

RESOURCES

PA Department of Human Services

PA Support & Referral Helpline

The Department of Human Services (DHS) launched a statewide Support & Referral Helpline staffed by skilled and compassionate staff who will be available 24/7 to assist Pennsylvanians struggling with anxiety and other challenging emotions due to the COVID-19 emergency and refer them to community-based resources that can further help to meet individual needs. The toll-free, round-the-clock support line is officially operational. The number to call is 1-855-284-2494. For TTY, dial 724-631-5600.

To create and staff the support line, DHS has partnered with the Center for Community Resources (CCR), an experienced regional crisis and call center provider based in Butler County and licensed to provide crisis services. CCR staff are trained to be accessible, culturally competent, and skilled at assisting individuals with mental illness, intellectual disabilities, co-occurring disorders and other special needs. Staff use the principles of trauma-informed care to listen, assess needs, triage calls, and provide appropriate referral to community resources to children, teens, adults and special populations.

Many other resources also remain available to Pennsylvanians in need of support, including:

National Suicide Prevention Lifeline: 1-800-273-TALK (8255)

Nacional de Prevención del Suicidio: 1-888-628-9454

Crisis Text Line: Text "PA" to 741-741

Veteran Crisis Line: 1-800-273-TALK (8255)

Disaster Distress Helpline: 1-800-985-5990

Get Help Now Hotline (for substance use disorders): 1-800-662-4357

Pennsylvania Sexual Assault Helpline: 1-888-772-7227

National Domestic Violence Helpline: 1-800-799-7233

Additional resources for citizens and DHS providers related to COVID-19 is available [here](#).

Visit the PA Department of Health's dedicated [Coronavirus webpage](#) for the most up-to-date information regarding COVID-19.

PA Department of Drug and Alcohol Programs

Department of Drug and Alcohol Programs (DDAP) Resources for Individuals and Providers during COVID-19 Mitigation.

In order to support the safety and well-being of those individuals with substance abuse disorders, the Pennsylvania Department of Drug and Alcohol Programs (DDAP) has provided information and resources for individuals, families, and providers on their website. This includes information on virtual recovery resources for both individuals and families, podcasts, as well as DDAP guidance for providers. Access the information [here](#).

PA Department of Education

Coronavirus (COVID-19) School Community Guidance & Resources

Mitigation efforts related to the Coronavirus (COVID-19) in Pennsylvania have required everyone to work within rapidly changing, complex circumstances which create a variety of unique situations and conditions for students, staff, educators, caregivers, and communities. The Pennsylvania Department of Education is committed to providing school communities with ongoing guidance, resources, and information. Go [here](#) to access the resource page which is updated regularly.

PA Promoting Positive Learning Climates Online

The Pennsylvania Department of Education has developed a resource list to support educators' and parents' efforts to maintain a positive learning climate while students are physically separated from their teachers and classmates due to the COVID-19 school closures. The list is organized by the three elements of a positive learning climate - safety, support, and social & emotional learning - that have been shown to contribute to welcoming schools and support positive youth development. Since the community impacts of COVID-19 may be similar to what occurs during a natural disaster, many of the resources are specific to the unique needs of children impacted by an infectious disease outbreak or another community trauma. Please pay careful attention to these resources and use them to inform your interactions with students. Other resources are more generic and can be used flexibly and in combination based upon the specific needs of learners. Access the resource list [here](#). **NOTE:** links shared that take users beyond the Pennsylvania Department of Education's website to a non-PDE website, organization, product, process, service, manufacturer, or company do not constitute endorsement or recommendation by PDE, and, PDE is not responsible for the content featured on any of the sites or pages referenced. Educators should be mindful of digital resources that require teachers or students to create online accounts. Please check with district policies and consider HIPPA, FERPA, and COPPA laws with regards to student privacy BEFORE implementing any of these resources.

Other Resources

Pennsylvania 211: Get Connected. Get Help.™

If you need to connect with resources in your community, but don't know where to look, Pennsylvania 211 is a great place to start. From help with a utilities bill, to housing assistance, after-school programs for kids, and more, you can dial 211 or text your zip code to #898-211 to talk with a resource specialist for free. The specialist will listen to your needs, and give you information on programs in your community that might be able to help.

Visit the [guided 211 search page](#) to explore programs available in your community by categories such as financial assistance, housing, and food.

Accessing Emergency Food Assistance Information for Pennsylvanians

PA Agriculture Secretary Russell Redding has issued guidance for accessing emergency food assistance for Pennsylvanians at risk of hunger due to measures to slow the spread of COVID-19.

During this time of major precautions to reduce risks of spreading COVID-19, those out of work, those who rely on college meal plans, school meals to feed their children, and those who are isolated may not know where to turn for food," Secretary Redding said. "No Pennsylvanian should go hungry, even in these extraordinary times." Go [here](#) for more information on emergency food assistance. The Pennsylvania Department of Education [website](#) provides information on accessing meals for students while schools are closed.

Centers for Disease Control: Stress and Coping

The outbreak of coronavirus disease 2019 (COVID-19) may be stressful for people. Fear and anxiety about a disease can be overwhelming and cause strong emotions in adults and children. Coping with stress will make you, the people you care about, and your community stronger. The Centers for Disease Control (CDC) has provided information and suggestions for handling stress and helping loved ones cope, including behavior changes to watch for in children as well as ways to support them during this time. Access the information [here](#).