



Wednesday, October 27, 2021

*“When We Know Better,
We Do Better”*

Topics Include

- Mental Health & COVID
- How to Advocate for your Client
- Talking to Youth about Sexual Health & Relationships
- Community Health Services
- COVID-19 Resources
- Pandemic Related Homelessness & Housing Resources
- Utility Assistance Programs/LIHEAP/Resources



Helping People with Disabilities

Live Independent, Self-Determined Lives

We offer services, education, and advocacy for over 3,000 individuals with disabilities in over 30 PA counties. AIM's purpose is reflected in the Rehabilitation Act, which states that "disability is a natural part of the human experience and in no way diminishes the right of individuals to live independently, enjoy self-determination, make choices, contribute to society, pursue meaningful careers, and enjoy full inclusion and integration in the economic, political, social, cultural, and educational mainstream of American society."

Agency Contact: N/A

Agency Contact Phone Number: 610-376-0010

Agency Email Address: info@abilitiesinmotion.org

Agency Web Site Address: www.abilitiesinmotion.org



BCEH consists of over 60 agencies, businesses, and individuals all working toward preventing, reducing, and ending homelessness in Berks County.



Agency Contact: Rachael Clineff

Agency Contact Phone Number: 610-372-7222

Agency Email Address: rachael@bceh.org

Agency Web Site Address: www.bceh.org

Housing/Homelessness Resources

1. Coordinated Entry – email tracey@bceh.org
2. Street Outreach
3. Job Placement Assistance – email mike@bceh.org



We provide access to care for all patients, regardless of insurance coverage or ability to pay.

Our Vision

Berks Community Health Center is committed to improving the health of our community through the delivery and coordination of affordable, comprehensive, culturally sensitive patient- and family-centered healthcare.

Agency Contact: Jen Bauman

Agency Contact Phone Number: 484-772-4080

Agency Email Address: infobank@berkschc.org

Agency Web Site Address: www.berkschc.net

COVID Resources

1. <https://www.berkschc.net/coronavirus-updates/>

<https://www.berkschc.net/wp-content/uploads/2021/09/FLYR-Interim-FAMILY-DOCTOR-scaled.jpg>

<https://www.berkschc.net/wp-content/uploads/2021/09/FLYR-Spanish-FAMILY-DOCTOR-scaled.jpg>

Medication Assisted Treatment Brochure

English - https://www.berkschc.net/wp-content/uploads/2021/09/resize_TRIFOLD-HopeforRecovery_Eng2019_Page_1-scaled.jpg

https://www.berkschc.net/wp-content/uploads/2021/09/resize_TRIFOLD-HopeforRecovery_Eng2019_Page_2-scaled.jpg

Spanish - https://www.berkschc.net/wp-content/uploads/2021/09/TRIFOLD_HopeforRecovery_Spanish2019_Page_1-scaled.jpg

https://www.berkschc.net/wp-content/uploads/2021/09/TRIFOLD_HopeforRecovery_Spanish2019_Page_2-scaled.jpg

Pediatrics

English - https://www.berkschc.net/wp-content/uploads/2021/09/FLYR-CHBS-PEDIATRICS-eng_span_Page_1-scaled.jpg

Spanish - https://www.berkschc.net/wp-content/uploads/2021/09/FLYR-CHBS-PEDIATRICS-eng_span_Page_2-scaled.jpg

**Southwest Reading –
Oakbrook**

1040 Liggett Ave.
Reading, PA 19611
M-F: 8 am – 6 pm

2nd Street Reading

420 N 2nd Street
Reading, PA 19601
M-F: 8 am – 4 pm

Downtown Reading

838 Penn Street
Reading, PA 19602
M-Th: 8 am – 9 pm
Friday: 8 am – 6 pm
Saturday: 9 am – 1 pm

Northeast Reading

1110 Rockland Street
Reading, PA 19604
M-F: 8 am – 6 pm



Berks Counseling Center is a PA Integrated Community Wellness Center (ICWC) and Certified Community Behavioral Health Clinic (CCBHC) providing high quality, comprehensive, coordinated care utilizing evidence-based practices. BCC accepts referrals and admissions for services without regard to race, sex, color, national origin (including limited English proficiency), ancestry, religious creed, disability, or age.



Hope
Healing
Recovery

Agency Contact: Karen Kramer

Agency Contact Phone Number: 610-373-4281, extension 4209

Agency Email Address: kkramer@berkscc.org

Agency Web Site Address: www.BerksCounselingCenter.org



Mission: The mission of the Berks County Area Agency on Aging is to provide services, based on need, to all older Berks County residents and those with disabilities; empowering self-determination; advocating for their rights; and promoting the highest possible level of independence.

The Berks County Area Agency on Aging serves county residents with comprehensive services for our over 60 population. As your area agency on aging we provide a variety of services and programs to assist families and individuals over 60 achieve independence to be self sufficient. Whether you require senior center services, in-home services, a comprehensive assessment, information and referral services, care management, caregiver support services, protective services, adult day care centers we are here to help you acquire those services. We are proud to be here to serve our aging community.

Agency Contact: Katie Catchmark

Agency Contact Phone Number: 610-478-6500

Agency Email Address: Aging@countyofberks.com

Agency Web Site Address: <https://www.co.berks.pa.us/dept/aging>

Agency Web Site Address Resources:

1. Services for Seniors:

<https://www.co.berks.pa.us/Dept/Aging/Pages/ProgramsServices.aspx>

2. Aging Resource Guide:

https://www.co.berks.pa.us/Dept/Aging/Pages/BC_AgingResourcesGuides.aspx

Housing/Homelessness Resources

1. Directories of Senior Housing Options:

<https://www.co.berks.pa.us/Dept/Aging/Pages/HousingOptions.aspx>



Berks County District Attorney's Office Victim/Witness Assistance Unit

The Victim/Witness Assistance Unit was established to assist victims and witnesses of crime and their immediate family members throughout the criminal justice process.

Our mission is to serve as advocates for the enforcement of fundamental rights of crime victims and promote the belief that all victims and witnesses deserve to be treated with dignity, compassion, and respect throughout the judicial process. All victims will be afforded, consistent with the law, the ability to choose their level of participation.

Agency Contact: Elizabeth Mohn

Agency Contact Phone Number: 610-478-6000, Extension 5039

Agency Email Address: emohn@countyofberks.com

Agency Web Site Address:

https://www.co.berks.pa.us/Dept/DA/Pages/Victim_Witness_Links.aspx

Agency Web Site Address Resources:

1. Victims Compensation Assistance Program - <https://pcv.pccd.pa.gov/available-services/Pages/Victims-Compensation.aspx>
2. Office of Victim Advocate - <https://www.o.va.pa.gov>
3. Address Confidentiality Program - <https://pcv.pccd.pa.gov/available-services/Pages/Address-Confidentiality.aspx>
4. Marcy's Law - <https://www.marsyslawforpa.com/>



COUNTY OF BERKS, PENNSYLVANIA Mental Health/Developmental Disabilities Program



Agency Name: Berks County Mental Health/Developmental Disabilities Program, Berks County Suicide Prevention Task Force/ruOK Berks

Agency Contact: Michele Ruano-Weber

Agency Contact Phone Number: 610-478-3271, ext. 6582

Agency Email Address: mruanoweber@countyofberks.com

Agency Web Site Address: [RUOK Berks – Berks County’s Suicide Prevention Task Force](#) and [Welcome to the Office of Mental Health and Developmental Disabilities \(berks.pa.us\)](#)

Agency Web Site Address Resources:

1. How to Access Treatment: [Treatment – RUOK Berks](#)
2. Suicide Prevention Presentation Request Form: [Presentation Request – RUOK Berks](#)
3. ruOK Resource Page: [Resources – RUOK Berks](#)

Housing/Homelessness Resources

1. Berks Coalition to End Homelessness: [Berks Coalition to End Homelessness – The Berks Coalition to End Homelessness develops and implements strategies, coordinates resources and target efforts to end homelessness in Berks County. \(bceh.org\)](#)
2. Service Access and Management Mental Health Housing Assistance: [Berks SAM Site Housing Assistance Programs \(sam-inc.org\)](#)

COVID Resources

1. National Institute of Mental Health: [NIMH » Shareable Resources on Coping with COVID-19 \(nih.gov\)](#)
2. Department of Health and Human Services: [Mental Health and Coping during the Coronavirus \(COVID-19\) Pandemic | HHS.gov](#)
3. Center for Disease Control and Prevention: [Mental Health and Coping During COVID-19 | CDC](#)
4. Commonwealth of PA: [Mental Health Resources | PA.GOV](#)



Get Started with eBooks

Borrow thousands of eBooks and eAudiobooks with your library card. The easy, one-tap Libby app allows you to read your favorite stories no matter where you are. Libby is available on Android, iOS, and Microsoft devices. All you need to get started is a Berks County Public Libraries card.



Ancestry.com

Explore your family history with Ancestry.com: Library Edition. Access is free to access from any Berks County Public Libraries location with your library card. Now through December 31, 2021, library card holders can access Ancestry.com: Library Edition from home!



Agency Contact: Amy Resh

Agency Contact Phone Number: 610-378-5260

Agency Email Address: webmaster@berks.lib.pa.us

Agency Web Site Address: <https://www.berkslibraries.org/>

Agency Web Site Address Resources:

1. Find your local library <https://www.berkslibraries.org/find-a-library> - all of our libraries offer: free WIFI, computer access and events for children, teens and adults.
2. Get a library card: <https://www.berkslibraries.org/services/get-a-library-card>
3. Meeting Spaces: <https://www.berkslibraries.org/services/request-a-meeting-room>
4. Events and Classes: <https://www.berkslibraries.org/events>

COVID Resources

1. Accessing Digital Resources and eBooks: <https://www.berkslibraries.org/ebooks-more/get-started-with-edownloads>



BERKS ENCORE is a nonprofit leader of senior services in Berks County. The services provided by Berks Encore offer support for our community's older adults without compromising their independence. Through advocacy, education and referrals, we develop aging-confident individuals to enhance their ability to live well later in life.

Agency Contact: Rosa Velez

Agency Contact Phone Number: 610-374-3195 (ext. 226)

Agency Email Address: rvelez@berksencore.org

Agency Web Site Address: www.berksencore.org






Agency Web Site Address Resources:

1. <https://berksencore.org/services/referrals/client-assistance/>
2. <https://berksencore.org/services/referrals/grocery-shopping-program/>
3. <https://berksencore.org/services/referrals/meals-on-wheels/>
4. <https://berksencore.org/berks-encore-care-plus/>
5. <https://berksencore.org/services/health-wellness/>



**Berks Latino Workforce
Development Corporation**

READY TO START YOUR NEW CAREER?
Our Services
VERSION AN ESPERANZA

 Employment Training Programs	 Adult Basic Education (GED/Hi-SET) & ESL	 Financial Literacy	 Career Development	 Computer Classes
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Agency Contact: Darlene Garcia, Executive Director

Agency Contact Phone Number: 610-898-7774

Agency Email Address: info@blwdc.org or garciad@blwdc.org

Agency Web Site Address: www.blwdc.org

Agency Web Site Address Resources:

1. <https://blwdc.org/employment-training/>
2. <https://blwdc.org/adult-basic-education/>
3. <https://blwdc.org/career-development/>

Berks Teens Matter

Agency Contact: Nadine J. Smet-Weiss, Johnathan Rodriguez-Baez or Heather Ulrich

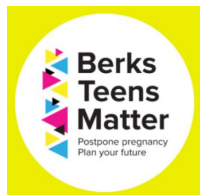
Agency Contact Phone Number: 610-375-6523

Agency Email Address: nsmetweiss@cocounty.org ; jrbaez@cocounty.org ; hulrich@cocountywellnessservices.org

Agency Web Site Address: www.berksteensmatter.org

Agency Web Site Address Resources:

1. <https://linktr.ee/BerksTeensMatter>
2. <https://www.instagram.com/berksteensmatter>
3. <https://www.facebook.com/berksteensmatter>
4. <https://vm.tiktok.com/ZMR6#cVCg/>
5. <https://youtube.com/channel/UCeGPAmehWkxMjDulshh2tPO>



Berks Teens Matter is an initiative of Co-County Wellness Services. BTM is a community partner of United Way Berks.



Agency Contact: Rob Laubenheimer

Agency Contact Phone Number: 610-367-6957

Agency Email Address: rlaubenheimer@boyertownareamulti-service.org

Agency Web Site Address: www.BoyertownAreaMulti-Service.org

Agency Web Site Address Resources:

1. Meals on Wheels - <https://www.boyertownareamulti-service.org/meals-on-wheels.html>
2. Center at Spring Street – Senior Center - <https://www.boyertownareamulti-service.org/center-at-spring-street1.html>
3. Preston Pantry - <https://www.boyertownareamulti-service.org/prestons-food-pantry.html>
4. Case Management - <https://www.boyertownareamulti-service.org/case-management.html>

Housing/Homelessness Resources

1. Rental Assistance - <https://www.boyertownareamulti-service.org/case-management.html>
2. Utilities Assistance - <https://www.boyertownareamulti-service.org/case-management.html>
3. Homeless Task Force - <https://www.boyertownareamulti-service.org/case-management.html>



Educating and assisting in addiction recovery

The Council on Chemical Abuse, also known as COCA, is a non-profit agency that provides addiction resources, prevention education and recovery support for Berks County, PA

Agency Contact: Jaclyn Steed

Agency Contact Phone Number: 610-376-8669

Agency Email Address: jsteed@cocaberks.org

Agency Web Site Address: www.cocaberks.org

Agency Web Site Address Resources:

1. <https://cocaberks.org/treatment-options/>
2. <https://cocaberks.org/prevention/>
3. <https://cocaberks.org/recovery/>



Co-County Wellness Services

Co-County Wellness Services improves public health through service, education, and advocacy in the PA counties of Berks and Schuylkill. We provide free case case management, HIV medication education; HIV and STD Counseling and Testing; prevention interventions and lead a teen pregnancy prevention initiative Berks Teens Matter.

Thank you for considering a donation to Co-County Wellness Services, a community based 501(c)3 not-for-profit organization. Your financial donation is tax deductible and it enables CCWS to continue providing service, education, and advocacy for the public health.

Agency Contact: Barbara Waller

Agency Contact Phone Number: 610-375-6523

Agency Email Address: ccws1@cocounty.org

Agency Web Site Address: <https://www.cocounty.org/>

Agency Web Site Address Resources:

1. Facebook: @CocountyWellnessServices
2. Schuylkill Wellness Services: sws1@cocounty.org
3. Instagram: @co_county_wellness_services



UPMC



Community Care helps you get the behavioral health treatment you need for better health and a higher quality of life.

We are a health insurance company that has been helping people throughout Pennsylvania recover from mental health conditions and addiction for more than 20 years.

Agency Contact Phone Number: Berks County 24/7 Member Services: 1-866-292-7886 / En español: 1-866-229-3187

Agency Web Site Address: www.ccbh.com

Agency Web Site Address Resources:

1. Berks County Member Information: <https://members.ccbh.com/member-information/berks-county>
2. Suicide Prevention Resources for Members: <https://members.ccbh.com/health-topics/care-options>
3. Provider Search: <https://members.ccbh.com/find-provider>
4. Recovery Library (FREE Access to All Members): <https://members.ccbh.com/health-topics/resources/free-online-tools-for-your-recovery-and-wellness>
5. Member Newsletter: <https://members.ccbh.com/health-topics/2021>

COVID Resources

1. COVID-19 Member Information: <https://members.ccbh.com/covid-19-information>



Community Care helps you get the behavioral health treatment you need for better health and a higher quality of life.

We are a health insurance company that has been helping people throughout Pennsylvania recover from mental health conditions and addiction for more than 20 years.

Agency Contact Phone Number: Berks County 24/7 Member Services: 1-866-292-7886 / En español: 1-866-229-3187

Agency Web Site Address: www.ccbh.com

Agency Web Site Address Resources:

1. Berks County Member Information: <https://members.ccbh.com/member-information/berks-county>
2. Suicide Prevention Resources for Members: <https://members.ccbh.com/health-topics/care-options>
3. Provider Search: <https://members.ccbh.com/find-provider>
4. Recovery Library (FREE Access to All Members): <https://members.ccbh.com/health-topics/resources/free-online-tools-for-your-recovery-and-wellness>
5. Member Newsletter: <https://members.ccbh.com/health-topics/2021>

COVID Resources

1. COVID-19 Member Information: <https://members.ccbh.com/covid-19-information>





Agency Contact: Jane Zettlemoyer

Agency Contact Phone Number: 610-944-0445

Agency Email Address: jzettlemoyer@concern4kids.org

Agency Web Site Address: <https://www.concern4kids.org/>

Agency Web Site Address Resources:

1. <https://www.concern4kids.org/foster-parenting-2/>
2. <https://www.concern4kids.org/bhs/types-of-counseling-services/>
3. <https://www.concern4kids.org/residential-services/>
4. <https://www.concern4kids.org/career-opportunities/>

FOSTER PARENTING

Helping youth become responsible adults.

BEHAVIORAL HEALTH

Behavioral Health services for children, youth, adults, and families.

RESIDENTIAL SERVICES

Staff-secure facilities for adolescent males.

ADOPTION

Permanent homes for children of all ages.





Agency Contact: Kristen Hoffa

Agency Contact Phone Number: 610-987-8509

Agency Email Address: krihof@berksiu.org

Agency Web Site Address: www.berksiu.org/ecyeh

Agency Web Site Address Resources:

1. www.berksiu.org/ecyeh

Housing/Homelessness Resources

1. <https://naehcy.org/>
2. <https://schoolhouseconnection.org/>
3. <https://nche.ed.gov/>
4. <https://www.education.pa.gov/K-12/Homeless%20Education/Pages/default.aspx>
5. https://nlchp.org/wp-content/uploads/2018/10/McKinney-Vento_FAQs.pdf
6. <https://directory.center-school.org/homeless/?AspxAutoDetectCookieSupport=1>



EARLY LEARNING RESOURCE CENTER

PA OFFICE OF CHILD DEVELOPMENT AND EARLY LEARNING



Early Learning Resource Centers (ELRCs) are one-stop hubs for early education and child care needs.

Pennsylvania's Office of Child Development and Early Learning (OCDEL) designed ELRCs as a place where families can find high-quality early education opportunities, apply for assistance to help with child care costs or access other resources that will set them on a path to success. It is also where child care providers can receive information on improving program quality.

Early Learning Resources Centers (ELRCs) provide the following services under one roof, making it easier for families and childcare providers to access the information they need:

- Childcare subsidy payments for low-income, working families
- Keystone STARS, Pennsylvania's quality improvement program for childcare providers
- Connecting families with community services and early learning programs like Head Start, Early Head Start, Pre-K Counts and Early Intervention

Agency Contact: Barbara Starkey

Agency Contact Phone Number: 484-651-8000

Agency Email Address: elrc13@cscinc.org

Agency Web Site Address: <https://elrc-csc.org/>

Agency Web Site Address Resources:

1. Child Care resources for families: <https://elrc-csc.org/resources-for-families/>
2. Resources for early care providers: <https://elrc-csc.org/resources-for-providers/>



561 Fairthorne Ave, Philadelphia, PA 19128



From Hope to Happiness
Call 215-487-4000

We are here to schedule no-cost assessments 24/7

Fairmount Behavioral Health System offers a peaceful, therapeutic setting for patients and their families. At 239 beds, our facility is considered a leading behavioral healthcare provider in the state.

Agency Contact: Admissions: 215-487-4100

Agency Contact Phone Number: Amber Hedemann, LPC, NCC, MA, CDP, Clinical Liaison - Cell: 570-294-8072

Agency Email Address: Amber.hedemann@uhsinc.com

Agency Web Site Address: www.fairmountbhs.com



We are Family Promise of Berks County

At Family Promise of Berks County, we believe in keeping families together and youth off the streets while providing hope, a new beginning and opportunities for change.

Agency Contact: Bethany Bower

Agency Contact Phone Number: 610-373-3323

Agency Email Address: BBower@familypromiseofberks.org

Agency Web Site Address: www.familypromiseofberks.org

Agency Web Site Address Resources:

1. Staff Contact Information- [Staff | \(familypromiseofberks.org\)](http://familypromiseofberks.org)
2. Rent & Utilities Assistance application- [Rent & Utilities | \(familypromiseofberks.org\)](http://familypromiseofberks.org)
3. Hospitality Network application- [Hospitality Network | \(familypromiseofberks.org\)](http://familypromiseofberks.org)
4. U-turn Program- [U Turn | \(familypromiseofberks.org\)](http://familypromiseofberks.org)
5. How to Help- [How to Help | \(familypromiseofberks.org\)](http://familypromiseofberks.org)



Our Commitment

We are committed to making customers' lives brighter, the environment better and our communities stronger.



Agency Contact: Aaron Ryan

Agency Contact Phone Number: 800-545-7741

Agency Email Address: aryan@firstenergycorp.com

Agency Web Site Address: www.firstenergycorp.com/billassist



Our Mission

Greater Reading Mental Health Alliance is a non-profit organization dedicated to promoting mental health recovery and wellness for children and adults through advocacy, education and support services.

Agency Contact: Wendy Seidel, Executive Director

Agency Contact Phone Number: 610-775-3000

Agency Email Address: info@grmha.org

Agency Web Site Address: www.grmha.org

Agency Web Site Address Resources:

1. Groups: <https://grmha.org/groups-schedules/>
2. Educational Advocacy: <https://grmha.org/educational-advocacy/>
3. PEER Support Services: <https://grmha.org/peer-support/>
4. Representative Payee: <https://grmha.org/representative-payee/>



Get Back to the Best
Version of You

Mental Health Treatment Programs at Haven of Reading

At Haven Behavioral Hospital of Eastern Pennsylvania, we offer customized treatments for individuals struggling with mental health issues. We believe that your illness does not define you and, with help, there is hope for long-term recovery. Through our comprehensive programs, we're here for you on every step of your journey to healing.

Agency Contact: Tracy Pasternak, Executive Director of Business Development

Agency Contact Phone Number: 610-406-4346

Agency Email Address: Haven-Reading-Info@havenllc.com

Agency Web Site Address: <https://www.havenreading.com/>

Agency Web Site Address Resources:

1. Inpatient Mental Health Treatment Programs - <https://www.havenreading.com/programs/inpatient/>
2. Outpatient Mental Health Treatment Programs - <https://www.havenreading.com/programs/outpatient/>
3. Co-Occurring Substance Use Disorder Programs - <https://www.havenreading.com/what-we-treat/co-occurring/>
4. Mental Health Partial Hospitalization Programs - <https://www.havenreading.com/programs/outpatient/partial-hospitalization-program/>
5. Admissions 24/7 <https://www.havenreading.com/what-to-expect/>



LGBT CENTER

OF GREATER READING

Our Mission

The LGBT Center of Greater Reading creates, administers, and provides services, advocacy, and support to the Greater Reading LGBTQ+ community, including our allies, with the goal that all may live a life of fulfillment, inclusion, and celebration.

Agency Contact: Tasha Santiago

Agency Contact Phone Number: 484-513-3170

Agency Email Address: lgbtcenterofreadingproject@gmail.com

Agency Web Site Address: <https://www.lgbtcenterofreading.com/>

Agency Web Site Address Resources:

1. <https://www.lgbtcenterofreading.com/programs-events>
2. <https://www.lgbtcenterofreading.com/services>
3. <https://www.lgbtcenterofreading.com/post/lgbt-center-of-greater-reading-announces-emergency-fund>
4. <https://www.lgbtcenterofreading.com/resources>
5. <https://www.lgbtcenterofreading.com/allyship>

Housing/Homelessness Resources

1. <https://www.lgbtcenterofreading.com/post/lgbt-center-of-greater-reading-announces-emergency-fund>
2. <https://www.lgbtcenterofreading.com/services>



Mission Statement

The Literacy Council of Reading-Berks helps adults better communicate, collaborate, and contribute to their families, workplaces, and communities.

Vision

All those who want to read can, and all those who want a high school diploma have one. Reading and Berks County is known as the reading capital of the world, and our dream of stamping out illiteracy is closer. We help many move forward with their lives.

Agency Contact: Beverly Hirneisen

Agency Contact Phone Number: 610-670-9960

Agency Email Address: info@lcrb.org

Agency Web Site Address: www.lcrb.org

Agency Web Site Address Resources:

1. <https://lcrb.org/classes/read-and-write-proficiently/>
2. <https://lcrb.org/ged-class/>



NAMI Berks County PA

FIND HELP, FIND HOPE!



NAMI, the National Alliance on Mental Illness, is the nation's largest grassroots mental health organization dedicated to building better lives for the millions of Americans affected by mental illness.

NAMI Berks County is an affiliate of NAMI PA. NAMI Berks County and dedicated volunteers, members and leaders work tirelessly to raise awareness and provide essential education, advocacy and support group programs for people in our community living with mental illness and their loved ones.

NAMI started as a small group of families gathered around a kitchen table in the 1970's but has now grown into the nation's leading voice on mental health. All of our services are free-of-charge. NAMI relies on gifts and contributions to support our important work.

Agency Contact: Janice Sommerhoff, Executive Director

Agency Contact Phone Number: 610-685-3000

Agency Email Address: berksnami@gmail.com

Agency Web Site Address: <https://namiberkspa.org/>

Agency Web Site Address Resources:

1. Support Groups – Connection Peer Recovery Support Group and Family Support Group <https://namiberkspa.org/support-groups/>
2. Programs & Education – All NAM programs are available free of charge to the community: www.namiberkspa.org/programs - Family-to-Family Class, Peer-to-Peer Class, NAMI Basics, In Our Own Voice (IOOV) presentation, Ending the Silence (ETS) presentation
3. NAMI Keystone Pennsylvania: www.namikeystonepa.org – NAMI State organization
4. National Alliance on Mental Illness (NAMI): www.nami.org

COVID Resources

1. NAMI COVID-19 Information & Resources: www.nami.org/Support-Education/NAMI-HelpLine/COVID-19-Information-and-Resources
2. NAMI Frontline Wellness – For Healthcare Professionals and Public Safety Professionals: www.nami.org/Your-Journey/Frontline-Professionals



OFFICE OF VOCATIONAL REHABILITATION

The Pennsylvania Office of Vocational Rehabilitation, or OVR, provides vocational rehabilitation services to help persons with disabilities prepare for, obtain, or maintain employment. OVR provides services to eligible individuals with disabilities, both directly and through a network of approved vendors. Services are provided on an individualized basis.

Agency Contact: Andrea Merrick

Agency Contact Phone Number: 610-621-5800

Agency Email Address: amerrick@pa.gov

Agency Web Site Address: <https://www.dli.pa.gov/Individuals/Disability-Services/Pages/Disability-Services.aspx>

Agency Web Site Address Resources:

1. Vocational Rehabilitation Services - <https://www.dli.pa.gov/Individuals/Disability-Services/ovr/Pages/default.aspx>
2. Blindness and Visual Services - <https://www.dli.pa.gov/Individuals/Disability-Services/bbvs/Pages/default.aspx>
3. Deaf and Hard of Hearing Services - <https://www.dli.pa.gov/Individuals/Disability-Services/odhh/Pages/default.aspx>
4. Hiram G. Andrews Center/ Commonwealth Technical Institute - <https://www.dli.pa.gov/Individuals/Disability-Services/hgac/Pages/default.aspx>



Balancing the Needs of Consumers & Utilities

The Pennsylvania Public Utility Commission regulates the many essential utility services that Commonwealth residents and businesses rely on every day. The PUC works to ensure safe and reliable electric, natural gas, pipeline, motor carrier, rail, telecommunications, water and wastewater service at reasonable rates.

Agency Contact: Shari A. Williams, Sr. Communications Specialist

Agency Contact Phone Number: 717-562-2912
1-800-692-7380 – Bureau of Consumer Services Complaint Line

Agency Email Address: RA-PC-CMU_CONSUMERED@pa.gov

Agency Web Site Address: www.puc.pa.gov **Facebook:** Pennsylvania Public Utility Commission **Twitter:** @PA_PUC

Agency Web Site Address Resources:

1. Consumer Ed infographic We are Here for you:
https://www.puc.pa.gov/General/consumer_ed/pdf/ConsumerEd-We_Are_Here_for_You.pdf
2. Consumer education services flyer -
http://www.puc.pa.gov/General/consumer_ed/pdf/Outreach_Education_Services.pdf
3. Energy Assistance Programs: <https://www.puc.pa.gov/media/1396/energy-assistance-programs2021.pdf> Spanish version: https://www.puc.pa.gov/media/1463/energy-assistance-programs2021_sp.pdf
4. Responsible Utility Customer Protection Act flyer:
<https://www.puc.pa.gov/media/1400/act201-2021.pdf> Spanish version:
<https://www.puc.pa.gov/media/1401/act201-spanish2021.pdf>
5. Consumer Bill of Rights:
https://www.puc.pa.gov/general/consumer_ed/pdf/Consumer_Bill_Of_Rights.pdf Spanish version: https://www.puc.pa.gov/general/consumer_ed/pdf/Consumer_Bill_Of_Rights-Spanish.pdf
6. Help for Affordable Broadband is Here!
https://www.puc.pa.gov/media/1512/affordable_broadband-ebb0521.pdf
7. Stay Connected with Lifeline brochure: <https://www.puc.pa.gov/media/1499/lifeline-booklet051021.pdf>

Pennsylvania Public Utility Commission Outreach and Education Services



The PUC's Office of Communications offers statewide utility Education and Outreach Services. Our dedicated outreach and education team are an essential component in our community by providing tools, utility resources and education services. Our mission and goal is to increase awareness and understanding of the many utility programs and services available to consumers.



The outreach and education team partners with a variety of community groups, state government agencies, legislators, human service providers, utility companies, community based organizations, and many other interested stakeholders to help educate, share many useful tools, resources and programs to help consumers make informed utility choices.



Educational programs, workshops, seminars, forums, roundtable discussions, training sessions and conferences are available on a variety of utility topics and are tailored to reach each audience.



These educational topics and programs include:

- PUC Regulations
- PUC Consumer Protections & Complaint Process
- How to Prepare for Public Input Hearings
- PAPAverSwitch
- PAGAasSwitch
- Prepare Now
- Be Utility Wise Events
- Limited-Income Customer Assistance Programs
- Ways to Save Energy
- Energy Efficiency Programs
- PUC Educational Games
- PUC Utility Careers
- Other Utility-Related Programs and Services

For Further Information, Contact the Public Utility Commission:

Write

PA Public Utility Commission
Bureau of Consumer Services
400 North Street
Harrisburg, PA 17120

Call

1-800-692-7380
For people with speech or hearing
loss, dial 7-1-1 (Telecommunications
RelayService)

Website

www.puc.pa.gov





TAKE CHARGE

of your electric bill.

In Pennsylvania, you have the power to switch your electric supplier and gain greater control over your electric bill. You can switch to the supplier who offers the lowest price, or choose a supplier who provides a specific service you want, such as **green/renewable energy**.



SHOP



SWITCH



SAVE

PAPowerSwitch 
Pennsylvania Public Utility Commission
PAPowerSwitch.com

Contact the Pennsylvania Public Utility Commission at 1-800-692-7380.

STAY CONNECTED

*with the Lifeline
Telephone Assistance Program*



PAPUC
PENNSYLVANIA PUBLIC UTILITY COMMISSION

Pennsylvania Public Utility Commission

1-800-692-7380
www.puc.pa.gov

INCOME LEVELS BASED ON FEDERAL POVERTY INCOME GUIDELINES - 2021

Household Size	1	2	3	4	5	6	7	8	"Plus One"
Income Level ¹⁾	Gross Monthly Income								
FPIG Range									
LEVEL 1	\$1,449.00 \$-	\$1,959.75 \$-	\$2,470.50 \$-	\$2,981.25 \$-	\$3,492.00 \$-	\$4,002.75 \$-	\$4,513.50 \$-	\$5,024.25 \$-	\$510.75
LEVEL 2A	\$1,610.01 200	\$2,177.51 \$2,903.33	\$2,745.01 \$3,660.00	\$3,312.51 \$4,116.67	\$3,880.01 \$5,173.33	\$4,447.51 \$5,930.00	\$5,015.01 \$6,686.67	\$5,582.51 \$7,443.33	\$567.50 \$756.67
LEVEL 2B	\$2,146.68 200.001% - 250%	\$2,903.34 \$3,629.17	\$3,660.01 \$4,575.00	\$4,416.68 \$5,520.83	\$5,173.34 \$6,466.67	\$5,930.01 \$7,412.50	\$6,686.68 \$8,358.33	\$7,443.34 \$9,304.17	\$756.67 \$945.83
LEVEL 3	\$2,683.34 300%	\$3,629.18 \$4,355.00	\$4,575.01 \$5,490.00	\$5,520.84 \$6,625.00	\$6,466.68 \$7,760.00	\$7,412.51 \$8,895.00	\$8,358.34 \$10,030.00	\$9,304.18 \$11,165.00	\$945.83 \$1,135.00
LEVEL 4	\$3,220.01 300.001% and above	\$4,355.01	\$5,490.01	\$6,625.01	\$7,760.01	\$8,895.01	\$10,030.01	\$11,165.01	\$1,135.00
LIHEAP eligibility for the 2021-	\$1,595.00	\$2,155.00	\$2,715.00	\$3,275.00	\$3,835.00	\$4,395.00	\$4,955.00	\$5,515.00	\$560.00

1. These levels apply to all Chapter 14 requirements that are dependant on a customer/applicant's income level.
2. PGW reinstatement requirement in accordance with 66 Pa. C.S.A. § 1407(c)(2).
3. 150% is the maximum income for CAP eligibility.
4. 200% is the maximum income level for hardship fund and LIURP eligibility.

Effective 1/13/2021

PARENT PARTNER PROGRAM



PARENT PARTNER PROGRAM



Program Description

The Parent Partner Program helps to build trusting relationships between families and community service providers. Families are paired with a Family Support Specialist to help navigate the child serving systems. The goal of the program is to work collaboratively to resolve challenges and effect positive outcomes. Families are provided with education, training, and information relevant to their needs.

Program Services

- Provide referral and resource information
- Advocate for parents and their children
- Assist parents in building a positive support system for themselves and their children
- Serve as a bridge between families and child-serving systems
- Attend meetings with families and providers
- Serve as a mentor for parents
- Provide assistance in completing forms

Program Eligibility

- Parent/Guardian of a child, ages birth to 21, involved in any of the following child-serving systems:
- Mental Health
 - Developmental Disabilities
 - Children & Youth Services
 - Juvenile Probation
 - Special Education
 - Drug & Alcohol

Additional Information

- Bilingual staff available
- Frequency and duration of services are based on families' needs & goals

Call us today for more information! 484-258-1595



Programa Operativo de Salud y Seguridad Comunitaria
 Centro de Salud y Seguridad Comunitaria del Condado de Chester, Condado de Cecil, Condado de Carrollton

PARENT PARTNER PROGRAM



Descripción del Programa

El Programa de Padres Asociados ayuda a construir relaciones de confianza entre las familias y los proveedores de servicios comunitarios. Las familias reciben apoyo de un Especialista en Apoyo Familiar para ayudar a navegar los sistemas de servicios infantiles. El objetivo del programa es trabajar en colaboración para resolver los desafíos y afectar los resultados positivos. Las familias reciben educación relevante para sus necesidades.

Servicios

- Proveer información de referencias y recursos
- Abogar por los padres y sus hijos
- Ayudar a los padres a construir un sistema de apoyo positivo para ellos y sus hijos
- Servir como intermediaria entre las familias y los centros comunitarios que proveen servicios a los niños
- Asistir reuniones con familias y proveedores
- Servir como guía para los padres
- Brindar asistencia para completar formularios.

Calificaciones para el programa

- Padre/Guardián, desde el nacimiento hasta los 21 años de edad, que participa en cualquiera de los siguientes sistemas de atención infantil:
- Salud mental
 - discapacidades del desarrollo
 - Servicios para niños y jóvenes
 - Libertad condicional/Juvenil
 - Educación especial
 - Drogas y alcohol

Información Adicional

- Personal bilingüe disponible
- La frecuencia y la duración del programa se determina en las necesidades de las familias.

¡llámenos hoy para mas información! 484-258-1595



Programa Operativo de Salud y Seguridad Comunitaria
 Centro de Salud y Seguridad Comunitaria del Condado de Chester, Condado de Cecil, Condado de Carrollton

Agency Contact: Alison Care

Agency Contact Phone Number: 610-750-2567

Agency Email Address: acare@cpppa.org

Agency Web Site Address: www.communitypreventionpartnership.org



PennState Health

Agency Contact: Laura M. Welliver

Agency Contact Phone Number: 610-378-2474

Agency Email Address: lwelliver@pennstatehealth.psu.edu

Agency Web Site Address: www.thefutureofhealthcare.org

Agency Web Site Address Resources:

1. The Future of Healthcare - <https://www.pennstatehealth.org/locations/st-joseph>
2. <https://www.pennstatehealth.org/locations/st-joseph/community-health-worker-training-program>

COVID Resources

1. COVID testing
2. COVID vaccines
3. Education & Outreach
4. Food Resources
5. Urgent, Emergent, and Inpatient as well as Outpatient Primary, Specialty, and Ancillary Care

Contacts:

Diana Rodriguez
Community Health Worker - REACH Project
Penn State College of Medicine
Penn State Health St. Joseph
Tel. 610-208-4727
drodriguez4@pennstatehealth.psu.edu

Laura M. Welliver
Grants & Special Projects Officer
and Healthy Community Initiatives



PennState Health
St. Joseph

610-378-2474 (office direct)
717-475-3737 (cell/text)



AT PENNSYLVANIA COUNSELING SERVICES, our core belief is “people are valuable.” Our services are designed to contribute to your personal growth, support you through your struggles, help you develop healthy relationships, and ultimately, help you reach your full potential.

OUR LOCATIONS

Within Berks County we have two outpatient locations in Reading and one children’s services location in Mount Penn.



Child & Family Therapy



Mental Health Counseling



Drug & Alcohol Treatment

Agency Contact: Abigail Morgan, Family Based Program Director; Gerson Denis, IBHS Administrator; Andrea Ditzio, Outpatient Office Manager

Agency Contact Phone Number: 1-855-272-1653 for outpatient services appointments; 610-670-9924 for IBHS and FBMS

Agency Email Address: Abigail Morgan: aemorgan@pacounseling.com ; Gerson Denis, GJDenis@pacounseling.com ; Andrea Ditzio, AMDitzio@pacounseling.com

Agency Web Site Address: <https://pacounseling.com>

Agency Web Site Address Resources:

1. <https://pacounseling.com/services/>
2. <https://pacounseling.com/resources/>
3. <https://pacounseling.com/training/>

Renew Your Life, LLC



Services Offered

Browse this page to explore the different life coaching services and sessions that we offer at Renew Your Life, LLC in Reading, Pennsylvania. We look forward to working with you.

Agency Contact: Rosselyn Perez

Agency Contact Phone Number: 610-781-0478

Agency Email Address: renewyourlifecoach@gmail.com

Agency Web Site Address: www.Renewyourlifellc.org

Agency Web Site Address Resources:

1. Professional Development Workshops
2. Aromatherapy
3. Course healing and grief
4. Career Coaching/Life Coach Sessions
5. Marriage & Relationship Coaching

COVID Resources

1. All Affected by COVID 19 get special rates
2. Essential Workers get up to 3 sessions free



Agency Contact: Brittany Alonzo or Megan Sagers

Agency Contact Phone Number: 484-818-8584 / 484-529-1395

Agency Email Address: Brittanya@safeberks.org or Meghans@safeberks.org

Agency Web Site Address: <https://www.safeberks.org/>

Agency Web Site Address Resources:

1. Counseling: <https://www.safeberks.org/services/counseling/>
2. Medical Advocacy Partnership Program (MAPP) - <https://www.safeberks.org/services/medical-advocacy-partnership-program-mapp/> / <https://www.safeberks.org/wp-content/uploads/2021/09/MAPP-Lunch-and-Learn-Flyer-2021.pdf>
3. Hotline – Safe Berks - <https://www.safeberks.org/services/hotline/>
4. Education & Community Outreach - <https://www.safeberks.org/services/education-community-outreach/>
5. Legal Services - <https://www.safeberks.org/services/legal-services/>

Housing/Homelessness Resources

1. Housing/Shelter - <https://www.safeberks.org/services/housing-shelter/>

COVID Resources

1. <https://www.safeberks.org/Covid19/>



Our Mission

The mission of Service Access & Management, Inc. is to help people throughout our service area enhance the quality of their lives by effectively and efficiently managing and/or providing needed, accessible and individually satisfying human services.



Agency Contact: Bobby Jo Hafer

Agency Contact Phone Number: 610-236-0530

Agency Email Address: info@sam-inc.org

Agency Web Site Address: www.sam-inc.org

Housing/Homelessness Resources

1. Tenant Based Rental Assistance Programs funded through Health Choices Housing Plan and PHARE grants awarded through the Pa. Housing Finance Agency (PHARE)
2. Shelter Plus Care Program in Coordination with Reading Housing Authority



Agency Contact: Gabrielle Turner

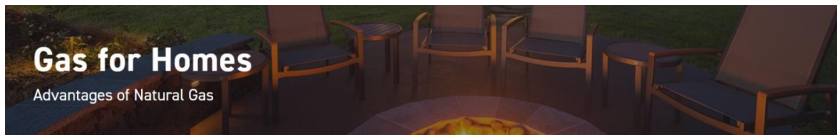
Agency Contact Phone Number: Call Center 1-800-276-2722 / Desk 610-736-5670

Agency Email Address: gwatts@ugi.com

Agency Web Site Address: www.ugi.com

Agency Web Site Address Resources:

1. <https://www.ugi.com/covid-19-response-plan/>





Our Mission:

Our mission is to provide individuals living with autism, primarily in Berks County, Pennsylvania, opportunities to learn meaningful skills in a safe and productive environment.

We are guided by a belief that every person with autism has a human potential and interest to be valued, productive, and self-sufficient, given opportunity and skills.

Our Vision:

Our *unending promise* is to provide a supportive community for individuals with autism and the people who love them.

Agency Contact: Luci Schaeffer

Agency Contact Phone Number: 484-955-2747

Agency Email Address: info@unendingpromise.org

Agency Web Site Address: www.unendingpromise.org

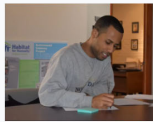
**United Way of
Berks County**



FOCUS AREAS



EDUCATION



**FINANCIAL
STABILITY**



HEALTH



**SAFETY NET
SERVICES**

Agency Contact: Diane Fiorentino

Agency Contact Phone Number: 610-685-4500

Agency Email Address: postmaster@uwberks.org

Agency Web Site Address: www.uwberks.org

Agency Web Site Address Resources:

1. <https://www.uwberks.org/call-211/>
2. <https://www.singlecare.com/>
3. <http://readyssetreadberks.org/>

Housing/Homelessness Resources

1. <https://www.uwberks.org/call-211/>

COVID Resources

1. <https://www.uwberks.org/call-211/>

Underwritten & Supported By:

