



Chester County Department of Human Services:

**"WE'RE STILL HERE
FOR YOU"**

Please know, during the Coronavirus (COVID-19) pandemic,
our services are still available.

A Comprehensive List of Resources to Address Community Needs during the Coronavirus (COVID-19) Outbreak in Chester County

The Coronavirus (COVID-19) pandemic is having a great impact on our community in many ways. This guide will help you locate resources for specific human service needs during the COVID-19 outbreak in Chester County.

In an effort to connect Chester County residents with the wealth of community resources available, the Chester County Department of Human Services created a COVID-19 Community Resource Guide to aid in connecting residents with available resources.

We hope you'll join us by sharing this guide with your communities.

Feel free to use any of the information listed in this guide, or any of the information found on [Chesco.org](https://chesco.org) chesco.org/226/Human-Services, [Chesco.org/DrugandAlcohol](https://chesco.org/DrugandAlcohol) or [Chesco.org/MHIDD](https://chesco.org/MHIDD).

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1. COVID-19 General Information

a. Chester County Health Department

- i. COVID-19 Homepage: <https://chesco.org/4376/Coronavirus-COVID-19>
- ii. Data and Maps for Chester County: <https://chesco.maps.arcgis.com/apps/opsdashboard/index.html#/975082d579454c3ca7877db0a44e61ca>
- iii. FAQ and General Resources: <https://www.chesco.org/4429/Coronavirus-COVID-19-General-Resources>
- iv. How You Can Help: <https://www.chesco.org/4437/Coronavirus-COVID-19-How-to-Help>
- v. Testing Information: <https://chesco.org/DocumentCenter/View/54233/Testing-for-Coronavirus>
- vi. Support Strategies and Resources: <https://www.chesco.org/4440/Coronavirus-COVID-19-Support-Strategies>
- vii. Cleaning and Hygiene: <https://www.chesco.org/4431/Coronavirus-COVID-19-Hygiene-Cleaning>
- viii. Face Mask Guide: <https://www.chesco.org/4458/Coronavirus-COVID-19-Face-Mask-Guidance>
- ix. Things to do at Home: <https://www.chesco.org/4427/Coronavirus-COVID-19-Things-to-do-at-Hom>

b. Centers for Disease Control and Prevention (CDC)

- i. General Resources: <https://www.cdc.gov/coronavirus/2019-ncov/index.html>

c. United Way of Chester County 2-1-1 (All Resource Phone Line)

- i. This is a phone line which call specialist connect callers with local resources needed.
 - Resources such as food, housing, employment, etc.
 - 211 call specialists are available 24/7 by calling 2-1-1 or 1-866-964-7922.
 - TTY and language services are available in more than 170 languages and dialects.
 - Chester County residents can also text their zip code to 898-211.

d. Chester County Information and Referral Agencies

- i. Human Services Inc. (West Chester Area): 610-429-3033
- ii. La Comunidad Hispana (Kennett Area): 610-444-7550
- iii. Maternal and Child Health Consortium (Coatesville Area): 484-378-4030
- iv. Oxford Area Neighborhood Services Center (Southern Chester County): 610-932-8557
- v. Phoenixville Area Community Services (Phoenixville Area): 610-933-1105

2. Mental Wellness

a. Warm Lines

- i. If you're feeling lonely, worried, anxious and need to talk to someone, call:
 - Chester County Warm Line: **1-866-846-2722.**
 - Pennsylvania COVID-19 Statewide Support and Referral Line: **The toll-free number to call is 1-855-284-2494.**

b. Crisis Lines

- i. If you or someone you know is experiencing a mental health or emotional crisis, call:

- Chester County Valley Creek Crisis Center (24 hours a day, 7 days a week): **610-280-3270**.
- National Suicide Prevention Life Line: **1-800-273-8255**.
- If you would rather be in touch via text message, use the National Crisis Text Line: **741-741**.

ii. **Veterans Crisis Line**

- National Veterans Suicide Prevention Life Line: **1-800-273-8255 PRESS #1**.

c. **Mental Wellness Resources**

i. **Help lines and warm lines:** <https://namimainlinepa.org/services-in-sepa-2/intro-to-services/help-lines-and-warm-lines/>

ii. **Crisis Phone Numbers:** <https://namimainlinepa.org/crisis-numbers/>

iii. **National Suicide Prevention Lifeline “Online Chat”:**

<https://suicidepreventionlifeline.org/chat/>

iv. **National Crisis Text Line:** <https://www.crisistextline.org/>

v. **Mental Health America Online Support Groups:** <https://www.mhanational.org/find-support-groups>

vi. **Chester County Suicide Prevention Task Force:**

<http://chestercountysuicideprevention.com/>

vii. **Accessing Mental Health Services in Chester County:** <https://chesco.org/617/Mental-Health>

- If you have health insurance, call the number on the back of the member card to ask about mental health or behavioral health coverage.
- If you have Medical Assistance/HealthChoices, contact Community Care Behavioral Health at 866-622-4228 for information about services.
- In PA, most children under age 19 with serious mental health needs qualify for Medical Assistance **regardless of family income**. By using both private health insurance and Medical Assistance, the family gets more treatment choices as well as more financial help. You can apply for Medical Assistance by completing the [COMPASS application](#). Our local service providers shown below can help you get the benefits for which you qualify.

○ **Adults and children:**

▪ **Human Services, Inc.**

Thorndale: 610-873-1010

Oxford: 610-998-1807

Spanish language services at some locations

▪ **Holcomb Behavioral Health Services**

Exton: 610-363-1488

Kennett Square: 610-388-7400

Spanish language services available

▪ **Creative Health Services**

Pottstown: 484-941-0500

○ **Adults Only:**

▪ **Fellowship Health Resources**

Phoenixville: 610-415-9301

○ **Children Only:**

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- **Child Guidance Resource Centers**
Coatesville: 610-383-5635
Toll free: 866-799-3325
- **Devereux Community Services**
Phoenixville - 610-933-8110 - Until 03/31/2020
Malvern - 610-933-8110 - Effective 04/01/2020
800-935-6789

viii. **Managing Stress during the COVID-19 Outbreak:**

https://www.ptsd.va.gov/covid/COVID_managing_stress.asp

ix. **Stress and Coping:** <https://www.cdc.gov/coronavirus/2019-ncov/daily-life-coping/managing-stress->

[anxiety.html?CDC_AA_refVal=https%3A%2F%2Fwww.cdc.gov%2Fcoronavirus%2F2019-ncov%2Fprepare%2Fmanaging-stress-anxiety.html](https://www.cdc.gov/coronavirus/2019-ncov/daily-life-coping/managing-stress-anxiety.html?CDC_AA_refVal=https%3A%2F%2Fwww.cdc.gov%2Fcoronavirus%2F2019-ncov%2Fprepare%2Fmanaging-stress-anxiety.html)

x. **Coping with Stress during Infectious Disease Outbreaks:**

<https://store.samhsa.gov/sites/default/files/d7/priv/sma14-4885.pdf>

xi. **Trauma Informed Response During Uncertain Times:**

<https://www.acesconnection.com/blog/trauma-informed-response-during-uncertain-times>

3. Substance Use

a. Substance Use Recovery Support Groups and Virtual Meetings

i. General Substance Use Recovery Resources

- Pennsylvania Recovery Organization Alliance (PRO-A) Online and Virtual Recovery Support List: <http://pro-a.org/wp-content/uploads/2020/04/01-PROA-Online-Recovery-Support-Resource-list-4120-1.pdf>
- Pennsylvania Department of Drug and Alcohol Programs (DDAP) COVID-19 Resource Page: <https://www.ddap.pa.gov/Get%20Help%20Now/Pages/Coronavirus.aspx>
- Pennsylvania Department of Drug and Alcohol Programs (DDAP) Online Support groups and podcasts:
<https://www.ddap.pa.gov/Get%20Help%20Now/Documents/COVID-Individuals.pdf>
- Podcasts Supporting Recovery: <https://conversation.zone/podcasts/>
- “Whatever it Takes” Virtual AA Meeting:
<https://files.constantcontact.com/b67ca7a6601/b2f86612-5d0a-4735-bce4-2c5eed642653.pdf>
- Addiction Policy Forum Smartphone App:
<https://www.addictionpolicy.org/connections-app>
- Meeting Finder Created by Be a Part of the Conversation:
<https://conversation.zone/meetings/>
- Herren Project Online Support Groups and Virtual Meetings:
https://herrenproject.org/online-support-groups/?fbclid=IwAR1-c9IGnTmIG3RhpwtBTHzXj9Eok_Qb1Hn5VtrNWwJit-hnNTsIfo3JD00

ii. Veteran Substance Use Resources

- REBOOT COMBAT Virtual Recovery: <https://rebootrecovery.com/military>
- Virtual All-Recovery Meetings for Veterans in Recovery Zoom Meetings:
 - Thursdays at 6:00pm ET
 - <http://zoom.us/j/4696059639>

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- Meeting ID: 469 605 9639
- Dial in Phone Number: 929-205-6099

iii. Parent/Loved One Substance Use Resources

- Al- Anon Virtual Support Groups: <https://al-anon.org/al-anon-meetings/electronic-meetings/>
- Nar-Anon Virtual Support Groups: <https://www.naranonchat.com/>
- Adult Children of Alcoholics: <https://adultchildren.org/resources/internet-meeting/>
- “Parent Partnership” Hosted by Be A Part of the Conversation”: <https://conversation.zone/parent-partnership/>
- Podcasts Supporting Recovery: <https://conversation.zone/podcasts/>
- Meeting Finder Created by Be a Part of the Conversation: <https://conversation.zone/meetings/>
- Herren Project Online Support Groups and Virtual Meetings: https://herrenproject.org/online-support-groups/?fbclid=IwAR1-c9IGnTmlG3RhpwtBTHzXj9Eok_Qb1Hn5VtrNWwJit-hnNTsIfo3JD00

b. Accessing Substance Use Treatment

- If you *have insurance*, including Medicaid, please call the number listed on the back of your insurance card to get information on how to access drug and alcohol services.
- If you *do not have insurance*, please call one of the following agencies which is closest to you, for help:
 - Gaudenzia Coatesville(Coatesville) - 610-383-9600
 - Mirmont Outpatient (Exton) - 484-565-1130
 - Holcomb Behavioral Health Systems (Kennett Square) - 610-388-9225
 - Creative Health Services (Phoenixville)- 610-933-1223
 - Gaudenzia West Chester(West Chester) - 610-429-1414

iii. Accessing Services in Chester County Map:

<https://www.chesco.org/DocumentCenter/View/18451/Accessing-Services?bidId=>

iv. PA Get Help Now:

- <https://www.ddap.pa.gov/Get%20Help%20Now/Pages/COVID-19-Information-for-Individuals.aspx>
- 24/7 Help Line: 1-800-662-HELP (4357)

v. PA Get Help Now Chat:

- <https://m2.icarol.com/ConsumerRegistration.aspx?org=72331&pid=125&cc=en-US>

c. Other Resources

i. Chester County Family Help Book:

<https://chesco.org/DocumentCenter/View/52302/Family-Help-Book>

4. Resources for Parents and Caregivers of Children

a. How to Help your Child Cope with COVID-19

i. Talking with children about Coronavirus Disease 2019:

https://www.cdc.gov/coronavirus/2019-ncov/daily-life-coping/talking-with-children.html?CDC_AA_refVal=https%3A%2F%2Fwww.cdc.gov%2Fcoronavirus%2F2019-ncov%2Fcommunity%2Fschoools-childcare%2Ftalking-with-children.html

- ii. **Children and COVID-19: Tips to keep children healthy while school's out:**
https://www.cdc.gov/coronavirus/2019-ncov/daily-life-coping/children.html?deliveryName=USCDC_2067-DM23953
 - iii. **Helping Children Cope with Changes Resulting from COVID-19:**
<https://www.nasponline.org/resources-and-publications/resources-and-podcasts/school-climate-safety-and-crisis/health-crisis-resources/helping-children-cope-with-changes-resulting-from-covid-19>
 - iv. **Supporting Kids during COVID-19:** <https://childmind.org/article/supporting-kids-during-the-covid-19-crisis/>
- b. School District COVID-19 Updates**
- i. **Avon Grove School District:** <https://www.avongrove.org/district/administration/director-of-pupil-services/covid-19-communications>
 - ii. **Coatesville Area School District:**
<https://www.casdschools.org/site/default.aspx?PageType=3&DomainID=4&ModuleInstanceID=20&ViewID=6446EE88-D30C-497E-9316-3F8874B3E108&RenderLoc=0&FlexDataID=9662&PageID=1>
 - iii. **Downingtown Area School District:** <https://www.dasd.org/Page/9207>
 - iv. **Great Valley School District:** <https://www.gvsd.org/Page/17808>
 - v. **Kennett Consolidated School District:** <https://www.kcsd.org/news/2020/03/16/food-distribution-plan/>
 - vi. **Octorara School District:**
<https://www.octorara.k12.pa.us/site/default.aspx?PageType=3&DomainID=4&ModuleInstanceID=13&ViewID=6446EE88-D30C-497E-9316-3F8874B3E108&RenderLoc=0&FlexDataID=3699&PageID=1>
 - vii. **Owen J. Roberts School District:**
<https://www.ojrsd.com/site/default.aspx?PageType=3&DomainID=4&ModuleInstanceID=15&ViewID=6446EE88-D30C-497E-9316-3F8874B3E108&RenderLoc=0&FlexDataID=32977&PageID=1>
 - viii. **Oxford Area School District:**
<https://www.oxfordasd.org/cms/lib/PA02218845/Centricity/Domain/4/Covid/Food%20Letter%203-30-2020rev2.pdf>
 - ix. **Phoenixville Area School District:**
https://www.pasd.com/our_district/coronavirus_developments
 - x. **Tredyffrin-Easttown School District:** <https://www.tesd.net/coronavirus>
 - xi. **Unionville-Chadds Ford School District:** <https://www.ucfsd.org/covid19/resources/faqs>
 - xii. **West Chester Area School District:** <https://www.wcasd.net/Page/12726>
- c. Other Tips and Resources**
- i. **Things to do at Home:** Things to do at Home: <https://www.chesco.org/4427/Coronavirus-COVID-19-Things-to-do-at-Home>
 - ii. **8 Tips for Working from Home with Kids during COVID-19:**
<https://www.yalemedicine.org/stories/8-tips-work-at-home-with-kids-covid-19/>
 - iii. **Care for Caregivers:** <https://www.nasponline.org/resources-and-publications/resources-and-podcasts/school-climate-safety-and-crisis/mental-health-resources/care-for-caregivers-tips-for-families-and-educators>

- iv. **ChescoLife** a free program supported by Chester County Dept. of Human Services and serves families who have a child or adolescent that struggles with emotional behavioral, social needs, intellectual disabilities involved with the dependency or delinquency systems.
 - Families can call **1-484-348-6392**.
 - Link: <https://www.accessservices.org/services/chesco-life-program>
- v. **Autism Support Group:** <https://paautism.org/support-groups/>

5. Food Providers and Hot Meals

a. Finding Locations

- i. **PA Food Resource Finder:** <https://panen.org/covid-19-food-resources>
- ii. **Chester County Food Bank COVID-19 Update:**
<https://chestercountyfoodbank.org/community-partners/member-agencies/>
- iii. **211 Services from the United Way available 24/7 by calling 2-1-1 or 1-866-964-7922.**
 - TTY and language services are available in more than 170 languages and dialects.
 - Chester County residents can also text their zip code to 898-211.

b. Applying for Supplemental Nutrition Assistance Program (SNAP)

- i. <https://www.fns.usda.gov/disaster/pandemic/covid-19>

c. School District COVID-19 Meal Updates

- i. **Avon Grove School District:** <https://www.avongrove.org/district/administration/director-of-pupil-services/covid-19-communications>
- ii. **Coatesville Area School District:**
<https://www.casdschools.org/site/default.aspx?PageType=3&DomainID=4&ModuleInstanceID=20&ViewID=6446EE88-D30C-497E-9316-3F8874B3E108&RenderLoc=0&FlexDataID=9662&PageID=1>
- iii. **Downingtown Area School District:** <https://www.dasd.org/Page/9207>
- iv. **Great Valley School District:** <https://www.gvvsd.org/Page/17808>
- v. **Kennett Consolidated School District:** <https://www.kcsd.org/news/2020/03/16/food-distribution-plan/>
- vi. **Octorara School District:**
<https://www.octorara.k12.pa.us/site/default.aspx?PageType=3&DomainID=4&ModuleInstanceID=13&ViewID=6446EE88-D30C-497E-9316-3F8874B3E108&RenderLoc=0&FlexDataID=3699&PageID=1>
- vii. **Owen J. Roberts School District:**
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- viii. **Oxford Area School District:**
<https://www.oxfordasd.org/cms/lib/PA02218845/Centricity/Domain/4/Covid/Food%20Letter%203-30-2020rev2.pdf>
- ix. **Phoenixville Area School District:**
https://www.pasdsd.com/our_district/coronavirus_developments
- x. **Tredyffrin-Easttown School District:** <https://www.tesd.net/coronavirus>
- xi. **Unionville-Chadds Ford School District:** <https://www.ucfsd.org/covid19/resources/faqs>

- xii. West Chester Area School District: <https://www.wcasd.net/Page/12726>
- xiii. School Guidance from PA Dept. of Education during COVID-19: <https://www.education.pa.gov/Schools/safeschools/emergencyplanning/COVID-19/Pages/AnswersToFAQs.aspx>

d. Other Resources

- i. Food Assistance during COVID-19: <https://www.agriculture.pa.gov/FoodForThought/Pages/Article.aspx?post=71>
- ii. Emergency Food Assistance During COVID-19 Mitigation: https://www.media.pa.gov/pages/Agriculture_details.aspx?newsid=900
- iii. Phoenixville Area Community Services (PACS) COVID-19 Message: <https://www.pacsphx.org/our-message-about-covid19>

6. Housing and Utilities

a. Housing

- i. Prohibition of Eviction/Displacement from Residence: <https://housingalliancepa.org/wp-content/uploads/2020/04/4.1-HAP-Statement-updated.pdf>
- ii. Homeless Coordinated Entry: Call 2-1-1

b. Utilities

- i. PECO: <https://www.peco.com/SafetyCommunity/Safety/Pages/coronavirus.aspx>
- ii. AT&T: <https://about.att.com/pages/COVID-19.html>
- iii. Comcast: <https://www.internetessentials.com/covid19>
- iv. Xfinity Hotspots: <http://wifi.xfinity.com/>
- v. Sprint: <https://www.sprint.com/en/landings/covid-19.html>
- vi. T-Mobile: <https://www.t-mobile.com/brand/ongoing-updates-covid-19#customers>
- vii. Verizon: <https://www.verizon.com/about/news/our-response-coronavirus>
- viii. Mint Mobile: <https://www.mintmobile.com/unlimited/>

7. Employment Resources

a. Unemployment

- i. Information for Workers Impacted by COVID-19: <https://www.uc.pa.gov/Pages/default.aspx>
- ii. Information on Federal CARES ACT: <https://www.uc.pa.gov/Pages/covid19.aspx>

b. Finding Jobs During COVID-19

- i. PA Careerlink Job Seeker Resources: <http://www.pacareerlinkchesco.org/job-seekers/downloads/>
- ii. PA Careerlink “Hot Jobs” during COVID-19: <http://www.pacareerlinkchesco.org/wp-content/uploads/2020/03/Covid-19-Hot-Jobs-3-26-20.pdf>

8. Financial Resources

i. Businesses

- Information for Workers Impacted by COVID-19: <https://www.uc.pa.gov/Pages/default.aspx>
- Information on CARES Act for Small Business: <https://www.youtube.com/watch?v=Geu-RbGGfCQ&feature=youtu.be>
- COVID-19 Resources for Businesses, Communities and Local Governments: <https://dced.pa.gov/resources/>

- **Phoenixville Community Health Foundation:** <http://www.pchf1.org/available-grants/mini-grants/>
 - **Chester County Community Foundation:** <https://chescofc.org/wp-content/uploads/2020/03/2020-03-CCCF-COVID19-RR-Grant-App.pdf>
 - **United Way of Chester County:**<https://www.unitedwaychestercounty.org/covid-19-response-fund>
 - **Brandywine Health Foundation:** <https://brandywinefoundation.org/apply-for-a-grant-scholarship/>
 - **Delaware County:** <https://delcofoundation.org/apply-for-covid-19-funding/>
 - **Montgomery County:** <http://www.mcfoundationinc.org/>
 - **Regional PHL COVID Fund:** <https://app.smarterselect.com/programs/65561--Philadelphia-Foundation>
- ii. **Federal Student Loans**
- <https://www.ed.gov/coronavirus>

9. Other Resources

a. Seniors

- i. **Chester County Department of Aging Website:** <https://www.chesco.org/135/Aging>
- ii. **ROVER is still transporting folks to the grocery store:**
<https://www.krapfbus.com/transportation/rover/>
 - Rider must be registered before booking a trip.
 - Registration can be completed online or by calling 484-696-3854.
- iii. **Meals on Wheels of Chester County is continuing to provide this service:**
<https://mowcc.org/>

b. Veterans

- i. **Chester County Department of Veteran Affairs:** <https://chesco.org/882/Veterans-Resources>
- ii. **Veteran Caregivers Support Group:**
<https://www.coatesville.va.gov/calendar.asp?action=detail&EID=419336&thisyear=2020&thisMonth=4&day=8>
- iii. **Virtual All-Recovery Meetings for Veterans in Recovery Zoom Meetings**
 - Thursdays at 6:00pm ET
 - <http://zoom.us/j/4696059639>
 - Meeting ID: 469 605 9639
 - Dial in Phone Number: 929-205-6099
- iv. **Veterans FAQ during COVID-19:** <https://www.va.gov/coronavirus-veteran-frequently-asked-questions/>

c. Transportation

- i. **Rover Schedule:** http://1loxz73lopdw2z0qdd2rrul6-wpengine.netdna-ssl.com/wp-content/uploads/2020/03/ROVER-Expanded-Grocery_R2.pdf
- ii. **Septa Regional Rail Service Plan:** <http://septa.org/service/rail/midday-schedule.html>

d. Domestic Violence

- i. **24-hour, free hotline** 888-711-6270 or 610-431-1430
- ii. **If you are in immediate danger, DIAL 911.**
 - If you cannot call, you can TEXT 911 if you are in Chester County.

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*****If you were not able to find what you were looking for in this guide, please contact one of our Information and Referral Agencies listed below, try calling Chester County 2-1-1- by dialing 2-1-1 or 1-866-964-7922 (TTY and language services are available in more than 170 languages and dialects) also Chester County residents can also text their zip code to 898-211.*****

Chester County Information and Referral Agencies

- Human Services Inc. (West Chester Area) or 610-429-3033
- La Comunidad Hispana (Kennett Area) or 610-444-7550
- Maternal and Child Health Consortium (Coatesville Area) - or 484-378-4030
- Oxford Area Neighborhood Services Center (Southern Chester County) or 610-932-8557
- Phoenixville Area Community Services (Phoenixville Area) or 610-933-1105