

Pittsburgh, PA 15219

- Goal is to provide children with a safe and permanent home environment
- Provides legal representation & advocacy in court for children & recommendations through investigations
- Works for services to be in place to protect children from future harm

412-391-3100

Fax: 412-391-3588**PITTSBURGH CHILD ADVOCACY CENTER**

<http://www.chp.edu/CHP/cac>

Children's Hospital Drive

45th and Penn Ave

Pittsburgh, PA 15201

- Provides assessment & evaluation of children for possible abuse & neglect.
- Includes medical exam & interviewing.

412-692-8664

Child Care / Parenting

ANGEL'S PLACE 412-531-6667
Swissvale

- Can provide free clothing & nursery furniture when available

CHILD CARE FOR COURT

- Criminal412-350-6159
- Juvenile (Family Division)412-350-0346
- Municipal (Domestic)412-350-6735
- First come first serve, cannot reserve spot

CHILD CARE INFORMATION SERVICES 412-261-2273

- Provides information & referrals to child care providers based on caller's specific needs & preferences
- Provides information on subsidized child care

CHILD CARE PARTNERSHIP 412-261-CARE

- Provides lists of daycare centers & information on choosing child care 1-800-392-3131

CHILD CARE WORKS 1-877-4-PA-KIDS

- State helpline that connects families with local child care information service agencies
- May help working parents by paying part of the cost for child care
- Provides information about location child care providers & can check the complaint history of daycare centers

FAMILY CARE CONNECTION CENTER 412-692-5050

- Run through Children's Hospital
- Offers family support services such as developmental assessments home visits, & parenting classes

FAMILY RESOURCES 412-363-1702

- Helps prevent & treat child abuse by family members through crisis intervention services & support groups
- Parenting classes offered in the Hill District, East Liberty, & McKeesport

FIRST STEPS 412-232-0322

- Assists women from pregnancy through the first five years of her youngest child's life
- Can provide for food and clothing needs, prenatal care, child development instruction, and referrals for services

GENESIS CENTER 412-766-4934
Bellevue

- All services are free of charge
- Pregnancy testing & counseling
- Lamaze, newborn care, & parenting classes
- Provides supplies such as maternity & baby clothing, formula, diapers, & baby food
- When available, they also provide other baby supplies, equipment, & furniture

HEALTHY START HOUSE 412-466-1191

- Provides parenting support & education
- Links to community resources
- Family focused programs open to the community

HOMEWOOD-BRUSHTON FAMILY SUPPORT CENTER 412-243-6088

- Offers parenting classes & a teen pregnancy program
- Has mentoring & after-school programs for children

MOM'S HOUSE 412-531-6667

- Free child care for low-income single mother attending any level of schooling
- Counseling, tutoring, & classes in parenting & homemaking skills provided
- Free clothing & nursery furniture when available

PARENT-TEEN CONFLICT PROJECT 412-363-1702

- For families with children ages 8-18
- Offers various support services, including hotline counseling & support groups

PARENTAL STRESS CENTER 412-361-4800

5877 Commerce St
Pittsburgh, PA 15206

- Provides numerous services to families with children at risk of abuse or neglect
- Some assistance is given to those who need furniture/food/clothing.
- Is now part of Family Services of Western Pennsylvania
- Does not offer parenting classes

WARMLINE 1-800-641-4546

- Provides support, information,
& referrals on parenting & parental stress

YWCA OF GREATER PITTSBURGH CHILD CARE INFORMATION SERVICES 412-261-2273

Clothing / Furniture

AVENUE FURNITURE 412-441-8538

6600 Hamilton Ave.

DRESS FOR SUCCESS 412-201-4204

332 Fifth Ave.

Downtown Pittsburgh

- Non-profit organization that offers services to help women enter the workforce
- Each client receives one business suit when she has a job interview and another outfit if she gets the job
- Clients on public assistance receive a week's worth of outfits
- Professional volunteers assist clients with career development skills
- A professional that the woman is working with in-person must refer her to this agency

****EAST END COMMUNITY THRIFT** 412-361-6010

5123 Penn Ave.

- No furniture

FIRST METHODIST CHURCH

412-681-4222

S. Aiken & Centre Ave.

- No furniture

GOODWILL INDUSTRIES

Main Admin:

South Side

412-481-9005

- Provides support via a voucher system for individuals in need, allowing them to purchase clothing, household items, and furniture
- Social service workers are required to write a letter of referral on behalf of the client in order to receive a voucher
- There are several area locations
- The Southside location also offers a Computer Store where anyone can purchase refurbished computer equipment at a reduced cost

SALVATION ARMY THRIFT STORE

412-394-3580

- Vouchers may be provided to individuals in need for use at the Salvation Army Thrift Shop
- Social service workers can call for the guidelines and an application

ST. VINCENT DE PAUL SOCIETY

412-321-1071

- Offers clothing vouchers to their six different thrift stores
- Call the number provided to request a voucher, which is sent to the store nearest the client
- Also offers an Appliance Access program for people in need living in the zip codes 15212, 15214, and 15233
- This program allows low-income individuals to obtain new and safe refrigerators, ranges, and hot water heaters
- Washers and dryers may be considered on an exception basis
- Call for qualifying criteria.

****THRIFTIQUE**

412-271-0544

7400 ½ Church St.

Swissvale

****TREASURE HOUSE FASHIONS**

412-364-3256

8035 McKnight Rd.

North Hills

****WEAR AFTER SHOP**

412-687-2600

(run by the Junior League)

4752 Liberty Ave.

Bloomfield

Counseling for Abusers

TERRY BICEHOUSE (private)

- Provides counseling to Abused Men/Abusive Men
- \$70 (must be paid up front) for initial visit then works on sliding scale according to income
- Office is located on the North Shore
- Also does groups at WC&S

At WC&S:

412-687-8017 ext. 340
9am-6pm: 724-285-3193

Counseling Resources

ALLEGHENY GENERAL

412-330-4000

- Offers individual therapy, group therapy, & psychiatric services
- Accepts most major insurances, as well as a self-pay scale
- Clients are only being responsible for 50% of the bill if they pay on the day of service

ANTI-HATE HOTLINE / CONTACT PITTSBURGH **24 Hour:** 1-800-273-TALK (8255)

<http://www.contactpgh.org/antihate.php>

10 AM-Midnight

- Provides immediate emotional support, concerning harassment, unprovoked comments; due to race, gender, religion, ethnic origin, & sexual orientation
- Also have a hotline to provide support for crises & suicide, veterans, and students & young adults

(Allegheny Co. warmline):

412-820-4357

CATHOLIC CHARITIES

412-456-6999

<http://www.ccpgh.org/>

212 9th St

Pittsburgh, PA 15222

- Offers marital, individual, family & group counseling-services
- Available for survivors of sexual abuse, post-abortion depression, anger management & divorce separation

CENTER FOR TRAUMATIC STRESS IN CHILDREN & ADOLESCENTS

412-330-4328

<http://www.pittsburghchildtrauma.com/>

Allegheny General Hospital

Department of Psychiatry

4 Allegheny Center

8th Floor

Pittsburgh, PA 15212

- Free counseling at Allegheny General Hospital for children who have lived through for traumatic life events such as sexual and physical abuse, homicide, witnessing crime, divorce, suicide, war, car accidents
- Child's parent should ask for Faith O'Shea in order to set up counseling (domestic violence)
- Family unit therapy

CLINICAL PSYCHOLOGY CENTER 412-624-8822
AT THE UNIVERSITY OF PITTSBURGH

- Not equipped to deal with drug & alcohol issues
- Sliding scale fees

COUNSELING CENTER 412-881-2255
 4129 Brownsville Rd.

- Center that provides both individual & family counseling
- Accepts insurance for services

DUQUESNE UNIVERSITY'S 412-396-6562
PSYCHOLOGY CLINIC

- Doctoral psychology students provide therapy & mental health counseling to individuals, families & children
- There is a minimum fee of \$10 per session **or** \$1 per \$1000 of the client's annual income
- Services are confidential & open to both students and the general public

FAMILY RESOURCES

<http://www.familyresourcesofpa.org/>
 Locations throughout Allegheny County

- Therapy services for victims of physical, emotional & sexual abuse both children and adults
- Warmline: a confidential hotline to answer parenting questions

Main: 412-363-1702

Fax: 412-363-1724

Warmline: 412-641-4546

Toll Free: 1-877-927-6596

Toll Free (outside Allegheny Co.):
 1-800-641-4546

FAMILY SERVICES
OF WESTERN PENNSYLVANIA

<http://www.fswp.org/>
 3230 William Pitt Way
 Pittsburgh, PA 15238

- Offers a wide range of counseling services for adults, children, and families

Toll Free: 888-222-4200

412-820-2050

TTY: 724-472-1015

Fax: 412-820-2060

GOOD GRIEF CENTER
FOR BEREAVEMENT SUPPORT

<http://www.goodgriefcenter.com>
 2717 Murray Avenue
 Pittsburgh, PA 15217-2419

- Families continuing to work through grief

412-224-4700

Toll Free: 1-888-474-3388

Fax: 412-224-4717

HELPLINE

412-255-1155

- Gives information & referrals for health & human services
- Extensive directory of programs in the region
- Is not a counseling hotline

HD CENTER FOR NURTURING FAMILIES 412-683-7517

- (Hill District Residents)
- Parent support groups, referral to community resources, advocacy to other agencies

JEWISH FAMILY & CHILDREN'S SERVICE 412-422-7200

- Offers a wide range of counseling services such as support groups & one-on-one sessions for individuals, families, & children
- Not necessary to be Jewish to receive services
- Fees are on a sliding scale.

MILITARY ONE SOURCE 1-800-342-9647

www.militaryonesource.com

- Confidential support service for military members, spouses, and families
- Free counseling available face-to-face, over the phone, or online
- Offers emotional support & resources for child care, personal finances, housing & relocation

MOTHERS AGAINST DRUNK DRIVING

<http://www.maddpa.org/>

- Support group for victims of DUI

24 Hour Hotline:

877-MADD-HELP

Western PA:

1-866-828-1660

PARENTS OF MURDERED CHILDREN

724-733-4084

- Support group lead by Cindy and Ed Lang
- First Saturday of every month at Turtle Creek Human Resource Bldg (10AM -NOON)

PEER SUPPORT & ADVOCACY NETWORK

1-866-661-9276

- Hotline counseling for people with mental illnesses (including depression)
- They are there to listen, offer support, & give referrals
- Operates 7 days a week from 2pm-10pm

PERSAD CENTER, INC

<http://www.persadcenter.org/>

5150 Penn Avenue

Pittsburgh, PA 15224

412-441-9786

Fax: 412-363-2375

- Helps Lesbian, Gay, Bi-sexual, Transgendered people & their significant others
- Staff of mental health professionals are trained to respond to the emotional needs of the LGBT community in a caring way that is sensitive, non-judgmental, & culturally specific
- Mental Health services include: individual, group, couples, and family counseling, & psychiatric evaluations
- Counseling issues include, but are not limited to, sexual identity, stress, depression, anxiety, grief, fear, & intimate partner violence (for victims and perpetrators)
- HIV/AIDS services include individual assessments, individual and family counseling, support groups, retreats, & seminars
- For clients with no insurance, payments are based on sliding fee scale

PITTSBURGH ACTION AGAINST RAPE (PAAR)

<http://www.paar.net/>

81 South 19th Street

Pittsburgh, PA 15203-1852

24 Hour: 866-363-7273

Office: 412-431-5665

Fax: 412-431-0913

TTY: 412-431-2576

- Crisis intervention, medical & legal advocacy groups offered for sexual assault survivors
- Offers individual & group counseling for adult survivors of past or present sexual abuse

- Also offers counseling to child victims of sexual abuse, as well as their parents
- Play therapy & art therapy are utilized for young children

PITTSBURGH PASTORAL INSTITUTE 412-661-1239

- Offers nondenominational counseling for individuals and groups
- Accepts most major insurance, & some financial assistance is available in cases of financial hardship or lack of insurance

RESOLVE CRISIS NETWORK 1-888-796-8226

<http://www.upmc.com/services/resolvecrisisnetwork/Pages/default.aspx>

- 24-hour hotline for callers who are feeling suicidal, overwhelmed, or stressed
- Counselors can either speak with callers over the phone or make the trip to speak face-to-face anywhere in Allegheny County
- Make referrals to appropriate social service provider
- Also on call child psychiatrist / child-adolescent team
- Make referrals to psychiatric hospital for further evaluation
- Will help regardless of the caller's ability to pay or whether or not they have used behavioral health services in the past

SELF-HELP GROUP NETWORK 412-578-2450

- Call for information on various support groups

SURVIVORS OF SUICIDE (STAR PROGRAM) **Main:** 412-246-5619

- Western Psychiatric Institute group for bereaved families of suicide victims **Sue Wesner:** 412-246-5619

THE CARING PLACE 1-888-224-4673

<http://www.highmarkcaringplace.com/>

- 620 Stanwix Street
- Pittsburgh, PA 15222
- Peer support groups for children dealing with death
- Parents/guardians involved in separate groups to learn how to help their children cope with grief
- Counseling for socially & emotionally disturbed children & their families
- Individual, group, & family therapy available
- Parent counseling offered

THE COMPASSIONATE FRIENDS 412-835-1105

<http://www.tcfpittsburgh.org/>

P O Box 17388

Pittsburgh, PA 151235

- Self-help support group for bereaved parents, siblings & grandparents who have lost a child of any age through any cause
- Last Sunday of each month 2:30-5:30pm at Bower Hill Community Church, 70 Moffett Street

WESTERN PSYCHIATRIC INSTITUTE **Toll Free:** 1-877-624-4100

<http://wpic.upmc.com/Services.htm>

412-624-1000

3811 O'Hara Street
Pittsburgh, PA 15213-2593

- Offers a full range of inpatient and outpatient services for children and adults.

YWCA WOMEN'S COUNSELING CENTER 412-255-1162

- Offers therapy and mental health counseling
(possible waiting list—only 3 therapists are available)
- Based on the client's financial situation
- There is either no fee for services, a sliding fee scale, or insurance is accepted

Crime Scene Clean Up

ADVANCED BIO-TREATMENT 1-800-295-1684
<http://www.advancedbio-treatment.com>

BIO CLEAN **Office:** 724-693-8770
Cell: 412-720-3128

BIOCLEAN SERVICES 1-800-901-2988
<http://www.biocleanservices.com/>

CRIME SCENE CLEAN-UP 1-800-295-5460
<http://www.crimeclean-up.com/>

Disability Resources

See separate CV Resource Binder, "Resources for People with Disabilities"

CENTER FOR HEARING & DEAF SERVICES, INC. **Voice/TTY:** 412-281-1375
www.hdscenter.org

1945 Fifth Avenue
Pittsburgh, PA 15219

- Can provide assistance in referrals for court interpreters when needed for hearings and trial
- Serves both children and adults

Drug & Alcohol Support Services

AL-ANON FAMILY GROUPS 1-800-628-8920

- Helps families & friends of alcoholics through a 12-step program

ALCOHOLIC'S ANONYMOUS 412-471-7472

- Emotional support for alcoholics through a 12-step program

BUREAU OF DRUG & ALCOHOL SERVICES **24 Hour Hotline:**

- Use 24-hour crisis hotline for emergency care, crisis counseling, & referrals
1-888-424-2287
412-350-3328
- Offers outpatient, residential, and partial hospitalization services as well as case management & prevention services

COVE FORGE BEHAVIORAL HEALTH SERVICES 1-866-323-5612

South Side

- Provides drug & alcohol assessments, outpatient, & partial hospitalization programs, as well as therapy for individual & families

DISCOVERY HOUSE 412-661-9222

East Liberty

- Outpatient substance abuse program specializing in methadone treatment for opiate addiction
- Also offers detox, follow-up, & therapy services, as well as family, couples, & group counseling

FAMILY TREATMENT CENTER 412-381-8230**AT FAMILY LINKS** (formerly Whale's Tale)

Southside

- Inpatient Program
- 3-6-month residential facility for women with children up to age 12
- Cannot accept patients who need to detox or who are on methadone
- Most insurances are accepted
- County funding is available for those with limited resources
- Callers can self-refer—they do not need to be working with a professional

GATEWAY REHABILITATION CENTER 1-800-472-1177

- Callers will be referred to a Rehabilitation Center in their area where they can be set up with a free evaluation
- Offers in-patient, out-patient, & partial hospitalization services

MERCY BEHAVIORAL HEALTH

- Provides an extensive variety of recovery options (including individual and group counseling)
- Fees may be based on a sliding scale, & insurance is accepted

North Side**(East Commons Center):**

412-323-4500

South Side**(Birmingham Towers):**

412-488-4040

MCKEESPORT COLLABORATIVE 412-829-7112

- Helps current or former drug abusers get connected to a wide array of social service agencies

POWER

412-243-7535

- Outpatient, intensive outpatient (IOP), & partial hospitalization treatment services
- Inpatient, offers individual & group therapy, life skills education, case management, & discharge planning

SOUJOURNER HOUSE

412-441-7783

Garfield

- Women 21 & older w/ children to age 12
- Must have completed rehabilitation
- Women **MUST** be recommended by a service provider/case worker
- Hotline advocates are not considered service providers in this respect

WELLPLACE**24 Hour Hotline:**

1-800-821-4357

- Provides counseling, assessments, & mental health support for people with substance abuse and/or mental health issues

Financial Assistance

ANNUAL CREDIT REPORT**1-877-322-8228**

www.annualcreditreport.com

Annual Credit Report Request Service

P.O. Box 105281, Atlanta, GA, 30348-5283

- Contact either by phone, internet, or mail to request free credit file disclosure (commonly called a credit report) once every 12 months from each of the nationwide consumer credit reporting companies: Equifax, Experian, and TransUnion.
- No fee – completely free (unlike sites such as freecreditreport.com and freescore.com)

CATHOLIC CHARITIES

- Can sometimes provide financial assistance. Apply online @ www.ccpgh.org
- Applicants must have a letter verifying that they are receiving services for domestic violence

COMMUNITY HUMAN SERVICES CORP.

412-246-1640

HOMESLESS ASSISTANCE PROGRAMS

- Can sometimes provide financial assistance
- Applicants must be 18 or older, drug & alcohol free for 90 days, & to have been away from their abuser for 6 months

DPA FINANCIAL ASSISTANCE PROGRAM

412-565-2146

- Can provide up to \$300 to assist with rent or to prevent eviction
- Applicants need to provide verification of income & landlord must provide letter of intent to

DEPARTMENT OF PUBLIC WELFARE (DPW)

412-565-2146

County Assistance Office

Applicants may receive benefits such as:

- Temporary Assistance for Needy Families (TANF)--provides money for dependent children and their parents or other relatives with whom they live, and for pregnant women
- General Assistance (GA)--GA provides money for persons who do not meet the requirements for TANF. Most GA recipients are individuals or couples with no dependent children, who have temporary or permanent disabilities that prevent their employment.
- Food stamps and Medicaid may be applied for at this office at the same time cash assistance is requested
- Call for income and eligibility requirements

PITTSBURGH PRESBYTERIAN CHURCH 412-323-1400

- Has a “Lazarus Fund” that can be used for financial assistance

THE SALVATION ARMY 412-394-3580

- These number links callers up with their local Salvation Army branch, which may be able to assist with the first month’s rent & utilities

UNITED WAY DISCRETIONARY FUND 412-578-2450

- Can provide up to \$200 in assistance as a last resort
- Applicant needs to provide a budget as well as their landlord’s employee ID#
- Application must be completed by a caseworker

URBAN LEAGUE 412-227-4802

- Housing, education, & counseling
- Employment & child care assistance
- 1st month rent & security deposit (when funding is available)
- Eviction assistance (must have eviction notice)

WELFARE HOTLINE 1-800-692-7462

For the state of PA

- Callers are encouraged to call the Dept. of Public Welfare’s County Assistance office first (number listed above)
- The Welfare Hotline helps resolve problems people are having with their local county assistance office
- Provides referrals to other social service agencies

Food Resources

GREATER PITTSBURGH 412-460-3663**COMMUNITY FOOD BANK**

<http://www.pittsburghfoodbank.org>

JUBILEE ASSOCIATION 412-261-5417

2005 Wyandott St.

NORTH HILLS COMMUNITY OUTREACH 412-487-6316

- Available only to residents of the greater North Hills area

PUBLIC WELFARE DEPARTMENT 1-800-692-7462**RAINBOW KITCHEN** 412-464-1892

114 E. 8th St.

- Food pantry and soup kitchen

ST. VINCENT DE PAUL SOCIETY 412-321-1071

North Side

- In addition to the large food pantry in the North Side, they operate smaller pantries in other neighborhoods
- Call for locations

Funeral Expense Assistance

CHRISTIAN ASSOCIATES

<http://www.casp.org/>
204 37th St
Pittsburgh, PA 15201

412-688-9070
Fax: 412-688-9091

- Will donate a casket
- The Funeral Director must call to make arrangements

ST. VINCENT DEPAUL

<http://www.svdppitt.org/services.html>
1243 North Franklin Street
Pittsburgh, PA 15233

412-321-1071
Fax: 412-321-9131

- Indigent Burial Program: Contributions for people without families

VICTIMS COMPENSATION PCCD

<http://www.pccd.state.pa.us/pccd/site/default.asp>

1-800-233-2339
Fax: 717-787-4306

- Harrisburg is where decisions are made and checks are distributed

Gay / Lesbian / Bisexual / Transgendered (GLBT) Resources

Note: There are additional resources (including brochures and website listings) in the referral area of the hotline office.

GAY & LESBIAN COMMUNITY CENTER OF PITTSBURGH

412-422-0114

- Offers social activities, a Youth Night, information & referrals, & HIV testing for the GLBT community

GAY & LESBIAN NATIONAL HOTLINE

1-888-THE-GLNH

- Nationwide information, referral, & peer-counseling hotline

PFLAG

412-833-4556

(Parents and Friends of Lesbians and Gays)

- Support & resources for family & friends of GLBT persons

PERSAD CENTER

412-441-9786

- Specifically geared to provide support & counseling to the GLBT community
- Has an Intimate Partner Abuse Program that provides support to both victims & abusers
- For clients with no insurance, payments are based on a sliding fee scale

Grief / Bereavement Resources

- THE CARING PLACE** 1-888-224-HOPE (4673)
- Grief support for children, adolescents, & their families
- THE GOOD GRIEF CENTER** 412-224-4700
- Offers bereavement groups for young adults that meet in Oakland & the North Hills
- HELPLINE** 412-255-1155
- 24-hour hotline support & referrals
- MAGEE-WOMEN'S HOSPITAL** 412-641-1000
- Offers groups for coping with cancer & pregnancy loss
- NORTH HILLS YOUTH MINISTRY COUNSELING CENTER** 412-366-1300
- Has a bereavement group for widows & widowers
- ST. ROSALIA "LAZARUS" BEREAVEMENT SUPPORT GROUP** 412-521-6256
- Participants do not need to be affiliated with the church in order to attend
- SURVIVORS OF SUICIDE** 412-246-5633
- Offers groups for family & friends who have lost a loved one to suicide

Health & Medical Resources

EMERGENCY ROOMS

Allegheny General Hospital.....	412-359-3252
Magee Women's Hospital.....	412-641-4933
Mercy Hospital.....	412-232-7555 Presbyterian
Hospital.....	412-647-2345
Shadyside Hospital.....	412-623-2063
West Penn Hospital.....	412-578-5434

ADULT BASIC COVERAGE FOR UNINSURED PENNSYLVANIANS 1-800-543-7105

- For low-income people ages 19-65 (call for income requirements)
- Does not cover prescriptions or mental health

ALLEGHENY ASSISTANCE OFFICES 412-565-2146

611 Pittsburgh State Office Building
300 Liberty Avenue
Pittsburgh, PA 15222-1215

- Assist those who need Medicaid/Medicare
- Phone number is an information line for welfare; will refer & answer questions

ALLEGHENY COUNTY HEALTH DEPARTMENT 412-687-2243

Oakland

- Provides free STD testing
- Immunization shots for a low fee

ALMA ILLERY MEDICAL SERVICES 412-244-4700

227 Hamilton Ave.

- Serves all areas
- Hours: M-W-F, 8:30-5:00; Tues., 10:30--8:00; alternate Sat, 9:00-1:00.
- General medical services include family planning, dental & mental health
- Sliding scale fee, no free services, insurances accepted

BIRMINGHAM HEALTH CLINIC 412-692-470654 S. 9th Street

- No appointment necessary
- Hours: Mon. 6:00 pm-9:00 pm.; Wed. 1:00-4:00 pm.; Sat. 10:00-1:00
- Must be age 18 or older
- General medical services
- All services are free

CATHOLIC CHARITIES 412-456-6911**FREE HEALTH CARE CENTER**<http://www.ccpgh.org/healthCenter.cfm>

Suite 301

212 Ninth Street (corner of 9th & Liberty)

Pittsburgh, PA 15222

- For working uninsured individuals & their family members
- Regardless of race, gender or religion
- Provides care for both medical & dental needs
- By appointment only, must print & fill out application on website
- Call for income requirements (It cannot be more than 200% above the poverty level)

CHILDREN'S HEALTH INSURANCE PROGRAM (CHIP) **Toll Free: 1-800-986-KIDS (5437)**
Family Division: 412-350-5600www.chipcoverspakids.com

- Offers health care coverage for children ranging in ages from birth to 18
- Covers regular check-ups, immunizations, dental, emergency care, prescriptions, & well-baby visits

CONSUMER HEALTH COALITION 412-456-1877<http://www.consumerhealthcoalition.org/>

Centre City Tower

650 Smithfield St, Suite 2130

Pittsburgh, PA 15222

- Connects low income and people with disabilities with low cost health insurance & prescription medication assistance.
- Call to find out for qualification details

EAST LIBERTY FAMILY HEALTH CARE CENTER 412-661-2802

- Offers free/low-fee health care
- All major insurances are accepted
- General medical services including dental, pediatrics, drug & alcohol outreach, as well as homeless outreach medical services

MAGEE WOMEN'S HOSPITAL CLINIC 412-488-2690**AT MT. OLIVER**

1630 Arlington Ave.

- Open to women of all ages, walk-ins or appointments
- Pregnancy tests, family planning, prenatal and gynecological care
- STD & HIV testing, & sexuality counseling
- Referrals available for mammograms, nutritional needs, depression & drug and alcohol
- Education programs for women with infants
- Accepts most insurances, payments not due at time of service

NORTH SIDE HEALTH CLINIC 412-231-3720

100 West North Ave

- No appointment necessary
- Hours: Friday, 10:30-1:30
- Must be age 18 or older
- General medical services
- All services are free

PA HEALTH LAW PROJECT 1-800-521-1635

- Helpline for people having difficulties with eligibility requirements while applying for medical assistance
- Also for people who are already on medical assistance and need help accessing benefits

PARTNERSHIP FOR PRESCRIPTION ASSISTANCE 1-888-477-2669<https://www.pparx.org/Intro.php>

- PPARxPA is a program that connects qualified, low-income people with discount prescription drugs, direct from the pharmaceutical manufacturer

RX BLUE STAR SOLUTIONS 1-800-521-1635

- Can help lower prescription costs for people with or without insurance
- Assists in delivering the medication to the person's home or housing facility
- No age, premedical condition, or income requirements

RX COUNCIL 412-422-7442

- Provides free medication for qualified applicants
- Must be under age 65, on no other sort of prescription program, & an Allegheny Co. resident

SQUIRREL HILL HEALTH CENTER

412-422-7442

<http://www.squirrelhillhealthcenter.org>

200 JHF Drive, Lower Level

Pittsburgh, PA 15217

- Provides general medical care as well as pediatric & ob./gyn services
- Behavioral, mental health, & case management services
- For everyone in the community, with a special concern for religious beliefs, ethnic & cultural background, primary language, age, sex, & disability status.
- Accepts insurance or charges fee based on sliding scale fee (\$15 minimum)
- Call for an appointment & sliding fee income criteria

**UPMC ST. MARGARET GARFIELD HEIGHTS
DENTAL CENTER**

412-441-7874

- Provides a full range of dental services
- Most insurances are accepted, & easy payment plans are offered for those without insurance

Homeless Support Services**COMMUNITY HUMAN SERVICES CORP.**

412-246-1640

HOMELESS ASSISTANCE PROGRAMS

- Case management services & relocation assistance for homeless or near homeless people
- Furnishings, moving assistance & rental subsidies may be provided for the initial transition
- Requirements: Age 18 or older without a signed lease & D/A free for 90 days
- If applicant is a domestic violence victim, she/he must have been away from the abuser for 6 months

EAST END CO-OP MINISTRY

412-361-5549

Roup & Friendship Ave.

- Men only

**HOMELESS PREVENTION
& RAPID RE-HOUSING PROGRAM**

1-877-350-4777

- Phones answered weekdays from 8:30am-4:30pm
- Helps link clients with agencies which may provide short-term rental & utility assistance, as well relocation services, to individuals & families who are homeless or at risk of becoming homeless

JUBILEE ASSOCIATION

412-261-5417

2005 Wyandotte St., Uptown

- Day shelter that offers recreation, facilities, & outreach services

MIRYAM'S

412-471-0155

1410 Fifth Ave., Uptown

- 24-hour crisis phone line
- Day Shelter hours 9 a.m. to 7 p.m. everyday
- Women with mental health issues only
- The only service of its kind in the county whose phone line is open year round 24 hours a day

MON-YOUGH COMMUNITY SERVICES 412-675-8585
 500 Walnut St., McKeesport

- 24-hour crisis phone line
- Office hours Mon.-Fri. 8:30a.m. to 5 p.m.
- Counseling & support services for women & men with mental health issues

RENAISSANCE CENTER
Mercy Behavioral Health 412-261-0875
 925 Penn Ave

- Women with mental health issues only
- Mon.-Thurs. 9 a.m. to 9 p.m., Fri. 12 p.m. to 4 p.m.

WELLSPRING CENTER 412-263-2545
 Fifth Avenue Commons, 905 Watson St.

- For both women & men

Housing

ALLEGHENY COUNTY HOUSING AUTHORITY 412-355-8940
<http://www.achsng.com/main.htm>

ACTION HOUSING 412-281-2102

- Housing referrals (No financial assistance)
- Rehabilitation & weatherization programs
- Offers a Family Savings Account Program that can give families financial grants once they have saved \$1200
- Can provide help with avoiding home foreclosures

CITY OF PITTSBURGH HOUSING AUTHORITY 412-456-5000
<http://www.hacp.org/>

COMMUNITY HUMAN SERVICES CORP. 412-246-1640
HOMELESS ASSISTANCE PROGRAMS

- Case management services & relocation assistance for homeless or near homeless people
- Furnishings, moving assistance, & rental subsidies may be provided for the initial transition
- Requirements: Age 18 or older without a signed lease and D/A free for 90 days. If applicant is a domestic violence victim, she/he must have been away from the abuser for at least 6 months.

DPA FINANCIAL ASSISTANCE PROGRAM 412-565-2146

- Can provide up to \$300 to assist with rent or to prevent eviction
- Applicants need to provide verification of income & landlord must provide letter of intent to rent

EMERGENCY MORTGAGE ASSISTANCE PROGRAM 1-800-342-2397
http://www.ceopeoplehelpingpeople.org/index.asp?Type=B_BASIC&SEC={BAEB6942-A382-49CE-A6CD-27C896432C23}

- Assistance for those in danger of losing their home

HOUSING AUTHORITY**Section 8**

- If accepted, you will receive a certificate/voucher for rent and/or utilities
- You must then find private housing with a landlord that accepts certificate/voucher payments

City: 412-456-5048
County: 412-355-8940

Public Housing (Projects)

City: 412-456-5000 /
 412-456-5030
County: 412-355-8940

LOW-INCOME HOME ENERGY ASSISTANCE PROGRAM (LIHEAP)

<http://www.dpw.state.pa.us/ServicesPrograms/liheap/>

- Assistance in paying utility bills (Seasonal)
- Crises Grants for those in jeopardy of losing their heat

Hotline: 1-866-857-7095
TTY: 1-800-451-5886
Cash Grants: 412-562-0330
Crises Grants: 1-800-851-3838

NEIGHBORHOOD SAFETY PROGRAM

412-904-4711

- Provides free deadbolt locks, smoke detectors, house numbers & crime prevention information for income and housing eligible city residents
- Does not service Section 8, AHRCO or federally subsidized housing residents
- There are income requirements
- May have to try a few times to get through, line is often busy

RAINBOW KITCHEN COMMUNITY SERVICES 412-464-1892

- Gives referrals for available housing & housing repairs

THE SALVATION ARMY 412-394-3580

- Gives referrals for organizations that may be able to help with the first month's rent and utilities

THREE RIVERS CENTER FOR INDEPENDENT LIVING

412-371-7700

- MH & people with disabilities
- May have a long waiting list
- Not a residential facility
- Offer support services such as transportation & housing assistance

UNITED WAY DISCRETIONARY FUND 412-578-2450**URBAN LEAGUE OF PITTSBURGH** 412-227-4802

<http://www.ulpgh.org/>

610 Wood Street

Pittsburgh, PA 15222

- Economic development, employment, education, housing, health & welfare programs
- Child care assistance
- Housing counseling services available
- Tenant-landlord relationships, mortgage & rental delinquency, maintenance, & government housing programs
- Eviction assistance (must have eviction notice)
- First month rent & security deposit (when funding is available)

Interpreters / Immigration Resources

Please request assistance from the Hotline Supervisor or a full-time Advocate if translation assistance is needed for a woman who would like to use our services. We can coordinate with an interpreter to either come to WC&S or connect on a conference call.

AJAPO

412-391-4985

ACCULTURATION FOR JUSTICE, ACCESS, AND PEACE OUTREACH

<http://www.ajapo.org/about.htm>

91 Crawford St.

Pittsburgh, Pennsylvania 15219

- AJAPO works with refugees and immigrants from Africa & the Afro-Caribbean Islands settling in Pittsburgh and Allegheny County
- Can help with Language development, workforce readiness training, crisis intervention

CENTER FOR HEARING & DEAF SERVICES

412-281-1375

(HDS)

- Accepts both voice & TTY calls
- Offers sign language interpreting services, behavioral health services, a life skills development program, & a deaf youth program

NATIONAL DOMESTIC VIOLENCE HOTLINE

1-800-799-SAFE (7233)

- Spanish speakers, as well as translators for more than 140 languages
- Available 24 hours a day
- Advocates available who understand immigration issues
- Helpful option for conference calling with clients who need translation assistance

PENNSYLVANIA RELAY SERVICE

TTY: 1-800-654-5984

Voice: 1-800-654-5988

PITTSBURGH REFUGEE CENTER

412-422-7200

<http://www.pittsburghrefugeecenter.org/>

1901-15 Centre Ave. Suite 203

Pittsburgh, PA 15219

- The mission of the PRC is to empower refugees to become self-sufficient & integrated into their new communities
- PRC can help with: Case Management (newly arrived refugees), Cultural Adjustment Services, Health Promotion for Women and Children, Education & Employment Assistance

PITTSBURGH REFUGEE & IMMIGRANT ASSISTANCE CENTER

412-521-1737

<http://www.jfcsphg.org/refugee.asp>

5743 Bartlett Street

- A program of Jewish Family and Children's Services (JF&CS)
- Offers assistance with legal issues pertaining to immigration and obtaining citizenship, as well as housing assistance, bilingual case management, ESL tutoring, job readiness workshops for people who have immigrated to the US or who have received refugee or asylee status, & tax basics education workshops (not tax prep)

**WELCOME CENTER FOR IMMIGRANTS
AND INTERNATIONALS**

412-422-8795

<http://www.wcii.org/>

5743 Bartlett St

Pittsburgh, PA 15217

- The mission of the WCII is to help immigrants & internationals successfully live in or relocate to Southwestern Pennsylvania.
- Info and Referral (primarily, WCII helps connect people to the services they need), Housing, Job Placement & Career Counseling, Help for Small Business Owners, Immigration & Naturalization

UNIVERSITY OF PITTSBURGH LANGUAGE DEPARTMENTS

- See website for phone numbers and addresses.
- <http://www.polyglot.pitt.edu/links.html>
- The Pittsburgh Campus Operator: 412-624-4141

INTERNET RESOURCES:

When sharing these resources, please remind callers about internet safety and how abusers can track which websites they have looked at on the computer that she is using. Some callers may feel safest using a computer in a place their partner cannot monitor, such as in a public library or friend's computer.

HOT PEACH PAGES

www.hotpeachpages.net

- Global list of domestic violence resources including hotlines, shelters, refuges, crisis centers, & women's organizations
- Index of DV resources in over 70 languages
- Website searchable by country or language

NATIONAL DV HOTLINE SPANISH LANGUAGE PAGE

www.ndvh.org/espanol/help/index.html

- Information about abuse & safety planning in Spanish from the National DV Hotline

PENNSYLVANIA IMMIGRANT & REFUGEE WOMEN'S NETWORK

www.pairwn.org

- Provides help and support specifically for immigrant and refugee women & children

Legal Resources

ALLEGHENY COUNTY BAR ASSOCIATION

412-261-6161

<http://www.acba.org/>

412-261-5555

400 Koppers Building

436 Seventh Ave

Pittsburgh PA 15219

- Lawyer referral service
- Call ahead to specify what type of lawyer you need
- A half-hour consultation costs \$25

ALLEGHENY COUNTY LAW DEPARTMENT 412-350-1187

- Will represent individuals regardless of income
- Will assist with child support or child & spousal support cases
- Will give priority to clients indicating they are DV victims

AMERICAN CIVIL LIBERTIES UNION Toll Free: 877-PGH-ACLU
 http://www.aclu.org/ (944-2258)
 313 Atwood St 412-681-7736
 Pittsburgh, PA 15213

- Information & litigation for constitutional violations

CHRISTIAN LEGAL AID OF PITTSBURGH 412-622-0232

- Provides free legal consultation to low income individuals for non-criminal issues
- Household income is not more than 125% of the federal poverty guidelines (call for more details)
- Callers will need to leave a message & someone will call them back to set up an appointment

CITY COURT 412-350-6715(also known as **MUNICIPAL COURT**)**COUNTY JAIL** 412-350-2000**DISABILITIES LAW PROJECT** 412-391-5225

- Provides free legal services to people with physical & mental disabilities

FEDERAL BUREAU OF INVESTIGATION 412-432-4000

- Legal Advocacy Available
- Complaint Duty Person Available

HUMAN RELATIONS COMMISSION

(Outside the city of Pittsburgh) 412-565-5395

(Within the city of Pittsburgh) 412-255-2600

- Accepts complaints & charges from individuals alleging discrimination in the following areas: Employment, housing, education, public places, race, color, national origin, ancestry, religion, handicap, disability, or age

INDIGENT DIVORCE SERVICE 412-434-7122

- City County Bldg., Corner of Forbes & Grant St.
- Free representation for low-income individuals in a no-fault and no property division divorce

JUVENILE COURT PROJECT 412-391-4467

The Park Building, 355 Fifth Ave.

- Provides a free Parent Advocate attorney to low income parents whose children are the subject of Juvenile Court dependency & termination of parental rights proceedings

LEGAL ADVOCACY DEPARTMENT (WC&S) 412-355-7400

- Provides information & referrals to domestic abuse victims regarding PFAs & the criminal justice system (including non-DV related matters)
- Assists victims in filing PFAs & filling out necessary paperwork
- Provides court accompaniment when staffing is available
- All services are free of charge & confidential

LEGAL RESOURCES FOR WOMEN (YWCA)**Main:** 412-391-5100

- Offers a large number of pro-bono legal resources
- General Referral Program for women seeking legal advice or representation from attorneys who have volunteered to provide an initial consultation at no fee
- Second Saturday, a monthly workshop for women that addresses the legal, financial, & emotional aspects of divorce
- Reduced Fee Program in which women receive a waiver of certain court costs & referrals to attorneys who charge significantly reduced legal fees (this particular program is only available to women with divorce, custody, and support cases in Allegheny County who meet federal poverty guidelines)
- Childcare available for children of walking age & older

Call ext. 11246 will transfer
412-255-1246**LEGALMATCH.COM**

- Matches visitors to the site with attorneys
- Visitors to the site enter their home state, basic information about their case, & the amount of money they can afford for legal fees.
- Within 24 hours, rigorously pre-screened local lawyers respond to them via email or phone. (On average, each client is contacted by 3 attorneys)

NEIGHBORHOOD LEGAL SERVICES**Toll Free:** 1-866-761-6572<http://www.nlsa.us/>

412-255-6700

928 Penn Ave

Pittsburgh, PA 15222

- Offers free legal advice, counsel, and representation in civil matters:
 - Housing (landlord-tenant, mortgage foreclosure, delinquent taxes)
 - Consumer (bankruptcy, judgment collection, car repossession)
 - Administrative (unemployment compensation, supplemental security income, wage claims)
 - Family (protection from abuse, custody, support, divorce)
- The type of legal service available will vary & can include one of the following: phone advice, legal clinic, referral to pro bono and /or reduced fee attorneys, full representation from an NLSA attorney
- Eligibility depends on financial guidelines

NIGHT COURT

412-350-3240

Municipal Court Bldg., First floor, 660 First Ave

- Victims can file for Emergency PFAs from 6 p.m.- 6 a.m. on weekdays, & 24 hours on weekends and holidays

PENNSYLVANIA HEALTH LAW PROJECT

1-800-274-3258

<http://www.phlp.org/>**TTY:** 1-866-236-6310

- For people who are either on medical assistance or who are uninsured and need legal help with health coverage

PFA UNIT

412-350-4441

- The PFA Unit is located in the Family Division of Family Court
- Information on how to obtain a PFA is on page 6
- Callers may reach the PFA Unit directly at this number if they have any further questions (or they may call WC&S Legal Department)

SUPPORT COURT

412-350-5600

**UPTOWN LEGAL CLINIC
(BETHLEHEM HAVEN)**

412-391-1348 ext. 120

905 Watson St

- Volunteer clinic attorneys provide free legal advice in the following areas of the law:
Divorce; support and custody (advice and counseling only); landlord-tenant; wills; consumer protection; bankruptcy; and public benefits (SS, SSI, SSD)
- Attorneys do not address criminal charges or PFAs
- Clinic operates on the second Wednesday of each month 6-9pm
- Call for eligibility requirements

Life Skills / Employment Resources

**BUREAU OF EMPLOYMENT
& TRAINING SERVICES**

412-350-6611

- Several local locations
- Administers programs to assist unemployed, underemployed, & low-income individuals in their job-seeking efforts

CAREER LINK

412-552-7100

Downtown

- Helps unemployed or underemployed people find work

**CAREER & WORKFORCE DEVELOPMENT
CENTER EAST**

412-241-2811

Homewood

- Offers employment referrals & job placement
- Assists with resumes, cover letters, & interview training

GREATER PITTSBURGH LITERACY COUNCIL

412-393-7600

- Several local locations
- Offers free one-on-one & group classes in basic literacy skills, as well as workforce preparation, GED preparation, ESL, & computer literacy instruction

HOSANNA HOUSE

412-243-4006

Wilkinsburg

- Offers several programs including job search, career assessment, life skills, & job readiness

JOB LINKS

412-621-3821

- Note: Please use this resource sparingly since it is a smaller program
- Offers a free 3-week program in resume writing, interviewing techniques, & job placement

NEW CHOICES / NEW OPTIONS

412-742-4362

- A free six-week career planning course for single parents and/or homemakers offering career exploration, job search skills, & assistance in job placement

NORTH HILLS COMMUNITY OUTREACH

412-487-6316

- Available to residents of the greater North Hills area
- Provides referrals to employment resources, as well as preparation for job searches & interviews

RAINBOW KITCHEN COMMUNITY SERVICES 412-464-1892

- Offers general case management services for people who need help becoming economically self-sufficient
- Also offers referrals to housing and utility assistance

REEMPLOYMENT TRANSITION CENTER 412-765-1280

333 Forbes Avenue

- Assists low-income or underemployed people in attaining job skills
- Provides workshops & trainings in resume writing, job application, & interview skills

Mental Health

902 CLINIC 412-391-1348 ext. 100

(A service of Bethlehem Haven at 905 Watson St.)

- Outpatient mental health clinic
- Provides free psychiatric & medication evaluations for women and men who are homeless & have no health insurance
- May provide medication or refer for further counseling

**ALLEGHENY COUNTY
EMERGENCY MENTAL HEALTH – 302'S** 412-350-4457**ALLEGHENY COUNTY
CRISIS EMERGENCY SERVICES (ACES)** 1-888-424-2287

- Referrals to drug & alcohol and mental health programs
- Also, referrals to shelters
- Hotline for anyone who just needs to talk
- Mobile crisis unit can evaluate someone for mental health issues, as well as suicide & 302 support

ALLEGHENY EAST MH/MR CENTER 412-243-3400**BUREAU OF MENTAL HEALTH SERVICES** **24 Hour Hotline:** 1-888-424-2287
412-350-4457

- Hotline for referrals, crisis counseling, & emergency care
- Offers outpatient, residential, & short-term inpatient services as well as rehabilitation, case management, & community outreach services

**DUQUESNE UNIVERSITY'S
PSYCHOLOGY CLINIC** 412-396-6562

- Doctoral psychology students provide therapy & mental health counseling to individuals, families and children
- There is a minimum fee of \$10 per session **or** \$1 per \$1000 of the client's annual income
- Services are confidential & open to both students & the general public

MERCY BEHAVIORAL HEALTH

- Offers both residential & outpatient mental health services for adults, children, & families
- Fees may be based on a sliding scale, & insurance is accepted

North Side**(East Commons Center):**

412-323-4500

South Side**(Birmingham Towers):**

412-488-4040

MERCY HOSPITAL ERC

(Evaluation & Referral Center)

1400 Locust St.

- Offers evaluation & referral services for people with mental health and/or addiction issues
- After being evaluated by a Mercy clinician, the patient may be admitted to an inpatient facility, discharged, or referred to an outpatient program

412-232-8800

PEER SUPPORT & ADVOCACY NETWORK

1-866-661-9276

- Hotline counseling for people with mental illnesses (including depression)
- They are there to listen, offer support, & give referrals
- Operates 7 days a week from 2pm-10pm

WELLPLACE

- Provides counseling, assessments, & mental health support for people with substance abuse and/or mental health issues

24 Hour Hotline:

1-800-821-4357

WESLEY SPECTRUM SERVICES

412-342-2300

Wilkinsburg

- Offers therapy, psychiatry, & groups for adults, families, and children
- Accepts most insurances, & offers a sliding fee scale

WESTERN PSYCH

412-624-2100

YWCA WOMEN'S COUNSELING CENTER

412-255-1162

- Offers therapy and mental health counseling
- Possible waiting list—only 3 therapists are available
- Based on the client's financial situation
- There is either no fee for services, a sliding fee scale, or insurance is accepted

Pet / Animal Resources

These numbers and other contacts are ideas for you regarding the care and safety of your pet. These numbers are in no way affiliated with CV, but they are resources that you—as an individual—may try in order to find somewhere safe for your pet to stay while you are in transition

GENERAL

- Family and Friends
- Veterinarian (one that you have used, or any in the phone book)
- Pet Boarding Facilities (one that you have used, or any in the phone book)
- Animal Care & Welfare (general information) 412-244-1372

ANIMAL SHELTERS

- Animal Friends 412-847-7000
- Animal Rescue League 412-661-6452
- Humane Society of Western PA 412-751-2010
- Western Pennsylvania Humane Society 412-321-4625

ANIMAL RESCUE GROUPS

- Angel Ridge Animal Rescue 724-229-7053
- Animal Advocates 412-928-9777
- Critter Care Adoptions 724-538-8494
- Hearts & Paws Pet Ministry 412-277-1096
- White Oak Animal Safe Haven 412.672.8901 or
412.672.8902

If you feel your pet is in danger of abuse or neglect and/or if you need an official to help you get your pet(s) out of the home, you may consider using a Humane Officer through Animal Friends.

HUMAN OFFICERS-ANIMAL FRIENDS 412.847.7066

Financial Assistance: If you need financial assistance to care for your pet during this time (including transportation of the animal to safety, veterinary care to treat injury or illness caused by abuse/neglect, or temporary boarding), you may consider applying for a financial assistance grant through Lifeline Crisis Relief.

EMERGENCY ANIMAL RESCUE SERVICE

- Website application
- Go to <http://www.uan.org/index.cfm?navId=167> for more information and to be directed to the website application.

Programs for Offenders

DIVINE INTERVENTION MINISTRIES 412-621-0622

<http://www.divineinterventionministries.org/>
2200 Wylie Avenue
Pittsburgh, PA 15219

- Dedicated to restoring the lives of incarcerated adults & at-risk youth by providing education, rehabilitation & job training opportunities

**WOMEN'S CENTER AND SHELTER
OF GREATER PITTSBURGH**

Hotline: 412-687-8005

- Offers batterer's groups for men who are trying to change their abusive attitudes & behaviors

FAMILY RESOURCES

<http://www.familyresourcesofpa.org/>

Main: 412-363-1702

Fax: 412-363-1724

- Locations throughout Allegheny County
- Services for teens & pre-teens who have sexually assaulted other children in their family
- Psychotherapeutic services for adults & adolescent perpetrators of abuse

THE PROGRAM FOR OFFENDERS, INC. 412-281-7380

100 N Braddock Ave # 201
Pittsburgh, PA 15208-2563

- Support services include: Case management, job counseling / training / placement / pre-release counseling for **females** who have been in trouble with the law
- Answering service refers to it as “The Program for Offenders”

VETERAN’S AFFAIRS

<http://www.pittsburgh.va.gov/>

- Relationship improvement Skills-Veterans only

Main: 412-365-4900**Direct:** 412-365-5136**FAMILY SERVICES
OF WESTERN PENNSYLVANIA**

- Will see defendant’s family members
- Can help with counseling issues

East Liberty Location:

412-661-1670

Reconstructive Surgery

FACE TO FACE

1-800-842-4546

- Program that may link survivors of domestic violence to free plastic surgery services if they have suffered facial, head & neck injuries due to intimate partner abuse
- Applicants are required to have been out of the abusive relationship for at least one year

GIVE BACK A SMILE

1-800-773-4227

- Program that may provide free cosmetic dental reconstruction for survivors who have sustained dental injury due to intimate partner abuse
- Applicants are required to have been out of the abusive relationship for at least one year

**UNIVERSITY OF PITTSBURGH
SCHOOL OF DENTAL MEDICINE**

412-648-8616

- Has a clinic that offers dental work at a reduced fee
- Accepts insurance or can do payment plans

Reproductive Health

ADAGIO HEALTH

1-800-215-7494

- Family planning, gynecological, & pregnancy care
- HIV / AIDS testing & education
- Free family planning services for teens age 17 and younger
- Women age 18 & older are charged on a sliding fee scale
- Free screening for breast and cervical cancer for women age 40 & older

ALLEGHENY REPRODUCTIVE

1-800-221-3988

200 N. Highland Ave.

412-661-8811

- Morning after pill
- Non surgical abortions from 5-7 weeks
- Surgical abortions from 7-19 weeks
- Contraceptive care & free pregnancy tests
- Treatment for STD's & routine gynecological exams provided

EMERGENCY CONTRACEPTION HOTLINE

1-888-NOT-2-LATE

- Automated service which provides contact information for 5 of the nearest health care providers who can prescribe emergency contraception

THE INFO PLACE

412-434-8975

Downtown

- Free and confidential information center for teens and young adults
- Staffed by Planned Parenthood educators
- Offers sexual health information on topics such as contraception, STDs, pregnancy testing & abortion services

PLANNED PARENTHOOD

412-434-8971

209 9th Street

Downtown Pittsburgh

- To find the health center nearest you call 1-800-230-PLAN
- Morning after pill
- Complete gynecological care
- Birth control counseling, as well as pregnancy and STD testing and counseling
- Sliding scale fee, could be free depending on income
- Free services for women under 17

**PLANNED PARENTHOOD /
WOMEN'S HEALTH SERVICES**

412-562-1900

933 Liberty Ave.

- A subsidiary of Planned Parenthood of Western PA which utilizes Women's Health Service's medical staff
- Free pregnancy tests
- Gynecological services, STD tests & treatment, HIV testing, & birth control counseling
- Abortion services charged on a sliding fee scale

WOMENCARE

1-888-231-4050

At Magee Women's Hospital

- Information & referral information
- Access to physicians who specialize in the care of women

Safety

CORNELL ABRAXAS WORKBRIDGE PROGRAM 412-201-4160

2840 Liberty Avenue Suite 300
Pittsburgh PA, 15222

- Provides victims of vandalism, burglary & other crimes with immediate assistance in repairs
- Advocate must call on behalf of victim

COMMUNITY COLLEGE OF ALLEGHENY COUNTY (CCAC) 412-323-2323

- Offers self defense classes for \$100

NEIGHBORHOOD SAFETY PROGRAM 412-392-6467

<http://www.pghcsi.org/neighborhoodsafetyprogram.asp>

- Offers free security hardware for income eligible city of Pittsburgh residents.
- Security items available: deadbolt locks, smoke detectors, door peepholes, house numbers, & Crime prevention information
- Can not service residents of section 8, AHRCO, or federally subsidized housing
- Call for income requirements

Sexual Abuse / Violent Crimes

PITTSBURGH ACTION AGAINST RAPE (PAAR) **24 Hour Hotline:**

- Offers individual and group counseling for adult survivors of past or present sexual abuse
- Also offers counseling to child victims of sexual abuse, as well as their parents
- Play therapy and art therapy are utilized for young children

1-866-END-RAPE
(1-866-363-7273)

Office:
412-431-5665

RAPE, ABUSE, & INCEST NATIONAL NETWORK (RAINN) 1-800-656-4673

- National hotline that links callers with the nearest rape crisis center in their area

Tax Filing Assistance

THE BENEFIT BANK

<https://selfserve.thebenefitbank.com/>
UCP bldg. in Oakland
4638 Centre Ave
Pittsburgh, PA 15213

Pittsburgh Office: 412-683-7100
Tech. Assistance: 1-866-887-6060

- Free online (& in person) tax service for incomes below \$56,000

I CAN E FILE

<http://www.icanefile.org/>

- Free, online tax filing developed by the SW PA Legal Services

Transportation

ALEX'S LIGHT HAULING SERVICE 412-537-2674

- Alex has a pick-up truck with 8 ft. bed - Referred by Christiane D. through her church

COMMUNITY AUTO 724-443-8300

- Fixes up donated cars & sells them at a reasonable rate to women who are on a low income
- Clients may also apply for a grant from the PA Dept. of Public Welfare to purchase a car

GREYHOUND BUS

55 11th Street, Pittsburgh

412-392-6526

900 2nd Avenue, Pittsburgh

814-453-2171

HERITAGE COMMUNITY INITIATIVES 412-351-0535(main)

Heritage Community Transportation 412-351-2200

- Serving Braddock, East McKeesport, East Pgh., Liberty, McKeesport, Monroeville, North Braddock, North Versailles, Pitcairn, Port Vue, Turtle Creek, Wall, White Oak, Wilmerding and Wilson
- .25 fare

MEDICAL ASSISTANCE 1-888-547-6287

TRANSPORTATION PROGRAM

- Must be on Medical Assistance, Best, Gateway or MedPlus
- Must be an Allegheny County resident
- Provides transportation to appointments for medical services (both physical & behavioral health)

MOBILE MOMS 412-281-5466

(Traveler's Aid program)

- Free transportation to help pregnant women visit their doctors

NORTH HILLS COMMUNITY OUTREACH 412-487-6316

- Only available to residents of the greater North Hills area

PAT BUS 412-442-2000

TRAVELERS AID SOCIETY OF PITTSBURGH 412-281-5474

www.travelersaidpgh.org

343 Boulevard of the Allies

Pittsburgh, PA 15222

- Provides public transportation options for individuals stranded in Pittsburgh or in need of local transit when they can't afford it
- May provide relocation services for domestic violence victims

YELLOW CAB 412-321-8100

Utilities Assistance

If in need of utility assistance, it may be helpful for callers to contact the individual company they subscribe to for service to find out what aid is available.

ACTION HOUSING – ALLEGHENY COUNTY WEATHERIZATION PROGRAM

- Offers free weatherization services for homes in order to reduce the amount of air infiltration and decrease fuel bills
- Must meet income eligibility guidelines
- City of Pittsburgh residents 412-227-5700 x2101
- County residents 412-281-2101 x2053

CATHOLIC CHARITIES

- Can apply online for utilities @ www.ccpgh.org, (under safety net and stability)

CONSUMER CREDIT COUNSELING SERVICE 1-800-388-2227

- Free or low-cost assistance to people dealing with difficult financial situations
- Provides debt management & repayment assistance programs

LIHEAP 412-562-0330

(Low Income Home Energy Assistance Program)

- May provide funds to help people on low or fixed incomes pay their fuel bills
- This program operates during the heating season & is dependant on federal funds

LIFE LINE PROGRAM 1-800-837-4966

- A telephone bill assistance program through Verizon
- Can link callers up with services to assist in phone bills or shut-offs

NORTH HILLS COMMUNITY OUTREACH 412-487-6316

- Available only to residents of the greater North Hills area
- May provide emergency assistance funds for rent & utilities
- Also offers an Appliance Access program which allows low-income individuals to obtain new & safe refrigerators, ranges, & hot water heaters. Washers & dryers may be considered on an exception basis. Call for qualifying criteria.

NORTH PARK CHURCH 412-367-5000

- May be able to assist on a case-by-case basis with utilities, housing & food when funding is available

PITTSBURGH PRESBYTERIAN CHURCH 412-323-1400

- Has a “Lazarus Fund” that can be used for financial assistance

PUBLIC UTILITY COMMISSION 1-800-692-7380

- For customers unsuccessful in making arrangements to restore service
- They may be able to make payment arrangements

RAINBOW KITCHEN COMMUNITY SERVICES 412-464-1892

- Offers assistance & referrals for people whose utilities are going to be terminated

THE SALVATION ARMY 412-394-3580

- This number links caller with their local Salvation Army branch, which may be able to assist with the first month's rent & utilities

ST. VINCENT DE PAUL SOCIETY 412-321-1071

- If funding is available, utility assistance (gas, electric & water) may be provided to individuals who are experiencing a crisis & cannot afford their regular monthly payments

UNITED WAY DISCRETIONARY FUND 412-578-2450

- Can provide up to \$200 in assistance as a last resort
- Applicant needs to provide a budget as well as their landlord's employee ID#
- Application must be completed by a caseworker

Youth Support Services

THE DOORWAY, INC. 412-734-9123

10 California Ave., North Side

- Crisis counseling, drug & alcohol counseling, & recreational activities
- Closed Wednesday

THE HUB 412-441-5020 (ask for HUB)

- Drop in center for runaway & homeless youth
- Crisis intervention, assessment, & counseling

THE INFO PLACE 412-434-8957

Downtown

- Free & confidential information center for teens and young adults staffed by Planned Parenthood educators
- Offers sexual health information on topics such as contraception, STDs, pregnancy testing & abortion services

NATIONAL RUNAWAY SAFELINE 800-786-2929

<http://www.1800runaway.org/>

- Toll free number to assist youth at risk

Miscellaneous Referrals

DEPARTMENT OF PUBLIC WELFARE 1-800-692-7462

www.dpw.state.pa.us

SOCIAL SECURITY OFFICE 1-800-772-1213

<http://www.ssa.gov/>

PA 2-1-1 SOUTHWEST PA 211

Free resource that connects people with community, Health, and disaster services in 11 counties.

Allegheny County Court Numbers

ADULT PROBATION 412-350-2320

http://www.alleghencourts.us/criminal/adult_probation/default.asp

564 Forbes Avenue- 12th floor

Pittsburgh, PA 15219

ALLEGHENY COUNTY DISTRICT ATTORNEY 412-350-5656

<http://www.da.allegheny.pa.us/> 412-350-4407

- General trial unit
- Crimes against person's unit

CLERK OF COURTS – DEPT. OF RECORDS 412-350-5315

RESTITUTION 412-350-6076

CORONER'S OFFICE 412-350-4800

542 Fourth Avenue

COURT REPORTERS OFFICE 412-350-5414

County Office Building,

Room 415

- To obtain a copy of a court transcript
- Charge between \$3 and \$3.50 per page
- Each minute of testimony generally fills one page of the transcript

FAMILY COURT 412-350-0200

<http://www.alleghencourts.us/family/default.asp>

440 Ross Street

Pittsburgh, PA 15219

- Adult - PFA's, Child Support, Divorces, Custody
- Juvenile - Delinquency, Restitution, PFA

JUVENILE PROBATION 412-350-0170

PUBLIC DEFENDER'S OFFICE 412-350-2401

400 County Office Building

Allegheny County Jail

<http://www.county.allegheny.pa.us/jail/>

PUBLIC INFORMATION 412-350-2000

- **THIS IS THE ONLY NUMBER TO GIVE TO VICTIMS**

******FOR CV USE ONLY**** DO NOT GIVE OUT**

BAIL AGENCY

- For Pre-trial services

CITY ARRAIGNMENT

INTERNAL AFFAIRS

- When Inmates are calling victim, can block number 412-350-2312

Main Office: 412-350-4732

Jail Office: 412-350-2017

412-255-8901

Allegheny County & Pennsylvania State Police

ALLEGHENY COUNTY POLICE

412-473-3000

<http://www.county.allegheny.pa.us/police/>

400 N. Lexington Avenue

Point Breeze, PA

ALLEGHENY COUNTY SHERIFF'S DEPARTMENT

HR Warrant Hotline:

412-350-4714

412-350-4700

<http://sheriffalleghenycounty.com/>

436 Grant St, Courthouse-Room 111

OFFICE OF THE VICTIM ADVOCATE

Dept. Of Corrections:

<http://www.ova.state.pa.us>

1-800-322-4472

- For victims to register for prison notification in the state system

Board of Prob. & Parole:

1-800-563-6399

TTY: 1-877-349-1064

PA SAVIN

Toll Free: 1-866-972-7284

<http://www.Pacrimevictims.state.pa.us>

Toll Free TTY: 1-866-847-1298

- Free, confidential and automated service that helps victims, their friends and/or family along with any concerned citizen track the status of an offender, housed in a **COUNTY** jail within the Commonwealth

PENNSYLVANIA DEPARTMENT OF CORRECTIONS

717-728-2573

State Inmate Locator - <http://www.cor.state.pa.us/inmatelocatorweb/>

PENNSYLVANIA STATE POLICE

Toll Free: 1-866-771-3170

Megan's Law website:

<http://www.pameganslaw.state.pa.us/>

SHUMAN JUVENILE DETENTION CENTER

412-661-6806

City of Pittsburgh

<http://www.city.pittsburgh.pa.us/police/>

- CITIZENS POLICE REVIEW BOARD** 412-765-8023
816 5th avenue - Suite 400
- Receives complaints against city of Pittsburgh police
- CRIME STOPPERS** 1-800-472-8477
- Accepts anonymous information related to felony cases in the City of Pittsburgh
- HOMICIDE / MAJOR CRIMES / INVESTIGATIONS** 412-323-7161
- MAIN DESK** 412-323-7800
- ROBBERY** 412-323-7151
- SEX ASSAULT / FAMILY CRISIS** 412-323-7141
- TOW POUND** 412-255-2500
- WITNESS PROTECTION PROGRAM** 412-323-7843
- Should be referred by police or CVVC advocate
- ZONE 1 – NORTHSIDE** 412-323-7201
- Allegheny Center, Allegheny West, Brighton Heights, California – Kirkbride, Central Northside, Chateau, East Allegheny, Fineview, Manchester, Marshall-Shadeland, North Shore, Northview Heights, Perry North, Perry South, Spring Garden, Spring Hill, Summer Hill, Troy Hill
- ZONE 2 – DOWNTOWN / HILL DISTRICT** 412-255-2827
- Bedford Dwellings, Bluff, Central Business District, Crawford Roberts, Lawrenceville, Middle Hill, Polish Hill, Strip District, Terrace Village, Upper Hill
- ZONE 3 – SOUTHSIDE / MT. WASHINGTON** 412-488-8326
- Allentown, Arlington, Arlington Heights, Banksville, Beechview, Beltzhoover, Bon Air, Brookline, Carrick, Duquesne Heights, Knoxville, Mt. Oliver, Mt. Washington, Overbrook, Ridgemont, St. Clair, South Shore, South Side
- ZONE 4 – UPTOWN / NEAR PITT & CMU** 412-422-6520
- Glen Hazel, Greenfield, Hays, Hazelwood, Lincoln Place, New Homestead, Oakland, Point Breeze, Regent Square, Shadyside, Squirrel Hill, Swisshelm Park
- ZONE 5 – EAST SIDE** 412-665-3605
- Bloomfield, East Hills, East Liberty, Friendship, Garfield, Highland Park, Homewood, Larimer, Lincoln - Lemington – Belmar, Morningside, Stanton Heights
- ZONE 6 – WEST END** 412-937-3051
- Chartiers City, Crafton Heights, East Carnegie, Elliott, Esplen, Fairywood, Oakwood, Ridgemont, Sheraden, West End, Westwood, Windgap