

The Department of Human Services (DHS) today announced the launch of a statewide Support & Referral Helpline staffed by skilled and compassionate staff who will be available 24/7 to assist Pennsylvanians struggling with anxiety and other challenging emotions due to the COVID-19 emergency and refer them to community-based resources that can further help to meet individual needs.

The toll-free, round-the-clock support line is officially operational. The number to call is 1-855-284-2494. For TTY, dial 724-631-5600.

To create and staff the support line, DHS has partnered with the Center for Community Resources (CCR), an experienced regional crisis and call center provider based in Butler County and licensed to provide crisis services.

CCR staff are trained to be accessible, culturally competent, and skilled at assisting individuals with mental illness, intellectual disabilities, co-occurring disorders and other special needs. Staff use the principles of trauma-informed care to listen, assess needs, triage calls, and provide appropriate referral to community resources to children, teens, adults and special populations.

CCR will collaborate with individuals, families, police, emergency medical teams, hospitals, schools, and human service providers on the local level to provide quality care to their community members.