

**Negotiating the Networks  
Your Guide to Local Resources for  
Luzerne County**



# Contact PA 2-1-1 / Help Line at

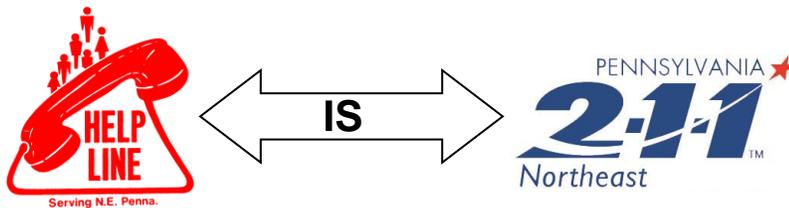
**Dial: 2-1-1 or 570-829-1341 or 1-888-829-1341.**

**Text: your zip code to TXT211.**

**Chat: Coming Soon.**

**Web: [www.pa211ne.org](http://www.pa211ne.org)**

**Phone numbers and links in this guide were accurate as of the date of compilation. If you find an incorrect phone number or link, please contact Help Line so we may provide you with the updated information.**



## **A Brief History of Help Line / PA 2-1-1 NE**

Help Line is an information and referral (I&R) service and first response point for crisis calls in Luzerne and Wyoming Counties. Help Line operates twenty-four hours a day, 365 days a year manned by specially trained caseworkers as a program component of the Family Service Association of Wyoming Valley. Help Line was established in 1972 after Hurricane Agnes to provide a central resource for vital information for the victims of this devastating disaster. In 1975 Help Line entered into agreements with a number of area agencies to provide twenty-four hour crisis services. Soon after, other agencies signed onto the service and Help Line became the crisis center for most Wyoming Valley social service agencies.

In 2009, Guidelines an I & R service, that provided services to Bradford, Sullivan and Tioga counties closed and turned over their operations to Help Line. In 2010, 2-1-1 service was implemented in Pennsylvania with Help Line being selected to provide 2-1-1 services throughout Northeastern PA. It was a slow start, gathering resources in an additional five counties of Lackawanna, Monroe, Pike Susquehanna and Wayne counties joining Help Line / PA 2-1-1 NE's



coverage area, now at ten counties. In 2011 in response to the looming destruction of Hurricane Lee the largest telephone company in the region turned the switches allowing the majority of the people in the region able to dial 2-1-1.

In 2014 PA 2-1-1 Central decided it could no longer provide services for 2-1-1. Their counties were divided up among the remaining PA 2-1-1 regions. PA 2-1-1 NE / Help Line started providing I&R services to the residents of Clinton, Columbia, Lycoming, Montour, Northumberland, Snyder and Union Counties. PA 2-1-1 NE / Help Line provides services to 17 counties in Northeastern and North Central Pennsylvania serving approximately 1.5 million residents.

Help Line currently acts as the after hours crisis service for sixteen different organizations serving Bradford, Lackawanna, Luzerne, Sullivan and Wyoming Counties. It is the central access point for problems and issues regarding Aging, Mental Health, Child Abuse/Neglect, Drug and Alcohol, Runaway, Energy Assistance, Homeless Services and Victim services.

Since Help line's first call in 1972, over 2.9 million telephone calls have been handled by Help Line caseworkers. Most likely you know someone that has contacted Help Line over the years.

If you live in any other counties below just dial 2-1-1 for your information and referral service.



**Help is usually available, but you need to ask for it. The excerpts below from an article by Donna Freedman below illustrated that point.**

## **Swallow your pride -- and seek aid**

By Donna Freedman MSN Money

**Almost all of us would rather give financial help than need it. Still, life can knock you down hard enough that you need help getting back up. Here's how to find it.**

The time to swallow your pride is not the day the electricity gets cut off. Most Americans have never cashed an unemployment check, used a food bank, visited a public health clinic or even clipped coupons with zeal. We like to think that we can take care of ourselves, that we're the kind of people who offer help rather than take it. That's a swell attitude to have -- until you're looking at a hungry child or an eviction notice. Don't let this happen. Public and private agencies will help you eat, pay the rent, keep the utilities on and get your kids immunized. Pride shouldn't get in the way of survival. State and federal programs operate with the taxes you've been paying all these years, and private programs exist specifically to help those in temporary need. Here's what you can expect as you test the public safety net. And remember: When times are better, you can give back.

### **You are far from alone.**

In this economy, more and more folks who once made a good living are joining the ranks of the unemployed or the working poor. "We're (hearing) a lot of 'I never thought I'd be here,'" said Moses Carey Jr., the chairman of the Employment Security Commission of North Carolina. Get over the idea that unemployment benefits are some kind of welfare. Unemployment insurance is just that: insurance against joblessness. And now for a hard truth: Your old job might be gone forever, and your skill set might be obsolete. "What we tell them is they need to reinvent themselves so they can compete," he said. Having gone back to school after three decades away, I can definitely say that yes, this is intimidating. But so is life without employable skills.

### **Gimme Shelter**

How long could you keep a roof over your head if you lost your job? Would a month's worth of unemployment checks cover a month's worth of housing? Or suppose your rent goes up just as your hours get cut at work -- what then? Think about this now. Right now. Federally subsidized housing is available, but waiting lists are long, and in some cities the waiting lists are closed to new applicants. Sign up if you like, but don't count on getting a place anytime soon. Private organizations might be able to help. Requests for rent and utility assistance are up 40% at North Helpline, an emergency-services agency in Seattle. "We're hearing from people who have never needed this kind of service before," Executive Director Amy Besunder said. Having trouble with utilities? Call customer service, explain the situation and ask to set up a repayment plan. Some



social service agencies offer utility assistance; ask, ask, ask. You can also apply for the federal Low-Income Home Energy Assistance Program (LiHeap). An increasing number of those seeking help are working-class families, spokesman Mark Wolfe said.

## Food on the table

Do not underestimate the power of coupon clipping. Rent, mortgage and car payments are hard to tweak, but your grocery bill “has a lot of wiggle room,” said Stephanie Nelson of CouponMom.com. A number of sites and blogs match coupons to weekly sales and promotions. This can make a serious dent in grocery bills. Nelson, says she spends as little as \$3 for a spaghetti dinner for her family of five. Coupons are available free on a ton of Internet sites. Are you worried about being embarrassed by the sighs and eye rolls from cashiers or other shoppers who might have to wait an additional second or two for a coupon to be scanned? To find food banks in your area, call. Find out the details -- when they're open, what kind of documentation to bring, before the cupboard is bare. If you're underemployed or unemployed, consider applying for the Supplemental Nutrition Assistance Program (the new name for the federal food stamp program) or the Women, Infants and Children nutrition program. **Again, don't wait until you're in crisis to check out these programs.** It will take days or weeks to get approved. Incidentally, getting food assistance is less embarrassing these days because paper coupons have been replaced by “electronic benefit transfer” cards. As far as the people in line behind you know, you're using a debit card.

## Guarding your health

Whether you've lost your job or simply can't hack the insurance premiums any longer, start lining up health care before you actually need it. You can't work or look for work when you're sick. Those who had insurance before being laid off can continue coverage under COBRA. Private health insurance might be cheaper, however. Public health and community health centers can be literal lifesavers to those without coverage. Dr. Lauren Cianciaruso of the Loudoun County (VA) Community Health Center has been seeing unemployed or uninsured patients whose chronic diseases were not being treated.

Community health centers operate on a sliding-scale basis. So do county and state public health departments. A relative of mine who's on disability has gotten excellent, compassionate care at a public health clinic. “You don't want to wait until you're so sick that you'll have to go to the emergency room. That's 10 times as expensive,” said Dr. Charissa Fotinos of the Seattle area's public health department. Besides, anyone who has paid taxes helped pay for these clinics. Once you're working, you'll be paying again. To find a community health center or public health clinic in your region, call.

## Lose the attitude

A common denominator of all these aid programs: questions. You will probably have to answer a lot of questions, and some will feel intrusive, such as marital status or personal assets. This can make newcomers develop a bit of “attitude,” according to the Rev. June Cooper of the



City Mission Society of Boston. Remember that everyone else has to answer the same questions. Remember, too, that this is where you are now. You won't be here forever. The workings of the economy are beyond your control. Choosing to survive is an act of self-determination. Few people want to ask for help. But sometimes it just makes sense.



## **Guidelines For Parent Child Relationships**

- Try to set aside time on a regular basis to do something fun with your child.
- Never disagree about discipline in front of the children.
- Never give an order, request, or command without being able to enforce it at the time.
- Be consistent, that is, reward or punish the same behavior in the same manner as much as possible.
- Agree on what behavior is desirable and not desirable.
- Agree on how to respond to undesirable behavior
- Make it as clear as possible what the child is to expect if he or she performs the undesirable behavior.
- Make it very clear what the undesirable behavior is. It is not enough to say, "Your room is messy." *Messy* should be specified in terms of exactly what is meant: "You've left dirty clothes on the floor, dirty plates on your desk, and your bed is not made."
- Once you have stated your position and the child attacks that position, do not keep defending yourself. Just restate the position once more and then stop responding to the attacks.
- Look for gradual changes in behavior. Don't expect too much. Praise behavior that is coming closer to the desired goal.
- Remember that your behavior serves as a model for your children's behavior.
- If one of you is disciplining a child and the other enters the room, that other person should not step in on the argument in progress.
- Reward desirable behavior as much as possible by verbal praise, touch or something tangible such as a toy, food or money.
- Both of you should have an equal share in the responsibility of discipline as much as possible.

# Positive Parenting Tips

## ➤ Pick Your Battles

"If you're always saying, 'No, no, no,' your child will tune out the no and won't understand your priorities," says Pearson, author of *The Discipline Miracle* (AMACOM). "Plus you can't possibly follow through on all of the nos." Define what's important to you, set limits accordingly, and follow through with appropriate consequences. Then ease up on little things that are annoying but otherwise fall into the "who cares?" category -- the habits your child is likely to outgrow, such as insisting on wearing purple (and only purple).

## ➤ Know Your Child's Triggers

Some misbehavior is preventable -- as long as you can anticipate what will spark it and you create a game plan in advance, such as removing tangible temptations. If your 18-month-old is prone to grabbing cans off grocery store shelves, bring along some toys for him to play within the cart while you're shopping. If your 2-year-old won't share her stuffed animals during play dates at home, remove them from the designated play area before her pal arrives. And if your 3-year-old likes to draw on the walls, stash the crayons in an out-of-reach drawer and don't let him color without supervision. Also, some children act out when they're hungry, overtired, or frustrated from being cooped up inside, says Harvey Karp, MD, creator of the DVD and book *The Happiest Toddler on the Block* (Bantam). Make sure your child eats healthy snacks, gets enough sleep (a minimum of 10 hours at night, plus a one- to two-hour nap), and plays outside to burn off energy -- even in chilly weather.

## ➤ Be Consistent

Between the ages of 2 and 3, children are working hard to understand how their behavior impacts the people around them. If your reaction to a situation keeps changing -- one day you let your son throw a ball in the house and the next you don't -- you'll confuse him with mixed signals."

There's no timetable as to how many incidents and reprimands it will take before your child stops certain misbehavior. But if you always respond the same way, he'll probably learn his lesson after four or five times. A caveat: by age 2, many kids learn how to make their parents lose resolve just by being cute. Don't let your child's tactics sway you -- no matter how cute (or clever) they are.

## ➤ Don't Get Emotional

Sure, it's hard to stay calm when your 18-month-old yanks the dog's tail or your 3-year-old refuses to brush his teeth for the gazillionth night in a row. But if you scream in anger, the message you're trying to send will get lost and the situation will escalate -- fast. "When a child is flooded with a parent's negative mood, he'll see the emotion and won't hear what you're saying," explains William Coleman, MD, professor of pediatrics at the University of North Carolina Medical School, in Chapel Hill. Indeed, an angry reaction will only enhance the entertainment value for your child, so resist the urge to raise your voice. Take a deep breath, count to three, and get down to your child's eye level. Be fast and firm, serious and stern when you deliver the reprimand.

## ➤ **Keep It Short and Simple**

If you're like most first-time mothers, you tend to reason with your child when she breaks rules, offering detailed explanations about what she did wrong and issuing detailed threats about the privileges she'll lose if she doesn't stop misbehaving. But as a discipline strategy, over talking is as ineffective as becoming overly emotional, warns Dr. Coleman. While an 18-month-old lacks the cognitive ability to understand complex sentences, a 2- or 3-year-old with more developed language skills still lacks the attention span to absorb what you're saying. Instead, speak in short phrases, repeating them a few times and incorporating vocal inflections and facial expressions, Dr. Coleman advises. For example, if your 18-month-old swats your arm, say, "No, Jake! Don't hit Mommy! That hurts! No hitting. No hitting." A 2-year-old can comprehend a bit more: "Evan, no jumping on the sofa! No jumping. Jumping is dangerous -- you could fall. No jumping!" And a 3-year-old can process cause and effect, so state the consequences of the behavior: "Ashley, your teeth need to be brushed. You can brush them -- or I can brush them for you. You decide. The longer it takes, the less time we'll have to read Dr. Seuss."

## ➤ **Give a Time-Out**

If repeated reprimands, redirection, and loss of privileges haven't cured your child of his offending behavior, consider putting him in time-out for a minute per year of age. Before imposing a time-out, put a serious look on your face and give a warning in a stern tone of voice ("I'm counting to three, and if you don't stop, you're going to time-out. One, two, THREE!"). If she doesn't listen, take her to the quiet and safe spot you've designated for time-outs, and set a timer. When it goes off, ask her to apologize and give her a big hug to convey that you're not angry.

## ➤ **Stay Positive**

No matter how frustrated you feel about your child's misbehavior, don't vent about it in front of him. "If people heard their boss at work say, 'I don't know what to do with my employees. They run the company, and I feel powerless to do anything about it,' they'd lose respect for him and run the place even more," says Pearson. "It's the same thing when children hear their parents speak about them in a hopeless or negative way. They won't have a good image of you as their boss, and they'll end up repeating the behavior."

Still, it's perfectly normal to feel exasperated from time to time. If you reach that point, turn to your spouse, your pediatrician, or a trusted friend for support and advice.

# Your Local Luzerne County Resources

## Alcohol/Drug Abuse

Check on the back of your insurance card for “Substance Abuse”, that number will be able to connect you with programs that accept your insurance.

If you do not have insurance contact the Luzerne Wyoming Counties Drug and Alcohol Program at 570-826-3035.

**If you have insurances contact one or more of the facilities below for help.**

A Better Today, Hazleton .....	570-455-9222
Catholic Social Services, Wilkes-Barre.....	570-822-7118
Choices, Kingston (Inpatient ) .....	570-552-3700
Choices Recovery, Wilkes-Barre .....	570-408-9320
Clean Slate, Wilkes-Barre.....	413-341-1787
Clearbrook Manor, Wilkes-Barre (Inpatient) .....	570-823-1171
James A Casey House, Wilkes-Barre (Residential) .....	570-822-9011
Huntington Creek Recovery Center, Shickshinny (Inpatient) .....	844-841-6526
PA Care LLC Miners Medical, Ashley.....	570-822-5145
Pathway to Recovery Counseling, Hazleton.....	570-455-9902.
Wyoming Valley Alcohol and Drug Services , Wilkes-Barre.....	570-820-8888
Pittston.....	570-655-3900

## Ambulance – Fire – Police

For emergencies dial 9-1-1.

## Assistance Office

Residents of Luzerne County can seek assistance and a range of services for themselves and their families from professionally trained staff members at county assistance offices. Or, they can also apply for and renew your benefits from the comfort of their home using [COMPASS](#).

Two offices serve Luzerne County from 7:30 am till 5 pm they are located at:

### Wilkes-Barre

205 South Washington St.  
Wilkes-Barre PA 18711  
Phone: 570-823-2100

### Hazleton

Center Plaza Building  
10 West Chestnut St.  
Hazleton, PA 18201  
Phone: 570-459-3800



## Child Abuse / Neglect

Luzerne County Children & Youth Services

Children & Youth Services mission is to assure that children are protected, live free from abuse and neglect and are given the opportunity to grow and develop to their fullest potential.

**Luzerne County Children & Youth Services** is located at:

111 N. Pennsylvania Avenue  
Wilkes-Barre, PA 18702  
Phone #: 570-826-8710

or

8 W Broad St # 500  
Hazleton, PA 18201  
Phone: (570) 454-9740

## Reporting Child Abuse;

**Call one of the above numbers**

or

**ChildLine at 1-800-932-0313 (TDD: 1-866-872-1677)**

The ChildLine and Abuse Registry Intake Unit (1-800-932-0313) is available 24 hours to receive reports of suspected child abuse. Professionals who come into contact with children are required to report when they have reasonable cause to suspect that a child under the care, supervision, guidance or training of that person or of their agency, institution or organization is an abused child. In addition, any person may report suspected abuse, even if the individual wishes to remain anonymous.

## Child Care Information Services

**Child Care Information Services (CCIS)** agencies are the hub of child care information in your local area. CCIS agencies provide you and your family with information on quality child care and personalized child care referrals to child care providers based on your specific needs or preferences. CCIS agencies also administer the [Child Care Works](#) subsidized child care program. For all of your child care questions and needs, contact the CCIS agency for your local area or call the Child Care Works Helpline at 1-877-4-PA-KIDS.

Your **local CCIS** office can be found at:

46 South Washington Street  
Wilkes-Barre, PA 18703-2631  
Phone: (570) 822-6500  
Toll Free: 1-800-922-6264



## **Clothing**

A number of resources assist in clothing for individuals and families in need. This is usually donated new/used clothing. Availability depends on what is donated. Some of these resources help individuals in specific areas and others are open to all, please contact them for more information. These resources are:

### **Catholic Social Services (Hazleton)**

214 W Walnut St, Hazleton, PA 18201

Phone: 570-455-1521

### **Clothes Closet**

317 Luzerne Avenue, West Pittston, PA, 18643

Phone: 570-654-2500

### **Clothing Closet - Reach Program**

35 South Franklin Street, Wilkes-Barre, PA, 18701

Phone: 570-829-5611

### **Common Thread Clothing Room at St. Vincent de Paul Kitchen**

39 East Jackson Street, Wilkes-Barre, PA, 18701

Phone 570-829-7796

### **Have Two Coat Closet**

813 Wyoming Avenue, Kingston, PA, 18708

Phone: 570-287-9067

### **United Charities**

107 Madison St., Hazleton, PA 18202

Phone: 570-455-1529

## **Crime Assault / Victim Services**

### **Victim Resource Center**

Phone: 570-823-0765

Victims Resource Center provides a comprehensive range of services to meet the special needs of crime victims, to address issues of violence on an individual and community level and to increase the understanding of the impact of crime on victims to improve their quality of care.

## **Dental Free Clinic**

[The Hope Center of Wyoming Valley](#), 205-207 Main Street, Luzerne, 1-844-239-3405; Call for appointment

[Wilkes-Barre Free Clinic](#), St. Stephen's Episcopal Church, Call 570-793-4361 for appointment.

## Diapers / Baby Items

Programs that offer diapers and baby items to those that can't afford them.

### **Caring Alternatives** - Volunteers of America

25 North River St, Wilkes-Barre, PA, 18702

Phone: 570-825-5261

### **Pennsylvanians For Human Life** - Wilkes-Barre

31 Hanover St., Wilkes-Barre, Pennsylvania, 18702

Phone: 570-826-1819

## Disaster Services / County Emergency Management Offices

### **Luzerne County Emergency Management Agency**

Phone: 570-820-4400

The Emergency Management Agency is here to protect the public health, safety, and environment of Luzerne County. It helps our communities prepare for, manage through, and recover from any type of natural disaster, security threat, and emergent situation.

### **American Red Cross** [www.redcross.org](http://www.redcross.org)

Helps residents recover from disasters like fires and floods.

Get Immediate Assistance: Call the Red Cross 24 hours a day at 1-800-422-7677.

Local chapters of the Red Cross are located in:

Wilkes-Barre

256 N Sherman St

Wilkes-Barre, PA 18702

Phone: 570-823-7161

Hazleton

165 Susquehanna Blvd,

Hazleton, PA 18202

Phone: 570-455-9517

## Domestic Violence / Partner Abuse

### **Domestic Violence Service Center (DVSC)**

P.O. Box 2177

Wilkes-Barre, PA 18703

Phone: 570-823-7312 or 1-800-424-5600 (toll free)

DVSC offers emergency shelter and direct services to battered women and their children. DVSC's Bridge Housing Program provides transitional housing for battered and homeless women and their children.

In addition, DVSC offers a wide range of free and confidential services including a 24-hour hotline for information and referral, crisis intervention, supportive counseling or a sympathetic shoulder to cry on.

## Elder Abuse / Issues

Report Elder Abuse – 24 hour Hotline - 1-800-490-8585

Abuse reports can be made on behalf of an older adult whether the person lives in their home or in a care facility such as a nursing facility, personal care home, hospital, etc.

The reporters may remain anonymous and have legal protection from retaliation, discrimination and criminal prosecution.

The local **Area on Aging** can be found at:

111 N Pennsylvania Ave.  
Wilkes-Barre, PA 18701  
Phone: 570-822-1158

## Employment Services

**CareerLink** is a free, one-stop shop with highly trained staff ready to assist with your job search. Luzerne County offices are located at:

Wilkes-Barre  
32 East Union Street  
Wilkes-Barre, PA 18701  
Phone: 570-822-1101

Hazleton  
750 N. Laurel Street  
Hazleton, PA 18201  
Phone: 570-459-3854

## Food

Meals are supplied in two locations in Luzerne County they are at:

Hazleton's **Salvation Army Soup Kitchen**, serves lunch at rear of 365 West Broad Street in Hazleton.

In Wilkes-Barre at **St. Vincent DePaul Soup Kitchen** provides lunches daily and on Tuesday, Wednesday and Thursday provides dinners at 39 Jackson Street.

## Food Banks / Pantry

The Commission on Economic Opportunity (CEO) helps to coordinate many of the area food banks through their Weinberg Food Bank. Try contacting the food bank that services your area before contacting CEO at 570-826-0510.

Food Bank / Pantry	Service Area	Phone #	Days of Operation	Hours of Operation
Ashley Area Food Pantry 33 Manhattan St. Ashley, PA 18706	18706 Zip Code	570-825-6669	2nd & 3rd Thurs.	10-12 noon, 6-8 pm

<b>Food Bank / Pantry</b>	<b>Service Area</b>	<b>Phone #</b>	<b>Days of Operation</b>	<b>Hours of Operation</b>
Avoca Food Pantry 532 Main Street Avoca, PA 18641	Avoca & Duryea	570-457-6791	1st Thurs.	4-6:00 pm
Dupont Food Pantry 212 Wyoming Avenue Dupont, PA 18641	Dupont	570-655-6216 opt.#4	Last Thurs.	4-5 pm
Brueningsen Memorial Food Pantry 300 Fern St. St. Michael's Rec Center Freeland, PA 18224	18224 Zip Code	570-751-8549	4th Tues	3:30-5 pm
Glen Lyon Mobile Pantry 65 Newport Street Glen Lyon, PA 18617			4th Wed	6-7 pm
CEO: Hazleton 100 W Broad Street Suite 11 Hazleton, PA 18201	Greater Hazleton Area	570-455-4994	Mon / Thurs / Fri	Mon 1-4 pm/Thurs 1-4 pm/ Fri 9 am-12pm
Catholic Social Services 214 Walnut Street Hazleton, PA 18201	Haz., W Haz., Conyngham, Freeland, Sugarloaf, Drums & White Haven	570-455-1521	Mon, Tues, Thurs, Fri	Mon, Tue, Fri 10 am-12 pm, Fri 1-3 pm
Salvation Army 356 W. Broad St Hazleton, PA 18201	Greater Hazleton Area	570-454-1631	Tues & Thurs	11:30 am-1 pm
Al Beech West Side Food Pantry 190 S. Sprague St. Kingston, PA 18704	18704, 18709, 18644	570-288-0934	Orders taken Mon & Thurs 1pm to 2:30 pm. Pick up the following day, 10 am to 10:45am.	
Mountain Top Food Pantry 316 S. Mountain Blvd Mountain Top, PA 18707	Mountaintop Drums Area	570-474-6616	Fri	9 am-12 noon
Nanticoke Area Food Pantry 518 Hanover Street Nanticoke, PA 18634	Nanticoke & Newport Twp	570-262-4327	WED	9-11 am
Nescopeck Area Community Cupboard 650 Harter Ave Nescopeck, PA 18635	Berwick School District	570-520-4033 x302	2nd & 4th Tues	11:30 am-2:30 pm
Greater Pittston Food Pantry 37 Williams Street Pittston, PA 18640	Greater Pittston Area	570-654-9923	Wed	Call for appointment.
Wyoming Valley Seventh Day Adventist Church 14 Martin Street Plains, PA 18705		570-235-1418	Sun / Thurs	Sun 11 am to 1 pm Thurs 4:30pm to 6:30 pm
Christian Service Center 66 Willow Street Plymouth, PA 18651	Plymouth, Plymouth Twp, Larksville	570-779-5323	Last Thurs.	9-11 am

Food Bank / Pantry	Service Area	Phone #	Days of Operation	Hours of Operation
Tree Of Life Christian Fellowship Church 246 E. Main Street Plymouth, PA 18651			2nd Wed	10 am-1 pm
Black Creek Twp Food Pantry 1330 Park Street Rock Glen PA 18246			2nd Wed	11 am-3 pm
Shickshinny Food Pantry 6 Butler Lane Shickshinny, PA 18655	Hunlock Twp to Columbia County line.	570-542-4784	Thurs	12-2 pm
Back Mtn Food Pantry 40 Knob Hill Road Trucksville, PA 18708	Dallas & Lehman School Districts	570-696-2917	Fri	11:30 am to 1:30 pm
Back Mtn Harvest Assembly (Care Share Food Pantry) 340 Carverton Road Trucksville, PA 18708		570-696-1128	1st & 3rd Sat	10-12 noon, 6-8 pm
Faith Assembly Of God Operation Blessing 34 Fox Manor Road West Hazleton, PA 18202	Hazleton Area	570-459-2410	Wed/ Thurs By Appt	8:30 am-4:30 pm
United Charities 107 Madison Avenue West Hazleton, PA 18202	Hazleton Area School Dist.	570-455-1529	Mon-Fri	8 am-4 pm
Salvation Army 214 Luzerne Avenue West Pittston, PA 18643		570-655-5947	Tues/Thurs	10 am-12 pm & 1pm to 2 pm
White Haven Food Pantry Hickory Hall, White Haven Center White Haven, PA 18661	White Haven Area	570-443-8480	Fri	10-12 noon
Good Shepherd Lutheran Church/CEO Food Pantry 190 S. Main Street Wilkes-Barre, PA 18702	Luzerne County	570-826-0510	Mon/Wed/Fri	Mon/Wed 1-4 pm, Fri 9 am-12 noon
Jewish Community Alliance 71 W. Northampton St. Wilkes-Barre, PA 18702	Luzerne County	570-824-4646	Thurs	9:30 am to 11:30 am
Keystone Rescue Mission Alliance 290 Parkview Circle Wilkes-Barre, PA 18702		570-871-4795	2nd & 4th Fri	12 pm to 2 pm
Mount Zion - Our Daily Bread 105 Hill Street Wilkes-Barre, PA 18702	18702	570-824-0146	Wed/Sat	10 am-1 pm
Reach / St. Stephens 135 S. Franklin Street Wilkes-Barre, PA 18702	Luzerne County	570-829-5611	Mon/Fri	12-3 pm

Food Bank / Pantry	Service Area	Phone #	Days of Operation	Hours of Operation
St. Nicholas Food Pantry 226 S. Washington Street Wilkes-Barre, PA 18702	18701 & 18702 Zip Codes	570-829-5611	Wed	10 am-12 noon, 1-3 pm
St. Vincent De Paul Pantry & Soup Kitchen 39 E. Jackson Street Wilkes-Barre, PA 18702	Luzerne County	570-829-7796	Tues /Thur	Tues 9 -11 am & 5 pm-6 pm, Thurs 9 to 11 am
Salvation Army 17 S. Pennsylvania Avenue Wilkes-Barre, PA 18702	Luzerne County	570-824-8741	Tues/Wed/Thurs pick up 9:30am to noon, order must be called in day in advance of pick up. All day Mon & Fri walk in available, first come first served.	
Wyoming Valley AIDS Council 330 Bowman St Wilkes-Barre, PA 18702	Luzerne County	570-718-1816	Mon/Fri	9 am-2 pm
Bethel AME Church Pantry 516 S Franklin ST. Wilkes-Barre, PA 18702	Wilkes-Barre	570-825-6127	Fri	12-2:30 pm

## Homeowners' Emergency Mortgage Assistance Program (HEMAP)

If you've received an Act 91 Notice (foreclosure notice) from your lender, check below for a participating counselor that can assist you in applying for our Homeowners' Emergency Mortgage Assistance Program (HEMAP). In order to put the foreclosure process on hold, you must have a **face-to-face** meeting with one of these counseling agencies within **33 days** from the date of your Act 91 Notice.

Advantage Credit Counseling Service/CCCS of Northeastern PA 1-888-511-2227.  
 American Credit Counseling Institute (ACCI), Nescopeck 1-888-468-8847  
 Commission on Economic Opportunity - 570-826-0510, 1-800-822-0359

## Insurance

If you have medical insurance and are seeking assistance in finding treatment, look on the back of your insurance card for helpful numbers that can give you a referral to a provider that accepts your insurance or might even be able to assist you in making an appointment. If you have Medical Assistance or Medicaid, you can contact one of the county assistance offices in Hazleton (570-459-3800) or Wilkes-Barre (570-826-2100) for the same information.

CHIP puts health coverage within reach for all uninsured kids and teens that are not eligible for or enrolled in Medical Assistance. Phone: 1-800-986-KIDS (5437).

Pennsylvania offers a free health insurance counseling program (**APPRISE**) designed to help older Pennsylvanians with Medicare. Counselors are specially trained staff and volunteers who can answer your questions about Medicare and provide you with objective, easy-to-understand information about Medicare, Medicare Supplemental Insurance, Medicaid, and Long-Term Care Insurance. Contact the Area Agency on Aging at 570-822-1158 or the PA Hotline at 1-800-783-7067.



The state of **Pennsylvania** offers three prescription assistance programs for its residents; the Pharmaceutical Assistance Contract for the Elderly or **PACE** for short, the companion program **PACE** Needs Enhancement Tier or **PACENET**, and the third option is a Medicare Part D companion program called **PACE Plus Medicare**. For more information on PACE programs contact the Pace Hotline at 1-800-225-7223. Questions and concerns about Medicare can be answered by contacting the Medicare Hotline at 1-800-633-4227.

The **Affordable Care Act (ACA)** the comprehensive health care reform law enacted in March 2010 (sometimes known as ACA, PPACA, or “Obamacare”). The law has 3 primary goals:

- Make affordable health insurance available to more people. The law provides consumers with subsidies (“premium tax credits”) that lower costs for households with incomes between 100% and 400% of the federal poverty level.
- Expand the Medicaid program to cover all adults with income below 138% of the federal poverty level. (Not all states have expanded their Medicaid programs.)
- Support innovative medical care delivery methods designed to lower the costs of health care generally.

To apply for the ACA use their web site; [www.healthcare.gov/get-coverage](http://www.healthcare.gov/get-coverage); or you can contact the ACA Healthcare Marketplace at 1-800-318-2596.

## Legal Representation

The following organizations are for free or low cost legal representation:

Civil Cases: **North Penn Legal Services** for Intake Phone: 1-877-953-4250

Criminal Cases: **Luzerne County Public Defender’s Office**:

Phone: 570- 825-1754.

There are two free walk in clinic’s that offer simple legal advice they will not represent you in court. These clinics are part of:

### **Back Mountain Free Clinic**

St Theresa’s Church, 60 Davis St., Shavertown, PA 18708

Hours are Friday from 6:30 pm to 8:00 pm.

### **Hope Center of Wyoming Valley**, 205-207 Main St., Luzerne, PA

Hours are Mondays starting at 6pm.

## Medical Free Clinic’s

### **Monday:**

[The Hope Center of Wyoming Valley](#), 205-207 Main Street, Luzerne,  
1-844-239-3405; 6 to 8pm

### **Tuesday:**

[Wilkes-Barre Free Clinic](#), St. Stephen's Episcopal Church, starts at 4 p.m. Call 570-793-4361 for appointment.

Hazleton Free Medical Clinic, 106 S. Church St, 2nd Tuesday of the month, must register between 5pm to 6pm.

### **Wednesday:** [Care & Concern Free Health Clinic of Pittston](#),

Old Seton Catholic HS Building, 5 to 8pm



## Medical Free Clinic's (continued)

Wilkes-Barre Free Clinic, St. Stephen's Episcopal Church, starts at 5:30 p.m. Call 570-793-4361 for appointment.

### Thursday:

The Hope Center of Wyoming Valley, 205-207 Main Street, Luzerne,

Phone: 1-844-239-3405; 6 to 8pm

Hazleton Free Medical Clinic, 106 S. Church St, 4th Thursday of the month, must register between 5pm to 6pm

### Friday:

Back Mountain Clinic, St. Therese Church, 570-696-1144, starts at 6:30 p.m.

## Mental Health

Mental health services are provided by the following resources if you do not have a private provider:

The **suicide hotline** is available twenty four hours a day by calling 1-800-273-8255.

For children under the age of 18 contact the **Children's Service Center**, 335 S Franklin St, Wilkes-Barre, PA 18702 Phone: 570-825-6425.

Adults and children can contact **Northeast Counseling Services** at either location in Hazleton at 750 Broad St. Phone 570-455-6385 or Nanticoke location at 121 S Prospect St., Phone 570-735-7590. Adults also can contact **Community Counseling Services**, 110 S Pennsylvania Ave, Wilkes-Barre, PA 18701 Phone; 570-552-6000. These numbers are available 24/7.

## Miscellaneous State Agencies

For assistance with your heating bills, contact **LiHeap** at:

Luzerne County Assistance Office at 570-826-2100 or 570-459-3800

or

The Commission for Economic Opportunity at 570-826-0510 or 570-455-4994.

The **Rent Rebate program** benefits eligible Pennsylvanians age 65 and older; widows and widowers age 50 and older; and people with disabilities age 18 and older that meet the income requirements. Phone: 1-888-222-9190

## Poison Control Center

Contact the poison control center at 1-800-222-1222.

## Rent / Utilities Assistance

The Department of Public Welfare offers an Emergency Shelter Allowance, ESA, to help a homeless or near homeless family/individual to: stop eviction from your home/apartment or foreclosure of your house; find a long-term place to live; find a short-term place to stay.

You must meet all income, resource and non-financial guidelines. Contact the **Luzerne County Assistance Office** at 570-826-2100 or 570-459-3800.

The **Commission on Economic Opportunity** may also help with rent and utilities if funding is available. They can be reached at:



Wilkes-Barre  
165 Amber Lane  
Wilkes-Barre, PA 18702  
Phone: 570-826-0510

Hazleton  
100 West Broad Street Suite 11,  
Hazleton, PA 18201  
Phone: 570-455-4994

## Shelters

County homeless shelters are:

<b>Mother Theresa Haven (men)</b>	Phone: 570-825-9948
<b>Ruth's Place (women)</b>	Phone: 570-822-6817
<b>Divine Providence Shelter(all)</b>	Phone: 570-455-1521

## Social Security Offices

Local social security offices offer information, help and services handled by the Social Security Administration. Services typically available include: Apply for retirement benefits, for Medicare, help with Medicare prescription drugs, check on application status, appeal a decision or obtain forms.

**Luzerne County Social Security offices** are located at:

Wilkes-Barre  
102 Stegmaier Building  
Wilkes-Barre, PA 18702  
Phone: 1-866-686-9505

Hazleton  
88 South Laurel Street  
Hazleton, PA 18201  
Phone: 1-866-388-9878

## WIC Nutrition

The [WIC \(Women, Infants and Children\) Nutrition Program](#) promotes the health of women, infants and children by providing food and nutrition education to pregnant women and breastfeeding mothers as well as their infants and children. WIC services include nutrition education, healthy food vouchers, breastfeeding support, farmer's market vouchers, and much more..To apply and for questions regarding WIC, contact your local WIC center.

### Kingston Center

Nesbitt Medical Arts Building  
534 Wyoming Avenue, Suite 100  
Kingston, PA 18704  
570-283-3523  
Mon 10-6, Tues & Wed 9-5  
Thurs & Fri 8-4

### Wilkes-Barre Center

222 Carey Avenue  
Wilkes-Barre, PA 18701  
570-823-1516  
Mon & Fri 8-4, Tues & Thurs 9-5,  
Wed 9-6

### Hazleton Center

10 W Chestnut St. Suite 7  
Hazleton, PA 18201  
570-459-1805  
Mon & Tues 9-5, Wed & Thurs 8-5, Fri 8-4

### Nanticoke Headstart

1010 South Hanover St.  
Nanticoke, PA  
Calls to W-B WIC Center  
(Specify Nanticoke Headstart when  
scheduling)  
570-823-1516  
By appointment only



## Youth Runaway Services

The **National Runaway Safeline** can be reached by dialing 1-800-786-2929; chat services are available from 3:30 pm till 10:30pm.

Local runaway services are available from the **Bridge Youth Services** by calling 570-824-5766.