

Transitions

**Human Services Resource Guide
for those facing career changes
and/or other hard times.**



**United Way of Lebanon County
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This guide was compiled by the United Way of Lebanon County and is a work in progress. It is not meant to be all-inclusive nor should it be considered an endorsement for any of the agencies or companies listed. The guide is a tool to be used for those in time of need to help prepare for and find new employment, locate human services, and/or reduce personal expenses. All information in this guide may be shared with anyone who finds it useful.



United Way of Lebanon County member agency.

Career Development & Job Training

PA CareerLink®, Lebanon County

243 Schneider Drive, Lebanon, PA 17042

717-274-2554

www.pacareerlink.state.pa.us

A one-stop center for employment training and related support services. Its website also provides an opportunity to post your resume and to do a job search.



PROBE – Potential Re-entry Opportunities in Business & Education

815 Cumberland Street, Suite 206, Lebanon, PA 17042 717-273-2090

Offers free intensive career counseling with confidential assessments of basic skills and personal needs; Career Readiness Classes focus on self-esteem, assertiveness training, transferable skills, appropriate career choices, and interview skills; placement and support services throughout training or work. Primarily serves single parents, homemakers, and single pregnant teens needing to enter or re-enter the workforce, and any man or woman seeking a non-traditional career (i.e. Women: welder, car sales representative, truck driver; Men: nurse, personal caretaker, elementary school teacher). Tuition assistance available.

US Dept. Labor Jobs Line

1-877-US-2-JOBS

Childrens' Services

Child Care Information Services of Lebanon County (CCIS)

730 Locust Street, Lebanon, PA 17042

717-274-6552

Offers parents a resource and referral service to connect them with child care arrangements in their communities. CCIS agencies can also provide information to parents about whether they are eligible for help in paying their child care costs.

Children's Health Insurance Program (CHIP)

1-800-986-KIDS

Provides free or low-cost healthcare coverage to children under 19 whose families earn too much money to qualify for Medicaid, but not enough to purchase private health insurance. CHIP medical benefits include prescription drugs; routine checkups; immunizations; diagnostic testing; emergency care; certain dental, vision and hearing services; and inpatient hospitalization up to 90 days per year. Benefits also include durable medical equipment, such as wheelchairs and walkers; rehabilitation therapy; drug-and-alcohol abuse treatment; hearing aids; home health care, such as nursing services and post-operative care; and mental health benefits including partial hospitalization.

School Districts

If you have children in school and are facing financial difficulty, inquire with your school district to see if you qualify for reduced prices on school lunches.

Sight for Students

1-888-290-4964

www.sightforstudents.org

Founded by Vision Service Program (VSP), it offers free eye care and eyewear to qualifying needy children.

Women, Infants & Children Program (WIC)

615 Cumberland Street, Lebanon, PA 17042

717-273-6940

www.lebanonfhs.org

A food subsidized program for pregnant women, nursing mothers and children under 5 years of age. Provides vouchers for foods, such as milk, cheese, eggs, peanut butter, juice, cereals, and formula. WIC also provides nutrition counseling and offers referrals to other human services and medical services.

Education

Harrisburg Area Community College – Lebanon Campus

735 Cumberland Street, Lebanon, PA 17042

717-270-4222

www.HACC.edu

Call to obtain information about availability of tuition assistance and financial aid for qualifying dislocated workers.

Lancaster Lebanon Intermediate Unit 13

1 Cumberland Street, Lebanon, PA 17042

717-450-1500

www.iu13.k12.pa.us

- **Family Literacy Classes** – Help parents get the skills they need in their roles as the first, and most important, teachers for their children. Children and parents learn together through the five components of the program: adult basic education, early childhood education, parent education, Parent And Child Together (PACT) time, and home visits.
- **Adult Basic Education Classes** – Help adults acquire the knowledge and skills they need in order to carry out daily responsibilities at home, in the community and in the workplace. Each adult has an individual learning plan based on his/her individual learning plan based on his/her individual learning goals that helps to guide day-to-day instruction. Students learn at their own pace with support from professional adult educators.

Lebanon Adult Education Center

1 Cumberland Street, Lebanon, PA 17046

717-450-1500

Provides free training programs for adults interested in acquiring or improving reading, writing and, math skills in preparation for the GED (General Educational Development) Exam, higher education, and employment.

Lebanon County Career & Technology Center

833 Metro Drive, Lebanon, PA 17042

717-273-8551

Offers daytime programs for adults in Communications, Construction, Manufacturing, Personal Services, Technical Services, and Transportation Occupations. Evening adult programs available for personal development or technical skills. Financial aid available for full-time adult students.



Lebanon County Library System

125 North 7th Street, Lebanon, PA 17046

717-273-7624

Public libraries in Annville, Lebanon, Myerstown, Palmyra, Richland, and Fredericksburg provide free access to books, videos, cassette tapes, CD-ROMS, magazines, newspapers, and the Internet. Each of the six libraries serve as PA CareerLink outposts and host dedicated computer terminals with Internet access for employment search-related use.



Literacy Council of Lancaster-Lebanon

756 Cumberland Street, Suite 4, Lebanon, PA 17042 717-274-3461

Helps adults improve reading, writing, math, and English as a second language skills. Offers Literacy Volunteers of America's basic literacy tutor training. Matches trained volunteer tutors with clients. The *Computers and Writing for Work* program helps adults needing enhanced writing and general computer skills to prepare for better employment.

Emergency Assistance

Lebanon County Assistance Office

625 South 8th Street, Lebanon, PA 17042

717-270-3600

Individuals in need of emergency cash assistance, medical assistance or food stamps may apply weekdays from 8 a.m. – 5 p.m. No appointment required. Assistance is based on need. Also administers Low-Income Home Energy Assistance Program for Lebanon County.



Lebanon County Christian Ministries

250 South 7th Street, Lebanon, PA 17042

717-272-4400

Provides food, clothing, prescription, energy and water/sewer assistance for families or individuals in need or crisis. Refers clients to other agencies for additional assistance.

Lebanon County Community Action Partnership

503 Oak Street, Lebanon, PA 17042

717-273-9328

Services include child care assistance, transportation, case management, rental assistance, shelter assistance, bridge & transitional housing, information & referral, job readiness, job placement, life skills education, GED preparation and the Female Offenders Re-Entry (FORE) Program.

Low – Income Home Energy Assistance Program (LIHEAP)

1-866-857-7095

www.compass.state.pa.us

Offers financial assistance for electric, oil, and gas with eligibility based on income guidelines. Call for months program is available. Apply via Lebanon County Assistance Office or above website.

Noon Meal Sites

During many days of the year, houses of worship offer a free hot meal in the city of Lebanon. Call Lebanon County Christian Ministries – 717-272-4400, or United Way of Lebanon County – 717-273-8144, for current locations.



Salvation Army – Lebanon Corps

1031 Guilford Street, Lebanon, PA 17046

717-273-2655

Provides emergency food, utility, fuel, rent, mortgage, shelter, water/sewer, and transportation assistance. Primarily serves areas within the City of Lebanon's Zip Codes (17042, 17046).



Salvation Army – Service Extension Units

717-273-2655

Provide emergency food, clothing, utility, fuel, rent, mortgage, shelter, water/sewer, prescription assistance. Serve areas in Lebanon County outside of the City of Lebanon's Zip Codes (17042, 17046).

Family & Individual Support

Area Agency on Aging

Second Floor – Senior Center – 710 Maple Street, Lebanon, PA 17046 717-273-9262

Offers services for people 60 and older and for their caretakers. Assists individuals 55 and older in seeking job opportunities.

Bureau of Blindness and Visual Services 717-787-7500

Catholic Charities

503 Cumberland Street, Lebanon, PA 17042 717-273-8514

Provides professional, individual, marital and family counseling in a wide spectrum of problem areas such as: mental health issues including depression and anxiety disorders; parenting; physical, sexual and mental abuse; and pregnancy. Also helps clients obtain other services in the community as needed. Serves individuals and families of all ages regardless of ability to pay.

Crisis Intervention & Information Center

Administered by Good Samaritan Hospital 717-274-3363

Targets information and referral services towards individuals dealing with mental health, alcohol/drug abuse, marital and family conflicts. Services available on an any-hour basis.

MidPenn Legal Services

513 Chestnut Street, Lebanon, PA 17042 717-274-2834

Provides free legal counsel and representation to low-income families. Caseloads include domestic violence, welfare, elderly, homelessness, social security, and other poverty related issues. Increases access to the justice system for poor families, helps foster independence, and addresses both poverty's symptoms and root causes.

Office of Vocational Rehabilitation

1-800-442-6352

A state agency which helps persons with physical, mental, and/or emotional disabilities to help themselves to prepare for, start, and maintain a career.

Pennsylvania Office for the Deaf and Hard of Hearing 1-800-233-3008 (V/TTY)

Food—Low Cost Groceries

Angel Food Ministries—Hosted by Lebanon Gospel Center

26 North 7th Street, Lebanon, PA 17046 1-888-838-1985, ext. 100 www.thegospelcenter.com

By buying from first-rate suppliers at substantial volume discounts, the program provides families with food boxes worth approximately \$65 of quality, nutritious groceries for \$30 on a monthly basis. The food relief program is open to everyone with no restrictions, conditions or forms to complete. Also, no limits apply to the number of boxes or bonus food items an individual can order. Angel Food also participates in the Food Stamps Program.

Handling Money

Consumer Credit Counseling Services

308 East King Street, Lancaster, PA 17602 717-397-5182 www.tabornet.org

Assists people with financial problems through assistance with budget planning, money management and planned debt liquidation. Individuals seeking help through the Homeowner Emergency Mortgage Assistance Program must contact Consumer Credit Counseling Services.

CCCS Telephone Counseling 1-888-599-2227

Credit Counseling Services of America 1-800-493-2222

Jubilee Ministries

235 South 12th Street, Lebanon, PA 17042 717-274-7528

Assists with personal budget counseling and emergency financial assistance.

Financial Literacy Project of Lebanon County (Offered at PROBE)

815 Cumberland Street, Suite 206, Lebanon, PA 17042 717-273-2090

A trained money management counselor helps clients avoid financial distress and to focus on asset building. Also offers the Family Savings Account Program, a dollar-for-dollar matched savings plan toward an approved goal (i.e. a vehicle for work or school, education or training for yourself or a dependent) for low- to moderate-income families.

Job Search Assistance – Internet Addresses

America's Job Bank
www.ajb.dni.us

Best Jobs USA
www.bestjobsusa.com

College Grad Info
<http://collegegrad.com/jobs>

Federal Jobs Bank
www.usajobs.opm.gov

Lebanon Valley Chamber of Commerce
www.lvchamber.org

Monster Board
www.monsterboard.com

PA Civil Service Home Page
www.scsc.state.pa.us

PA Main Page
www.state.pa.us

Southcentral Career Information
www.sccareerinfosys.org

Team PA Careerlink
www.pacareerlink.state.pa.us

The Open For Business Website
www.paopen4business.state.pa.us

Veteran's Preference Homepage
www.dol.gov/vets

Medical Assistance

Lebanon Free Clinic
135 South 9th Street, Lebanon, PA 17042 **717-273-2715**

Assists people without access to health care with primary medical care, health education, diagnostic testing and treatment. To receive the clinic's free services, a patient must be a Lebanon County resident with photo ID, uninsured, fall below the 200% Federal Poverty Guideline, and register ahead of time to receive an appointment.

Volunteers in Medicine Free Health Clinic
711 South 8th Street, Lebanon, PA 17042 **717-272-2252**

Scope of activities includes primary health services, physical exams, shots and vaccinations, chronic disease management and basic dental care. Patients must live in Lebanon County, be uninsured for the service provided and earn a gross income at or below the 200% Federal Poverty Guideline. A meeting with a counselor is required to determine eligibility.

Prescription Assistance & Discounts

For more information on patient assistance programs, contact: Partnership for Prescription Assistance at 888-477-2669, or visit its website at www.pparx.org; or RxHope at 732-507-7400, or visit its website at www.rxhope.com. You should ask your doctor for samples of your prescribed medications which are often provided by pharmaceutical manufacturers. Also, the following companies provide medications free of charge or at reduced rates for qualified patients. Most companies have income requirement guidelines.

3M Pharmaceuticals
Patient Assistance Program
800-328-0255

Abbot Laboratories/Ross Laboratories
Patient Assistance Program
800-222-6885

Alcon Labs
Glaucoma Patient Assistance Program
800-222-8103

Allergan Inc.
Patent Assistance Program
800-553-6783

Amgen Inc.
Safety Net Program
800-282-6436

AstraZeneca
Patent Assistance Program
866-992-9276

Aventis Pasteur
Indigent Patient Program
877-798-8716

Aventis Pharmaceuticals, Inc.
Patient Assistance Program
877-798-8716

Baxter Healthcare
IGIV Services
888-437-4262 (choose option 1)

Baxter Pharmaceutical Products
Baxter Factor Plus Program
800-548-4448 (choose option 2)

Berlex Laboratories
Berktek Pharmaceuticals, Inc.
Patient Assistance Program
888-237-5394 (choose option 6, then option 1)

Biovail Pharmaceuticals, Inc.
Patient Assistance Program
866-268-7325

Boehringer Ingelheim Pharmaceuticals, Inc.
Boehringer Ingelheim Cars Foundation, Inc.
800-556-8317

Bristol-Meyers Squibb

Bristol-Meyers Squibb Patient Assistance
Foundation
800-736-0003 www.bmspaf.org

Cephalon

877-229-1241

Chiron

Patient Assistance Program
800-775-7533

Dey

Patient Assistance Program
800-617-7877

DuPont Pharmaceuticals

Patient Assistance Program
800-474-2762

Duramed Pharmaceuticals, Inc.

Patient Assistance Program
800-425-3122

Eisai Inc.

Patient Assistance Program
800-226-2072

Eli Lilly and Company

Lilly Cares
800-545-6962

Endo Pharmaceuticals, Inc.

Patient Assistance Program
800-462-3636

Forest Pharmaceuticals

Indigent Care Program
800-851-0758

Fujisawa Healthcare, Inc.

Patient Assistance Program
800-477-6472

Galderma Laboratories, Inc.

Patient Assistance Program
800-582-8225

GlaxoSmithKline

Bridges to Access
866-728-4368

Genentech, Inc.

Genentech Access to Care Foundation
800-879-4747

Hoechst-Marion-Roussel

Routes 202-206
P.O. Box 2500
Sommerville, NJ 08876-1258
800-776-4563

ICN Pharmaceuticals, Inc.

Patient Assistance Program
800-556-1937 (choose option 4)

Immunex Corp.

Patient Assistance Program
800-321-4669

Ivax Pharmaceuticals

Patient Assistance Program
800-327-4114

Janssen Pharmaceutica, Inc.

Patient Assistance Program
800-652-6227

Merck & Co., Inc.

Patient Assistance Program
800-727-5400

Mylan Pharmaceuticals

Prescription Access System
888-823-7835

Novartis Pharmaceuticals Corp.

Patient Assistance Program
800-277-2254

Novo Nordisk

Patient Assistance Program
866-310-7549

Ortho-McNeil

Patient Assistance Program
800-577-3788

Pfizer Pharmaceuticals

Connection to Care
800-707-8990

Roche Laboratories

Patient Assistance Program
800-526-6367 (8:30 a.m.-5 p.m. EST)
800-285-4484 (8:30 a.m.-5 p.m. EST)

Schering-Plough

Commitment to Care
800-521-7157

Solvay Pharmaceuticals, Inc.

Patient Assistance Program
800-256-8918

Together Rx

Together Rx (Abbott Laboratories, AstraZenica,
Aventis, Bristol-Myers Squibb, GlaxoSmithKline,
Johnson & Johnson, and Novartis)
800-865-7211

Upsher Smith Laboratories, Inc.

Upsher Smith Patient Assistance Program
800-654-2299

Watson Laboratories, Inc.
Compassionate Care Program
800-385-4081

Familywise Prescription Drug Discount Card www.familywise.org

Provides discounts on prescription drugs at participating pharmacies. Some restrictions apply. Cards may be obtained at: Lebanon County Christian Ministries, 250 South 7th Street, Lebanon, PA 17042, 717-272-4400; the Lebanon Community Library, 125 North 7th Street, Lebanon, PA 17046, 717-273-7624; or the United Way Office, 801 Cumberland Street, Lebanon, PA 17042, 717-273-8144. See above website for additional details.

Social Security

Social Security Administration **1-800-772-1213**
924 Russell Drive, Lebanon, PA 17042 **717-272-5342 (weekdays 9:00 a.m. – 4:00 p.m.)**
www.ssa.gov

Provides information on and processes claims for Social Security benefits including retirement, disability and survivor benefits. Earning statements also may be obtained. Website: www.ssa.gov

Utility Assistance



Customer Assistance Program (CAP)/The \$1 Energy Fund--Administered by: American Red Cross – Lebanon County Chapter, 1220 Mifflin Street, Lebanon, PA 17046 **717-273-2671**

Assistance provided based on need for FirstEnergy/Met-Ed customers. Interview with case worker required. Clients must seek help before service is terminated to be eligible for assistance.

UGI Operation Share Program—Administered by: Lebanon County Christian Ministries, 250 South 7th Street, Lebanon, PA 17042 **717-272-4400**

Assistance provided based on need. Interview with case worker required. Clients must seek help before service is terminated to be eligible for assistance.

PPL 610-774-3000

If faced with bill paying problems due to emergency circumstances, call the above customer service number to discuss options.

Stay Warm PA Initiative **1-866-550-4355** www.StayWarmPA.com

Offers information regarding shut offs of utility service, help with utility bills and furnace repairs, conserving energy at home, and winterizing your home.

Verizon **1-800-464-0820** **1-800-640-2032**

If faced with bill paying problems due to emergency circumstances, call one of the above payment center numbers to learn about the programs available.

Weatherization

Housing Development Corporation **1-800-732-3554** www.hdcweb.com/weatherization.htm

Provides free insulation and weatherproofing services to eligible residents. These services could cut your utility bills as much as 30 percent.

Protect Yourself

Financial Advice for Dislocating Workers

The following recommendations are made in order that payments of financial obligations can be arranged during a period of layoff in such a manner as to eliminate any unnecessary hardships. You can help yourself considerably by taking the following actions before you get into trouble. Do not delay! Do it now!

1. Notify your bank, savings and loan association, credit union, or whoever holds the mortgage on your property, that you are on layoff. Notification should be given through a personal visit or phone call with the responsible people holding any mortgage. If you are unable to meet mortgage payments, request a postponement or reduction of payments until you return to work.

2. If you rent, inform your landlord of the layoff. Again, if you are unable to pay your rent, ask for a postponement or temporary reduction until you are called back to work.
3. All utilities (phone, gas, electric and water) should be notified that you are on layoff.
4. If you are making payments on an automobile, furniture or holding accounts at department stores or loan companies and are unable to make payments, you should give notification that you are on layoff and request a moratorium or reduction on your accounts until you return to work.
5. If you are buying property under a land contract, get legal advice on making arrangements for delaying or reducing payments, otherwise there is danger of foreclosure.
6. Men or women – if you are paying alimony or child support, make sure that you contact the judge, domestic relations office or court who issued the decree, and inform them of the situation.
7. Contact your doctor, dentist, medical clinic, hospital, etc.: most of them will wait for payment if asked and informed of the situation.
8. The same is true of most other creditors. Contact them immediately and explain the situation. Some creditors may expect you to pay a small or token amount each week or month, depending on when your payments are due, but at least, it will relieve you from full payments temporarily. If this is the case you are strongly urged to comply with the creditors request. If you make arrangements, be certain that you are prepared to live up to them.

It has been found that if the above recommendations are followed before the problem becomes acute, satisfactory arrangements usually can be made. Of course, this assumes that you have a good record of payment in the past, have not been delinquent or continuously late and have attempted to meet your obligations on a regular basis. It is just good practice to always notify a creditor if you will be late on your payments and the reason for the delay.