



**PCA**

PHILADELPHIA CORPORATION FOR AGING™

**Helping Seniors Live Life to the Fullest**

## **PCA HELPLINE: 215-765-9040** **For hearing impaired: 215-765-9041 (TDD)**

The PCA Helpline operates from 8:30 a.m. to 5 p.m., Monday through Friday. Callers can obtain information about programs and services for Philadelphians who are 60 and older or who have disabilities. These programs include housing repairs, care at home, senior community centers, employment and volunteer opportunities, health insurance counseling, protective services, and transportation.

The PCA Helpline offers English and Spanish options. PCA contracts with a telephone-based language interpreter service that allows communication in more than 140 languages. PCA also maintains the following foreign-language telephone-based lines:

- Chinese – 215-399-4944
- Hindi – 215-399-4943
- Khmer – 215-399-4940
- Korean – 215-399-4941
- Vietnamese – 215-399-4942

**Anyone can report suspected abuse of an elder 24 hours a day, seven days a week, by calling 215-765-9040 or 888-482-9060 (toll-free, outside Philadelphia). Press 1 for protective services when prompted. For more information on protective services, see page 19.**

## **PCA WEBSITE**

PCA's website, [pcaCares.org](http://pcaCares.org), provides information on services, organizations and activities for older Philadelphians, those with disabilities and caregivers. PCA's website offers translation into 17 languages.

## **INTERPRETATION AND TRANSLATION**

Interpretation and translation are provided for non-English-speaking individuals at no cost.

# TABLE OF CONTENTS

<b>Senior Community Centers</b> .....	<b>2</b>
<b>Healthy Aging</b> .....	<b>5</b>
<b>Meal Programs</b> .....	<b>6</b>
<b>Employment and Volunteer Opportunities</b> .....	<b>6</b>
<b>Transportation</b> .....	<b>8</b>
<b>Home and Community-Based Services</b> .....	<b>10</b>
Assessment .....	<b>10</b>
In-Home Care .....	<b>11</b>
<b>In-Home Support Program</b> .....	<b>12</b>
<b>Caregiver Support Program</b> .....	<b>13</b>
<b>Living Options</b> .....	<b>14</b>
Nursing Home Transition .....	<b>15</b>
Domiciliary Care .....	<b>15</b>
<b>Homeowner Resources</b> .....	<b>16</b>
<b>Emergency Assistance</b> .....	<b>17</b>
<b>Advocacy and Protection</b> .....	<b>18</b>
Ombudsman Program .....	<b>18</b>
Older Adult Protective Services .....	<b>19</b>
<b>Legal Resources</b> .....	<b>19</b>
<b>Community Outreach</b> .....	<b>20</b>
<b>Health Insurance and Benefit</b> .....	<b>20</b>



## SENIOR COMMUNITY CENTERS

Adults 60 or older will find a warm welcome at senior community centers and satellite meal sites conveniently located in neighborhoods throughout Philadelphia. A list of centers can be found on pages 3-4. The PCA Helpline at 215-765-9040 can also provide information on senior centers whose programming is specifically geared toward immigrant and limited-English-speaking elders, as well as other diverse communities.

Vital services such as information and referral, benefits assistance, meals and transportation assistance are available at senior centers. Recreational and educational activities, group trips, and programs catering to a variety of interests and hobbies make senior centers social hubs for older adults. Activities at individual centers vary and may include computer, art, music, exercise, dance and health classes; and social, educational and cultural activities. Centers also provide a variety of opportunities for volunteering and civic engagement.

## SENIOR COMMUNITY CENTERS

These senior centers and satellite meal programs are funded by PCA.

### NORTH CENTRAL

#### **Nativity BVM**

#### **Senior Community Center**

3255 Belgrade St., 19134  
215-423-7241

#### **St. Anne's Senior Community Center, CHCS\***

2607 E. Cumberland St., 19125  
215-423-2772

#### **King Older Adult Center**

2100 W. Cecil B. Moore Ave., 19121  
215-685-2716

#### **Lutheran Settlement House Senior Center**

1340 Frankford Ave., 19125  
215-426-9610

#### **Mann Older Adult Center**

3201 N. 5<sup>th</sup> St., 19140  
215-685-9844

#### **Northern Living Center**

827 N. Franklin St., 19123  
215-978-1300

#### **On-Lok House\***

219 N. 10<sup>th</sup> St., 19107  
215-599-3016

#### **Philadelphia Senior Center – Allegheny Branch**

1900 W. Allegheny Ave., 19132  
267-286-1455

### NORTHWEST

#### **Center in the Park**

5818 Germantown Ave., 19144  
215-848-7722

#### **The Center at Journey's Way**

403 Rector St., 19128  
215-487-1750

#### **PHA Emlen Arms Satellite\***

6733 Emlen St., 19119  
215-684-5892

#### **West Oak Lane Senior Center**

7210-18 Ogontz Ave., 19138  
215-685-3511

\* Indicates a satellite meal site

## **NORTHEAST**

### **KleinLife: Northeast Philadelphia & Russian Speaking Satellite**

10100 Jamison Ave., 19116  
215-698-7300

### **KleinLife: Rhawnhurst\***

2101 Strahle St., 19152  
215-745-3127

### **Juniata Park Older Adult Center\***

1251 E. Sedgley Ave., 19134  
215-685-1490

### **Northeast Older Adult Center\***

8101 Bustleton Ave., 19152  
215-685-0576

### **Peter Bressi Northeast Senior Center**

4744-46 Frankford Ave., 19124  
215-831-2926

## **WEST**

### **Firehouse Active Adult Center\*\***

5331 Haverford Ave., 19139  
215-472-6188

### **West Philadelphia Senior Community Center**

1016-26 N. 41st St., 19104  
215-386-0379

## **SOUTHWEST**

### **Star Harbor Senior Community Center, CHCS\***

4700 Springfield Ave., 19143  
215-726-7468

### **Southwest Senior Center\*\***

6916 Elmwood Ave., 19142  
215-937-1880

## **SOUTH**

### **St. Edmonds**

### **Senior Community Center**

2130 S. 21st St., 19145  
215-790-9530

### **Marconi Older Adult Program**

2433 S. 15<sup>th</sup> St., 19145  
215-218-0800

### **PHA Cassie L. Holly Apts. Satellite\***

2100 Dickinson St., 19146  
215-684-4891

### **PHA Wilson Park Satellite\***

2508 Jackson St., 19145  
215-684-4895

### **Philadelphia Senior Center – Avenue of the Arts and Asian Pacific Resource Center**

509 S. Broad St., 19147  
215-546-5879

### **South Philadelphia Older Adult Center**

1430 E. Passyunk Ave., 19147  
215-685-1697

\* Indicates a satellite meal site

\*\* Operated by PCA

## HEALTHY AGING

As we age, it becomes increasingly important to adopt and maintain a healthy lifestyle in order to continue to live as independently as possible. People who are physically active, have healthy lifestyle habits and take an active role in managing chronic medical conditions will have a better quality of life as they age than those who do not.

PCA-funded health and wellness programs empower older adults to adopt safe, healthy lifestyles, reducing their risk of dependency and disability.

Through the Pennsylvania Department of Aging Health and Wellness Program, PCA funds and provides evidence-based health promotion programs to older adults throughout the city on topics including exercise; the management of chronic illnesses such as arthritis, high blood pressure and diabetes; pain management; and falls prevention.

PCA also collaborates with other community health organizations to arrange health-related information, education, skill-building, screening and support for older adults.

Programs are scheduled throughout the year and primarily take place at senior community centers. Schedules are available from the individual centers, through the events calendar at [pcaCares.org](http://pcaCares.org) or from the PCA Helpline at 215-765-9040.





## MEAL PROGRAMS

Good nutrition is essential for health at any age but is especially important as you grow older. In Philadelphia, food programs are available to assist older adults in obtaining the nutrition they need. Lunch is served Monday through Friday at senior community centers and satellite meal programs funded by PCA. Anyone 60 or older (proof of age required) can go to these sites and have a hearty, nutritious lunchtime meal at no cost. Donations are suggested, but not required. Reservations are required.

People who are homebound and who meet other qualifications can obtain home-delivered meals through PCA. Other home-delivered meal services are available for those who do not qualify for meals through PCA. For information, call the PCA Helpline at 215-765-9040.

## EMPLOYMENT AND VOLUNTEER OPPORTUNITIES

Many older adults choose to work for financial reasons or personal fulfillment, or they may be interested in sharing their knowledge and experience as volunteers.

The PCA Helpline at 215-765-9040 can connect seniors with resources to learn about the many employment and volunteer programs available in Philadelphia. Information is also available at [pcaCares.org](http://pcaCares.org).

Programs that PCA supports are on the next page.



### **Senior Companion Program**

Income-eligible seniors 55 and older may participate in the federally subsidized Senior Companion volunteer program that promotes the welfare of homebound seniors. Volunteers receive a small stipend.

Senior Companions visit with the elderly or people with disabilities who need assistance in order to remain in their homes. PCA administers the program with funding from the Corporation for National and Community Service.

For more information, contact the Senior Companion Program at 215-765-9000, ext. 5126.

### **Senior Community Service Employment Program (SCSEP)**

The Mayor's Commission on Aging operates one of four Senior Community Service Employment Programs in Philadelphia. This program provides employment and job-search training to income-eligible adults, 55 and older. Participants are placed in temporary, federally subsidized employment, up to 20 hours per week, to acquire valuable skills and work experience to help them obtain regular and unsubsidized employment.

For more information, contact the Mayor's Commission on Aging at 215-686-8450.

### **JEVS Human Services Career Solutions for 55+**

Operated by JEVS Human Services, the Career Solutions for 55+ employment program helps adults, 55 and older, to learn new skills and secure jobs.

Located at the Suburban Station CareerLink, services include career workshops, job readiness training, résumé evaluation, placement assistance and access to a computer lab equipped with software tutorials and job search-related programs. For more information, contact Career Solutions for 55+ at 267-647-7137.

## TRANSPORTATION

Transportation is vital for preserving independence. Public transportation providers, including AMTRAK, SEPTA, PATCO, New Jersey Transit and the Delaware River Port Authority, offer senior discounts starting at age 62 or 65. In addition, the following transportation services are available:

**SEPTA's "Seniors Ride Free Program,"** is offered on its fixed-route service system and is available to seniors, 65 or older, who may ride free of charge, 24 hours a day, every day of the week. This program includes service on buses, trolleys, the Broad Street Subway and the Market-Frankford Line. Seniors must show one of the following forms of identification when boarding: Pennsylvania driver's license, Pennsylvania non-driver photo ID card or the new SEPTA Key Senior Fare card. As of Sept. 1, 2018, the Pennsylvania-issued Senior Citizen Transit ID card is not valid for travel on SEPTA.

**SEPTA's CCT Connect Shared Ride Program** is a ride-sharing transportation service that provides door-to-door transportation by reservation to registered Philadelphia seniors, 65 and older, on a space available basis. Seniors must register with SEPTA for this service. Riders pay 15 % of the ride cost and share a vehicle with passengers traveling to and from other destinations. For more information or to register for this program, contact CCT Connect at 215-580-7145.

As of Sept. 1, 2018, **Regional Rail** rides within Pennsylvania are free for seniors with valid ID; Pa. driver's license or Pa. non-driver ID card issued before 2017; and SEPTA Key Senior Photo ID Card. Regional Rail rides outside Pennsylvania, traveling between Center City, Philadelphia and New Jersey or Delaware, cost 50 % of the regular weekday fare.

**The ADA Paratransit Program** is also offered through SEPTA CCT Connect. This program is available to registered customers who are functionally unable to use SEPTA's fixed-route service system for some or all of their mobility needs because of a disability. This service is provided in accordance with the Americans with Disabilities Act (ADA). Generally, this service is provided door-to-door or curb-to-curb, by advance reservation and with limited driver assistance. Riders must apply to SEPTA for registration for this program. For more information, contact CCT Connect at 215-580-7145.

**PCA's Attendant Transportation Service (ATS)** provides door-through-door and upper-floor assistance to physically and/or mentally impaired residents of Philadelphia who are 60 and older. This service is available to people who are transported by SEPTA's CCT Connect Shared Ride Program and are unable to independently transfer from their home to the vehicle or from the vehicle to their destination. Riders must be certified by PCA as needing this service and must also be registered in SEPTA's CCT Connect Shared Ride program. Attendant services are meant to supplement, rather than replace, those of an informal or professional aide. Due to funding and capacity limitations, Attendant Transportation Service is available for highest-priority destinations only, including physician's offices, dialysis, radiation therapy, chemotherapy and rehabilitation centers. For more information, contact the PCA Helpline at 215-765-9040.

**The Medical Assistance Transportation Program (MATP)** is a medical transportation service available to people receiving Medical Assistance and is paid for by the Pennsylvania Department of Human Services (DHS). In Philadelphia, MATP is administered by LogistiCare Solutions, LLC. For more information, contact LogistiCare at 1-877-835-7436.

## HOME AND COMMUNITY-BASED SERVICES

With the proper support, many people can, and most would prefer to, stay in their homes. Many family members also prefer to care for their loved ones at home but may need assistance. Home-based care enables the person to maintain independence, to remain in a familiar setting and to maintain optimum control over his or her own well-being. The following items and services may be available through PCA depending upon clinical and financial eligibility:

- Adult Daily Living Services
- Assistive Technology
- Companion Services
- Counseling Services
- Financial Management Services
- Home-Delivered Meals
- Home Adaptations
- Home Health Services
- Home Support Services
- Non-Medical Transportation
- Participant-Directed Goods and Services
- Nursing Home to Community Transition Services
- Participant-Directed Community Supports
- Personal Assistance Services
- Personal Care Services
- Personal Emergency Response System
- Respite Services
- Service Coordination
- Specialized Medical Equipment and Supplies
- TeleCare

### **Assessment**

An assessment must occur to determine eligibility for the above services. Individuals with the greatest social, economic and health needs are given priority consideration when seeking assistance through PCA. The process begins with a phone call to the PCA Helpline at 215-765-9040. Following a telephone interview, an assessment worker will be scheduled to visit the home. The worker will talk with the individual to determine the level and types of

care needed, the individual's resources, whether there will be any cost involved and the programs available. Based on clinical and financial criteria, the appropriate programs will be discussed and recommended.

Income, assets and expenses are taken into consideration in determining, on a case-by-case basis, whether a person is eligible to receive services funded through PCA at no cost, on a sliding scale or on a private-pay basis.

### ***In-home care programs through PCA***

In-home care services are provided through:

- Community Health Choices
- The Pennsylvania Department of Aging's OPTIONS Program

Each program has its own eligibility criteria, but in general, individuals eligible for these care programs are 60 or older and have an ongoing need for assistance with activities of daily living. PCA or another participant-selected service coordination organization works with each person to determine their needs, abilities and preferences in order to develop an individualized service plan.

To determine eligibility, please contact the PCA Helpline at 215-765-9040.

Individuals who do not wish to work through Philadelphia Corporation for Aging can contact providers directly and pay privately for services.



## IN-HOME SUPPORT PROGRAM

Many situations, such as recovery from surgery or another medical condition, can render an older adult temporarily homebound. The In-Home Support Program provides early intervention and prevention services to assist people on their road back to independence. Services are available for short-term, for up to six months, and for individuals 60 and older who are temporarily homebound. Short-term services may include case management, shopping and housekeeping. Individuals also receive counseling about benefits and discounts.

In addition, they may be eligible for home-delivered meals, transportation and visits from a Senior Companion volunteer for an extended period of time. Following are the organizations that currently administer this program:

- **North Central Philadelphia:** North City Congress, 215-978-1360
- **Northeast Philadelphia:** KleinLife: Northeast Philadelphia, 215-698-7300
- **Northwest Philadelphia:** Center in the Park, 215-848-7722
- **West Philadelphia:** Lutheran Children and Family Service, 215-399-4980
- **South Philadelphia:** Catholic Health Care Services, 215-732-1140

## CAREGIVER RESOURCES

Thousands of Philadelphians provide full-time, unpaid care to a dependent adult. Caregiving can be physically demanding and can also take an emotional toll.

Resources are available to assist caregivers, including respite care, adult day services, training, benefits counseling, supplies, education and support groups. Depending on household income, there may also be reimbursement for certain expenses.

### ***Caregiver Support Program***

PCA's Caregiver Support Program helps people who are caring for a physically and/or mentally impaired person who is:

- 60 or older and unable to perform some of the self-care tasks necessary for daily living
- Younger than 60 with a physician's diagnosis of chronic dementia
- Between 19 and 59, has disabilities, and is living with a relative caregiver who is not a parent, and who is 55-plus
- 55 and older and the primary caregiver for children 18 or younger who are related to them and who live in the same household.

PCA works with the caregiver to design a care plan to meet the person's needs and provides information on entitlements, insurance, support groups and caregiving techniques.

Home adaptations, respite care, and assistance with the purchase of caregiver supplies and adaptive devices that are not covered under Medicare or Medicaid may also be provided.

For other programs that provide caregiver support, call the PCA Helpline at 215-765-9040.



## LIVING OPTIONS

PCA's Helpline at 215-765-9040 can provide assistance and information to enable older Philadelphians to explore the housing options available to them, which may include their own homes, continuing care retirement communities, assisted living facilities, domiciliary care homes, personal care boarding homes or nursing homes. Low-income seniors who wish to live independently in the community may also be eligible for subsidized housing.



### ***Domiciliary Care ('Dom Care')***

“Domiciliary” comes from the word “domicile,” or “home,” and is used to describe care provided in the home. PCA’s “Dom Care” program matches adults, 18 or older, who cannot live alone with individuals or families who are willing to open their homes. Dom Care providers offer a warm and encouraging family environment, and assist residents with their daily needs, including meals, laundry, personal hygiene and medication administration. PCA makes resident-provider matches, placing eligible people in certified homes. Care managers monitor the homes and provide professional guidance.

For more information on becoming a Dom Care provider or resident, call the PCA Helpline at 215-765-9040.

### ***Nursing Home Transition***

PCA’s Nursing Home Transition Program helps nursing home residents 60 and older return to community living. Program staff may help appropriate candidates to find housing; modify an existing home to make it accessible; access needed medical, adult day or home-based services; and provide training for independent living. Call PCA’s Helpline at 215-765-9040 for information.



## HOMEOWNER RESOURCES

Serving more than 1,000 people each year, PCA's Housing Department assesses seniors' homes and arranges for repairs and modifications. Home repairs and modifications may include the installation of grab bars, tub seats, intercom systems, lift chairs, bathroom modifications, doors, steps, locks, faucets, smoke alarms and stair railings.

Individuals who meet financial and other eligibility requirements may receive these services at no cost. Services are also available on a cost-sharing or fully paid basis. There is a waiting list for some services.

In addition to PCA services, there are many resources in Philadelphia that assist homeowners with home repairs, modifications, utilities, mortgages, insurance and other issues. The type of repairs needed and the homeowner's financial resources will determine which program is most appropriate.

The PCA Helpline at 215-765-9040 can provide information about these programs. Information is also available on the website at [pcaCares.org](http://pcaCares.org).



## EMERGENCY ASSISTANCE

Programs are available to assist older Philadelphians who need food, shelter, help with utilities and other bills or who have been victims of crimes. Details on these programs are available through PCA's website at [pcaCares.org](http://pcaCares.org) or by calling the PCA Helpline at 215-765-9040.

When all other resources have been depleted, the Emergency Fund for Older Philadelphians provides a safety net for the city's seniors. Older adults without funds for medication, food, fuel medical supplies, housing or other health and safety necessities may be eligible to receive assistance through the Emergency Fund, which is administered by PCA on behalf of a coalition of social service agencies.

Assistance is granted **ONLY** in response to referrals from a recognized social service agency or member of the clergy. Those making a referral must verify that the Emergency Fund is the last available resource for that individual.

To make a donation to the Emergency Fund, call the PCA Helpline at 215-765-9040 or donate online at [pcaCares.org](http://pcaCares.org).





## ADVOCACY AND PROTECTION

### ***Ombudsman Program***

Ombudsman comes from a Swedish word meaning “citizen representative” and describes someone who represents the interests of others. PCA’s Ombudsman Program helps to protect the rights of individuals in long-term care facilities, including participants at older-adult day centers and residents of nursing facilities, assisted living facilities, personal care homes and domiciliary care homes.

Often, residents in long-term care facilities are unable to advocate for themselves. Staff and volunteer ombudsmen visit long-term care facilities, inform residents of their rights and investigate complaints.

PCA contracts with two community-based nonprofit organizations to address concerns and complaints about these facilities:

- **In South, West or North Philadelphia:** Center for Advocacy for the Rights and Interests of the Elderly (CARIE), 215-545-5724
- **In Northeast or Northwest Philadelphia:** Center in the Park, 215-844-1829

Volunteers are always needed to perform this important work. For information on volunteering, call the PCA Helpline at 215-765-9040.

## **Older Adult Protective Services (OAPS)**

PCA's Older Adult Protective Services unit is available 24 hours a day to investigate and respond to reports of elder abuse, neglect, financial exploitation or abandonment.

Reports may be made about people who are at imminent risk of danger to themselves or their property or who lack a responsible caregiver and may be unable to perform essential self-care tasks. As mandated by law, all reports are strictly confidential.

**Anyone can get help for an older adult in need of protective services by calling the PCA Helpline 24/7 at 215-765-9040 or 888-482-9060 (toll-free, outside Philadelphia).**

## **LEGAL RESOURCES**

PCA supports a comprehensive program of legal services for older Philadelphians. The subcontracted providers below help individuals with legal problems and conduct group education workshops. Providers assist individuals with matters such as wills, benefits, taxes, small claims court, landlord-tenant disputes, mortgage problems, consumer protection issues and abuse.

- **Community Legal Services, Aging and Disabilities Unit:**  
215-227-2400
- **SeniorLAW Center:** 215-988-1242
- **Temple Elderly Law Project,** Temple University's Beasley School of Law: 215-204-6887



## COMMUNITY OUTREACH

PCA has an active outreach program through which staff volunteers make more than 350 appearances per year, presenting information about services and resources for older Philadelphians at community events such as health fairs, senior expos, faith-based gatherings, community meetings and block parties. Groups can request a PCA representative to speak or to set up an informational table at an event by calling the PCA Helpline at 215-765-9040.

## HEALTH INSURANCE AND BENEFITS

Health care, health insurance and prescription drugs are expensive, and finding an insurance plan that is affordable and offers the best coverage can be challenging. The Pennsylvania Department of Aging created APPRISE, the state health insurance counseling program for Pennsylvanians on Medicare, to help seniors understand their health insurance options and make sound decisions about what is best for them. Health insurance counseling is provided at no cost and is confidential.

## **Medicare health insurance counseling**

Staff and volunteer counselors are certified by the Department of Aging and are qualified and trained to help seniors understand their health care coverage options.

Counselors provide free, unbiased and confidential services personalized to your needs.

APPRISE counselors are available to help navigate the complex system of Medicare and prescription drug coverage.

## **Community education and outreach**

APPRISE conducts presentations to explain Medicare parts A, B, C and D. These presentations provide the audience with information to make informed choices about Medicare coverage options.

APPRISE participates in health fairs and community events, and develops partnerships within the community to promote Medicare education and outreach in Philadelphia.

## **Contact one of the following APPRISE providers, depending upon your ZIP code of residence:**

### ***Einstein Medical Center***

Phone: 215-456-7600

Covered ZIP Codes: 19111, -14, -15, -16, -18, -19, -20, -24, -26, -28, -29, -35, -36, -40, -41, -44, -49, -50, -52 and -54

### ***The Mayor's Commission on Aging***

Phone: 215-686-8462

Covered ZIP Codes: 19102, -03, -04, -05, -06, -07, -12, -21, -22, -23, -25, -27, -30, -31, -32, -33, -34, -37, -38, -39, -42, -43, -45, -46, -47, -48, -51 and -53

Free presentations on Medicare are available to community groups through Einstein and the Mayor's Commission on Aging and through the Center for Advocacy for the Rights and Interests of the Elderly (CARIE): 215-545-5728.

## ABOUT PCA

Philadelphia Corporation for Aging (PCA) is the first place for older Philadelphians and adults with disabilities to turn for information and services to help maintain or improve the quality of their lives.

Established in 1973, PCA is a private, nonprofit, nationally recognized Area Agency on Aging. PCA contracts with more than 200 community organizations to deliver services aimed at helping older Philadelphians and adults with disabilities achieve their maximum levels of health, independence and productivity. Through its work, PCA touches the lives of more than 140,000 individuals each year.

One of the region's largest nonprofit organizations, PCA is funded primarily by federal and state sources.



PHILADELPHIA CORPORATION FOR AGING

*Enriching lives, preserving dignity.™*

642 North Broad Street | Philadelphia, PA 19130-3409

**Administration:** 215-765-9000 | **Fax:** 215-765-9066

**PCA Helpline: 215-765-9040**

Toll-free 888-482-9060 (outside Philadelphia) • 215-765-9041 (TDD)

**pcaCares.org**

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**Follow us on Twitter: [twitter.com/pcaCares\\_org](https://twitter.com/pcaCares_org)**