



## **Shippensburg Community Quick Resource Guide**

*Social services and related programs located in Shippensburg, Pennsylvania.*

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Produced by the Shippensburg Community Resource Coalition

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# Table of Contents

This is a shortened version of the Shippensburg Resource Guide to quickly provide information that may be of help during the pandemic.

For a full Resource Guide, please go to our website: [www.shipresources.org](http://www.shipresources.org)

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## Disclaimer:

Organizations and programs included in this directory are in no way endorsed by the SCRC or an indication of skills or competence. The SCRC is not responsible for errors or omissions made by participating programs. The SCRC attempted to include all agencies and programs that were known and wished to be included and are located within Shippensburg Area School District boundaries. If you have changes to your listing, please contact us at [scrc@shipresources.org](mailto:scrc@shipresources.org).

## Purpose of the Guide

The Shippensburg Community Resource Coalition was developed in part because the town of Shippensburg is located in both Cumberland County and Franklin County which can lead to confusion about how and where to access social services. Social services are available in the neighboring towns of Carlisle and Chambersburg. Both counties have their own guides to social services so this guide focuses on the services that are available within the Shippensburg Area School District boundaries. **For County offices and additional resources in Cumberland and Franklin Counties please refer to the county websites below.**

**Call 211** – Providing Pennsylvania residents of Adams, Cumberland, Dauphin, Franklin, Fulton, Huntingdon, Juniata, Lancaster, Mifflin, Perry, and York counties confidential listening, Health and Human Services information, referral assistance, and homelessness coordinated entry intakes. Available 24 hours a day, 7 days a week. Dial “211” on your phone or visiting <https://pa211.communityos.org/cms/>.

**PA LINK** to Aging and Disability Resources is a collaborative effort to provide information about supports and services for individuals over the age of 60 and for persons of all ages with disabilities. PA Link to Community Care website: <http://carelink.pa.gov/>

- Franklin County's PA Link Guide:  
[http://franklincountypa.gov/ckeditorfiles/files/Info\\_referral/Single%20page%20Franklin%20LINK%20resource%20guide%2011-16-15%20web%20version.pdf](http://franklincountypa.gov/ckeditorfiles/files/Info_referral/Single%20page%20Franklin%20LINK%20resource%20guide%2011-16-15%20web%20version.pdf)
- Cumberland County PA Link Website: <https://www.ccpa.net/111/Cumberland-Link>
- Cumberland County PA Link Guide:  
<https://www.ccpa.net/DocumentCenter/View/8042/Resource-Handbook?bidId=>

**Cumberland County Resource Guide** – Visit the link below for the “Beginners Guide to Human Services,” <https://www.ccpa.net/DocumentCenter/View/25149/AF-Beginners-Guide-to-Human-Services--updated-82018>

**Franklin County Resource Guide** – Visit the link below for the “Where to Turn for Help” Guide, which lists resources serving Franklin County.

[http://franklincountypa.gov/ckeditorfiles/files/Info\\_referral/Where%20to%20turn%20guide%20January%202017.pdf](http://franklincountypa.gov/ckeditorfiles/files/Info_referral/Where%20to%20turn%20guide%20January%202017.pdf)

Spanish version:

[http://franklincountypa.gov/ckeditorfiles/files/Info\\_referral/Where%20to%20turn%20guide%20January%208%202017%20Spanish%20-%20Final%20Format%20\(2\).pdf](http://franklincountypa.gov/ckeditorfiles/files/Info_referral/Where%20to%20turn%20guide%20January%208%202017%20Spanish%20-%20Final%20Format%20(2).pdf)

To update or add information in the guide, please contact the SCRC at (717) 477-9100 or e-mail [scrc@shipresources.org](mailto:scrc@shipresources.org).

# Shippensburg Community Resource Coalition

## Mission Statement

The Shippensburg Community Resource Coalition (SCRC) is a collaborative effort to provide quality social services and youth programs that are accessible and safe and that recognize the dignity and worth of each person. Our goal is to help community members reach their full potential.

### We work to fulfill our mission in the following ways:

- Working with existing programs in surrounding communities to encourage them to provide services in Shippensburg.
- Regularly assessing community needs and resources.
- Creating new services as necessary.
- Partnering with other community programs to strengthen our collective efforts.

### Our Purpose and Objectives

- To increase access to social services and counseling services
  - SCRC Resource Guide is published annually with updated information for Shippensburg residents about area human services.
  - Shippensburg Human Services Council meets monthly with the goal of bringing together community organizations, county agencies, and anyone interested in human services in the Shippensburg area.
  - Our Mental Health Committee is working with agencies to help bring more mental health services to Shippensburg.
- To increase access to youth programming
  - The Summer Lunch Program provides 7 weeks of summer programming including lunch for Shippensburg youth, ages 5-17.
  - Youth Summer Scholarships distributes scholarship funds from the Partnership for Better Health for Shippensburg Area School District and Big Springs School District students to attend camp during the summer. Eligibility is determined by financial need.
- To partner with existing stakeholders such as the school district and Shippensburg University to meet educational and community needs.
  - Healthy Decision Making for Middle School Students is a group for Shippensburg Area Middle School students having difficulty in the school setting. The group meets weekly during the school day.
  - Hound Packs provides food insecure students in the Shippensburg Area School District with a backpack of 7 meals over the weekend during the school year.
  - Teen Leadership Club is based out of Shippensburg Middle School and develops adolescents into empowered leaders. Beyond learning leadership skills, the club also participates in community service activities.

**Your first step for receiving assistance of any kind is to call 2-1-1.** A 2-1-1 Specialist will ask you a series of questions to help understand your situation and what services you are eligible for at this time. They will then help connect you to the agencies that can help you apply for those benefits.

## **Resources Related to COVID-19**

### **PA United Way 211: General Resource for Rent, Utilities, and/or Food**

- Dial 211
- Text your zip code to #898-211
- Visit website at <https://www.uwp.org/pacovid/>

### **Unemployment Compensation for Pennsylvania**

- UC Service Center Statewide Toll-Free Number 888-313-7284 or email [uchelp@pa.gov](mailto:uchelp@pa.gov)
- Pandemic Unemployment Assistance (PUA) please email [ucpua@pa.gov](mailto:ucpua@pa.gov).

### **24/7 Behavioral Health Support and Referral: General Resource for Mental Health/Counseling**

- Hotline 1-855-284-2494.
- For TTY, dial 724-631-5600

### **Domestic Violence 24/7 Support**

- Hotline: 1-800-799-SAFE (7233)
- Text LOVEIS to 22522
- <https://www.thehotline.org/>

### **PA Health Department Information about COVID 19**

- 1-877-PA-HEALTH (1-877-724-3258)
- <https://www.health.pa.gov/topics/disease/coronavirus/Pages/Coronavirus.aspx>

## **Clothing Assistance**

### **Circle of Love**

Contact: <https://www.facebook.com/circleoflovegiveaway>

Hours: Hours on Facebook page

Services: Local community outreach program where neighbors donate and those in need benefit. No judgement. No cost. Offering clothing, toys, shoes, baby equipment, and personal care items.

**Katie's Place Thrift Shop & Rummage Sale – tentative opening date 6/15/2020**

Phone: (717) 477-9100

Address: 130 S. Penn Street, Shippensburg, PA 17257 (located around the back of Katie's Place)

Email: [info@katiesplaceatship.org](mailto:info@katiesplaceatship.org)

Website: <http://katiesplaceatship.org/>

Services: Clothing for the entire family, housewares, accessories, cookware, seasonal decorations, winter coats, and more are available at a low cost.

Hours: Mondays 4-7 pm

Tuesdays 8 am-12 pm

Open once a month (typically the second week) on Thurs, Fri, Sat from 8am-12pm

*Call for dates for each month*

**Drug and Alcohol Services**

**Roxbury Treatment Center**

Phone: (800) 648-4673

Website: <http://www.roxburyhospital.com/>

Address: 601 Roxbury Road, Shippensburg, PA 17257

Services: Provides inpatient detoxification, rehabilitation, and co-occurring mental health disorder treatment.

Accepts most private insurances, Medicare, and medical assistance. Staff is available 24 hours a day for referrals to inpatient psychiatric programming.

**Roxbury Treatment Center – Outpatient Substance Use Disorder Treatment**

Chambersburg: (717)-264-2400

The Professional Arts Building 25 Penn Craft Avenue, Suite 312

Chambersburg, PA 17201

Carlisle: (717) 249-5010

Minerva Mills Building #4 401 East Louthier Street, Suite 213

Carlisle, PA 17013

Services: Outpatient substance abuse intensive outpatient services (IOP), assessments, and groups

**PLEASE CONTACT THE HOTLINE/HELPLINE** to find out what AA/NA groups are still meeting during covid-19.

***Alcoholics Anonymous (AA) Meetings in Shippensburg***

For a full list of meetings in Franklin/Fulton County: [http://www.d35pa-aa.org/?page\\_id=129](http://www.d35pa-aa.org/?page_id=129)

AA Hotline (District 35): 800-296-9289

## ***Narcotics Anonymous (NA) Meetings in Shippensburg***

Narcotics Anonymous of the Capital Area Helpline: 717-233-FREE or 717-233-3733

Capital Area Service of NA Website: [www.casna.info](http://www.casna.info)

List of Meetings in the Area as of March 2018: [file:///T:/CANA\\_current.pdf](file:///T:/CANA_current.pdf)

## **Financial Assistance**

**Your first step to obtaining financial assistance is to call 2-1-1.** A 2-1-1 Specialist will ask you a series of questions to find out which benefits you are eligible for and help connect you with an agency that will assist you!

### **Coronavirus Gift Card Fund**

Phone: (717) 658-2092

Address: 130 S. Penn Street, Shippensburg, PA 17257

Website: [www.shipresources.org/resources-covid-19](http://www.shipresources.org/resources-covid-19)

Email: [info@shipresources.org](mailto:info@shipresources.org)

Services: Open to any resident living in the Shippensburg Area School District who has faced financial hardships due to the COVID-19 to assist with personal needs such as toiletries, disinfecting items, diapers/wet wipes, food, and prescriptions. SCRC will coordinate distributing the gift card:

- **Eligibility:** Live within the Shippensburg Area School District and have financial hardships due to the economic impacts of COVID-19.
- To complete an application, please go to the above website or contact SCRC at 717-658-2092

### **Tri County Community Action**

Phone: (717) 532-8611

Address: 130 S. Penn Street, Shippensburg, PA 17257

Website: <http://www.cactricounty.org/>

Email: [akarper@cactricounty.org](mailto:akarper@cactricounty.org)

Services: Tri County Community Action (TCCA) provides information and referral to all Shippensburg residents. On-going case management is available to Cumberland county residents to provide a comprehensive approach to individual, family, and neighborhood success.

Programs include:

- Budgeting, home ownership, parenting, referral to local services, advocacy, and case management.
- Family Self-Sufficiency case management can last up to 5 years and is an advocacy program that guides and supports individuals and families working toward self-sufficiency.

### **Christ Among Neighbors (CAN)**

Phone: (717) 532-7577  
Address: 130 S. Penn Street, Shippensburg, PA 17257  
Services: Serves Shippensburg Area School District and the Village of Walnut Bottom.

- Primary assistance provided for utility and housing assistance, with all other financial needs considered.

Hours:

- During COVID-19, no in-person interviews. Please call the number and leave a message about your situation.
- Intake Interviews, Saturday from 9AM-10 AM and Tuesdays, 4-6PM

### **People Assisting People (P.A.P.) Foundation**

Phone: (717) 860-4947  
Address: PO Box 540, Shippensburg PA 17257  
Website: [www.thepapfoundation.com](http://www.thepapfoundation.com)  
[www.facebook.com/PapFoundation](https://www.facebook.com/PapFoundation)  
Email: [papfoundation@gmail.com](mailto:papfoundation@gmail.com)  
Services: The P.A.P. Foundation is a non-profit 501©3 organization that provides financial assistance to families in our community living with a long-term life altering disease or disorder such as cancer, diabetes, heart disease, and childhood disorders.

## **Food Assistance**

**Free Community Meals** are offered throughout the week at various churches in Shippensburg. A monthly calendar can be obtained online at [www.shipresources.org/resources-covid-19](http://www.shipresources.org/resources-covid-19) or at Katie's Place.

### **Hound Packs Program (SCRC Program)**

Phone: (717) 658-2092  
Email: [Sp-scrc@shipresources.org](mailto:Sp-scrc@shipresources.org)  
Website: <https://www.shipresources.org/hound-packs-program>  
Services: For students in the Shippensburg Area School District that are food insecure/experiencing hardship due to COVID-19 impacts. Students are given a bag of food with 7 meals in it to take home on Fridays.  
Referrals: Please complete the Enrollment Form found on the website or call 717-658-2092. When school meets in-person, students must be referred to the program by their school counselor.  
Hours:

- During the summer, food bags can be picked up on Thursdays at the Senior High School, 201 Eberly Dr., from 10:30 AM – 12:30 PM.
- When school meets in-person, the food bags are sent home on Friday.

### **King's Kettle Food Pantry**

Phone: (717) 530-9200



Address: 30 N. Fayette Street, Shippensburg, PA 17257  
Website: <https://www.facebook.com/KingsKettle/>  
Services: Food distribution is the **first 3 Tuesdays** of the month, from 5pm – 6:30pm.

### **Meals on Wheels**

Phone: Cumberland County: (717) 261-6615, Ann Marie Brandis  
Franklin County: (717) 263-2153, Franklin County Office of Aging, ask to sign up for Home Delivered Meals  
If you are having difficulty reaching someone, please call the Senior Center at (717)  
Website: Cumberland County: <https://www.ccpa.net/250/Meals-Food-Nutrition>  
Website: Franklin County: <http://www.chburgmow.org/>  
Services: Providing a prepared Noon meal delivered Monday-Friday each week.

- Service available to homebound residents in the Shippensburg Area.
- Charge is \$4.50 per meal, unless qualified for free meals

### **Oasis of Love**

Phone: (717) 532-5112  
Address: 303 South Washington Street, Shippensburg PA 17257  
Website: <http://www.oasisoflove.net/>  
Services:

- **Mondays & Thursdays 11am-12pm** provides baked goods and bread to those in need.
- Free Emergency Food Boxes given out on Saturdays (please call ahead)

### **Shippensburg Produce and Outreach (SPO)**

Phone: (717)477-9100  
Address: 130 S. Penn Street, Shippensburg, PA 17257  
Email: [info@shipout.org](mailto:info@shipout.org)  
Website: <http://www.shipout.org/>  
Services: SPO provides fresh, healthy, perishable food items to residents in the Shippensburg Area School District that meet income guidelines.

- Commodity Supplemental Food Program (CSFP) distributes to eligible seniors on the 3<sup>rd</sup> & 4<sup>th</sup> Tuesday of each month.
- 1<sup>st</sup> Tuesday of the Month: The Diaper Bank provides 50 diapers & wet wipes

Hours: Tuesdays, 4-6 pm

### **Shippensburg Area School District Summer Lunch Program**

Address: Shippensburg Area Senior High School, 201 Eberly Dr., Shippensburg  
Website: [www.shipk12.org/](http://www.shipk12.org/)

Services: A summer feeding program for any child through the age of 18. A hot meal and breakfast for the following day will be given. On Thursday, children will receive a hot lunch and bagged breakfast and lunch for Friday.

Hours: Monday – Thursday, 10:30 AM to 12:30 PM

## **Health**

**COVID-19 Testing is available at the Wellspan Health Center on 97 Progress Blvd.** It is open Monday-Saturday, 8:00 am to 6:00 pm. No prescription or doctor's order is needed to have the test taken.

### **Shippensburg Community Nurse**

Phone: (717) 530-7900 Fax: (717) 530-0007

Address: 126 East King Street, Shippensburg, PA 17257

Website: <http://www.shippensburgcivicclub.com/nurse.html>

Services: Free in-home nursing assessment, medication management, and procedures not covered by insurance.

- Any person 18 and older living in the greater Shippensburg area qualifies; patients must have a primary care provider.

### **Shippensburg Lions Club Vision Program**

Phone: (717) 860-7650

Website: <https://e-clubhouse.org/sites/shippensburgpa/projects.php>

Services: Serves Shippensburg School District residents. This program covers free eye exams with a doctor at Alleghany Optical or Wal-Mart Optical. There is no age restriction.

### **Shippensburg Urgent Care, Shippensburg Medical Campus**

Phone: (717) 477-2764

Address: 46 Walnut Bottom Road, Shippensburg, PA 17257

Website: <https://www.onthegocare.com/locations/shippensburg-urgent-care>

Services: Urgent Care: Open 9am-9pm daily, including holidays.

- No appointment necessary.
- Accepts private insurance, Medical Assistance, and self-pay

### **Well Baby Clinic, Grace United Church of Christ**

Phone: (717) 243-5151, appointments

(717) 532-6221, for more information

Address: 121 E. Orange Street, Shippensburg, PA 17257

Website: <http://www.shipucc.net/>

Services: Well Baby Clinic (State Vaccination Clinic) 1<sup>st</sup> Tuesday of Each Month, 9am-12pm.

Immunizations & Physicals, must make an appointment  
Hours: 1<sup>st</sup> Tuesday of Each Month, 9am-12pm, Well Baby Clinic

## **Housing & Homeless Information**

- **If you need assistance with paying for your rent, mortgage, or are near homelessness/homeless:**
  - Call 2-1-1 or 855-567-5341 toll-free or text your zip code to 898-211
  - Ask to speak to a Housing Specialist, and they will ask you a series of questions to identify which services you are eligible for and direct you to the agency that can help you. This is the quickest way to receive help.
  - *If you are behind on your rent*, please have a “Notice of Default” or “Notice to Quit” from your landlord prior to calling 2-1-1.

### **Community CARES (formerly Carlisle C.A.R.E.S.)**

Phone: (717) 249-1009

Address: 50 W. Penn Street, Carlisle, PA 17013

Email: [bkempf@carlislecares.org](mailto:bkempf@carlislecares.org)

Website: <https://www.morethanshelter.org/>

Services: Community CARES provides emergency overnight shelter for men, women, and families.

- Day center for daily basic needs such as showers, laundry, and eating.
- Community CARES also offers supportive case management services to help people with tasks such as finding housing, applying for public assistance, and applying for jobs.
- Cyberspace: 219 N Pitt At. Carlisle, PA 17013. Phone: 717-249-7267

### **Chambersburg Cold Weather Drop-In Shelter**

Phone: 717-262-2143, Craig Newcomer

Address: 195 Loudon Street, Chambersburg, PA 17201

Website: <http://chambersburgcoldweatherdropinshelter.org/>

Services: This shelter is a Christian-based program developed to provide a warm, safe, and clean environment for those who are homeless and have no options for shelter during the cold inclement months of the year.

- The shelter is open from December 1 through April 1 from 7pm-7am daily.
- They serve adults only (18+).

### **Safe Harbour**

Phone: (717) 249-2200

Fax: (717) 249-9392

Address: 102 W. High Street, Carlisle, PA 17013

Website: <http://www.safeharbour.org/>

<https://www.facebook.com/SafeHarbourInc/>

Services: Services include an emergency shelter for families and single females who are in desperate need of a secure place to live and an environment to begin getting their lives under control.

- The bridge housing program helps individuals and families in need of longer-term assistance continue to acquire the skills necessary for independent living and a productive life style.
- Single individuals that need additional "life support", but are ready for independent living, may be offered the opportunity to reside in one of our single-room-occupancy (SRO) permanent housing facilities.

### **SCCAP (South Central Community Action Program – Franklin County Residents)**

Phone: (717) 267-3669

Address: 121-123 S Main Street, Chambersburg, PA 17201

Website: <https://www.sccap.org/home/>

Services: Offers emergency and long term shelter for homeless individuals and families. Also provides other supportive services such as case management.

## **Mental Health/Behavioral Health/Counseling**

### **Cumberland Franklin Counseling Services**

Phone: (717) 532-2196

Address: 9076 Possum Hollow Road, Shippensburg, PA 17257

Services: Individual, Family, and Couples Counseling for Adolescents and Adults. Day and Evening appointments available. Most insurance accepted.

### **Franklin Family Services**

Phone: (717) 267-1515

Fax: (717) 267-2316

Address: 240 West King Street Shippensburg, PA 17257

Email: [info@ffspa.com](mailto:info@ffspa.com)

Website: <http://ffspa.com/>

Services: Comprehensive outpatient mental health services, which include diagnosis, treatment, and education for adults, adolescents, and children. Psychiatric services and outpatient therapy at the Shippensburg location. \*Accepts Medicaid

Hours: Hours: Appointments vary by day. Please call to schedule.

### **New Visions**

Phone: (717) 477-2153

Address: 138 East King Street, Shippensburg, PA 17257

Website: <https://www.new-visions.org/services/index.html>

Services: Provides residential and social rehabilitation services for adults with chronic mental illness in Cumberland, Franklin, Fulton and Perry Counties.

- Services include: Specialized Community Residence, Community Residential Rehabilitation Services, Supportive Living, Fairweather Lodge, Social Rehabilitation, Psychiatric Rehabilitation, and Drop-In Center Services.

### **Roxbury Treatment Center**

Phone: (800) 648-4673

Address: 601 Roxbury Road, Shippensburg, PA 17257

Website: <http://www.roxburyhospital.com/>

Services: Provides inpatient psychiatric stabilization for adolescents ages 13-17 and adults 18+.

- Accepts most private insurances, Medicare, and Medical Assistance.
- Staff is available 24 hours a day for referrals to inpatient psychiatric programming.

### **Valley Counseling and Consulting**

Phone: (717) 532-7338

Address: 114 Pugh Drive, Shippensburg, PA 17257

Email: [valleycounseling.mary@gmail.com](mailto:valleycounseling.mary@gmail.com)

Website: [www.valleycounselingandconsulting.com](http://www.valleycounselingandconsulting.com)

Services: Individual, family and relationship counseling. All ages, 12 and under with adult participation only. Day & evening appointments available.

## **Senior Services**

### **Branch Creek Place Senior Center**

Phone: (717) 300-3563

Address: 115 N. Fayette Street, Shippensburg, PA 17257

Website: <https://www.facebook.com/branchcreek.place.58>

Services:

- Please call about what services are available as services have changed since COVID-19. Meals are being given in a drive-thru style on Mon-Fri.
- Senior Center for those age 60 and older to go for meals, activities, health screenings and educational opportunities. Please sign up for their hot lunch the day before. RabbiTransit can assist with transportation to and from the Center.

Hours: Monday-Friday 9am-3pm. Call before going to center to confirm they are open.

## **Transportation**

### **RabbitTransit Shared Ride Transportation**

Phone: 800-632-9063  
Website: Cumberland County: <http://rabbittransit.org/Cumberland.aspx>  
Franklin County: <http://rabbittransit.org/Franklin.aspx>  
Application: Fill out the application for the program that is applicable to you.  
<http://rabbittransit.org/dotnetnuke/SharedRide/HowtoApply/ProgramDescriptions.aspx>  
Services: “Shared Ride” bus service that provides consolidated trips between customers’ origins and destinations that are not well served by fixed route bus service in the Cumberland and Franklin County area. Individual programs exist to ensure that individuals get to medical facilities, school and other life-sustaining activities. Shared Ride operates during limited hours and specific travel areas. There is a required application and reservation process. For an application or more information on the available transportation services in the Cumberland and Franklin County area, please call or visit the website.

### **Raider Regional Transit**

Phone: (717) 530-8891  
Website: <http://www.ship.edu/RRT/>  
Schedule: <http://www.ship.edu/globalassets/rrt/shippensburgloop.pdf>  
Services: **During COVID-19, only the Blue Line is operating under a modified schedule.**

A local bus system serving the Shippensburg University and the Shippensburg community.

- Free to Shippensburg University students and employees with student ID.
- Free to senior citizens with Commonwealth ID card. To obtain an ID contact the Raider Regional Transit office at 530-8891.
- \$1.30 for each one-way trip. Children 5 and under ride free with paying adult.

\*Persons with disabilities are eligible to ride CAT fixed-route buses at half fare. Contact the CAT Information Center for an application or click here: <https://www.cattransit.com/wp-content/uploads/2015/03/Reduced-Fare-App.pdf>

\*Senior citizens (ages 65 and older) are eligible to ride CAT fixed-route buses for free. Contact the CAT Information Center for an application or click here: <https://www.cattransit.com/wp-content/uploads/2015/03/Senior-Free-Fare-app.pdf>

## **Utilities Available/Assistance**

**Utility services cannot be terminated while the Proclamation of Disaster** is in effect if you are a customer of a regulated electric, natural gas, water, wastewater, telecommunication, or steam utility. The PA Public Utility Commission’s Bureau of Consumer

Services is available for questions and consumer complaints. Call 1-800-692-7380 or online at [www.puc.pa.gov](http://www.puc.pa.gov)

**If you are having difficulties paying for your utilities:**

- Call your utility company to let them know of your hardship. Ask if you are eligible to enroll in a Customer Assistance Program (CAP), a payment arrangement, or if there is grant assistance available.
- Call 2-1-1

**Low-Income Home Energy Assistance Program (LIHEAP) Recovery Crisis Program: Home Energy Bill Emergency Assistance**

Phone: (866) 857-7095

Website: <https://www.dhs.pa.gov/Services/Assistance/pages/liheap.aspx>

Application: <http://www.compass.state.pa.us> or paper versions can be downloaded from website.

Services: Open May 18, 2020 through August 31, 2020, or until funds are exhausted to aid Pennsylvanians during the COVID-19 public health crisis. DHS is working with utility companies and deliverable fuel vendors to help Pennsylvanians at risk of losing access to electric, natural gas, or deliverable fuels such as oil, pay utility bills, and maintain access to home energy services.

- Eligibility:
- Has their main or secondary energy source completely shut-off
- Is notified that their utility service will be shut off in the next 60 days
- Has broken energy equipment or leaking lines that must be fixed or replaced
- Is in danger of being without fuel in 15 days or less.
- Owes funds to a utility provider that would constitute a service termination if not for the Public Utility Commission's moratorium on terminations.

**Low-Income Home Energy Assistance Program (LIHEAP) (Opens Nov. 1. Winter months only)**

Phone: (866) 857-7095

Website: <http://www.dhs.pa.gov/citizens/heatingassistanceliheap/>

Application: <http://www.compass.state.pa.us> or paper versions can be downloaded from website.

Services: Home heating assistance during the winter months. Based on income, assists with source of heat only. Applications can also be found on PA State Website.

**LIHEAP Crisis Grants (Opens Nov. 1. Winter months only)**

Phone: Assistance with home heating crisis situations is available 24 hours a day. In most counties, you should contact your county assistance office.

Cumberland County: 1-800-269-0173 or 717-240-2700. Fax: 717-240-2781

Franklin County: LIHEAP 717-262-6579. Fax: 717-264-4801

Website: <http://www.dhs.pa.gov/citizens/heatingassistanceliheap/>

Services: Households experiencing a heating crisis may be eligible for additional benefits through the LIHEAP crisis program. Emergency situations include:

- Broken heating equipment or leaking lines that must be fixed or replaced
- Lack of fuel
- The main heating source or second heating source (a source that is used to operate the main heating source or used if the main heating source is not working) has been completely shut-off
- Danger of being without fuel (less than a 15 day supply)
- Danger of having utility service terminated (you've received a notice that service will be shut off within the next 60 days)

### **Pennsylvania Customer Assistance Program (P.C.A.P.)**

Phone: 888-282-6816

Website: [https://www.firstenergycorp.com/content/customer/help/billingpayments/assistance\\_serviceprogram/penelec.html](https://www.firstenergycorp.com/content/customer/help/billingpayments/assistance_serviceprogram/penelec.html)

Services: A program for low income customers of Penelec only.

### **Project Helping Hands**

Phone: 717-334-9211 OR 888-232-6732

Website: <http://www.adamsec.com/>  
<http://sccap.org>

Services: This program serves customers of Adam's Electric within the Shippensburg Area School District.

- Customers with past due or shut off notices can receive up to \$200 once a year, if they meet program requirements.

## **Veteran Services**

### **Supportive Services for Veterans and Families (SSVF)**

Phone: 717-818-9859 or 717-599-8835

Address: Franklin County Residents: 34 W. King Street, Suite #3, Shippensburg, PA 17257

Cumberland County Residents: YWCA of Greater Harrisburg, 1101 Market Street, Harrisburg, PA 17103

Website: [www.vmcenter.org](http://www.vmcenter.org)

Services: SSVF provides comprehensive supportive services to very low income Veterans and their families who are currently experiencing homelessness or are at risk of losing their homes.

- Case management, housing, counselling, employment support, credit repair, financial planning services, and temporary financial assistance.