

# Transitions

Human Services Resource Guide  
for those facing career changes  
and/or other hard times.



**United Way of Lebanon County**  
**801 Cumberland Street**  
**P.O. Box 1164**  
**Lebanon, PA 17042-1164**  
**Phone: 717-273-8144**  
**[www.unitedwaylebco.org](http://www.unitedwaylebco.org)**

*This guide was compiled by the United Way of Lebanon County and is a work in progress. It is not meant to be all-inclusive nor should it be considered an endorsement for any of the agencies or companies listed. The guide is a tool to be used for those in time of need to help prepare for and find new employment, locate human services, and/or reduce personal expenses. All information in this guide may be shared with anyone who finds it useful.*



***United Way of Lebanon County member agency***

## Career Development & Job Training

### **PA CareerLink®, Lebanon County**

**243 Schneider Drive, Lebanon, PA 17042**

**717-274-2554**

**[www.pacareerlink.state.pa.us](http://www.pacareerlink.state.pa.us)**

A one-stop center for employment training and related support services. Its website also provides an opportunity to post your resume and to do a job search.



### **PROBE – Potential Re-entry Opportunities in Business & Education**

**303 Chestnut St., Suite 1, Lebanon, PA 17042**

**717-273-2090**

**[www.probepa.org](http://www.probepa.org)**

Offers free intensive career counseling with confidential assessments of basic skills and personal needs; Career Readiness Classes focus on self-esteem, assertiveness training, transferable skills, appropriate career choices, and interview skills; placement and support services throughout training or work. Primarily serves single parents, homemakers, and single pregnant teens needing to enter or re-enter the workforce, and any man or woman seeking a non-traditional career (i.e. Women: welder, car sales representative, truck driver; Men: nurse, personal caretaker, elementary school teacher). Tuition assistance available.

## Childrens' Services

### **Child Care Information Services of Lebanon County (CCIS)**

**730 Locust Street, Lebanon, PA 17042**

**717-274-6552**

**[www.luthercare.org/childcare.ccis](http://www.luthercare.org/childcare.ccis)**

Offers parents a resource and referral service to connect them with child care arrangements in their communities. CCIS agencies can also provide information to parents about whether they are eligible for help in paying their child care costs.

### **Children's Health Insurance Program (CHIP)**

**1-888-219-3878**

**[www.chipcoverspakids.com](http://www.chipcoverspakids.com)**

Provides free or low-cost healthcare coverage to children under 19 whose families earn too much money to qualify for Medicaid, but not enough to purchase private health insurance. CHIP medical benefits include prescription drugs; routine checkups; immunizations; diagnostic testing; emergency care; certain dental, vision and hearing services.

### **School Districts**

If you have children in school and are facing financial difficulty, inquire with your school district to see if you qualify for reduced prices on school lunches.

### **Women, Infants & Children Program (WIC)**

**615 Cumberland Street, Lebanon, PA 17042**

**717-273-6940**

**[www.lebanonfhs.org](http://www.lebanonfhs.org)**

A food subsidized program for pregnant women, nursing mothers and children under 5 years of age. Provides vouchers for foods, such as milk, cheese, eggs, peanut butter, juice, cereals, and formula. WIC also provides nutrition counseling and offers referrals to other human services and medical services.

## Education

### **Harrisburg Area Community College – Lebanon Campus**

**735 Cumberland Street, Lebanon, PA 17042**

**717-270-4222**

**[www.HACC.edu](http://www.HACC.edu)**

Call to obtain information about availability of tuition assistance and financial aid for qualifying dislocated workers.

### **Lancaster Lebanon Intermediate Unit 13**

**1 Cumberland Street, Lebanon, PA 17042 717-450-1500**

**[www.iu13.k12.pa.us](http://www.iu13.k12.pa.us)**

**Family Literacy Classes** – Help parents get the skills they need in their roles as the first, and most important, teachers for their children. Children and parents learn together through the five components of the program: adult basic education, early childhood education, parent education, Parent And Child Together (PACT) time, and home visits.

**Adult Basic Education Classes** – Help adults acquire the knowledge and skills they need in order to carry out daily responsibilities at home, in the community and in the workplace. Each adult has an individual learning plan based on his/her individual learning plan based on his/her individual learning goals that helps to guide day-to-day instruction. Students learn at their own pace with support from professional adult educators.

### **Adult Education Center**

Provides free training programs for adults interested in acquiring or improving reading, writing and, math skills in preparation for the GED (General Educational Development) Exam, higher education, and employment.

### **Lebanon County Career & Technology Center**

**833 Metro Drive, Lebanon, PA 17042**      **717-273-8551**      **www.lcctc.k12.pa.us**

Offers daytime programs for adults in Communications, Construction, Manufacturing, Personal Services, Technical Services, and Transportation Occupations. Evening adult programs available for personal development or technical skills. Financial aid available for full-time adult students.



### **Lebanon County Library System**

**125 North 7<sup>th</sup> Street, Lebanon, PA 17046**      **717-273-7624**      **www.lebanoncountylibraries.org**

Public libraries in Annville, Lebanon, Myerstown, Palmyra, Richland, and Fredericksburg provide free access to books, videos, cassette tapes, CD-ROMS, magazines, newspapers, and the Internet. Each of the six libraries serve as PA CareerLink outposts and host dedicated computer terminals with Internet access for employment search-related use. Resume' software available as well as many books and videos on careers, jobs, and technology.



### **Literacy Council of Lancaster-Lebanon**

**243 Schneider Drive, Lebanon, PA 17046**      **717-274-2554 Ext 128**      **www.getliterate.org**

Helps adults improve reading, writing, math, and English as a second language skills. Offers basic literacy tutor training. Matches trained volunteer tutors with clients. The *Computers and Writing for Work* program helps adults needing enhanced writing and general computer skills to prepare for better employment. The *Career Pathways* program supports displaced workers, first-time job seekers, underemployed workers, adults wishing to transition to job training/post-secondary education and adults who would like to prepare for a new career.

## **Emergency Assistance**

### **Lebanon County Assistance Office**

**625 South 8th Street, Lebanon, PA 17042**      **717-270-3600**

Individuals in need of emergency cash assistance, medical assistance or food stamps may apply weekdays from 8 a.m. – 5 p.m. No appointment required. Assistance is based on need. Also administers Low-Income Home Energy Assistance Program for Lebanon County.



### **Lebanon County Christian Ministries**

**250 South 7th Street, Lebanon, PA 17042**      **717-272-4400**      **www.lccm.us**

Provides food, clothing, prescription, energy and water/sewer assistance for families or individuals in need or crisis. Refers clients to other agencies for additional assistance. HOPES Resource Center Emergency Shelter

**Noon Meal Sites:** During many days of the year, houses of worship offer a free hot meal in the city of Lebanon. Call Lebanon County Christian Ministries for current locations.

### **Lebanon County Community Action Partnership**

**503 Oak Street, Lebanon, PA 17042**      **717-273-9328**      **www.lebcounty.org/cap**

Services include child care assistance, transportation, case management, rental assistance, shelter assistance, bridge & transitional housing, information & referral, job readiness, job placement, life skills education, GED preparation and the Female Offenders Re-Entry (FORE) Program.

### **Low – Income Home Energy Assistance Program (LIHEAP)**

**1-866-857-7095**      **[www.compass.state.pa.us](http://www.compass.state.pa.us)**

Offers financial assistance for electric, oil, and gas with eligibility based on income guidelines. Call for months program is available. Apply via Lebanon County Assistance Office or above website.



### **Salvation Army – Lebanon Corps**

**1031 Guilford Street, Lebanon, PA 17046**      **717-273-2655**      **www.salvationarmyusa.org**

Provides emergency food, utility, fuel, rent, mortgage, shelter, water/sewer, and transportation assistance.

## Family & Individual Support

### **Area Agency on Aging**

**710 Maple Street, Lebanon, PA 17046**

**717-273-9262**

**[www.lebcounty.org/AAA](http://www.lebcounty.org/AAA)**

Offers services for people 60 and older and for their caretakers. Assists individuals 55 and older in seeking job opportunities.

### **Crisis Intervention & Information Center**

**Administered by Good Samaritan Hospital 717-274-3363**

Targets information and referral services towards individuals dealing with mental health, alcohol/drug abuse, marital and family conflicts. Services available on an any-hour basis.



### **Mental Health Association in Lebanon County**

**335 South 8th Street, Lebanon, PA 17042**

**717-273-5781**

**[www.mhaleb.org](http://www.mhaleb.org)**

Provides referral and information services, education and advocacy, prevention programs, brain health and wellness programs, pilot programs and projects for all populations of the community on issues of mental health and mental illness.



### **MidPenn Legal Services**

**513 Chestnut Street, Lebanon, PA 17042**

**717-274-2834**

**[www.midpenn.org](http://www.midpenn.org)**

Provides free legal counsel and representation to low-income families. Caseloads include domestic violence, welfare, elderly, homelessness, social security, and other poverty related issues. Increases access to the justice system for poor families, helps foster independence, and addresses both poverty's symptoms and root causes.

### **Office of Vocational Rehabilitation**

**1-800-442-6352**

A state agency which helps persons with physical, mental, and/or emotional disabilities to help themselves to prepare for, start, and maintain a career.

## Handling Money

### **Consumer Credit Counseling Services**

**308 East King Street, Lancaster, PA 17602**

**717-397-5182**

**[www.tabornet.org](http://www.tabornet.org)**

Assists people with financial problems through assistance with budget planning, money management and planned debt liquidation. Individuals seeking help through the Homeowner Emergency Mortgage Assistance Program must contact Consumer Credit Counseling Services.

### **Jubilee Ministries**

**235 South 12<sup>th</sup> Street, Lebanon, PA 17042**

**717-274-7528**

**[www.jub.org](http://www.jub.org)**

Provide material assistance and emergency financial assistance to those recently impacted with a prison sentence.



### **Financial Literacy Project of Lebanon County (Offered at PROBE)**

**300 Chestnut Street, Suite 1, Lebanon, PA 17042 717-273-2090**

**[www.probepa.org](http://www.probepa.org)**

A trained money management counselor helps clients avoid financial distress and to focus on asset building. Also offers the Family Savings Account Program, a dollar-for-dollar matched savings plan toward an approved goal (i.e. a vehicle for work or school, education or training for yourself or a dependent) for low- to moderate-income families.

## Job Search Assistance – Internet Addresses

### **PA Careerlink**

**[www.pacareerlink.state.pa.us](http://www.pacareerlink.state.pa.us)**

### **College Grad Info**

**[collegegrad.com/jobs](http://collegegrad.com/jobs)**

### **PA Main Page**

**[www.state.pa.us](http://www.state.pa.us)**

### **Lebanon Valley Chamber of Commerce**

**[www.lvchamber.org](http://www.lvchamber.org)**

### **Federal Jobs Bank**

**[www.usajobs.opm.gov](http://www.usajobs.opm.gov)**

### **The Open For Business Website**

**[paopen4business.state.pa.us](http://paopen4business.state.pa.us)**

**Veteran's Preference Homepage**

**[www.dol.gov/vets](http://www.dol.gov/vets)**

### **PA Civil Service Home Page**

**[www.scsc.state.pa.us](http://www.scsc.state.pa.us)**

## Medical Assistance

### **Lebanon Free Clinic**

**135 South 9<sup>th</sup> Street, Lebanon, PA 17042**

**717-273-2715 [www.lebanonrescuemission.org](http://www.lebanonrescuemission.org)**

Assists people without access to health care with primary medical care, health education, diagnostic testing and treatment. To receive the clinic's free services, a patient must be a Lebanon County resident with photo ID, uninsured, fall below the 200% Federal Poverty Guideline, and register ahead of time to receive an appointment.



### **Lebanon Ridge Community Health Clinic**

**840 Norman Drive, Lebanon, PA 17042**

**717-272-2700**

**[www.welshmountain.org](http://www.welshmountain.org)**

### **Lebanon Ridge Oral Health**

**101 S. 9<sup>th</sup> Street, Lebanon, PA 17042**

**717-450-7015**

A Federally Qualified Health Center providing comprehensive primary and preventive care, including oral health, and mental health/substance abuse services to persons of all ages, regardless of their ability to pay or health insurance status. Uninsured or underinsured patients may also pay on a sliding fee scale based on family size and income.

### **Volunteers in Medicine Free Health Clinic**

**711 South 8<sup>th</sup> Street, Lebanon, PA 17042**

**717-272-2252**

**[www.vimleeb.org](http://www.vimleeb.org)**

Scope of activities includes primary health services, physical exams, shots and vaccinations, chronic disease management and basic dental care. Patients must live in Lebanon County, be uninsured for the service provided and earn a gross income at or below the 200% Federal Poverty Guideline. A meeting with a counselor is required to determine eligibility.

## Social Security

### **Social Security Administration**

**924 Russell Drive, Lebanon, PA 17042**

**717-272-5342**

Provides information on and processes claims for Social Security benefits including retirement, disability and survivor benefits. Earning statements also may be obtained. Website: [www.ssa.gov](http://www.ssa.gov)

## Utility Assistance

### **Customer Assistance Program (CAP)/The \$1 Energy Fund**

**Administered by: FirstEnergy CAP**

**1-800-545-7741**

Assistance provided based on need for FirstEnergy/Met-Ed customers. Interview with case worker required. Clients must seek help before service is terminated to be eligible for assistance.

### **UGI Operation Share Program**

**Administered by: Lebanon County Christian Ministries 717-272-4400**

Assistance provided based on need. Interview with case worker required. Clients must seek help before service is terminated to be eligible for assistance.

### **PPL 610-774-3000**

If faced with bill paying problems due to emergency circumstances, call the above customer service number to discuss options.

### **Stay Warm PA Initiative 1-866-550-4355 [www.StayWarmPA.com](http://www.StayWarmPA.com)**

Offers information regarding shut offs of utility service, help with utility bills and furnace repairs, conserving energy at home, and winterizing your home.

## **Home Weatherization Program**

**Administered by: Community Action Agency of Delaware County 1-610-521-8770**

**[www.co.delaware.pa.us/depts/weatherization.html](http://www.co.delaware.pa.us/depts/weatherization.html)**

Territory served includes Lebanon County. Services provided can include a comprehensive home energy audit, primary heating system inspection and system service (as needed), attic insulation, home air leakage testing, weather stripping and caulking, and primary windows repair/replacement (as needed) to income-eligible residents. These services could cut your utility bills by as much as 30 percent.

## **Prescription Assistance & Discounts**

For more information on patient assistance programs, contact: Partnership for Prescription Assistance at 888-477-2669, or visit its website at [www.pparx.org](http://www.pparx.org); or RxHope at 732-507-7400, or visit its website at [www.rxhope.com](http://www.rxhope.com). You should ask your doctor for samples of your prescribed medications which are often provided by pharmaceutical manufactures. Also, the following companies provide medications free of charge or at reduced rates for qualified patients. Most companies have income requirement guidelines.

### **3M Pharmaceuticals**

Patient Assistance Program  
800-328-0255

### **Abbot Laboratories/Ross Laboratories**

Patient Assistance Program  
800-222-6885

### **Alcon Labs**

Glaucoma Patient Assistance Program  
800-222-8103

### **Allergan Inc.**

Patent Assistance Program  
800-553-6783

### **Amgen Inc.**

Safety Net Program  
800-282-6436

### **AstraZeneca**

Patent Assistance Program  
866-992-9276

### **Aventis Pasteur**

Indigent Patient Program  
877-798-8716

### **Aventis Pharmaceuticals, Inc.**

Patient Assistance Program  
877-798-8716

### **Baxter Pharmaceutical Products**

Baxter Factor Plus Program  
800-548-4448 (choose option 2)

### **Berlex Laboratories**

#### **Berktek Pharmaceuticals, Inc.**

Patient Assistance Program  
888-237-5394 (choose option 6, then option 1)

### **Biovail Pharmaceuticals, Inc.**

Patient Assistance Program  
866-268-7325

### **Boehringer Ingelheim Pharmaceuticals, Inc.**

Boehringer Ingelheim Cars Foundation, Inc.  
800-556-8317

### **Bristol-Meyers Squibb**

Patient Assistance Foundation  
800-736-0003

### **Cephalon**

877-229-1241

### **Chiron**

Patient Assistance Program  
800-775-7533

### **Dey**

Patient Assistance Program  
800-617-7877

### **DuPont Pharmaceuticals**

Patient Assistance Program  
800-474-2762

### **Duramed Pharmaceuticals, Inc.**

800-425-3122

**Eisai Inc.**  
Patient Assistance Program  
800-226-2072

**Eli Lilly and Company**  
Lilly Cares  
800-545-6962

**Forest Pharmaceuticals**  
Indigent Care Program  
800-851-0758

**Fujisawa Healthcare, Inc.**  
Patient Assistance Program  
800-477-6472

**Galderma Laboratories, Inc.**  
Patient Assistance Program  
800-582-8225

**GlaxoSmithKline**  
Bridges to Access  
866-728-4368

**Genentech, Inc.**  
Genentech Access to Care Foundation  
800-879-4747

**Hoechst-Marion-Roussel**  
800-776-4563

**ICN Pharmaceuticals, Inc.**  
Patient Assistance Program  
800-556-1937 (choose option 4)

**Immunex Corp.**  
Patient Assistance Program  
800-321-4669

**Ivax Pharmaceuticals**  
Patient Assistance Program  
800-327-4114

**Janssen Pharmaceutica, Inc.**  
Patient Assistance Program  
800-652-6227

**Merck & Co., Inc.**  
800-727-5400

**Mylan Pharmaceuticals**  
Prescription Access System  
888-823-7835

**Novartis Pharmaceuticals Corp.**  
Patient Assistance Program  
800-277-2254

**Novo Nordisk**  
Patient Assistance Program  
866-310-7549

**Ortho-McNeil**  
Patient Assistance Program  
800-577-3788

**Pfizer Pharmaceuticals**  
Connection to Care  
800-707-8990

**Roche Laboratories**  
Patient Assistance Program  
800-526-6367 (8:30 a.m.-5 p.m. EST)

**Schering-Plough**  
Commitment to Care  
800-521-7157

**Solvay Pharmaceuticals, Inc.**  
Patient Assistance Program  
800-256-8918

**Together Rx**  
(Abbott Laboratories, AstraZenica, Aventis, Bristo-Myers Squibb, GlaxoSmithKline, Johnson & Johnson, and Novartis)  
800-865-7211

**Upsher Smith Laboratories, Inc.**  
Upsher Smith Patient Assistance Program  
800-654-2299

**Watson Laboratories, Inc.**  
Compassionate Care Program  
800-385-4081

**Familywise Prescription Drug Discount Card**      [www.familywise.org](http://www.familywise.org)

Provides discounts on prescription drugs at participating pharmacies. Some restrictions apply. Cards may be obtained at: Lebanon County Christian Ministries, 717-272-4400; Lebanon Community Library, 717-273-7624. See above website for additional details.

## **Protect Yourself: Financial Advice for Dislocating Workers**

The following recommendations are made in order that payments of financial obligations can be arranged during a period of layoff in such a manner as to eliminate any unnecessary hardships. You can help yourself considerably by taking the following actions before you get into trouble. Do not delay! Do it now!

1. Notify your bank, savings and loan association, credit union, or whoever holds the mortgage on your property, that you are on layoff. Notification should be given through a personal visit or phone call with the responsible people holding any mortgage. If you are unable to meet mortgage payments, request a postponement or reduction of payments until you return to work.
2. If you rent, inform your landlord of the layoff. Again, if you are unable to pay your rent, ask for a postponement or temporary reduction until you are called back to work.
3. All utilities (phone, gas, electric and water) should be notified that you are on layoff.
4. If you are making payments on an automobile, furniture or holding accounts at department stores or loan companies and are unable to make payments, you should give notification that you are on layoff and request a moratorium or reduction on your accounts until you return to work.
5. If you are buying property under a land contract, get legal advice on making arrangements for delaying or reducing payments, otherwise there is danger of foreclosure.
6. Men or women – if you are paying alimony or child support, make sure that you contact the judge, domestic relations office or court who issued the decree, and inform them of the situation.
7. Contact your doctor, dentist, medical clinic, hospital, etc.: most of them will wait for payment if asked and informed of the situation.
8. The same is true of most other creditors. Contact them immediately and explain the situation. Some creditors may expect you to pay a small or token amount each week or month, depending on when your payments are due, but at least, it will relieve you from full payments temporarily. If this is the case you are strongly urged to comply with the creditors request. If you make arrangements, be certain that you are prepared to live up to them.

It has been found that if the above recommendations are followed before the problem becomes acute, satisfactory arrangements usually can be made. Of course, this assumes that you have a good record of payment in the past, have not been delinquent or continuously late and have attempted to meet your obligations on a regular basis. It is just good practice to always notify a creditor if you will be late on your payments and the reason for the delay.