



It may not take a village to coordinate the IDS Public Awareness Points of Transformation Awards event, but it certainly takes a dedicated committee.

photo by Mark Brooks

BE A PART OF THE SOLUTION

POINTS OF TRANSFORMATION AWARDS 2015

by Bonnie Squires

The Fifteenth Annual Points of Transformation Awards breakfast and awards ceremony was held on September 30, 2015, at Community Behavioral Health in Center City. Loraine Ballard Morrill, of iHeart Media, once again served as Mistress of Ceremonies for the event.

The Public Awareness Committee of Philadelphia Intellectual disAbility Services recognized direct support professionals and supports coordinators who make a difference in the lives of the people they serve.

Those who were nominated are supporting an individual or individuals so that they may have what they want in their everyday life; communicate in a voice that is heard and understood by others; develop relationships and friendships; experience significant social roles, make a “community connection”, and be successfully employed.

Arthur C. Evans, Jr., Ph.D., Commissioner of Philadelphia’s Department of Behavioral Health and Intellectual disAbility Services (DBHIDS),

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(left to right) Arthur C. Evans, Jr., Ph.D., Commissioner, DBHIDS, Councilman Dennis O’Brien, and Stacey Wright, chief of staff for Representative Stephen Kinsey presenting the citation from the state legislature, honoring direct support professionals and the P.O.T. awards ceremony

photo by Mark Brooks

NEW EFFORTS TO LOCATE PEOPLE WHO ARE MISSING WITH INTELLECTUAL DISABILITIES

Vision for Equality worked with Philadelphia City Councilman Dennis M. O'Brien, his office and members of City Council to improve the reporting and locating of missing and endangered members of our community, especially people with Intellectual disabilities and Autism.

Through the on-going urging of Vision for Equality and its Advocacy staff a Bill was recently introduced in City Council to utilize every method necessary, including social media, to spread the word on missing and endangered persons who don't meet the criteria of an Amber Alert. Present Amber Alerts are reserved for cases when abducted children are in imminent danger.

This effort was spearheaded after the tragic death of a young woman with Autism who could not speak went missing and wasn't found in time because an alert wasn't issued and her paid caregiver lost track of her in Macy's. Sadly, less than 24 hours later after she went missing she was found frozen to death on a West Philadelphia Street between two parked cars.

This Bill will enhance our present system and expand the alert system to "locate and return" vulnerable and endangered persons who need assistance. Bill #150009 was passed by City Council in October 2015 and now awaits the Mayor's signature.

**Read an excerpt of Audrey Coccia's testimony supporting Bill# 15009 on page 5.
For the entire testimony, go to <http://www.visionforequality.org/>**



Save the Date!

Brighter Futures Awards 2016

Friday, March 18, 2016

Philadelphia Downtown Sheraton Hotel
210 N. 17th Street, Philadelphia, PA

Theme: "Inventive Paths to Brighter Futures"

Cost: \$30.00 per person

For more information contact: Wendy Williams (215) 685-4680 Wendy.Williams@phila.gov

Philadelphia Infant Toddler Early Intervention Intake Referral Unit - Call 215-685-4646

Philadelphia Intellectual disAbility Services (IDS) coordinates the Infant Toddler Early Intervention Program in Philadelphia! The Infant Toddler Early Intervention Program serves children from birth to three years of age who have a developmental delay. This program is a state and federal entitlement for eligible children and is provided at no cost to families in Pennsylvania.

Referrals come directly from parents or family members, and from hospitals, doctors' offices and clinics, and other agencies serving children. Once a child is referred, an IDS Early Intervention Intake Coordinator contacts the family to complete the intake application.

The Coordinator then assigns the child and family to service coordination. ChildLink, the service coordination organization, works closely with the family and the Early Intervention Provider Agencies to identify and deliver the needed services. See Sections II-D and V of the 2014 IDS Directory of Services and Supports for more detailed information.

<http://dbhids.org/divisions/ids/ids-service-directory-2014/>

WINTER PREPAREDNESS

INFORMATION FROM: [HTTP://WWW.READY.GOV/WINTER-WEATHER](http://www.ready.gov/winter-weather)

While the danger from winter weather varies across the country, nearly all Americans, regardless of where they live, are likely to face some type of severe winter weather at some point in their lives. Winter storms can range from a moderate snow over a few hours to a blizzard with blinding, wind-driven snow that lasts for several days. Many winter storms are accompanied by dangerously low temperatures and sometimes by strong winds, icing, sleet and freezing rain.



One of the primary concerns is the winter weather's ability to knock out heat, power and communications services to your home or office, sometimes for days at a time. Heavy snowfall and extreme cold can immobilize an entire region.

The National Weather Service refers to winter storms as the "Deceptive Killers" because most deaths are indirectly related to the storm. Instead, people die in traffic accidents on icy roads and of hypothermia from prolonged exposure to cold. It is important to be prepared for winter weather before it strikes.

Before Winter Storms and Extreme Cold

To prepare for a winter storm you should do the following:

Before winter approaches, add the following supplies to your emergency kit:

- Rock salt or more environmentally safe products to melt ice on walkways. Visit the Environmental Protection Agency for a complete list of recommended products.
- Sand to improve traction.
- Snow shovels and other snow removal equipment.
- Sufficient heating fuel. You may become isolated in your home and regular fuel sources may be cut off. Store a good supply of dry, seasoned wood for your fireplace or wood-burning stove.

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TRUE TALES OF RECOVERY

Stories About People Who Have Intellectual Disabilities and Mental Health Challenges



The Behavioral Health Intellectual Disabilities Community Treatment Team (BHID/CTT) was created by the Department of Behavioral Health and Intellectual Disability Services (DBHIDS) to address the needs of people from Philadelphia who have intellectual disabilities and mental health challenges. Sometimes people with these complicated challenges have problems that seem beyond their capacity to understand and cope. Just as for people without intellectual disabilities, living with a mental health challenge takes strength, courage and resilience. And, maybe some help from the service delivery system! These are the people who require much from those who support them and much from themselves as they search for recovery. True Tales of Recovery will begin to share some of the stories of the people who are creating mentally healthier lives in the community and the people from BHID/CTT who support them. All names will be changed to protect each person's privacy.

Don't Give Up!

Darlene is a 26-year old woman who was referred to the team in March of 2014. She had been living with family, moving from house to house with family members, and always having difficulty at each home. When she first met the team she was reluctant to work with them, and was cutting herself in order to be hospitalized. Darlene was very disrespectful of the team and resistant to change. In fact, she brought her mother and grandmother to BHID/CTT to fight the case manager and the team leader. Fortunately, the situation was defused.

With Darlene, the Team's approach has always been to stay focused on her goals and remain positive. Initially, to stabilize housing, the team found a boarding home placement. However, this proved to be less than ideal so Darlene went to live with her grandmother and now support is provided in the home to keep the situation stable. Darlene also began Dialectic Behavioral Therapy and the team supported her attendance. At the same time two further goals were in the works: financial management and weight management. Darlene went from the BHID/CTT program being her representative payee, to her grandmother, and now she is her own payee and managing her finances.

Darlene has several health issues as a result of obesity. She has very much wanted to lose weight and have Bariatric surgery. Unfortunately, Darlene was turned down for the surgery with the medical suggestion that she lose weight prior to the surgery. Darlene handled the disappointment well, with the help of the team, and moved on to getting a gym membership. So far, Darlene has lost 40 pounds and the BHID Case Manager attends the gym with her. Another health-related issue that arose was her psychiatric medication. Darlene did not want to continue with her medications because she did not like the side effects. The case manager and the team were able to support Darlene in requesting a change and the medications were lowered.

Finally, Darlene, like many people, wanted a job. She has just finished a 21-day vocational program through the Office of Vocational Rehabilitation (OVR) and is working toward full employment. She has 8 more weeks of vocational training before she will be working full time. She is truly hopeful about the future! Since joining the team in March of 2014, Darlene has had one psychiatric hospitalization and one presentation at a crisis response center (CRC). She has not been hospitalized since June of 2014. Life is looking up for Darlene! There are still some goals to work toward, but with the concentrated intensive efforts of Darlene and her BHID/CTT Team she is making steady progress. Congratulations to all on this wonderful progress!

More information about BHID/CTT can be found at www.pchc.org.

Submitted by Philadelphia Coordinated Health Care (PCHC)

PHILADELPHIA CITY COUNCIL HEARING ON LOCATING MISSING ENDANGERED PEOPLE

Excerpts from testimony of Audrey Coccia, Co-Executive Director of Vision for EQuality, Inc. Supporting the passing of Bill #150009

Good Morning, My name is Audrey Coccia. I am Co-Executive Director of a Philadelphia non-profit organization called Vision for Equality. We provide advocacy, training, and monitoring services yearly to hundreds of people with Intellectual Disabilities and Autism and their families who live in the City of Philadelphia. . .

I would like to begin by first thanking the members of Council for holding this hearing today and especially, Councilman O'Brien for proposing this Ordinance regarding amending Title 21 of the Philadelphia Code, entitled "Miscellaneous", that will establish a policy of posting all missing and endangered persons alerts on City websites and social sites. I believe, this amendment to Title 21 will greatly expedite efforts to recover vulnerable adults who go missing before they are put in harm's way and hopefully bring them back home safely.

...Our organization works closely with individuals with disabilities, and their families and know first-hand just how frightening it can be when a person with intellectual disability or autism goes missing.

Wandering or elopement is the tendency for an individual to try and leave the safety of a responsible person's care or a safe area. This behavior is considered common and short lived in children but for those with mental impairments of any kind it may persist or re-emerge in adulthood. With anyone with intellectual or mental challenges of social and communication skills and safety awareness, this can be a serious concern.

. . . It can end up in encounters that are life-threatening or in some cases even deadly. These individuals can go missing for a variety of reasons. They may wander away from home and become lost. They may become disoriented for some reason due to their mental or cognitive impairment or bored and walk away from staff. They may be separated from caregivers in a crowd or at an event or during a disaster. This is very problematic because due to their disability they often do not know their name, address, or phone number and have challenges in self-awareness and in recognizing dangerous situations. So they wander from safe settings, often with tragic consequences.

Roughly half, or 48% of people with autism spectrum disorder or intellectual disability, have challenges understanding safety issues. They often have a general inability to think, act, or communicate to

gain assistance from others if they are in trouble. They may not just become separated or walk away from a caregiver but also be missing for hours. One large study on elopement found that about half of individuals with autism who elope have had at least one instance in which they were missing long enough to cause their caregivers to be concerned about their well being and safety. In particular, individuals who go missing may be at increased risk for a traffic injury or a drowning event or be harmed by others. According to the Alzheimer's Association, vulnerable individuals who go missing if not found within 24 hours, nearly 50% of them will be put at risk of serious illness, injury or death. This can occur from exposure to the elements, lack of food or hydration. There is no question wandering or elopement is a critical safety issue that puts very vulnerable people in harm's way.

We here in the Philadelphia area are no strangers to horrific outcomes when vulnerable people go missing. One March 6, 2014 of this last year on a freezing cold day a young woman named Christina wandered off from a paid caregiver who was busy looking at jewelry in Macy's right here in Center City Philadelphia. Christina had severe autism, was non-verbal and had little to no coping skills. A search was undertaken when it was finally reported to the police but for Christina it was already too late. The call was just to the police and Christina could not be located by them. Her body was finally found early the next morning half naked laying between two parked cars at 57th and Master, five miles from the store that she wandered away from. We knew Christina and her mother and the following morning one of our staff received the tragic call from her mom telling us of her loss after Christina was found dead. The mom's anguish on the phone call to us to tell us what happened was beyond description.

We are beginning to see a patchwork of sophisticated alert systems to recover vulnerable missing adults developing throughout the United States. There is even a present national effort and a Bill introduced in Congress by Senator Schumer of NY to help provide funding for law enforcement to enhance alert systems throughout the Country. . . . This would alert everyone this individual may be a high risk of going missing and unable to make their way home or to a safe place. If this more sophisticated approach had been in place for Christina perhaps she would not have lost her life. This type of cooperative effort will allow for a rapid dissemination and response and hopefully a positive outcome-a safe return for those who are vulnerable and need our protection.

Thank you for your time and consideration.



The mission of Special Olympics is to provide year-round **FREE** sports training and competition in a variety of Olympic-type sports for children and adults with intellectual disabilities, giving them continuing opportunities to develop physical fitness, demonstrate courage, experience joy, and participate in a sharing of gifts, skills, and friendship with their families, other Special Olympics athletes, and the community.

Special Olympics offers programs for all ages and abilities, all year round.

School Based

* Promoting inclusion and meaningful participation for all, Interscholastic Unified Sports (IUS) programming in Philadelphia offers recreational and competitive training in bocce, track & field and soccer, as well as offers opportunities for students to become advocates in spreading the mission and vision of Special Olympics to their peers and communities.

Community Based

* Through partnerships with various City of Philadelphia departments, agencies and local businesses, our community based program provides training and competition at sites throughout the city. Programming is held after school, in the evenings, and on weekends, and gives athletes the chance to compete at local, invitational, state, and national and world games.

Young Athletes™

* Young Athletes™ is an 8 week-long early childhood sports play program for children with intellectual disabilities aged 2 to 7 years old that includes games, songs and other fun! Our young athletes learn basic sports skills like kicking and throwing a ball and playing with others! While young athletes practice their sports skills they gain motor skills like balance, flexibility, strength and coordination.

Healthy Athletes®

* Special Olympics Healthy Athletes® is a program that provides a variety of free health screenings ranging from dental to vision, nutrition or hearing. These screenings are offered in a fun, welcoming environment that removes the anxiety and trepidation people with intellectual disabilities often experience when faced with a visit to a doctor or dentist.



SPORTS OFFERED

Winter:

Advanced Aquatics, Basketball, Bowling and Floor Hockey

Spring/Summer:

Advanced Aquatics, Athletics (Track & Field), Basketball, Softball and Tennis

Fall:

Bocce, Bowling, Gymnastics, Soccer, and Volleyball

Young Athletes™ program offered year round



VOLUNTEERS NEEDED

We need your help at our upcoming events!

Dec. 4 - Polar Plunge

Dec. 5 - Volleyball Invitational Tournament

Feb. 28 - Bowling Tournament

March 12 - Leprechaun Run/Walk

April 23 - Spring Games

Volunteers are also needed year round to help as coaches and with our Young Athletes™ Program



RAISING EMPLOYMENT AND LIFE EXPECTATIONS

by: Kathy Sykes

Employment is an important value in our society. Yet people with intellectual disabilities and autism are significantly underrepresented in the workforce. We have an opportunity to change that.

Employment is an important part of most of our lives; it gives each of us many of the same things. It gives us money in our pocket, a sense of self-worth, pride in our accomplishments, the opportunity to pay taxes and be a contributing member of society.

This article is the beginning of a conversation we need to have in Philadelphia. We have all heard the phrase “It takes a village”, it’s true. It will take all of us working together to make employment happen for people with disabilities. We want to start the conversation by sharing with you some of the things that are happening here related to employment and some other changes that are happening too.

Philadelphia IDS, in partnership with Networks for Training and Development Inc., and the Employment 1st Steering Committee recently held an Employment Stakeholders Meeting on October 21, 2015. At this meeting, 100+ people gathered together and developed a strategic plan known as a PATH (Planning Alternative Tomorrows with Hope). The slogan for our PATH is Employment 1st Employment NOW. The plan sets employment and employment related goals for the next 4 years. This is our third PATH. We started in 2006 with Vision for Employment 2010, followed by Employment 1st Philadelphia. We have made progress but there is still a lot of work to be done. We are raising expectations for what is possible. In order to be successful, we need more individuals with disabilities and family members participating in our discussions and work groups.

Also in October, Governor Tom Wolf proclaimed October as Disability Employment Awareness Month. In the proclamation, he states, in part, that “All Pennsylvanians should have the opportunity to live and work with dignity, freedom, and economic self-sufficiency. The vast majority of individuals with disabilities want to work and can be successful in competitive integrated employment.” ¹

Philadelphia and Pennsylvania have a rich history in advancing the rights and opportunities for



people with disabilities as a result of the changes that have occurred through the Right to Education and the Pennhurst Law Suit and others that followed. The Federal Government, specifically the Center for Medicaid and Medicare Services (CMS) which funds the majority of all Home and Community Based Services (HCBS) in Pennsylvania and across the country, is raising expectations for how people with disabilities will live and work in their communities.

CMS published their HCBS requirements in January 2014 in a document known as the “Final Rule”. The HCBS rule seeks to ensure that residential, employment, and day services be “integrated” into the community. A setting must support full access of people with disabilities receiving HCBS funded services “to the greater community, including the opportunity to seek employment and work in competitive integrated settings, engage in community life, control personal resources, and receive services in the community to the same degree of access as individuals not receiving HCBS.”

Much discussion is taking place in Pennsylvania about compliance with this rule and what that will look like. States have up to five years, or until 2019, to put their “transition plans” in place. Some services will have to change to meet the requirements of the rule but these changes should result in more individualized services. The changes should expand the range of “community integrated” residential, employment, and habilitation options available. The final rule requires an assessment of an individual’s needs and strengths, through a person centered planning process. Supports will continue to be based upon choice and individual needs and documented in each individual’s plan.

Raising expectations start at home. What do you want for your child? “Families that consistently set higher expectations have a better chance of creating the same vision in the people who educate and employ their child.” ²

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RAISING EMPLOYMENT AND LIFE EXPECTATIONS

When to start the conversation? Start when you read to your child and ask them, what do you want to be when you grow up? We all know the answer can change many times. It matters that you ask the question. It matters that you show examples of people working in various jobs when you read. It matters that you believe in possibilities. Here is a link to a video titled, "When I Grow Up", <https://www.youtube.com/watch?v=j4S8LnHZuuE>. This video is a wonderful opportunity to hear from young children about their own hopes for themselves. 3

Expectations continue as your child enters school; you and the school are now engaged in a partnership to help your child develop and fulfill a vision for their future. The Supports Coordination Workgroup of Vision for Employment 2010 developed a set of questions to use to "Set Early Expectations for Work". It starts with the elementary school years and continues into middle school, and high school years.

"The most powerful force in changing transition outcomes for young people with significant disabilities is not ultimately found in the transition plans we develop, the educational services we offer, the instruction we provide, or the systems we build, but rather in the aspirations and expectations individual parents hold for their sons and daughters." 4

Youth with disabilities who have more expected of them are more likely to live fully integrated lives and have a greater opportunity to strive toward their own hopes and dreams. The single best predictor of employment success after high school is participating in work experiences while in school.

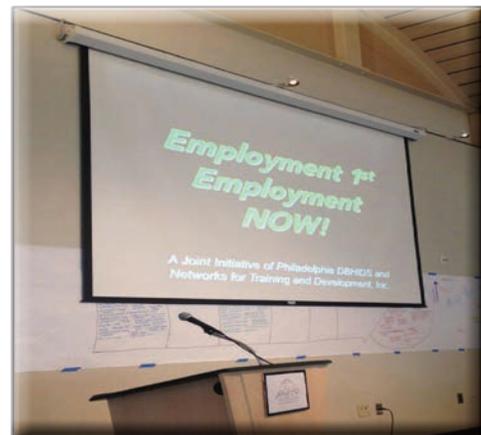
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We envision a future where all citizens are contributing members of their communities, a community in which people with disabilities are living and working alongside persons without disabilities as neighbors and friends.

We would like to use the **Family Forum** as one way to continue this conversation. We invite you to ask questions. There is a lot going on and we want to reach out to you and encourage you to be actively engaged.

References:

1. Governor Wolf www.Prnewswire.com/news-releases, governor-wolf-secretary-dallas- secretary-manderino, PA Department of Human Services and Department of Labor and Industry
2. Brochure, "Information for Families and Caregivers involved in Special Education" developed by Supports Coordination Workgroup Vision for Employment 2010, Retitled, "Setting Early Expectations for Work".
3. When I Grow Up video, Networks for Training and Development, funded through a contract with IDS.
4. Partnerships in Employment, What Matters Most: Research on Elevating Parent Expectation, Erik W. Carter, TASH Town Hall December, 2014



Soji working at Geoffrey Temple Medical Associates

To include an event or submit an article for publication in the Family Forum, please email: familyforum@visionforequality.org

PARTICIPANT-DIRECTED SERVICES

by Kristen Ahrens

Self-directed services, also called “Participant-Directed Services,” have been expanding in Pennsylvania. If you or your family member has either the Person/Family Directed Supports Services or Consolidated waiver and you already direct your own services or are interested in directing your own services, but need help, consider hiring a Supports Broker.

A Supports Broker is a professional who is hired to support a person in self-directing services and supports. The responsibilities vary depending on your choices and preferences. There are three primary areas in which a Supports Broker can assist. The first is with employer-related functions such as recruiting, interviewing, hiring, and managing support workers. They can aid in the creation of worker schedules and back-up plans, in instances where a scheduled worker has to call off. Supports Brokers can help to manage budgets for services and supports, assist in determining worker pay rates, and help in setting up systems for completing payroll and other employee documentation. They provide details and suggestions for workplace safety and conflict resolution, including proper procedures for termination of workers.

Supports Brokers are also there to assist with enhancing your natural supports using person-centered planning approaches. They can help to identify areas of support that will promote successful self-direction and independence,

and share that information with your team and Supports Coordinator. Supports Brokers build circles of support by facilitating support groups which meet your self-direction needs and assist with access to community resources.

Lastly, if you need, Supports Brokers can help you understand and follow waiver rules. A Supports Broker is knowledgeable about Pennsylvania Home and Community Based Waiver Services, especially Participant-Directed options and all applicable policies and procedures.

Currently, Supports Brokering is available to people who use the Consolidated or Person/Family Directed Support (PFDS) waiver and are self-directing at least one waiver service. To get more information about independent brokers that may be available in your area, or learn about how to become a Supports Broker, contact Kristin Ahrens at 215-204-9543 or at kahrens@temple.edu. If you are interested in using an agency to provide Supports Brokering services, contact Marian Frattarola-Saulino at 610-565-5177 or marians@viapa.org.



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Winter Preparedness

- Adequate clothing and blankets to keep you warm.
- Make a Family Communications Plan. Your family may not be together when disaster strikes, so it is important to know how you will contact one another, how you will get back together and what you will do in case of an emergency.
- A NOAA Weather Radio broadcasts alerts and warnings directly from the NWS for all hazards. You may also sign up in advance to receive notifications from your local emergency services.
- Download FEMA's Be Smart. Know Your Alerts and Warnings for a summary of notifications at: www.ready.gov/prepare. Free smart phone apps, such as those available from FEMA and the American Red Cross, provide information about finding shelters, providing first aid, and seeking assistance for recovery.
- Minimize travel. If travel is necessary, keep a disaster supplies kit in your vehicle.
- Bring pets/companion animals inside during winter weather. Move other animals or livestock to sheltered areas with non-frozen drinking water.

POINTS OF TRANSFORMATION AWARDS 2015

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surprised Councilman Dennis O'Brien and Loraine Ballard Morrill, iHeart Media News Director and perennial M.C. for the Points of Transformation Awards Ceremony, with special 10-year Transformation Decade Awards for their advocacy and support. Denise Taylor Patterson, Director of IDS, thanked the Public Awareness Committee members and welcomed all the guests. She thanked Loraine for her compassion and loyalty.

Stacey Wright, the Chief of Staff for State Representative Stephen Kinsey, delivered a citation in honor of the day from Representative Kinsey.

Nancy Thaler, Deputy Secretary of the Office of Developmental Programs in the Pennsylvania Department of Human Services, was the keynote speaker, and she praised all of the winners for their service. Liz Brown, on behalf of the Public Awareness Committee, surprised Nancy with a beautiful bouquet of flowers.

This year's winners included:

- **Joe DiGrazio**, of SPIN, for **Residential**;
- **Kelly Carroll** of Community Integrated Services (CIS) for **Employment**;
- **Adele Ginyard**, SPIN, for **LifeSharing**;
- **Danielle Marino**, Personlink, for **Support Coordination**;
- **Bryant Campbell**, Childlink, for **Early Intervention**,
- **Alicia Lawless**, JEVS Human Services, a nurse manager, for **Treatment Staff**;
- **Dawn Dudley**, Comfort Keepers for **Habilitation**; and
- **Mattie Harrigan**, SpArc Philadelphia, the winner of the Kathy Sykes **IT'S ALL ABOUT COMMUNITY** award.

All of the Honorable Mention award-winners were then recognized and received a certificate.



Bryant Campbell, of Childlink, won the Early Intervention Award of Excellence.

photo by Mark Brooks

POINTS OF TRANSFORMATION AWARDS 2015



Alicia Lawless, of JEVS Human Services, won the Treatment Staff Award of Excellence.

photo by Mark Brooks

(left to right) Nancy Thaler, Deputy Secretary of the Office of Developmental Programs, keynote speaker; Mattie Harrigan, SpArc Philadelphia, who won the Kathy Sykes IT'S ALL ABOUT COMMUNITY award; and Laura Princiotta, CEO of SpArc Philadelphia, who had nominated Mattie, who has placed over 500 people with intellectual disAbilities in jobs in the ten years she has been an employment director at SpArc.

photo by Bonnie Squires





The Low-Income Home Energy Assistance Program (LIHEAP) application for the 2015-2016 season is now underway. LIHEAP provides assistance for home heating bills to keep low income Pennsylvanians warm and safe during the winter months. This program is available to renters and homeowners.

How to Apply: There are three different ways you can apply for LIHEAP, online, on paper, or in person.

1. You can apply for the LIHEAP benefits online by using COMPASS (<https://www.compass.state.pa.us/compass.web/CMHOM.aspx>). COMPASS is the name of the website where you can apply for LIHEAP and many other services that can help you make ends meet
2. Download an application for LIHEAP benefits (http://www.dpw.state.pa.us/foradults/heatingassistanceliheap/S_000960) by clicking on the links below and return it to your local county assistance office
http://www.dpw.state.pa.us/cs/groups/webcontent/documents/document/c_115648.pdf - English application
http://www.dpw.state.pa.us/cs/groups/webcontent/documents/document/c_115647.pdf - Spanish application
3. File an application at your local county assistance office.

For more information, please contact your local county assistance office or contact the LIHEAP hotline at 1-866-857-7095, Monday through Friday (individuals with hearing impairments may call the TDD number at 1-800-451-5886).