

COVID-19 Resources: Updated 4/14/2020

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.

COVID-19 UPDATES

- 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
 - 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 Assistance, loans, grants, etc.

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General

- The Pittsburgh Financial Empowerment Center has provided a list of various financial resources available in the area to help with unemployment, debt, loans, and more: [Financial Resources](#)

Governmental Assistance

- TANF (Temporary Assistance for Needy Families) here ****Please note that the County Assistance Offices are currently closed to the public. [Apply online.](#)**
- Unemployment – File an initial claim [here](#).
- UPDATE 03/07/20: Please note that the UC waiting week has been suspended. Eligible claimants may receive benefits for the first week that they are unemployed.
- The fast way to apply is online: <https://www.paclaims.pa.gov/UCEN/>
- For more information, visit <http://uc.pa.gov/>

Loans

- Hebrew Free Loan is doing [Coronavirus Bridge](#) Loans asap to assist people who have lost income because of the pandemic.
- DVI Funding is doing [Coronavirus Bridge loans](#) asap. See site for more info and application.

- Modest Needs is offering donations to hourly workers who won't get paid during the COVID-19 outbreak. (<https://www.modestneeds.org>)

Grants & Funds

- ROC United – [various financial resources for restaurant workers](#)
- [Pittsburgh Virtual Tip Jar](#) – a new independent project hosted on Carnegie Mellon University's Center for Ethics and Policy website — is aiming to alleviate some of that financial stress on SERVICE INDUSTRY WORKERS that rely on tips. Get on the list and/or give someone a tip [here](#)
- Modest Needs is offering donations to HOURLY WORKERS who won't get paid during the COVID-19 outbreak. (<https://www.modestneeds.org>)
- Emergency Funds for people who work as BARTENDERS [here](#).
- [Greater PGH Restaurant Workers emergency fund](#)
- [ONE FAIR WAGE](#) – Emergency Coronavirus Fund for TIPPED EMPLOYEES & WAGE WORKERS
- Gig Workers Collective – National & State [resources here](#)
- [Pittsburgh Stage Employee Bailout Fund](#)

Disaster Unemployment Assistance

To qualify for DUA you must meet both conditions below:

- Your job must have been lost or interrupted due to a presidentially declared disaster, and
- You must not be eligible for regular unemployment insurance benefits.
- Please see [website](#) for additional information on eligibility & applying for assistance

Workers Compensation

- If you're exposed to COVID-19 in the workplace, we have important guidance on filing PA Workers' Compensation claims. [Learn more here](#).

Food Resources

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

Food Assistance

- Anyone who is currently out of work due to COVID-19 and currently has NO income is eligible for SFPP (State Food Purchase Program) and TEFAP (The Emergency Food Assistance Program) using this [self-declaration of need form](#).
 - On the self-declaration of need form, they can simply circle \$0 as they have no income. However, they should be advised that if/when their income resumes, they would need to fill out new paperwork and declare that if they intend to continue to obtain food through these programs.

- Similarly, anyone who has lost hours, etc. because of COVID-19 and has a reduced income may be eligible for SFPP and TEFAP
- On the self-declaration of need form, they should circle the income level that currently reflects their new (and potentially temporary) circumstances. As noted above, once income picks back up, they would need to fill out new paperwork and declare that if they intend to continue to obtain food through these programs.
- Apply for Food Stamps (SNAP) & get answers about eligibility
 - Tips for applying – Just Harvest – How to Apply for Food Stamps
 - With Greater Pittsburgh Community Food Bank, call toll free 833-822-7627 text SNAPPA at 555-888 or fill out the referral form online: <https://www.pittsburghfoodbank.org/what-we-do/resources-to-people/snap/>
 - Apply online through PA Compass
- WIC (Women, Infants, Children)
 - Due to the COVID-19 pandemic, the PA State WIC Program has issued a directive to all local WIC agencies in Pennsylvania instructing them that they are not permitted to enroll new WIC participants for the next 8 weeks. They are working on a system that will allow WIC to enroll participants remotely and in compliance with USDA regulations.
 - If a client has a new baby and requires infant formula, WIC has partnered with an organization called Chartwell. Have the pediatrician fax a referral to 412-920-2830. The referral must include the insurance information and contact information so Chartwell

Food Distribution

- 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

- JFCS Squirrel Hill Food Pantry – open and continuing to serve 15217 and families that eat Kosher outside the area code. Individuals receive pre-bagged foods when they come to the pantry. Contact 412-421-2708 for more information
 - The JFCS Squirrel Hill Food Pantry’s critical needs social workers are available to help residents in the Greater Pittsburgh area connect to resources and support. Contact 412-422-7200 to connect with a social worker
- South Hills Interfaith Movement (SHIM)– Pantry open regular hours; distributing pre-packed boxes of groceries. See site for program updates, or for emergency food, please contact Molly Penderville at (412) 854-9120 ext. 108 or mpatterson@shimcares.org
- Southwest PA Meals On Wheels – home meal delivery for people aged 60+ or those of any age that are younger if recovering from injury, illness, or surgery
- Age Well Pittsburgh
 - Now offering Meals to Go: Meal pickups will be drive-through only, between 11 am and 2 pm Mondays and Wednesdays at the Darlington entrance of the JCC Kaufmann Building, 5738 Darlington Road, Squirrel Hill, beginning Monday, March 23.
 - On Mondays, we will be providing one hot and one cold meal – covering two days. On Wednesdays, we will be providing one hot and two cold meals – covering three days.
 - Those who are picking up are not to get out of their vehicles. Participants may pick up for a registered spouse but not for friends. If a senior is unable to pick up meals, please contact Home Delivered Meals at 412-350-5460 or Senior Line 412-350-5460 or 1-800-344-4319 (Toll-free)
 - Participants must call into our lunch line at 412-567-1715 by 8 pm the night before the Monday or Wednesday pickup to reserve each week. Please leave your name (and spouse if picking up for them), and if you will be picking up Monday and/or Wednesday.
 - If you have questions, please leave a message on the on the lunch reservation line, 412-567-1715, and we will call you back. *We regret that we are unable to accommodate walk-ins or to register new clients at this time.

Utility/Rent and other Housing Assistance

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Rent Assistance: All evictions have been suspended for Allegheny County

- Urban Redevelopment Authority (URA) – Beginning Monday, March 23, households at or below 80% Area Median Income (AMI) in need of rental, mortgage payment, and/or utility assistance, specifically because their work hours were cut due to COVID-19, may call the Urban League of Greater Pittsburgh at 412.227.4163 to be screened for assistance.

- A list of resources relating to housing/rent/mortgage from PA Housing Alliance
- Call Allegheny Link at 866-730-2368 for a referral to additional rental resources. Many organizations require a referral from Allegheny Link, including:
 - Urban League of Greater Pittsburgh
 - Community Human Services
 - Pittsburgh Presbyterian Lazarus (412-323-1400) can offer at most \$250 in one time assistance to help with rental evictions, pay utility bills, and even such expenses as medical bills.
- Allegheny Valley Association of Churches. Call 724-226-0606 or visit www.avaoc.org
 - Eligibility: Must live in the Allegheny Valley area (Brackenridge, Tarentum, East Deer, Fawn, Frazier, Harrison, Verona, New Kensington, Arnold, or Lower Burrell) and demonstrate financial need.
- North Hills Community Outreach: Call 412-487-6316 or email help@nhco.org.
 - Eligibility: To qualify the individual or family must be at or below 150% of the federal poverty level. Consumers must live in the following school districts: Hampton, North Hills, North Allegheny, Pine-Richland, Northgate, Deer Lakes, Fox Chapel, and Avonworth.
 - 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.
- 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
- 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, and more.
 - Call 412-321-1071

Utility Assistance

Electric/Gas:

- Duquesne Light (CLD) has ceased shut-offs
- Columbia Gas

- No shutoffs. In addition, Columbia Gas will offer its most flexible payment plans to customers who indicate either an impact or hardship as a result of COVID-19 and will suspend late payment charges until May 1.
- Any customer who has received a termination notice or is having trouble paying his/her bill should call 1-888-460-4332 to discuss payment arrangements and/or financial assistance programs.
- People's Gas
 - **No statement of shutoffs discontinued yet – their website includes info on assistance programs
 - TIPS TO AVOID SCAMS: The COVID-19 outbreak has resulted in an increase in scam activity. We urge all customers to be cautious regarding any unsolicited calls that threaten to turn off your utility service or that demand payment, especially by unusual means, such as a gift card. If you receive a suspicious call, please hang up immediately and call us at 1-800-764-0111.
- FirstEnergy – Temporarily suspend shutoffs and offer payment options to help ease hardships
- Heating Assistance – LIHEAP info here
- 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

Water

- Pennsylvania American Water – Placed a moratorium and discontinued service shutoffs to keep customers safe during the coronavirus pandemic. Additionally, the utility is beginning the restoration of service to previously shut-off customers
- PSWA has suspended utility shut-offs

Pittsburgh-Area Utility Companies

- Electric Companies:
 - Allegheny Power 800-255-3443
 - Duquesne Light 888-393-7100
 - Penn Power 800-720-3600
 - Telephone/Cable:
 - Armstrong Cable 724-776-4200
 - AT&T Broadband 412-741-1840
 - Comcast Cable 800-824-2290
 - Sprint 800-829-8009

- Verizon 800-660-2215
- Verizon Fios 855-326-9185
- Gas Companies:
 - Columbia Gas 888-460-4332
 - Dominion People's 800-764-0111
 - Equitable Gas 800-654-6335
- Water & Sewer Companies:
 - Alcosan 412-766-6696
 - Cranberry Water 724-776-4806
 - Deer Creek Drainage 724-265-5315
 - Hampton Water 412-486-4867
 - MTSA 412-366-8481
 - Oakmont Water 412-828-3388
 - Pennsylvania American Water 800-474-7292
 - Pittsburgh Water & Sewage 412-255-2423
 - Richland Sewer Authority 724-443-5921
 - Shaler Water Authority 412-486-9700
 - West View Water 412-931-3292
 - Wilksburg-Penn Water 412-243-6200
- Trash & Hauling:
 - Allied Waste 800-464-2120
 - BFI 412-429-8009
 - Vogel Disposal 724-625-1511
 - Waste Management 800-458-4090

Free/Reduced Internet Access

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Here is a list from a variety of internet providers if you need to sign up at a free or reduced cost:

- COMCAST HAS EXPANDED ITS INTERNET TO HOMES THAT CANNOT AFFORD IT
 - Go to: www.internetessentials.com Or call 1-855-846-8376
 - Offering new, low-income Internet Essentials customers two months of free internet and raising the speed of that program's service. Xfinity WiFi hotspots across the country will be available for free to all users and data plans will be paused for 60 days, giving customers unlimited data for no additional charge.
 - Additionally, the company will not disconnect a customer's internet service during this period or assess late fees if they contact the company regarding their inability to pay
 - No Social Security number required to apply
 - Will also be rolling out faster internet service to all Internet Essentials customers.
- AT&T: <https://m.att.com/shopmobile/internet/access/> (Phone: 855-220-5211)
- Sprint: https://fedgov.sprint.com/app/ConnectEDII/ProgramRequirements/2-0_lp

- Spectrum: <https://www.spectrum.com/browse/content/spectrum-internet-assist.html>
 - Verizon: www.verizon.com/support/residential/account/manage-account/lifeline-discount
 - USAC: <https://www.fcc.gov/consumers/guides/lifeline-support-affordable-communications>
 - How to turn your phone into a hotspot (be sure to check with your cell phone provider regarding possible charges): <https://www.pcmag.com/how-to/how-to-turn-your-phone-into-a-wi-fi-hotspot>
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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
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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>
 - UPDATE 03/19/20 – [Port Authority Implementing “Social Distancing” operations](#)
 - UPDATE 03/24/20 – [REDUCED SCHEDULE FOR PORT AUTHORITY](#)
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Mental/Behavioral Health, Peer Support, and Crisis Services

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

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

- Resolve is a 24-hour, 365-day crisis service. It's free to all residents of Allegheny County, regardless of your ability to pay
- A Peer Support and Advocacy Network is available from 10:00 a.m. to 12:00 a.m. by calling 1-866-661-9726
- Crisis Services available 24 hours/7 days a week by calling 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
- Crisis Center North
 - 24 Hour CCN Hotline: 412-364-5556
 - 24 Hour Toll Free Hotline: 866-782-0911
 - 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
- 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
- Taking Care of Your Behavioral Health (SAMHSA printable resource)
- Coping with Stress During Infectious Disease Outbreaks (SAMHSA printable resource)
- Forward Wellness Counseling and Consulting Services, LLC
 - We are offering telehealth services and accept all commercial insurance. Some commercial plans are also waiving copays. Sliding scale is also available (\$20-90). We also plan to do some online LIVES around anxiety and coping through COVID-19. Info@forwardwellnesscounseling.com
- Counseling Wellness Center – Offering telehealth services and accepts all commercial insurance. Visit site or 412-322-2129
- Pittsburgh Pastoral Institute (PPI) – offering telehealth services for spiritually integrated counseling
- Step by Step Counseling – open for mental health & substance abuse counseling; can offer telehealth services
- Associates in Behavioral Diagnostics and Treatment (AIBDT) – offering telehealth services
- National Center for School Mental Health – list of resources covering several topics (mental health, students & families, etc)

- JFCS Counseling Services: If you are in need of counseling services, you can call 412-904-5960 and leave a message; the JFCS team will return your call as soon as possible.
- Inside Our Minds – virtual events and resources
 - Inside Our Minds is a peer-controlled, radical mental health organization that works to elevate the voices of people with lived experience of mental illness, madness, and other conceptualizations of mental health.
- Pitt u.lab hub strives to provide caring virtual spaces to meet our community members' mental wellness needs during this challenging time of COVID-19 outbreak. We would like to invite you to join a coaching circle with a group of 4-5 people. Following the Theory U process, the participants take turns to be case giver every time the coaching circle meets, and the coaches engage the case giver in generative dialogues.
 - To learn more about the coaching circle methods, please check out the following two videos:
 - Coaching circle introduction (6 minutes): <https://www.youtube.com/watch?v=dJTrLUgl-qE>
 - Coaching circle instruction (22 minutes): <https://www.youtube.com/watch?v=AwjKROGi6H4>
- Interested in joining a coaching circle? Please fill out this short application: https://pitt.co1.qualtrics.com/jfe/form/SV_a4dwWkCusu2TIsx – The Pitt u.lab hub hosts Gemma Jiang (gej20@pitt.edu) and Christina Ong (cno4@pitt.edu) will be in touch with you shortly.
- Makin Wellness – Highly rated providers specializing in mental health, addiction and relationships. In network with major commercial plans and offering easy & secure virtual visit . Appointments within 48 hours ! Call us at 412-532-1249 to get scheduled
- STEEL SMILING – free virtual mental health program during COVID-19

Pittsburgh Mutual Aid and Neighborhood-specific info:

A great resource if anyone needs help or can give help with housing, food, healthcare, child/pet care, transport, storage, emotional support, and more. SPREADSHEET

- Lawrenceville “Buddy System” sign up [here](#)
- 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? 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_4gCD5rpReCwvEUhzfTI_Dn5oWO2Kmf304C8Mi4
- Sharpsburg – Resident Needs Assessment Form
- COVID Mutual Aid for Friendship/Bloomfield

- Bloomfield-Garfield Corporation – buddy program, food/supply delivery, emergency fund, etc.
 - Mutual Aid Fund for LGBTQIA+ BIPOC (no location restriction. Donate or apply for funds.)
 - Mutual Aid Fund for [Pittsburgh] LGBTQIA+ (from SisTersPGH) – donate and/or get info about applying for funds
 - Aspinwall Community Needs Survey [here](#)
 - Pittsburgh Mutual Aid: aims to deliver at least \$5k a week to those in Pittsburgh who are in need because they have lost income due to the COVID-19 crisis. For now, we hope to give amounts that are \$250 or less.
 - Donate Here
 - Prioritizing most vulnerable groups during COVID-19 crisis
 - To apply for aid, please fill out the form. Please note that funds will not be shared until raised.
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Additional Resources

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

- 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>