

City of Harrisburg/County of Dauphin  
**Homeless Services**  
**Reference Manual**

*Revised: 10/12/2007*



*A Publication Of The*



*Capital Area Coalition  
on Homelessness*

*...to educate and mobilize our community and coordinate services  
to prevent and reduce homelessness in the Capital Region.*



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This directory was compiled by the Service Delivery Committee of CACH. All attempts have been made to ensure the listings are as complete and accurate as possible. If errors are found, or information becomes obsolete, please notify Steve Schwartz, Service Delivery Committee Chair, at (717) 233-6016 or [sschwartz@bha-pa.org](mailto:sschwartz@bha-pa.org).

# HOMELESSNESS QUICK FACTS

## ***Who Are The Homeless Nationwide?***

### **Gender/Family Make-up:**

- 44 % are single men
- 36 % are families with children
- 13 % are single women
- 7 % are unaccompanied minors

### **Ethnicity:**

- 50 % African-American
- 35 % white
- 12 % Hispanic
- 2 % Native American
- 1 % Asian

### **Other Facts About The URBAN Homeless:**

- 22 % have a mental illness
- 37 % are substance abusers
- 26 % are employed
- 15 % are veterans
- People remain homeless five months on average (50% of the cities surveyed said that the length of time people are homeless was increasing)

Taken from the US Mayors' Survey 2000, "A Status Report on Hunger and Homelessness in America's Cities. 25 city survey.": <http://www.sodexhousa.com/HungerAndHomelessnessReport2004.pdf>

## ***The Homeless In Dauphin County and The City Of Harrisburg***

### **24-Hour Surveys Conducted By CACH**

- In January 2006\*
  - 759 homeless men, women, and children were recorded (unduplicated count) of which 85 were unsheltered
- On Average\*\*
  - Of Adults, 58% are male and 42% are female
  - Most are single but the next largest group are single parent families with one child
  - 53% are African American and the next highest ethnicity is 33.5% Caucasian
  - 14% are veterans
- Prior Residency\*\*
  - 64.5% resided in Harrisburg the previous month
  - 43.5% were residents of Dauphin County at one time
- Income/Employment\*\*
  - 30% received various forms of public cash assistance
  - 24.5% had no income source
  - Only 17% were employed
- Reasons For Being Homeless\*\*
  - Top Three *Primary* Reasons:
    - Drug or alcohol abuse – 24%
    - Mental illness – 10%
    - Temporary living situation ended – 10%
  - Top Three *Secondary* Reasons:
    - Mental illness was also listed as the highest secondary reason for homelessness – 12.5%
    - Job loss – 11 %
    - Money management problems – 11%
- Greatest Reported Needs\*\*
  - Greatest medical need was for mental health and drug and alcohol treatment
  - In each of the following areas over 100 persons had requested or were in need of: emergency shelter, transitional housing, food and clothing
  - Highest recorded waiting list request was for Public or Section 8 Housing

\* Source: January 2006 Capital Area Point in Time (PIT) Survey conducted by CACH members in shelters, homeless programs, soup kitchens, and outreach sites.

\*\* Source: Average from the Capital Area 2004 and 2005 PIT Surveys.

## **US Mayors' Year 2000 Survey on Homelessness**

- Causes of Homelessness (in order of frequency):
  1. Lack of affordable housing
  2. Mental illness or lack of needed services
  3. Substance abuse or lack of needed services
  4. Low paying jobs
  5. Unemployment
  6. Domestic violence
  7. Poverty
  8. Prisoner Re-entry

Taken from the US Mayors' Survey 2000, "A Status Report on Hunger and Homelessness in America's Cities. 25 city survey.": <http://www.sodexhousa.com/HungerAndHomelessnessReport2004.pdf>

## **Functional Definitions Of Homelessness**

### **Near Homeless**

- Going from home to home and living “doubled up” with others, usually not on their lease.
- The McKinney-Vento Act definition of homelessness DOES NOT include this population and they are, therefore, ineligible for any transitional housing, permanent housing, or service solutions sponsored by the Act.
- This population however, is eligible for State DPW Homeless Assistance Program (such as Bridge Housing), and is also recognized as homeless by State Mental Health (OMSAS) and Federal Health and Human Service Departments (HHS and SAMSHA).

### **Homeless (Sheltered and Unsheltered)**

- Those who stay in places not intended for habitation, such as the streets or a car, or abandoned building are considered homeless (unsheltered).
- Others who have taken up residence in any official emergency or temporary shelter are considered homeless during their stay (sheltered).
- The McKinney –Vento Act recognizes only these subpopulations as homeless for its purposes, and carefully defines them.

### **HUD McKinney-Vento Act Definition of Homelessness**

- Eligible Persons: Basically, a homeless person is someone who is living on the street or in an emergency shelter, or who would be living on the street or in an emergency shelter without SHP (Supportive Housing Program) assistance. A person is considered homeless only when he/she resides in one of these places:
  - Sleeping in places not meant for human habitation, such as cars, parks, sidewalks, abandoned buildings (on the street)
  - In an emergency shelter
  - In transitional or supportive housing for homeless persons who originally came from the streets or emergency shelters
  - In any of the above places but is spending a short time (up to 30 consecutive days) in a hospital or other institution
  - Is being evicted within a week from a private dwelling unit\* \*\*
  - Is being discharged within a week from an institution (e.g. mental health or substance abuse treatment facility or a jail/prison) in which the person has been a resident for more than 30 consecutive days\* \*\*
  - Is fleeing a domestic violence housing situation\* \*\*

*\* and no subsequent residence has been identified,*  
*\*\* and lacks the resources and support networks needed to obtain housing.*
- Ineligible Persons for McKinney-Vento Funded Programs:
  - IN HOUSING, even though they are paying an excessive amount for housing, or the housing is substandard and in need of repair, or the housing is over-crowded

- INCARCERATED, but upon discharge the person is eligible if no subsequent residence has been identified and the person lacks the resources and support networks needed to obtain housing
- Living with RELATIVES AND FRIENDS
- In a BOARD AND CARE situation, such as Adult Congregate Living
- Being discharged from AN INSTITUTION THAT IS REQUIRED TO FIND HOUSING
- WARDS OF THE STATE although youth in foster care may receive needed supportive services

### **The Chronically Homeless**

- Definition:
  - An unaccompanied homeless individual with a disabling condition who has either been continuously homeless for a year or more OR has had at least four (4) episodes of homelessness in the past three (3) years
  - Must have been sleeping in a place not meant for human habitation (e.g., living on the streets) and/or in an emergency shelter at that time
- 21% of the homeless population nationally

# HOUSING PROVIDERS DIRECTORY

## ***Emergency Needs/Shelter Coordination***

### **HELP Ministries**

413 S. 19th Street, Harrisburg, PA 17104

Phone: (717) 238-2851

- Emergency shelter placement for single women, single women with children, or families to the YWCA, Shalom House, or Interfaith Shelter
- Food, clothing, prescription or travel assistance
- Rental assistance program
- Heating assistance
- Emergency housing placement for single men at the YMCA or available rooming houses

## ***Emergency Shelter Providers***

### **Bethesda Men's Mission**

611 Reily Street, Harrisburg, PA 17110

Phone: (717) 257-4440

- Emergency shelter for transient males
- Recovery residential and spiritual development program.
- Medical clinic (limited and by appointment only)
- Served meals and community soup kitchen
- Mobile food and clothing mission

### **Interfaith Shelter**

Harrisburg State Hospital, 1002 Hemlock Drive, Harrisburg, PA 17110-3588

Phone: (717) 236-6783

- 28-day emergency shelter stay for single or dual parent families or married couples
- 3 meals provided daily
- Goal planning and case management

### **Shalom House**

9 South 15th Street, Harrisburg, PA 17104

Phone: (717) 232-3482

- 28-day emergency shelter stay for women and women with children with goal planning and case management
- Food and clothing bank available

### **YWCA Domestic Violence Shelter**

At the YWCA of Greater Harrisburg  
1101 Market Street, Harrisburg PA 17104  
Phone: (717) 238-7273; (800) 654-1211 Fax: (717) 234-1779

- For women and their children who are immediately homeless because of fleeing an immediate domestic violence situation.
- 30-day homeless shelter stay with Domestic violence counseling and case manager.
- Food and clothing bank available.

### **YWCA Emergency Shelter**

At the YWCA of Greater Harrisburg  
1101 Market Street, Harrisburg PA 17104  
Phone: (717) 234-7931 Fax: (717) 234-1779

- 28-day emergency shelter stay for women and women with children with housing goals and case management.
- Food and clothing bank available.

## ***Transitional Housing Providers***

### **ARC - A Program of the Salvation Army**

3650 Vartan Way, Harrisburg, PA 17110  
Phone: (717) 541-0203 Fax: (717) 541-0206

- Six month or more Christian residential recovery and rehabilitation program.
- Transitional housing for program graduates only.
- Eligible: Unaccompanied men or women who are in recovery.

### **Bethesda's Women's Center**

818 North 20th Street, PA 17103  
Phone: (717) 257-4447

- Long term recovery house and program services
- Transitional housing for program graduates only
- Spiritual growth and development

### **Brethren Housing Association**

219 Hummel Street, Harrisburg, PA 17104  
Phone: (717) 233-6016 Fax: (717) 233-5489

- Transitional housing with case management, life skills and employment assistance.
- Eligible: Single mother and her children

**Delta Community, Inc.**

2041 North 2nd Street, P.O. Box 5342,  
Harrisburg, PA 17110  
Phone: (717) 232-2970 Fax: (717) 232-3458

- Transitional housing at scattered sites with case management, life skills and employment assistance.
- Administers Dauphin County Rental Assistance Program (DCRAP).
- Eligible: Homeless Single Mother or Father with children.

**Firm Foundation of PA**

28 North 19th Street, Harrisburg, PA 17103  
Phone: (717) 233-6133 Fax: (717) 232-3458

- Transitional housing for male ex-offenders released from prison.

**Lourdes House**

A Program of Catholic Charities  
1611 Boas Street, Harrisburg, PA 17103  
Phone: (717) 236-3417

- Transitional housing for expectant mothers.

**Promise Place**

The Program for Female Offenders  
321 South 2nd Street, Harrisburg, PA 17113  
Phone: (717) 985-6440 Fax: (717) 985-9235

- Transitional housing for female ex-offenders released from prison.

**Trinity House**

A Program of Bethesda Mission  
Phone: (717) 920-9547

- Transitional housing for Bethesda Men's Mission Recovery Program Graduates.

**YWCA Bridge Housing**

At the YWCA of Greater Harrisburg  
1101 Market Street, Harrisburg PA 17104  
Phone: (717) 234-7931 Fax: (717) 234-1779

- 12 to 18 months transitional housing with case management, life skills, and employment supportive services.
- Homeless (State DPW Definition) women and women with children (boys only up to 14 yrs old).

### **YWCA Transitional Housing**

At the YWCA of Greater Harrisburg  
1101 Market Street, Harrisburg PA 17104  
Phone: (717) 234-7931 Fax: (717) 234-1779

- Up to 24 months of transitional housing with case management, life skills, and employment supportive services.
- Homeless (McKinney-Vento Act Definition) women and women with children (boys only up to 14 years old)

### ***Permanent Housing Providers***

#### **SHARP Program (Shalom House After-Care Rental Assistance Program)**

A Program of Shalom House  
9 South 15th Street, Harrisburg, PA 17104  
Phone: (717) 232-3482

- Housing through rental assistance.
- Goal planning, life skills, case management.
- Eligible: Homeless single women with an official determination of disability.

#### **Shelter Plus Care**

Of the Dauphin County Housing Authority  
501 Mohn Street, Steelton, PA 17113-7598  
Phone: (717) 939-9301

- Permanent housing through scattered site rental assistance
- Supportive services and case management
- Eligible: Homeless, unaccompanied, with a severe, verified mental health disability

#### **YW-PHD (Permanent Housing for Homeless with Disabilities)**

A Program of the YWCA of Greater Harrisburg  
1101 Market Street, Harrisburg PA 17104  
Phone: (717) 234-7931 Fax: (717) 234-1779

- Permanent housing through rental subsidy of scattered sites
- Goal planning and case management
- Eligible: Unaccompanied or accompanied homeless person with a verifiable long term disability

#### **YWCA Single Residency Occupancy (SRO)**

At the YWCA of Greater Harrisburg  
1101 Market Street, Harrisburg PA 17104  
Phone: (717) 234-7931 Fax: (717) 234-1779

- Section 8 Single room permanent housing with shared facilities
- Eligible: McKinney Act Definition homeless unaccompanied women

# MEDICAL SERVICE PROVIDERS DIRECTORY

## ***Medical Providers Targeted to Low-Income and/or Uninsured***

### **Bethesda Mission Medical Clinic**

611 Reily Street, Harrisburg, PA 17110

Phone: (717) 257-4440

- Nurse on staff, with volunteer Doctors from Hershey Medical Center males
- Medical clinic services for men in Bethesda Mission's programs
- Some limited appointments available to community homeless including women by appointment only.

### **Capital Region Health System @ Hamilton Health Center**

1821 Fulton Street, Harrisburg, PA 17102

Phone: (717) 232-9971

- Satellite locations:
  - Foose Elementary School, 1301 Sycamore Street, Harrisburg, PA 17104
  - 1650 Walnut Street, Harrisburg, PA 17104, Phone: (717) 230-3958
- Providing comprehensive healthcare including medical, dental, social and related services to the under-served who lack the advantage of personalized health care
- Specialties include pediatrics, women, infants and children, a triage unit, diabetic management, and free pregnancy testing
- Dauphin County's WIC Program is conducted out of the Walnut Street office

### **Community Check-up Center of South Harrisburg**

38-C Hall Manor, Harrisburg, PA 17104

Phone: (717) 233-1700

- Pediatric clinic for underserved children
- Gyn women's care
- HIV and STD Treatment and testing for men and women

## **Health Ministries At Christ Lutheran Church**

Located at: Christ Lutheran Church

The Reverend Jody Silliker, Pastor

124 South 13th Street

Harrisburg, PA 17104

web: [www.pcvsoftware.net/christlutheran](http://www.pcvsoftware.net/christlutheran)

*Please don't promise anyone anything! Send them to us for evaluation/screening.*

*Our resources are limited, and none of what we do is an entitlement.*

## **Holy Spirit Hospital's Medical Outreach Service**

Phone (admin): (717) 730-2507 Phone (site): (717) 260-9320 (No services provided/authorized by phone. Please come in).

- Hours: M/W/F 10:30-2:00; T/Th 11:30-2:00
- Free nurse-run, drop-in clinic, 800 patient visits/month.
- Services Offered:
  - First aid, simple lab tests, health assessments, health education
  - Free TB tests and (seasonal) flu shots for adults available on request
  - Limited prescription and over-the-counter medication assistance
  - Some assistance/advice accessing resources
  - Items necessary to health such as blankets, underwear, hygiene items and the like, as available.
  - Hospitality site where folks are welcome to hang out, coffee, conversation, bathroom, phone/fax
  - Health classes at the YWCA, Thurs. 10-11:30, and at the Program for Female Offenders on Tuesday mornings
  - Publish "Preguntale la Enfermera" in each issue of *Habla!*

## **Mission of Mercy**

- Open two Fridays a month, from 9am to 3pm
- Call 972-4993 for appointment; 642-9062 to request schedule
- 130 medical appts., 12 dental appts., 300 prescriptions per month
- Mobile office providing the following services:
  - Doctors for primary care, uninsured with serious illnesses (not appropriate for driver's license physicals, chronic back pain, etc.)
  - Most patients receive their medicines at time of visit (cannot fill prescriptions written elsewhere)
  - Dental clinic, walk-in only. Arrive at 8:30.
  - "Doctor Day" is also used by many city service providers as an outreach day to connect with their target populations. Call Pastor to arrange inclusion.

### **Other Health-Related Services at Christ Lutheran Church**

- Food Voucher Program – Mon-Thurs, 9-12, it provides food vouchers and hospitality for 750 people/month. (Criteria: 150 % of poverty line, I.D needed and zip code restricted).
- Free Baby Furniture Bank – cribs, strollers, bedding, etc. Ask at Medical Outreach.
- Durable Medical Goods Bank & Orthopedics Banks – recycles and distributes clean walkers, bedside commodes, wheelchairs, etc. as well as providing new splints, wraps, humidifiers and more. Ask at Medical Outreach.
- English as a Second Language, GED Preparation and Computer Literacy Classes – taught by the OIC, Mon/Wed, 1-3:30. To join, simply walk in at the beginning of any class time.
- Family Literacy/Early Childhood Enrichment – Mon/Wed, 1-4.
- Free cat spaying and neutering at the church one Saturday a month by the Stray Cat Alliance.

## ***Free Immunization Sites in Dauphin County***

### **Sites with Preferred Provider Agreements with the Department of Health:**

Capital Region Health System @  
Hamilton Health Center  
1821 Fulton Street  
Harrisburg, PA 17102  
(717) 232-9971

\*\* *Monday, Wednesday and Friday Afternoons*  
\*\*\* *Immunization given with routine visits*

Capital Region Health System @  
Hamilton Health Center  
Foose Elementary School  
1301 Sycamore Street  
Harrisburg, PA 17104  
\*\*\* *Scheduled date to open October 1, 2002*

Community Check-up Center  
of South Harrisburg  
38-C Hall Manor  
Harrisburg, PA 17104  
(717) 233-1700

Evelyn G. Frederick Health Center  
1000 Evelyn Drive  
Millersburg, PA 17061  
(717) 691-4761

### **Children's Immunizations Offered**

All immunizations are free for children 18 years of age and younger for uninsured and underinsured children.

### **Adult Immunizations Offered**

For students entering college or in college that are uninsured and underinsured

- Tetanus (Tetanus-Diphtheria) – Td (free for all adults)
- Measles, Mumps, Rubella (MMR)

For older adults and all adults with special health needs that are uninsured and underinsured:

- Flu (influenza)
- Pneumonia (Pneumococcal)

## ***Free Sites for HIV and STD Testing***

### **Walk-In Testing Centers**

- AIDS Community Alliance (HIV only)
  - 401 Division St. Harrisburg.
  - Suite 100, in the Basement
  - 9AM – 7PM
  - Phone: (717) 233-7190
- 1514 North 2nd St. Harrisburg
  - Every Wednesday, 1PM – 5PM
  - Phone: (717) 234-2468

### **Testing by Appointment**

- Kline Village Medical Center, Dr. Bukare
  - 43 Kline Village, Harrisburg
  - Phone: (717) 232-0500
- Community Check-Up Center
  - 38 C Hall Manor, Harrisburg
  - Phone: (717) 233-1700
- Hamilton Health Center
  - 1821 Fulton Street, Harrisburg
  - Phone (STD Clinic): (717) 232-9971 (Ask if you qualify for free testing)
  - HIV Hope Program:
    - Phone (English): (717) 230-3948
    - Phone (Spanish): (717) 230-3947
- Adult Ambulatory Care Center
  - 2645 North 3rd St. Harrisburg
  - Phone: (717) 782-6421
  - STD Clinic, Tuesday and Friday, 9am–10am
  - Reach Clinic – HIV Testing
- VNA of Central PA (HIV only)
  - 3315 Derry St. Harrisburg
  - Phone: (717) 233-1035

## ***Harrisburg Area Community College Dental Hygiene Clinic***

Located in Whitaker Hall on the Wildwood Campus of HACC, across from the Farm Show Complex.

Dental Exams, cleanings, x-rays and sealants for children and adults.

### ***Fall Hours (August-December):***

- Monday: 8:30 – 11:15 AM and 5:30 – 8:15 PM
- Wednesday: 8:30 – 11:15 AM and 5:30 – 8:15 PM
- Friday: 8:30 – 11:15 AM and 1:30 – 4:15 PM

### ***Spring Hours (February-May):***

- Monday-Friday: 8:30 – 11:15 AM and 1:30 – 4:15 PM
- Monday and Wednesday Evenings: 5:30 – 8:15 PM

Call 780-2441 for an appointment

Access Card Accepted

# OTHER SERVICE PROVIDERS DIRECTORY

## ***Employment Services/Job Training***

### **Center for Employment, Education and Entrepreneurship Development (CEEED)**

Third Floor of PNC Bank Building, 1301 Derry Street, Harrisburg, PA 17104  
Phone: (717) 724-4834

- Collaborative effort of YW-WORKS, Goodwill Industries, Tri-County OIC, Success Academy (of Community Action Committee) and Firm Foundation to combine services to clients through one unified plan in one central location.

### **EDSI**

At Career Link, Two Penn Center, 2634 North Third Street, Harrisburg, PA 17110

- Main provider of contracted TANF welfare to work program in Dauphin County.

### **Firm Foundation of PA**

28 North 19th Street, Harrisburg, PA 17103  
Phone: (717) 233-6133 Fax: (717) 232-3458

- Provides construction industry training and employment through FirmWorks program and Opportunity Builders for-profit corporation.

### **Goodwill Industries of Central PA**

1150 Goodwill Drive, Harrisburg, PA 17101  
Phone: (717) 232-1831

- Provides supervised or sheltered employment services primarily for those with disabilities, youth, and some low income.

### **Tri-County OIC**

500 Maclay Street, Harrisburg, PA 17110  
Phone: (717) 238-7318

- Offers GED/ABE, ESL, and some vocational training courses.

### **YW-Works**

A Program of the YWCA of Greater Harrisburg  
1101 Market Street, Harrisburg PA 17104  
Phone: (717) 234-7931 Fax: (717) 234-1779

- Employment training, computer education, career counseling and some vocational education for homeless men, women, and veterans.
- Job Placement and Follow-up.

## ***Meals and Showers***

### **Bethesda Men's Mission**

611 Reily Street, Harrisburg, PA 17110

Phone: (717) 257-4440

- Served meals and community soup kitchen (evening meal), 5:00-5:30
- Mobile food and clothing mission

### **Camp Curtin Memorial/Mitchell United Methodist Soup Kitchen**

2221 N 6th St, Harrisburg, PA 17110

Phone: (717) 233-0335

- Lunch served weekdays, 12:30-1:30

### **Downtown Daily Bread**

310 N. 3rd Street, Harrisburg, PA 17101

Phone: (717) 238-4717

- Lunch served daily, 12:30-1:30, including weekends and holidays
- Shower facilities available...call for schedule
- LunchPlus Program provides a variety of supportive services to help clients gain self-sufficiency like an address and employment search support.

### **Helping Hands Ministries of Harrisburg, Inc.**

1077 Oyster Mill Road, Camp Hill, PA 17011

Phone: (717) 731-1807

- Serves a hot meal to the hungry of Harrisburg FIVE nights a week.
- All meals are served from 4:30 p.m. - 5:30 p.m.
- Wednesday meals are served outside on the corner of Blackberry St. and N. River St. in Harrisburg
- Tuesday, Thursday and Friday meals are served inside First Church of God, 15 N. 4th St., Harrisburg
- Sunday meals are served inside St. Stephen's Episcopal Cathedral, 221 N. Front St., Harrisburg

### **Market Square Presbyterian Church**

20 South Second Street, Harrisburg, PA 17101

Phone: (717) 257-1270

- Wednesday mornings at 9:30 HELP Office personnel do outreach providing assistance with shower vouchers, bus passes, etc.
- Sunday morning community breakfast served at 8:30am

### **Salvation Army Soup Kitchen**

1122 Green Street, Harrisburg, PA 17102

Phone: (717) 233-6755

- Breakfast served weekdays from 7:00 to 8:00 am.

**St. Francis of Assisi Soup Kitchen**

1459 Zarker Street, Harrisburg, PA 17104

Phone: (717) 236-4506

- Lunch served weekdays and Saturday, 12:30-1:30

***Legal*****Community Justice Project (Peter Zurflieh)**

118 Locust Street, Harrisburg, PA 17101

Phone: (717) 236-9486, ext. 210

- Policy advocacy for benefits and rights of the homeless.

**Midpenn Legal Services**

213-A N. Front Street, Harrisburg, PA 17101-2240

Phone: (717) 232-0581

- Legal aid for low-income individuals and families, the elderly, the disabled, children and survivors of domestic violence.
- Handling cases involving consumer, education, family, housing, utilities, elderly, employment, income enhancement, and domestic violence issues

**YWCA Domestic Violence Legal Center & Visitation Services**

114 Walnut Street, Harrisburg, PA 17101

Phone: (717) 724-0516 Fax: (717) 724-0534

- Legal aid for victims of domestic violence (including protection from abuse orders and custody issues)
- Supervised visitation for children

# MENTAL HEALTH AND DRUG AND ALCOHOL RESOURCES

## Mental Health Training Resources

For videos of Mental Health Seminars mentioned below and a list of upcoming Mental Health and Homelessness trainings contact Dauphin County Crisis Intervention:

- *Understanding Violence* – Presenter: Dr. Picchio
- *Children with Behavioral Health Issues in Emergency & Transitional Settings* – Presenter: Patricia Moore
- *Supporting Compliance in People with Mental Illness* – Presenter: Wayne D. Schmoyer
- *Defining, Understanding and Supporting People with Major Mental Illness* – Presenter: Dr. Picchio

*Note: The CACH Service Delivery Committee has the above seminars on DVD and will provide copies to your organization for a nominal fee.*

## Drug and Alcohol Resources

For a handbook entitled *Street Drugs: A Drug Interaction Guide*, contact Dauphin County Executive Commission on Drugs, Alcohol and Tobacco or visit the [www.streetdrugs.org](http://www.streetdrugs.org) website.

The Dauphin County Executive Commission on Drugs, Alcohol and Tobacco also has a wide variety of other training and resources materials available, such as brochures, videos, and seminars. Contact them for more information.

# CONSUMER COMPASSION AND CLIENT FRIENDLY SERVICE

A 2005 survey was conducted at a local shelter to document clients' point of view on staff, facility and rules. The following was learned:

## Facility

Upon entering a shelter most residents felt *fearful* and *very emotional*. They...

- Pictured the shelter as not a safe place to stay for their children
- Worried that other residents would be dangerous, addicted, or worse
- Worried about getting along with other residents and staff
- Worried they would not have privacy and would sleep in one large dormitory
- Pictured that the shelter would be dirty and unsavory

## Staff

Residents describe a successful helping relationship (with staff members) as F.A.I.R.:

- Facilitative...i.e. helpful.
- Attentive...i.e. focused and genuinely engaged with client.
- Impartial...i.e. non-judgmental and fair across the board to all residents.
- Reassuring...i.e. understanding and hopeful.

Residents know and feel when a staff person genuinely cares about their welfare

Negative interactions with staff include feeling...

- Annoyed
- Belittled – Not necessarily *what* was said but *how* it was said (tone of voice, facial expressions, hand gestures, etc.)
- Upset when confidentiality was loosely handled concerning their business and affairs, for example,
  - announcing over the intercom “so and so, your parole officer is on line 1,” or
  - informing a resident that he or she was not accepted to a program in front of others
- Disrespected
- Frustrated when there are ethnic, cultural, or linguistic misunderstandings – i.e. Latino residents surveyed mentioned that they misunderstood enforcement of rules and regulations as staff not liking them
- Disappointed when there was a lack of follow through, even in small things like staff forgetting to lock a bedroom door as requested.

## **Rules and Regulations**

Most residents consider fair rules as equal and necessary. They...

- understand that life has rules,
- respect the shelter's assistance and want to abide with rules to maintain their stay,
- are accepting of consequences if the rules were fair and applied fairly to others,
- need to be heard.

On the negative side they...

- are upset if they think some staff members have favorites who they let slide,
- think some rules are enforced more than others,
- feel that the authority goes too far with some rules and could be more lenient

## APPENDIX

### ***Comprehensive Listing of Housing Providers***

#### **Direct Housing Providers**

<b><i>Emergency Shelter</i></b>			
<i>Organization</i>	<i>Contact Info</i>	<i>Service Description</i>	<i>Portal of entry</i>
Bethesda Mission	(717) 257-4440	Men's emergency shelter	Open Referral/Walk in
YWCA of Greater Harrisburg	(717) 238-7273; (800) 654-1211	Domestic Violence Shelter	Open Referral/Walk in
YWCA of Greater Harrisburg	(717) 234-7931	Emergency Shelter for women and women with children	HELP Ministries
Bethesda Women's Mission	(717) 257-4447	1 year D& A program for women and women with children	Open Referral/Walk in
Crisis Intervention	(717) 232-7511	Off hours voucher and placement for emergency shelters	Open Referral/Walk in
Help Office/CCU	(717) 238-2851	Referral to all women and family shelters; YMCA; some hotels/motels in emergencies	Walk in
Interfaith Shelter	(717) 236-6783	Emergency shelter for families only	HELP Ministries
Jewish Family Services	(717) 233-1681	vouchers for homeless housing and meals	Open Referral/Walk in
Joshua House	(717) 236-4464	Housing for runaway, homeless teens or young adults	Open Referral
Shalom House	(717) 232-3482	Emergency Shelter for women and women with children	HELP Ministries

<b>Transitional Housing</b>			
<i>Organization</i>	<i>Contact Info</i>	<i>Service Description</i>	<i>Portal of entry</i>
Bethesda Mission	(717) 257-4440	Men's transitional housing recovery, veterans, receiving MH services	Bethesda Shelter
Bethesda Women's Mission	(717) 257-4447	Transitional housing for women	Bethesda Women's shelter, homeless agency referral
Brethren Housing Association	(717) 233-6016 bha@bha-pa.org	Transitional Housing for women, single mothers	Open Referral/Walk in
Delta Community, Inc.	(717) 232-2970	Scattered Site Transitional Housing for women and single parent families	Open Referral/Walk in
Firm Foundation of PA	(717) 233-6133	Transitional housing for men especially those recently leaving incarceration.	Open Referral/Walk in
Lourdes House	(717) 236-3417	Transitional housing for expectant mothers	Open Referral/Walk in
Promise Place	(717) 985-6440	Transitional Housing for females recently leaving incarceration	Referral
Silence of Mary	(717) 231-0785	Transitional housing for men, women, and women with children	Open Referral
St. Martin De Porres	(717) 230-8328	Catholic based transitional housing for men	Open Referral
Trinity House	(717) 970-9547	Transitional housing for Bethesda Men's Mission Recovery Program Graduates	Bethesda Mission
YWCA of Greater Harrisburg	(717) 234-7931	Bridge and Transitional Housing for women and women with children	Open Referral/Walk in/ Homeless Agency Referral

<b>Permanent Housing</b>			
<i>Organization</i>	<i>Contact Info</i>	<i>Service Description</i>	<i>Portal of entry</i>
Dauphin County Housing Authority	(717) 939-9301	Section 8 Housing Choice Vouchers	Open Referral
Dauphin County Housing Authority	(717) 939-9301	Shelter + Care for singles who are homeless and with severe disabilities	CMU
Habitat for Humanity of the Greater Harrisburg Area	(717) 545-7299 harrisburghabitat.org	Building, rehabbing and repairing simple, decent, affordable homes for families of low income at a 0% interest mortgage.	Phone In/Referral/ Through Habitat Programs
Harrisburg Housing Authority	(717) 232-6781	Public Housing	Open Referral
Harrisburg Housing Authority	(717) 232-6781	Section 8 Housing Choice Vouchers	Open Referral
Paxton Ministries	(717) 236-5508	Supportive Housing for homeless with MH/MR disabilities	Homeless Agencies Referral, Open Referral
Shalom House	(717) 232-3482	SHARP Program - Housing for women and women with children who are disabled.	Shalom House
YWCA of Greater Harrisburg	(717) 234-7931	PHwD- Permanent housing for disabled homeless men, women, families	Shelters, Transitional Housing Referrals
YWCA of Greater Harrisburg	(717) 234-7931	SRO- Single rooms for single homeless women	Shelters, Transitional Housing Referrals
<b>Short-Term Housing</b>			
<i>Organization</i>	<i>Contact Info</i>	<i>Service Description</i>	<i>Portal of entry</i>
American Red Cross	(717) 234-3101	Disaster relief homeless management	Disaster response only
Market Square Presbyterian Church	(717) 257-1270	Coordinator of winter overnight shelter for homeless singles or couples	Open Referral/Walk in
Market Square Presbyterian Church	(717) 257-1270	Vouchers for stay at the YMCA	Open Referral/Walk in
<b>Other Residential Housing</b>			
<i>Organization</i>	<i>Contact Info</i>	<i>Service Description</i>	<i>Portal of entry</i>
Edgewater	(717) 238-8666	Residential and outpatient MH services	CMU
Salvation Army ARC	(717) 541-0203	Rehabilitation for drug and alcohol	Walk in; Open Referral; Application filled out

### Supplemental Housing Providers

<b>Drug and Alcohol</b>			
<i>Organization</i>	<i>Contact Info</i>	<i>Service Description</i>	<i>Portal of entry</i>
DayStar	(717) 230-9898	Drug and Alcohol recovery half-way house	Walk in/ Referral
Evergreen House	(717) 238-6343	Drug and Alcohol half way house for women	Phone in

<b>Housing Subsidy</b>			
<i>Organization</i>	<i>Contact Info</i>	<i>Service Description</i>	<i>Portal of entry</i>
Help Office/CCU	(717) 238-2851	La Casa de Amistad - service Hispanic community with translation and case management	Walk in
Help Office/CCU	(717) 238-2851	Rental Assistance; Longer-term Rental Assistance	Walk in
Help Office/CCU	(717) 238-2851	Utilities Assistance	Walk in
<b>Short-Term Housing</b>			
<i>Organization</i>	<i>Contact Info</i>	<i>Service Description</i>	<i>Portal of entry</i>
YMCA	(717) 232-9622	Low income boarding room rentals	Walk in

## **Comprehensive Listing of Service Providers**

### **Direct Service Providers**

<b>Childcare</b>			
<i>Organization</i>	<i>Contact Info</i>	<i>Service Description</i>	<i>Portal of entry</i>
Capital Area Head Start	(717) 221-9848	Some daycare help for homeless children	Shelters
Harrisburg School District	(717) 703-4000 Ext. 34061	Liaison for homeless students and services	Open door/walk in
<b>Drug and Alcohol</b>			
<i>Organization</i>	<i>Contact Info</i>	<i>Service Description</i>	<i>Portal of entry</i>
Mazzetti and Sullivan	(717) 901-5652	D&A services	Open door/walk in, referral from homeless agencies
Dauphin County Executive Commission on Drugs Alcohol and Tobacco (DCDAT)	(717) 635-2254	D&A services and referral, and grant distribution	Open referral/walk in
Gaudenzia	(717) 233-3424	D&A inpatient and outpatient services	Open referral/walk in
<b>Education</b>			
<i>Organization</i>	<i>Contact Info</i>	<i>Service Description</i>	<i>Portal of entry</i>
Tri-County OIC	(717) 238-7318	Assist with GED, EvenStart parent and child development, employment	Open referral/walk in, referral from homeless agencies
<b>Employment</b>			
<i>Organization</i>	<i>Contact Info</i>	<i>Service Description</i>	<i>Portal of entry</i>
Center for Employment, Education and Entrepreneurship Development (CEEED)	(717) 724-4834	Collaborative effort of YW-WORKS, Goodwill Industries, Tri-County OIC, Success Academy (of Community Action Committee) and Firm Foundation to combine services to clients through one unified plan in one central location	Open Door/Walk-in

EDSI		Employment services (DPW and title 20 clients only)	DPW
Firm Foundation of PA	(717) 233-6133	Construction industry training and employment through FirmWorks program and Opportunity Builders for-profit corporation.	Through Firm Foundation's programs
YWCA of Greater Harrisburg	(717) 234-7931	YW-WORKS- Employment, computer training for homeless men, women, VETERANS	Shelter, Transitional Housing, outreach sites
<b>Food/Meals</b>			
<i>Organization</i>	<i>Contact Info</i>	<i>Service Description</i>	<i>Portal of entry</i>
Bethesda Mission	(717) 257-4440	Evening meal served daily	At Mission: Open door/walk in
Bethesda Mission	(717) 257-4440	Mobile Mission (outreach of food and clothing)	Outreach sites
Cathedral of St. Patrick	(717) 232-2169	Breakfast served Saturday; Supper served Sunday	Open door/walk in
Central PA Foodbank Pantries	(717) 564-1700	Provides food to foodbanks and shelters. Also runs a meals and cooking training service	Low income eligibility, shelter sites
Camp Curtin United Methodist Soup Kitchen	(717) 233-0335	Lunch served weekdays	Open door/walk in
Downtown Daily Bread	(717) 238-4717	Lunches served seven days a week	Open door/walk in
Helping Hand Ministries	(717) 731-1807	Supper feeding program five days a week	Open door/walk in
Macedonia Missionary Baptist Church	(717) 232-8946	Lunches served on holidays only	Open door/walk in
Market Square Presbyterian Church	(717) 257-1270	Breakfast served Sunday only	Open door/walk in
Salvation Army Soup Kitchen	(717) 233-6755	Breakfast served daily	Open door/walk in
Shared Ministries	(717) 232-0877	Soup Kitchen and related services for low income and homeless	Open door/walk in
St. Francis Soup Kitchen	(717) 236-4506	Lunch meals weekdays and Saturday	Open door/walk in
St. Stephen's Episcopal Cathedral	(717) 236-4059	Supper served Sunday only	Open door/walk in
<b>Legal</b>			
<i>Organization</i>	<i>Contact Info</i>	<i>Service Description</i>	<i>Portal of entry</i>
Community Justice Project (Peter Zurflieh)	(717) 236-9486, ext. 210	Policy advocacy for benefits and rights of homeless	Open door/walk in/referral
MidPenn Legal Services	(717) 232-0581	Housing and Benefits legal assistance	Open door/walk in/referral
YWCA Domestic Violence Legal Center & Visitation Services	(717) 724-0516	Legal aid for victims of domestic violence; Supervised visitation for children	Open door/walk in/referral

<b>Medical</b>			
<i>Organization</i>	<i>Contact Info</i>	<i>Service Description</i>	<i>Portal of entry</i>
Bethesda Mission	(717) 257-4440	Medical clinic for homeless clients	Referral from homeless agencies, by appointment
Hamilton Health Center	(717) 232-9971	Medical Services	Low income eligibility
Harrisburg Hospital Emergency Room	(717) 782-3131	Medical, MH	Open door/walk in
Hershey Medical Center Emergency Room	(800) 243-1455	Medical, onsite Psychiatrist	Open door/walk in
Veterans Administration Outpatient Clinic	(717) 730-9782	Medical care, benefits, special domiciliary options	Agency and Self Referral
<b>Mental Health</b>			
<i>Organization</i>	<i>Contact Info</i>	<i>Service Description</i>	<i>Portal of entry</i>
Catholic Charities Capital Region Counseling Office (Outpatient MH Clinic)	(717) 233-7978	MH Services - Emergency psychiatric services for homeless client	MH/MR case management unit
CMU	(717) 232-8761	MH Case management	Open door, Shelter referral
Dauphin County Crisis Intervention	(717) 232-7511	Mental Health emergency response and assessment	24/7 Open Referral/ Walk in/Phone call
Family and Children Services	(717) 238-8118	MH services	Shelter referral
Holy Spirit Hospital Emergency Room	(717) 763-2461	Medical, MH	Open Door/walk in
Keystone Community MH Services	(717) 558-8450	MH services	Agency and Self Referral
Philhaven	(717) 273-8871	MH Services	Agency and Self Referral
<b>Showers</b>			
<i>Organization</i>	<i>Contact Info</i>	<i>Service Description</i>	<i>Portal of entry</i>
Downtown Daily Bread	(717) 238-4717	Drop in care site -including showers and lockers	Open door/walk in
Market Square Presbyterian Church	(717) 257-1270	Vouchers for showers	Open door/walk in
<b>Miscellaneous</b>			
<i>Organization</i>	<i>Contact Info</i>	<i>Service Description</i>	<i>Portal of entry</i>
Dauphin County Welfare Office	(717) 787-2324	Central office for medical assistance, TANF, General assistance, rental assistance.	Open door/walk in /referral
Grantville Community Outreach	(717) 469-0785	Information/referral services and short-term case management. Assisting residents of Grantville area (7 mile radius) with emergency needs and to secure needed Social Services and Life Skills training.	Open door policy/No one is turned away
Veterans Outreach Center	(717) 782-3954	Veterans related services and referrals	Open door/walk in

## Supplemental Service Providers

<b>Community Development</b>			
<i>Organization</i>	<i>Contact Info</i>	<i>Service Description</i>	<i>Portal of entry</i>
Community Action Commission	(717) 232-9757	Low-income housing, community programs.	Open door/walk in, referral from homeless agencies
<b>Drug and Alcohol</b>			
<i>Organization</i>	<i>Contact Info</i>	<i>Service Description</i>	<i>Portal of entry</i>
Naaman Center	(717) 367-9115	D&A outpatient services	Referral from Agency, self-referral
White Deer Run	(877) 907-6237	Non-medical detoxification	Referral from Agency, self-referral
<b>Disability</b>			
<i>Organization</i>	<i>Contact Info</i>	<i>Service Description</i>	<i>Portal of entry</i>
Center for Independent Living	(717) 731-1900 TTY: (717) 737-1335	Housing Advocacy, disability services	Referral from Agency, self-referral
United Cerebral Palsy	(717) 441-6049	Disability services and equipment	Referral from Agency, self-referral
<b>Education</b>			
<i>Organization</i>	<i>Contact Info</i>	<i>Service Description</i>	<i>Portal of entry</i>
Channels Kitchen School	(717) 612-1300	Job training through kitchen school	Open door/walk in, referral from homeless agencies
<b>Employment and Training</b>			
<i>Organization</i>	<i>Contact Info</i>	<i>Service Description</i>	<i>Portal of entry</i>
Dept of OVR	(717) 787-7834	Disability Employment and Training Services	Referral from Agency, self-referral
Goodwill Industries of Central PA	(717) 232-1831	Employment services primarily for those with disabilities, youth, and some low income	Open door/walk in/referral
Tri-County OIC	(717) 238-7318	Offers GED/ABE, ESL, and some vocational training courses.	Open door/walk in/referral
<b>Housing Counsel</b>			
<i>Organization</i>	<i>Contact Info</i>	<i>Service Description</i>	<i>Portal of entry</i>
Harrisburg Fair Housing Council	(717) 238-9540	Housing/Credit/Homeownership counseling	Open door/walk in, referral from homeless agencies

<b>Medical</b>			
<i>Organization</i>	<i>Contact Info</i>	<i>Service Description</i>	<i>Portal of entry</i>
Community Checkup Center of South Harrisburg	(717) 233-1700	Basic health care - low income	Open door/walk in/referral
Holy Spirit Hospital Medical Outreach Clinic	Admin: (717) 730-2507 Site: (717) 260- 9320	Free low-income primary or nurse	Open door/walk in, referral from homeless agencies
Medical Mission of Mercy	Appointment: (717) 972-4993 Schedule: (717) 642-9062	Monthly primary health care clinic	Open door/walk in, referral from homeless agencies
<b>Mental Retardation</b>			
<i>Organization</i>	<i>Contact Info</i>	<i>Service Description</i>	<i>Portal of entry</i>
ARC of Dauphin County	(717) 920-2727	MR services	Open door/walk in/referral
<b>Miscellaneous</b>			
<i>Organization</i>	<i>Contact Info</i>	<i>Service Description</i>	<i>Portal of entry</i>
Allison Hill SHARED Ministries	(717) 232-0877	Street outreach and services	Open door/walk in
Harrisburg Center for Peace & Justice	(717) 233-3072	Housing, credit and utility counseling; eviction prevention	Phone/Walk-in/Referral from other agency