

## COVID-19 Resources

**READ FIRST:** 2-1-1 is a free, confidential, **non-emergency** information helpline and website that connects people to essential health and human service needs:

- Dial 2-1-1 for help locating specific resources/supports for you and your family
- Click here to see all services 2-1-1 can help connect you to:  
<https://www.uwp.org/211gethelp/>
- 2-1-1 COVID-19 HUB: <https://www.uwp.org/member/member-information/knowledge-cafe/coronavirus-covid-19-hub/>

*The following pages include a list of possible resources and supports for individuals and families in Allegheny County. If you need to connect with resources in your community, but don't know where to look, Pennsylvania 2-1-1 is a great place to start. Dial 2-1-1 to talk with a resource specialist for free. The information hotline is accessible 24/7/365.*

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### Helpful Resources: COVID-19

- Allegheny County Health Department:  
<https://www.health.pa.gov/topics/disease/coronavirus/Pages/Coronavirus.aspx>
    - Residents can call 1-888-856-2774 to speak with a representative 24 hours a day, seven days a week.
    - Representatives from the hotline can help triage calls from residents with individuals who have symptoms, to provide general information and guidance to residents who have concerns, and to answer or direct questions to other individuals or organizations as appropriate.
  - Pennsylvania Department of Health's COVID-19 page:  
<https://member.everbridge.net/453003085611110/login>
  - Centers for Disease Control and Prevention: [https://www.cdc.gov/coronavirus/2019-ncov/cases-updates/summary.html?CDC\\_AA\\_refVal=https%3A%2F%2Fwww.cdc.gov%2Fcoronavirus%2F2019-ncov%2Fsummary.html](https://www.cdc.gov/coronavirus/2019-ncov/cases-updates/summary.html?CDC_AA_refVal=https%3A%2F%2Fwww.cdc.gov%2Fcoronavirus%2F2019-ncov%2Fsummary.html)
  - Allegheny County Alerts: Create an account and subscribe for COVID-19 alerts under the categories of Health Department/Health & Environment.
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### COVID-19 Resources for Parents and Caregivers

- CDC: [When and How to Wash Your Hands](#)
- CDC: [Preventing COVID-19 Spread in Communities](#)
- Red Cross: [Coronavirus: Safety and Readiness Tips for You](#)

- The National Child and Traumatic Stress Network: [Parent/Caregiver Guide to Helping Families Cope With the Coronavirus Disease 2019 \(COVID-19\) \(PDF, 144KB\)](#)
  - National Association of School Psychologists: [Talking to Children About COVID-19 \(Coronavirus\): A Parent Resource](#)
  - New York Times: [Talking to Teens and Tweens about Coronavirus](#)
  - NPR: [Just for Kids: A Comic Exploring The New Coronavirus](#)
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## **Insurance Questions**

*Dial 2-1-1 for help locating specific resources/supports for you and your family*

- All [Medicaid, Medicare, and CHIP](#) recipients will have testing and treatment covered.
  - [UPMC, Highmark, and Aetna](#) will waive applicable deductibles, copayments, or other cost-sharing for COVID-19 testing when ordered by a member's treating medical provider
  - [Uninsured](#): Refer to [Metro Health Clinic](#) (sliding scale); [iHealth Clinic](#) in East Liberty (\$35 flat fee)
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## **Income Support for Workers Impacted by COVID-19**

*Dial 2-1-1 for help locating specific resources/supports for you and your family. Workers that are unable to work because of COVID-19 may be eligible for unemployment compensation (UC) benefits or workers compensation (WC) benefits*

- UC Eligibility + COVID-19: <https://www.uc.pa.gov/Pages/default.aspx>
  - File an initial claim: <https://www.uc.pa.gov/unemployment-benefits/file/Pages/File%20an%20Initial%20Claim.aspx>
- More information about UC and WC for PA employees impacted by COVID-19: <https://www.uc.pa.gov/Pages/covid19.aspx>
- Children of Restaurant Employees (CORE): <https://coregives.org>
  - Provides emergency assistance to service industry employees who are parents
- Urban Redevelopment Authority of Pittsburgh: <https://www.ura.org/news/ura-offering-resources-to-help-small-businesses-potentially-impacted-by-coronavirus>
  - Small business resources for those impacted by COVID-19
- Hebrew Free Loan Association Coronavirus Financial Bridge Loan Program: <http://hflapgh.org/hfl-unveils-loan-program-to-address-financial-impact-of-covid-19-pandemic/>
  - The Hebrew Free Loan Association of Pittsburgh has announced a Coronavirus Financial Bridge Loan Program to provide interest-free loans on a nonsectarian basis for up to \$5,000 to residents of Allegheny, Beaver, Butler, Westmoreland,

Washington, and Armstrong counties who are facing financial challenges caused by the Coronavirus/COVID-19 outbreak. These loans are intended to address:

- Lost wages due to being unable to go to work
  - Childcare costs due to school closures
  - Small business losses
  - Canceled study abroad programs
  - Related medical costs
  - Small business assistance and emergency funds for artists:  
<https://downtownpittsburgh.com/support-programs-during-the-coronavirus-outbreak/>
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## **Food Resources**

*Dial 2-1-1 for help locating specific resources/supports for you and your family*

- Greater Pittsburgh Community Food Bank
    - Food Distributions: <https://www.pittsburghfoodbank.org/wp-content/uploads/2020/03/COVID-19-Distro-Flyer-3.19.2020.pdf>
    - Food Locator: There is help beyond direct distributions. Click the link below to use a tool to find a food pantry, partner agency, or program near you. **Please call ahead to confirm that hours and other details have not changed:**  
<https://www.pittsburghfoodbank.org/covid19/>
    - Grab and Go Meals: Click the link below to find out more about Grab and Go meal sites: <https://www.pittsburghfoodbank.org/covid19/grab-go-sites/>
  - North Hills Community Outreach: Emergency food services
    - Call 412-408-3830
    - Call 412-487-6316
  - 412 Food Rescue: Call 412-407-5287
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## **Utility/Rent and other Housing Assistance**

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- Allegheny County Valley Association of Churches, Inc.: In addition to clothing has gasoline assistance, furniture, clothing, emergency food vouchers, travel assistance, help with rent, utilities and prescriptions.
  - Call 724-226-0606
- Catholic Charities of the Diocese of Pittsburgh: The non-profit can provide a variety of housing options for vulnerable populations, assistance with utility bills, budgeting and financial literacy, community referrals, and senior programs.
  - Call 412-456-6999

- St. Vincent de Paul Society: Programs help individuals and families with one-time needs, such as rental assistance if faced with an emergency or eviction. Additional resources can include food, shelter, rental assistance, and more.
  - Call 412-321-1071
- Pittsburgh Presbyterian Lazarus: Financial assistance to help pay utility or medical bills
  - Call 412-323-1400
- North Hills Community Outreach (NHCO) has several programs that assist Allegheny county and Pittsburgh residents. Some of the programs offered include:
  - Utility and heating bill assistance: This program will help low-income families apply for and receive grants from the \$1 Energy Fund and also Duquesne Light and Columbia Gas Customer Assistance Programs each year. Cash grants provided, which only go to current utility customers, can run as high as \$1,000. They also can apply for crisis grants of up to \$400, which are for those who lack heating service due to their service being shut off or disconnected.
  - Emergency Financial Help: The NHCO organization also helps in financial crisis situations or emergencies. They can help pay a families monthly rent or a security deposit so as to prevent an eviction or homelessness; they will pay for car repairs so that a person does not lose his or her job; pay for home repairs; cover the cost of prescriptions for an un- or underinsured person; etc.
  - Call 412-487-6316
- Urban League of Greater Pittsburgh provides a number of services including emergency rental assistance and cash grants as part of the Housing Assistance Program. It is for those families facing eviction or the risk of becoming homeless. Funds may be used for paying security deposits or first month's rent. Other programs provide early childhood and youth development, education, health advocacy, hunger services, employment and job training.
  - Call 412-227-4805
  - Call 412-727-2640
- Allegheny County Bureau of Hunger and Housing Services runs a homeless assistance program and also provides rental assistance for Allegheny county low income residents.
  - Call 412-350-4354
- Allegheny County Housing Authority administers the section 8 housing program for the very low income, seniors, and poor in the region. This is federally funded and the program provides rent subsidies and vouchers for living in private single houses or apartments. The agency also has information on other housing resources. They offer advice, counseling, information on emergency housing, and run the state of [Pennsylvania Section 8 housing](#) voucher program for Pittsburgh.
  - Call the center at (412)-355-8940.
- Emergency Shelter Allowance is run by the Welfare Department. This includes eviction prevention and funds for rent to those with a pay or quite notice. Short term housing or apartments, as well as no interest loans may also be issued for housing or rental expenses
  - Call 412-565-2146 or 412-565-2232 in the southern part of the county

- Here's what we know about measures local low-income housing providers are taking to reduce the risk from COVID-19. Click on this website for up to date information: <https://www.publicsource.org/vulnerable-communities-how-pittsburgh-area-low-income-housing-providers-are-responding-to-covid-19/>
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### **Childcare**

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- [Pittsburgh Mutual Aid Spreadsheet](#)
  - Circles-Greater Pittsburgh: If you need a babysitter in order to go to work
    - Contact Tammy Thompson: [tthompson@circlespgh.org](mailto:tthompson@circlespgh.org)
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### **Transportation**

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- Port Authority Transit Pass Reimbursement: Port Authority riders who have purchased monthly or weekly passes but are now being told to stay home are eligible to request reimbursement. By contacting the Port Authority online or via phone at (412) 442-2000, riders can receive a credit for the remaining time on their purchased passes.
    - <https://www.post-gazette.com/news/transportation/2020/03/17/Port-Authority-Allegheny-County-COVID-19-coronavirus-monthly-passes-reimbursement/stories/202003170097>
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### **Crisis Services**

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If the corona virus has forced you to self-isolate or self-quarantine in your home and you feel you may be in an unsafe situation for you and your children, help is available:

- Resolve Crisis Services
  - Phone: 1-888-796-8226
  - <https://www.upmc.com/services/behavioral-health/resolve-crisis-services>
- Women's Center and Shelter of Greater Pittsburgh
  - 24 Hour Hotline: 877-338-8255
  - [www.wcspittsburgh.org](http://www.wcspittsburgh.org)
- Crisis Center North
  - 24 Hour CCN Hotline: 412-364-5556
  - 24 Hour Toll Free Hotline: 866-782-0911

- [www.crisiscenternorth.org](http://www.crisiscenternorth.org)
  - Alle-Kiski Area Hope Center – Tarentum
    - 24 Hour Hotline: 724-224-1266
    - 24 Hour Toll Free Hotline: 888-299-4673
    - [www.akhopecenter.org](http://www.akhopecenter.org)
  - Center for Victims
    - 24 Hour Toll Free Hotline: 888-644-2882
    - <https://www.centerforvictims.org/services/victim-services/>
  - Pittsburgh Action Against Rape (PAAR)
    - Chat: paar.net
    - Text: 1-866-363-7273
    - Hours: Monday – Friday, 10am – 2pm; Sunday-Thursday, 7pm – 12am
    - PAAR’s 24 hour Helpline is ALWAYS available to call: 1-866-END-RAPE
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### **Additional Resources**

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- AA Live Phone Meetings: <http://aaphonemeetings.org/>
- Absentee and Mail-in Ballots: <https://www.votespa.com/Voting-in-PA/Pages/Mail-and-Absentee-Ballot.aspx>
- Pittsburgh Cares: Are you over the age of 60 or have a compromised immune system? Would you like a buddy to help you through these strange times we're in? Sign up here. They have about 40 neighbors wanting to help you all over Pittsburgh! If you or your neighbor need help, please let us know. Here is the link:  
[https://docs.google.com/forms/d/e/1FAIpQLSerpDDs6ZPe6oxQ9kuWi3a8c1pO8GP8o2ghUmrMkriYH7DBNA/viewform?fbclid=IwAR3EtEMhbfN0zXpNaHvm\\_4gCD5rpReCwvEUh\\_zfTI\\_Dn5oWO2Kmf304C8Mi4](https://docs.google.com/forms/d/e/1FAIpQLSerpDDs6ZPe6oxQ9kuWi3a8c1pO8GP8o2ghUmrMkriYH7DBNA/viewform?fbclid=IwAR3EtEMhbfN0zXpNaHvm_4gCD5rpReCwvEUh_zfTI_Dn5oWO2Kmf304C8Mi4)