

# ***Coping with Unemployment***



## **A Guide to Community Services in York County**

*This guide was produced for*

**United Way's Drop-In Center  
for the Unemployed**

**800 East King Street**

**York, PA 17403**

**Phone 717-843-6688**



**LIVE UNITED**

# INTRODUCTION

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When you lose your job, you may lose some obvious things – your regular paycheck, your office, your locker at the plant. You may also lose some things not so obvious – things like your self-worth, your sense of purpose, and your daily routine. We take pride in our skills. Our work provides the basic financial necessities for our families.

Given all these feelings of loss, it's often hard to remember that you haven't lost your most important resource – you. Though it may be difficult, try to keep a positive attitude during your period of unemployment. It's important for you to remember that you still have all the qualifications and personal worth that got you your job in the first place. No one can take that away from you.

If you have been laid-off for lack of work and have no expected date of recall by your employer, you may qualify as a “dislocated worker.” Contact the Southcentral Employment Corporation (formerly called York County Office of Employment & Training). If certified, you may be eligible for employment services and training funds through this program.

In today's competitive job search market, **FINDING A JOB IS A JOB!** Sharpen your job-hunting and interviewing skills by inquiring about job search workshops.



If you didn't finish high school, inquire about getting your G.E.D. Many employers require this as a minimum education level before hiring.

As a community service, the United Way of York County has published this booklet. It provides lists of area social service agencies – from the governmental and voluntary sectors – which may provide help.

If you have any questions not covered in this booklet, please call us. We'll be happy to provide any help we can.

# ***SUGGESTIONS TO HELP YOU COPE WITH UNEMPLOYMENT***

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- (a) Don't panic. Talk with your family and develop plans to meet financial obligations. Set budget priorities.
- (b) It is to your advantage to register and search for new work with a CareerLink representative at the York County CareerLink Office. Many local employers utilize this service to seek new employees.
- (c) Unemployment compensation in Pennsylvania is an "insurance" program, not an entitlement. If you meet the eligibility requirements, you may be able to receive unemployment benefits. Unemployment claims are taken using the Pennsylvania Teleclaims System or PAT. For Initial Claims, call 1-888-313-7284; for Continued Claims or PAT call 1-888-255-4728. Also, you can access information using the Internet at [www.state.pa.us](http://www.state.pa.us) [PA keyword "jobs"].
- (d) The CareerLink serves as a "one stop" resource for both employers and job seekers. Don't hesitate to use this new concept. Many local governmental and non-profit sector agencies have co-located some of their staff at these centers. This should help employers and job seekers to more easily find the right match for each other.
- (e) Notify your creditors **before** you get behind. Pay what you can. Stop credit purchases. Look for ways to cut household expenses.
- (f) Turn to social agencies **before** a crisis develops. Don't be embarrassed to ask for the help you need. Your taxes and voluntary contribution help provide these programs. You paid for it, you earned it.



- (g) Check with your employer and union, if applicable, about what benefits and coverages may be available to you.
- (h) Veterans may be eligible for additional services. Check with the Veterans Affairs Office and/or veterans' employment representative at the local CareerLink Office.
- (i) Put your skills to use as a volunteer. Non-profit agencies are always looking for people to help them, on a long or short-term basis. The United Way's Volunteer Center can help you with placement opportunities. Call 846-4477.
- (j) **STAY BUSY.** Try to maintain a routine. If you're not careful, you might drift and not get anything done. Catch a free concert or lecture. Exercise, jog, bike, walk, visit a library, browse. Get to those household projects you've been putting off. Go to work for a cause or political candidate.

- (k) A word about your kids. Children are especially sensitive about a parent being unemployed. They are well aware of new tension and stress in the family. They may not be used to seeing so much of you. It's important to discuss the situation with them honestly and ask for their help. This will make less festive birthdays and holidays easier. And you will discover an important source of love and support.



- (l) This booklet covers just some of the basic services available in York County. Contact FIRST, or York County's United Way "Drop-In Center" for more information about available resources.

# LISTINGS OF AGENCIES

## ***DEBT MANAGEMENT/BUDGETING***

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### **Community Progress Council**

226 East College Avenue, York

Phone: 846-4600

Hours: Mon. - Fri. 8:30 a.m. – 5:00 p.m.

### **Consumer Credit Counseling Service**

970-D South George Street, York

Phone: 1-888-511-2227

Hours: Mon. - Thurs. 8:00 a.m. – 8:00 p.m.

Friday 8:00 a.m. – 5:00 p.m.

Saturday 8:00 a.m. – 2:00 p.m.

### **New Hope Ministries**

6 North Second Street, Dillsburg

Phone: 432-3053

Hours: Mon. - Fri. 9:00 a.m. – 4:00 p.m.

Dover area residents can receive services at 1836 Industrial Court, 292-3441, call for operating hours.

### **Red Land Community Action Program**

308 Market Street, Lewisberry

Phone: 938-4621

Hours: Mon. - Thurs. 8:30 a.m. – 5:00 p.m.

Friday 8:30 a.m. – 12 noon

## ***EMPLOYMENT***

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### **CareerLink – York County**

841 Vogelsong Road, York

Phone: 717-767-7600

Hours: Mon. - Fri. 8:00 a.m. – 4:30 p.m.

*One stop service center linking various employment and training service providers. A wide array of services are available to job seekers including Career Resource area, various Job Banks, resume writing assistance, education and training programs, assessment of skills and interests, career planning assistance, information on financial assistance and child care, and referrals to other assistance programs.*

### **Community Progress Council Senior Employment Program**

226 East College Avenue, York

Phone: 846-4600, Ext. 283

Hours: Mon. - Fri. 8:30 a.m. – 5:00 p.m.

*Services include classroom training, on-site training, job placement, pre-employment counseling and assessment. Must be 55+ years old.*

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*Call 755-1000 for complete information  
about these and other services.*

# ***EMPLOYMENT continued***

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## **Crispus Attucks Center for Employment and Training**

613 South George Street, York

Phone: 848-8857

Hours: Mon. - Fri. 8:00 a.m. – 5:00 p.m.

*Job search for long-term unemployed, minorities, and marginally employed individuals. Career counseling; training program referrals.*

## **New Choices / New Options Career Development Center**

2179 S. Queen Street, York

Phone: 741-0820 Ext. 4300

Hours: Mon. - Fri. 8:00 a.m. – 3:30 p.m.

*For single parent, displaced homemakers and persons interested in non-traditional careers, needing employment, or a career direction. Sixty-hour workshops held day and evening throughout York County. Limited tuition assistance available for graduates.*

## **Southcentral Employment Corporation**

841 Vogelsong Road, York

Phone: 767-5709

Hours: Mon. - Fri. 8:00 a.m. – 4:30 p.m.

*Comprehensive employment services for local employers and job seekers. Career counseling, job search, resume preparation, skill building workshops, job training funds available through the Workforce Investment Act.*

## **United Way Drop-In Center for the Unemployed**

United Way Building, 800 East King Street, York

Phone: 843-6688

(For long distance, call FIRST at 1-800-673-2529 and leave message for Drop-In Center.)

Hours: Wednesdays 9 a.m. – 2 p.m.

(Leave message on answering machine during off-hours.)

*Personal and confidential information and referral services by trained volunteers. A service of United Way of York County and York-Adams Central Labor Council/AFL-CIO Community Services Program.*

# **DAY CARE PROVIDERS**

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## **Child Care Consultants, Inc.**

13 West Market Street, York

Phone: 854-CARE (2273) or 1-800-864-4925

Hours: Mon.-Fri. 8:30 a.m. – 5:00 p.m.

*Child care referrals, parent education seminars, financial assistance determinations.*

# **LEGAL HELP**

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## **MidPenn Legal Services**

256 East Market Street, York.

Phone: New applicants should call 1-800-299-6599

Hours: Mon.-Fri. 8:30 a.m. – 4:30 p.m.

*Provides representation/legal advice in various categories such as mortgage foreclosures, utility shut-offs, sheriff sales, government benefits. Eligibility is based on income guidelines.*

## **Lawyer Referral Service**

137 East Market Street, York

Phone: 854-8755

Hours: Mon.-Fri. 8:30 a.m. – 4:30 p.m.

*Thirty (30) minute referral fee costs \$50.00.*

# **COUNSELING**

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## **Adams-Hanover Counseling Services, Inc.**

625 West Elm Avenue, Hanover

Phone: 632-4900

*Call for additional information about other service sites. See below for additional programs with our Crossroads Counseling offices.*

## **Catholic Charities**

253 East Market Street, York

Phone: 845-2696

Hours: Mon.-Fri. 9:00 a.m. – 5:00 p.m.

Evenings by appointment

## **Crossroads Counseling & Education Services**

Offices in York, Shrewsbury and Delta

Call for operating hours and locations. Central intake phone number is 1-800-315-0951.

*Mental health counseling and evaluations; drug & alcohol counseling services.*

## ***COUNSELING continued***

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### **Family and Children Services of Central Pennsylvania**

141 East Market Street, York

Phone: 845-6624

Hours: Mon., Wed. 8:30 a.m. – 9:00 p.m.

Tues, Thurs. & Fri. 8:30 a.m. – 5:00 p.m.

*Other offices in Gettysburg and New Cumberland.*

*Provides a wide range of services-individual and family counseling; in-home; adoption and school based services also available.*

### **Family-Child Resources**

3414 East Market Street, York

Phone: 757-1227

Hours: Mon. - Fri. 8:30 a.m. – 4:30 p.m.

Other hours by appointment

*Variety of counseling services.*

*Free confidential parenting advice by calling 1-866-600-1166.*

## ***FOOD***

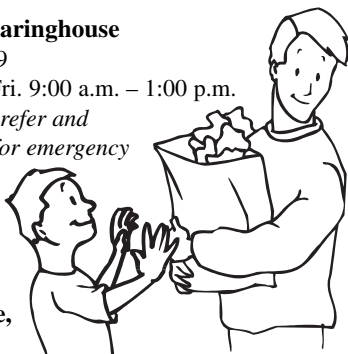
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### **Food Pantry Clearinghouse**

Phone: 846-8899

Hours: Mon. - Fri. 9:00 a.m. – 1:00 p.m.

*This program will refer and schedule persons for emergency groceries at a local food pantry throughout the County.*



### **Assistance Office, York County**

130 North Duke Street, York

Phone: 771-1100 or 1-800-991-0929

Hours: Mon. - Fri. 8:30 a.m. – 5:00 p.m.

*Administers federal food stamp programs.*

## ***CLOTHING***

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For clothing referrals, call FIRST for a complete listing of what is available in your area.

Call: 755-1000 or 1-800-673-2529.

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*Call 755-1000 for complete information about these and other services.*

## **EDUCATION**

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### **Adult Learning Center**

St. John's Episcopal Church, 140 North Beaver Street,  
York

Phone: 843-9489

Hours: Mon. - Fri. 8:30 a.m. - 4 p.m.

Mon. - Wed. 6:30 p.m. - 8:30 p.m.

*Adult Basic Education (A.B.E.), General Educational Development (G.E.D.), English-as-a-Second Language (E.S.L.) Programs.*

### **York County Literacy Council**

United Way office building, 800 East King Street, York

Phone: 845-8719

Hours: Mon. - Thurs. 8:30 a.m. - 5 p.m.

Friday 8:30 a.m. - 3 p.m.

*Free tutoring for adults in reading and writing, basic math or English conversation skills.*

## **TRANSPORTATION**

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### **Rabbit Transit**

1230 Roosevelt Avenue, York

Phone: 846-RIDE (7433) or 1-800-632-9063

Hours: Mon. - Fri. 5:45 a.m. - 11:30 p.m.

Saturdays 7:15 a.m. - 9:45 p.m.

Sundays 9:15 a.m. - 6:00 p.m.

*Public transit service; shared ride programs.*

*Call FIRST for additional resources for bus fare and gas money to get to job*

*interviews or employment.*

*Call 755-1000 or 1-800-673-2529.*



## **HOUSING**

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### **Bell Family Shelter**

852 East Market Street, York

Phone: 845-9536

*Emergency shelter and food. 24 hours/day.*

## ***HOUSING continued***

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### **Housing Alliance of York**

35 South Duke Street, York

Phone: 854-1541

Hours: Mon. - Fri. 8:30 a.m. - 4:30 p.m.  
Tuesdays until 6:00 p.m.

*Mortgage/rental assistance; landlord/tenant disputes; fair housing information; public housing; Section 8.*

### **York Area Development Corporation**

118 North George Street, York

Phone: 846-5139

Hours: Mon. - Fri. 8:30 a.m. - 5 p.m.

*Subsidized housing for elderly, handicapped and low-income persons.*

## ***UTILITY PAYMENTS / MATERIAL ASSISTANCE***

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### **Assistance Office, York County**

130 North Duke Street, York

Phone: 771-1100 or 1-800-991-0929

Hours: Mon. - Fri. 8:30 a.m. - 5 p.m.

*Cash assistance, energy assistance, medical assistance, food stamps. Eligibility based on Department of Public Welfare guidelines.*

### **Community Progress Council**

226 East College Avenue, York

Phone: 846-4600

Hours: Mon. - Fri. 8:30 a.m. - 4:30 p.m.

*Emergency fuel/energy assistance; W.I.C. (Women, Infants & Children Program); Senior Employment program; Case Management for homeless/near homeless clients only; Head Start Program. Service sites throughout York County.*

### **New Hope Ministries**

6 North Second Street, Dillsburg

Phone: 432-3053

Hours: Mon. - Fri. 9:00 a.m. - 4:00 p.m.

1836 Industrial Court, Dover

Phone: 292-3441

Hours: Mon. Tues. Thurs. Fri. 9:00 a.m. - 3:00 p.m.  
Closed Wednesdays

*Material assistance, such as food, rent, clothing, medical, fuel, furniture, lodging, etc.*

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*Call 755-1000 for complete information  
about these and other services.*

# **UTILITY PAYMENTS / MATERIAL ASSISTANCE** *continued*

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## **Salvation Army**

Family Service Center, 30 East King Street, York

Phone: 848-2364

Hours: Mon. - Fri. 8:30 a.m. – 4:30 p.m.  
or later by appointment.

*Food, clothing, utilities, prescriptions, etc.*

*Call for hours when material assistance is distributed.*

## **York Benevolent Association**

246 West College Avenue, York

Phone: 854-2494

*Financial assistance on Thursday mornings, food and clothing assistance on Wednesday mornings the last week in October through April. Call for specific operating hours and needed application documentation.*

Call FIRST for additional special programs offered through the individual utility companies such as Met Ed, Verizon and Columbia Gas. Programs have specific eligibility requirements. Call 755-1000 or 1-800-673-2529.

# **COMMUNITY HEALTH CENTERS**

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## **Dillsburg Family Health Center**

204 Mumper Lane, Dillsburg

Phone: 432-2411

Hours: Call for daily  
operating hours.



## **Family First Health-George Street Center**

116 South George Street, York

Phone: 845-8617

Hours: Mon. - Wed. 7:30 a.m. – 7:00 p.m.  
Thurs. - Fri. 7:30 a.m. – 5:00 p.m.

*24 hour coverage available.*

*A non-profit, federally qualified community health center providing a broad range of primary medical, dental and social services to residents in York and Adams Counties.*

## **Family First Health-Hannah Penn Center**

Hannah Penn Middle School

415 East Boundary Avenue, York

Phone: 843-5174

Hours: Mon. - Fri. 8:00 a.m. – 4:30 p.m.

*24 hour coverage available.*

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*Call 755-1000 for complete information  
about these and other services.*

# **COMMUNITY HEALTH CENTERS** *continued*

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## **Family First Health-Hanover Center**

1230 High Street, Hanover

Phone: 632-9052

Hours: Mon., Thurs., Fri. 7:00 a.m. – 5:00 p.m.

Tues., Wed. 7:00 a.m. – 7:00 p.m.

*24 hour coverage available.*

## **Family First Health-Lewisberry Center**

308 Market Street, Lewisberry

Phone: 938-6695

Hours: Mon., Tues., Fri. 8:30 a.m. – 5:00 p.m.

Wed., Thurs. 8:30 a.m. – 4:00 p.m.

*24 hour coverage available.*

## **Healthy York Network**

Phone: 812-2990 or 1-800-429-2430

*Recently established consortium of public and private health care providers that offer access to discounted health care services.*

*Financial counselors assist people to apply for other medical coverage if they are eligible. Telephone for membership applications. For HYN members without prescription coverage, discounted prescriptions will be filled through the Healthy Community Pharmacy, located at 116 S. George Street, in York*



## **Memorial Hospital Outpatient Clinic**

325 South Belmont Street, York

Phone: 849-5477

Hours: Mon. - Fri. 8:00 a.m.

– 430 p.m.

*Provides a variety of medical services by appointment. Fees are based on a sliding scale and a limited number of insurance plans are accepted. Call for more information.*

## **Pennsylvania Department of Health**

1750 North George Street, York

Phone: 771-4505

Hours: Mon. - Fri. 8:00 a.m. – 4:30 p.m.

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*Call 755-1000 for complete information  
about these and other services.*

# **COMMUNITY HEALTH CENTERS** *continued*

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## **York City Bureau of Health**

3rd Floor, 1 Marketway West, York

Phone: 849-2252

Hours: Call for daily operating hours.

*Additional services at the York City Health Annex, 227  
W. Market Street, York, 849-2299.*

## **York Hospital Community Health Center**

605 South George Street, Suite 200, York

Phone: 851-2334

Hours: Mon. - Thurs. 8:00 a.m. – 8:00 p.m.

Friday 8:00 a.m. – 5:00 p.m.

# **ADDITIONAL RESOURCES**

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## **AFL-CIO Community Services Program**

### **@ United Way of York County**

800 East King Street, York

Phone: 717-771-3806

*Participates with PA Dept. of Labor & Industry "Rapid  
Response Coordination Unit" to provide supportive  
services to area dislocated workers.*

## **Adult Basic Health Insurance Helpline**

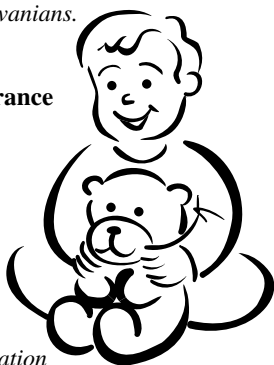
Phone: 1-800-462-2742

*Low cost health insurance coverage targeted to low  
income uninsured Pennsylvanians.*

## **Capital Blue Cross/ Children's Health Insurance Program (CHIP)**

Phone: 1-800-543-7101

*Free and low cost health  
insurance for children in  
Pennsylvania.*



## **Experience Works, Inc.**

Phone: 1-800-854-1578

*Community-based organization  
that focuses on meeting the training and employment  
needs of low-income seniors. Operates the Senior  
Community Service Employment Program grant for  
York and neighboring counties. No fees.*

# **ADDITIONAL RESOURCES**

***continued***

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## **Lutheran Social Services of South Central PA**

1050 Pennsylvania Avenue, York

Phone: 854-3971

*Case management service offices located in York, Hanover, Shrewsbury Manchester and Gettysburg. Hours vary by program. Call for specific program information.*

## **Office of Vocational Rehabilitation**

2550 Kingston Road, York

Phone: 771-4407 or 1-800-762-6306

Hours: Mon. - Fri. 7:00 a.m. – 5:00 p.m.

*Assists people with disabilities in obtaining and maintaining employment.*

## **Penn Mar/Southern Community Services**

44 South Main Street, Shrewsbury

Phone: 227-0048

*This agency serves residents living in the southern areas of the County. Variety of assistance programs; information and referrals.*

## **Social Security Administration**

950 Borom Road, York

Phone: 767-1600 or 1-800-772-1213

Hours: Mon. - Fri. 9:00 a.m. – 4:00 p.m.



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*Call 755-1000 for complete information  
about these and other services.*

## **WEBSITES**

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**These informative websites can help you as you seek new employment or provide useful community service information.**



### **Commonwealth of Pennsylvania Portal Site**

[www.pa.gov](http://www.pa.gov)

### **Commonwealth Workforce Development System**

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

### **F.I.R.S.T.**

[www.1st.org](http://www.1st.org)

### **Pennsylvania State Civil Service Commission**

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

### **Pennsylvania Department of Labor & Industry**

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

### **Pennsylvania Department of Public Welfare**

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

### **United Way of York County**

[www.unitedway-york.org](http://www.unitedway-york.org)

### **York-Adams Central Labor Council, AFL-CIO**

[www.yorkadamslabor.org](http://www.yorkadamslabor.org)

# Unemployment Compensation Services (UC)

Internet and toll-free telephone services are available for individuals who are unemployed, or have had their hours reduced. Eligibility is determined on a case-by-case basis.

## INTERNET CLAIM SERVICES

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

PA Keyword

“unemployment”

## TELEPHONE SERVICES

Initial Claims: 1-888-313-7284

TTY access for people who are deaf and hard-of-hearing:

1-888-334-4046

## PA Teleclaims (PAT):

1-888-255-4728

TTY access 1-888-411-4728

PAT en Español: 1-877-888-8104

## PENNSYLVANIA

### CAREERLINK

A one-stop source for job search, résumé writing, and training information.

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

PA Keyword “jobs”

Auxiliary aids and services are available upon request to individuals with disabilities.

Equal Opportunity Employer/Program

www.state.pa.us







# LIVE UNITED

FOR  
ADDITIONAL COMMUNITY RESOURCES  
CALL

FIRST  
Free Information & Referral System Teleline

When you need help  
or information  
CALL

# FIRST

## 755-1000

1-800-673-2529

*We'll find the community  
service that can best help you.*

A program of the  
United Way of York County



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