



An assessment must occur prior to provision of some of PCA's services. Individuals with the greatest social, economic, and health needs are given priority consideration when seeking assistance through PCA.

Call the
PCA Helpline
at **215-765-9040**

For hearing impaired,
215-765-9041 (TDD)

*Monday through Friday,
8:30 a.m. to 5:00 p.m.*

*Reports of elder abuse
can be made 24 hours a day*



Philadelphia Corporation for Aging (PCA), a private, non-profit Area Agency on Aging, was established in 1973 to coordinate social services for Philadelphians who are older or who have disabilities and to assist them in achieving optimum levels of health, independence, and productivity. One of the region's largest non-profit organizations, PCA is funded in part by the federal Older Americans Act, Medical Assistance, and the Pennsylvania Lottery, all channeled through the Pennsylvania Department of Aging.

Guided by its Board of Directors and an Advisory Council, PCA employs more than 650 people and contracts with over 100 community organizations and service providers to deliver a variety of services to more than 100,000 older Philadelphians and people with disabilities each year.

PCA

PHILADELPHIA CORPORATION FOR AGING™

642 North Broad Street
Philadelphia, PA 19130-3409

Administration: 215-765-9000 • Fax: 215-765-9066

PCA Helpline: 215-765-9040
215-765-9041 (for hearing impaired)
www.pcaCares.org

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PCA HELPLINE



The number to know
215-765-9040

PCA

PHILADELPHIA CORPORATION FOR AGING

Enriching lives, preserving dignity.™





About the PCA Helpline

Located within Philadelphia Corporation for Aging (PCA), the PCA Helpline is a telephone service that connects callers with programs, services, and resources available to Philadelphia residents who are age 60 and over, or who are age 18 and over and living with disabilities.

A modern communications facility, the PCA Helpline integrates information, referral, intake, and other functions for all of PCA's services and programs.

Who can call the PCA Helpline?

Anyone who is interested in PCA's services can call the PCA Helpline at 215-765-9040. This includes the person who needs information or services as well as their families, caregivers, and service providers. When calling the PCA Helpline to seek help in the home, callers should be prepared to give the following information about the person who needs care: name, address, Social Security number, date of birth, doctor's name and phone number, and names of others involved in the person's care. In some cases, information on income and assets will be required.

Can I speak to a live person when I call?

Callers hear a menu when they dial the PCA Helpline. Callers can choose if they want English or Spanish, which program they want to speak to, and if they want to speak to a live person or use the automated system.

Can non-English speaking callers receive help?

All callers can be assisted by the PCA Helpline. The PCA Helpline has Information and Intake Specialists (the people who answer the phones) who are bilingual and can help callers who speak non-English languages. In addition, the PCA Helpline uses a language interpreter service operated by a local telephone company. After callers name the language they speak, an interpreter will be available to translate the conversation between the caller and the Information and Intake Specialist.

What information is provided?

By using one phone number, 215-765-9040, callers can easily access information on a broad range of topics, including:



HOUSING

PCA's Housing department provides a variety of services including: modifications, minor home repairs, advocacy, training, publication of resource manuals and other materials, and participation in housing research and clinical studies.



INFORMATION AND REFERRAL

Information is provided on: senior community centers, health promotion, job training and placement, senior discounts, financial assistance, legal aid, health insurance counseling, benefits and entitlements, volunteer opportunities, community resources, access to special grants, special events and programs, and housing facilities. Callers also may request materials and forms to be mailed or check the status of an individual's application for service.



CARE AT HOME

These services are provided through PCA's Long Term Care departments and include: home-delivered meals, nursing home and personal care home placement, help with bathing and grooming, care management, pest extermination, nursing visits, home support, personal care, adult day care, and family caregiver support.



PROTECTIVE SERVICES

PCA's Older Adult Protective Services department helps older adults who are neglected, abandoned, physically abused, or financially exploited. Trained investigators provide: investigation, assessment, care planning, and crisis resolution. All reports of elder abuse are confidential and can be made 24 hours a day.



TRANSPORTATION

The Attendant Transportation Service (ATS) provides door-through-door and upper floor assistance to older disabled adults who are transported by the Shared Ride program. ATS connects riders with adult day care programs, medical appointments, senior community centers, and shopping areas. ATS applications are requested by calling the PCA Helpline and must be completed by a care manager, social worker, nurse, doctor, or other service provider. Once approved, appointments are set up through the PCA Helpline.