

PA 211 Community Disaster and Human Services Resources in Pennsylvania

Introduction

Community Disaster and Human Services Resources in Pennsylvania

Disasters, whether natural or man-made, have significant and far-reaching impacts on individuals, families, and communities. Pennsylvania, with its mix of urban, suburban, and rural regions, faces a diverse array of emergencies ranging from floods and severe storms to public health crises and housing instability. To ensure an effective response, a comprehensive network of government agencies, nonprofits, and community organizations collaborates to deliver essential services before, during, and after disasters.

Key among these are county-level Emergency Management Agencies (EMAs), social service authorities, specialized housing and food assistance programs, and voluntary organizations. PA 211 serves as the state's centralized information and referral line, connecting people to services in real time. VOADs (Voluntary Organizations Active in Disaster) provide coordinated volunteer and resource support, while state and federal partners (such as PEMA and FEMA) oversee and fund critical infrastructure, recovery, and mitigation activities.

The resource directory presented here highlights the diversity of available services in Pennsylvania, with a particular focus on Lancaster County and surrounding regions. It is designed as a practical management tool for planners, case managers, disaster coordinators, and service providers. By mapping out the landscape of resources—including eligibility, contact information, and agency roles—this document supports coordinated, equitable, and efficient response efforts for all Pennsylvanians.

1. Housing & Repairs

Agency Name	Site Name	Program/Service	Phone	Eligibility
Lancaster County Housing & Redevelopment Authorities	Lancaster County Housing & Redevelopment Authorities	Home Repair Program	717-394-0793	Based on annual gross income, family size, available equity in home
Lancaster County Housing &	Lancaster County Housing &	Public Infrastructure & Community Facilities Grant	717-394-0793	Local municipalities outside Lancaster city

Redevelopment Authorities	Redevelopment Authorities			
Lancaster County Housing & Redevelopment Authorities	Lancaster County Housing & Redevelopment Authorities	Rental Housing Program	717-394-0793	Rental housing developers only, property must be outside Lancaster City
Lancaster County Housing & Redevelopment Authorities	Lancaster County Housing & Redevelopment Authorities	Grant Administration	717-394-0793	Agencies serving non-city residents
Lancaster County Housing & Redevelopment Authorities	Lancaster County Housing & Redevelopment Authorities	Section 8 Housing Choice Vouchers	717-394-0793	Low-income families, elderly (62+), disabled persons in Lancaster County
Pennsylvania Housing Finance Agency	Pennsylvania Housing Finance Agency	Homebuyer Counseling	See PHFA	Residents considering PHFA loan, FICO score < 660 must take course
Pennsylvania Housing Finance Agency	Pennsylvania Housing Finance Agency	Homeowner's Emergency Mortgage Assistance (HEMAP)	See PHFA	Homeowners with mortgage delinquency (not foreclosure), must regain financial stability in 24 months
Housing Discrimination Hotline	Harrisburg	Housing Discrimination Hotline	Not listed	No limitations/restrictions
Elizabethtown Community Housing and Outreach Services	Community Place on Washington, Enrichment Center	Enrichment Center	717-361-0740	Lancaster County residents

2. Food Resources

Agency Name	Site Name	Service/Program	Phone	Eligibility
Manheim Central Food Pantry	Manheim Food Pantry	Food Pantry	717-664-1097	Based on family size
Lancaster County Food Hub	Lancaster County Food Hub	Daytime Transition Center	717-291-2261	Homeless single individuals (no families)
Lancaster County Food Hub	Lancaster County Food Hub	Clothing Bank	717-291-2261	Anyone in need, clothing every 60 days if needed

Lancaster County Food Hub	Lancaster County Food Hub	Code Red: Cooling Program	717-291-2261	Anyone in need
Lancaster County Food Hub	Lancaster County Food Hub	Warming Center	717-291-2261	Anyone in need
Lancaster County Food Hub	Lancaster City various locations	Street Outreach	Not listed	Homeless individuals
Midwest Food Bank of Pennsylvania	Middletown Food Bank	Food Bank	717-614-8095	Must be a feeding program (e.g., pantry or soup kitchen)
Central Pennsylvania Food Bank	Harrisburg SNAP Outreach Program	SNAP Outreach Program	717-564-1700	Income limits based on household size
Central Pennsylvania Food Bank	Harrisburg	Senior Monthly Food Boxes	717-564-1700	Age 60+, income between 131%-185% of Federal Poverty Level
Ferris Wheel Clothing Bank	Lititz Clothing Bank	Clothing Bank	717-799-1933	Anyone in need
Northern Lebanon Clothing Closet	Northern Lebanon Clothing Closet	Clothing Bank	717-454-3697	Residents <225% FPL or in crisis
Southern York County Clothing Bank	Saint John the Baptist Catholic Church	Clothing Bank	717-235-2156	Residents of York County
Lancaster County Food Hub	Lancaster County Food Hub	Food Pantry	717-291-2261	Anyone in need, self-declaration of need, annual sign-in

3. Emergency Management & Disaster Response

Agency Name	Site Name	Service/Program	Phone	Eligibility
Cambria County EMA	Cambria County EMA	Emergency Management	814-472-2050	Residents, businesses, stakeholders, visitors affected by disaster
Armstrong County EMA	Armstrong County EMA	Emergency Management	724-548-3429	Residents, businesses, stakeholders, visitors

				affected by disaster
Westmoreland County EMA	Westmoreland County EMA	Emergency Management	724-600-7300	Residents, businesses, stakeholders, visitors affected by disaster
Indiana County EMA	Indiana County EMA	Emergency Management	724-349-9300	Residents, businesses, stakeholders, visitors affected by disaster
Somerset County EMA	Somerset County EMA	Emergency Management	814-445-1515	Residents, businesses, stakeholders, visitors affected by disaster
Fayette County EMA	Fayette County EMA	Emergency Management	724-430-1277	Residents, businesses, stakeholders, visitors affected by disaster
Washington County EMA	Washington County EMA	Emergency Management	724-228-6911	Residents, businesses, stakeholders, visitors affected by disaster
Allegheny County EMA	Allegheny County EMA	Emergency Management	412-473-2550	Residents, businesses, stakeholders, visitors affected by disaster
Greene County EMA	Greene County EMA	Emergency Management	724-627-5387	Residents, businesses, stakeholders, visitors affected by disaster
Butler County EMA	Butler County EMA	Emergency Management	724-284-5211	Residents, businesses, stakeholders, visitors

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4. Ambulance & Medical Transportation

Agency Name	Site Name	Service/Program	Phone	Eligibility
Citizens' Ambulance Service	Indiana	Non-Emergency Medical Transport	724-349-5511	Indiana County & nearby areas
Citizens' Ambulance Service	Indiana	Paramedic/EMT & Ambulance	724-349-5511	Indiana County & portions of Armstrong, Westmoreland, Clearfield
Noga Ambulance	New Castle	Non-Emergency Medical Transport	724-652-8300	Residents of Ellwood City, New Castle, New Wilmington
Noga Ambulance	New Castle	Safety Programs/Trainings	724-652-8300	Varies by program
Penn Township Ambulance Association	Irwin	Child Passenger Safety Seats	724-744-4112	Families w/ children age 10 and younger
Citizens' Ambulance Service	Indiana	Child Car Seats & Inspections	724-349-5511	Indiana County & portions of Armstrong, Clearfield, Westmoreland
Coudersport Volunteer Ambulance Association	Coudersport	Ambulance Association	814-274-7411	Not specified

5. Clothing Resources

Agency Name	Site Name	Service/Program	Phone	Eligibility
Ferris Wheel Clothing Bank	Lititz Clothing Bank	Clothing Bank	717-799-1933	Anyone in need
Northern Lebanon Clothing Closet	Northern Lebanon Clothing Closet	Clothing Bank	717-454-3697	Residents <225% FPL or in crisis
Southern York County Clothing Bank	Saint John the Baptist Catholic Church	Clothing Bank	717-235-2156	Residents of York County
Lancaster County Food Hub	Lancaster County Food Hub	Clothing Bank	717-291-2261	Anyone in need, clothing every 60 days if needed

6. Utility and Housing Legal Support

Agency Name	Site Name	Service/Program	Phone	Eligibility
PA Utility Law Project Hotline	Not listed	Utility Law Project	844-645-2500	Individuals and families in PA facing shutoff/no service
Regional Housing Legal Services	PA Utility Law Project Office	Not listed	Not listed	Not listed

Appendix: Sample Table for Quick Reference

Type	Sample Program/Resource	Eligibility	Contact
Housing Repair	Home Repair Program	Income-based, home equity	717-394-0793
Food Access	Food Pantry (Manheim, Lancaster)	Family size or self-declaration of need	717-291-2261
Utility Help	Utility Law Project Hotline	Facing shutoff/no service	844-645-2500
Emergency Mgmt	County EMA	Disaster-affected residents & businesses	Varies by county
Medical Transp.	Citizens' Ambulance Service	Residents of service area	724-349-5511
Clothing	Ferris Wheel Clothing Bank	Anyone in need	717-799-1933