



# COUNTY OF BUCKS

## DIVISION OF HUMAN SERVICES

Administration Building  
55 East Court Street Doylestown,  
PA 18901

(215) 348-6201 / (215) 348-6302

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

### County Commissioners

**DIANE M. ELLIS-MARSEGLIA**, LCSW, *Chair*  
**ROBERT HARVIE**, *Vice Chair*  
**GENE D. DIGIROLAMO**

### Human Services Administration

**RACHAEL K. NEFF**, LSW  
*Director of Human Services*

## Disaster Assistance Resource Guide

| Emergency Response/Disaster Relief & Recovery                   |  |  |
|---|--|--|
| Resource  | Description  | Contact Information  |
| <b>American Red Cross of Southeastern PA</b>                    | Short term case management, financial assistance, recovery and clean up kits   | <b>215-299-4000</b><br>Matthew Breidenstein:<br><a href="mailto:matthew.breidenstein@redcross.org">matthew.breidenstein@redcross.org</a><br>Erin Stephens:<br><a href="mailto:erin.stephens@redcross.org">erin.stephens@redcross.org</a>   |
| <b>Bucks County Emergency Management Damage Assessment Form</b> | Tool used to gather information from residents and business owners who sustained damage to their property.   | <a href="https://www.buckscounty.gov/1340/Damage-Assessment-Form">https://www.buckscounty.gov/1340/Damage-Assessment-Form</a>  |
| <b>Crisis Cleanup</b>   | Volunteer groups assisting with disaster cleanup   | <b>1-844-965-1386</b><br>Open until 10/1/21  |
| <b>FEMA Disaster Assistance</b>                                 | Federal Emergency Management Agency  | <a href="https://www.disasterassistance.gov/">https://www.disasterassistance.gov/</a><br>Register online for assistance at above link or by phone at <b>1-800-621-3362</b>   |
| <b>PEMA</b>   | Pennsylvania Emergency Management Agency   | Ida Disaster Recovery Resources:<br><a href="https://www.pema.pa.gov/Recovery/Ida/Pages/default.aspx">https://www.pema.pa.gov/Recovery/Ida/Pages/default.aspx</a><br>Contact:<br><a href="https://expressforms.pa.gov/apps/pa/pema/contact-us">https://expressforms.pa.gov/apps/pa/pema/contact-us</a><br>Headquarters: 717-651-2001 |
| <b>SEPA VOAD</b>  | An association of non-profits, faith-based organizations, for-profit, and government agencies which provide assistance to the citizens of PA when a disaster strikes. PA VOAD is not a directive organization; during a disaster, the members independently provide a variety of relief and recovery services. | <b>1-888-255-6520</b><br><a href="mailto:Pavoad3@gmail.com">Pavoad3@gmail.com</a> or<br><a href="mailto:info@sepavoad.com">info@sepavoad.com</a><br><a href="https://www.pavoad.org/">https://www.pavoad.org/</a>  |

|   |   |  |
|---|---|--|
| <b>The Salvation Army Emergency Disaster Services (EDS)</b>               | Assistance with food, clothing, and furniture   | <b>215-945-0717</b><br>Luke Rodgers:<br><a href="mailto:luke.rodgers@use.salvationarmy.org">luke.rodgers@use.salvationarmy.org</a><br>Nicole Heary:<br><a href="mailto:Nicole.heary@use.salvationarmy.org">Nicole.heary@use.salvationarmy.org</a>  |
| <b>Bucks County Human Services Division</b>                               |   |  |
| <b>Resource</b>   | <b>Description</b>  | <b>Contact Information</b>   |
| <b>Bucks Human Services Connect - The Hub</b>                             | Assistance navigating and obtaining human services resources in Bucks County.   | <b>215-348-6201</b><br><a href="mailto:Thehub@buckscounty.org">Thehub@buckscounty.org</a><br>Katey Marseglia, Resource Navigator:<br><a href="mailto:Kmarseglia@buckscounty.org">Kmarseglia@buckscounty.org</a><br>55 E Court St 1 <sup>st</sup> Floor<br>Doylestown, PA 18901   |
| <b>Bucks County Behavioral Health/Developmental Programs (BH/DP)</b>      | The Agency responsible for the administration of services to Bucks County residents who are diagnosed with mental illness, substance use disorder, intellectual disability or developmental delay/disability, and their families.   | <b>215-444-2800</b><br><a href="mailto:mhdpaag@buckscounty.org">mhdpaag@buckscounty.org</a><br>55 E Court St 4 <sup>th</sup> Floor<br>Doylestown, PA 18901   |
| <b>Bucks County Drug &amp; Alcohol Commission (BCDAC)</b>                 | BCDAC serves as the Single County Authority (SCA) for alcohol, tobacco and other drug prevention, intervention and treatment and recovery support services.   | <b>215-444-2700</b><br><a href="mailto:bcdac@buckscounty.org">bcdac@buckscounty.org</a><br>55 E Court St 4 <sup>th</sup> Floor<br>Doylestown, PA 18901   |
| <b>Bucks County Area Agency on Aging (BCAAA)</b>                          | The BCAA connects eligible older adults to programs and services. These include but are not limited to care management, Medicare counseling, home delivered meals, in-home care, health promotion classes, grocery shopping, legal assistance. BCAA investigates elder abuse, neglect, exploitation and abandonment through its Older Adult Protect Services Program. | <b>267-880-5700</b><br><a href="mailto:aging@buckscounty.org">aging@buckscounty.org</a><br>55 E Court St 3 <sup>rd</sup> Floor<br>Doylestown, PA 18901   |
| <b>Bucks County Children &amp; Youth Social Services Agency (C&amp;Y)</b> | BCCYSSA is responsible under Pennsylvania Public Law to receive and investigate reports of child abuse and neglect, provide temporary care for children not able to remain with their own families, and develop community-wide social service programs that promote family stability.   | <b>215-348-6950</b><br>To report child abuse or neglect: PA Childline: <b>1-800-932-0313</b><br>After-Hours Non-Emergency Police Radio Number: 215-328-5015<br>Marjorie McKeone:<br><a href="mailto:memckeone@buckscounty.org">memckeone@buckscounty.org</a><br>Robert Yochum:<br><a href="mailto:rfyochum@buckscounty.org">rfyochum@buckscounty.org</a> |
| <b>Housing/Homelessness Prevention</b>                                    |   |  |

| Resource  | Description   | Contact Information  |
|---|---|--|
| <b>Housing Link Helpline</b>                                | The Housing Link Helpline is the centralized point of information, assessment, and referral services for all Bucks County residents experiencing a housing-related crisis. Call for Housing Planning services.                                | <b>1-800-810-4434</b><br><a href="https://www.buckshousinglink.org/">https://www.buckshousinglink.org/</a>   |
| <b>Bucks County Housing Authority</b>                       | Provides affordable public housing for eligible senior citizens, families, and disabled individuals.  | <b>215-348-9469</b><br><a href="http://buckscountyhousingauthority.org/">http://buckscountyhousingauthority.org/</a>   |
| <b>Homeowner Repair Programs</b>                            |   |  |
| Resource  | Description   | Contact Information  |
| <b>Habitat for Humanity of Bucks County</b>                 | Home Repair Program: Habitat for Humanity of Bucks County partners with homeowners to complete affordable interior and exterior home repairs and modifications that increase the safety, accessibility, condition and livability of the home. | Homeowner Repair Program:<br><b>215-822-2812 x304</b> (Robin Peterson)<br>General inquiries: <a href="mailto:info@habitatbucks.org">info@habitatbucks.org</a><br><a href="https://www.habitatbucks.org/home-repair-program/">https://www.habitatbucks.org/home-repair-program/</a> |
| <b>Redevelopment Authority of The County of Bucks (RDA)</b> | Operates an Owner-Occupied Rehabilitation Program used to bring homes up to code standards, heater and roof replacements, accessibility rehabilitation for those with disabilities.   | <b>215-781-8711</b><br><a href="mailto:inquiries@brcds.com">inquiries@brcds.com</a><br><a href="http://www.bcrda.com/bucks-county-housing-rehabilitation-program/">http://www.bcrda.com/bucks-county-housing-rehabilitation-program/</a>   |
| <b>Other Community &amp; State Providers</b>                |   |  |
| Resource  | Description   | Contact Information  |

|   |   |  |
|---|---|--|
| <b>Bucks County Opportunity Council (BCOC)</b>                  | Community Action Agency which currently operates five programs in Bucks County: food program, emergency services, home energy program, volunteer income tax assistance and economic self-sufficiency. | <b>Bristol Client Services: 215-781-2661</b><br><b>Doylestown Client Services: 267-733-0529</b><br><b>Quakertown Client Services: 215-536-0353</b><br><b>Food Program: 215-536-4310</b><br><a href="https://www.bcoc.org/">https://www.bcoc.org/</a> |
| <b>Center for Independent Living (CIL)</b>                      | The Center for Independent Living of Bucks County provides a multitude of Independent Living Services to individuals with disabilities in Bucks County at no cost.                                    | <b>215-781-5070</b><br>Stacey McBride: <a href="mailto:smcbride@buckscil.org">smcbride@buckscil.org</a><br>1226 Veterans Hwy Suite F-14<br>Bristol, PA 19007   |
| <b>Credit Counseling Center</b>                                 | Financial counseling to get out of debt, improve your credit, manage household budget.  | <b>215-348-8003</b><br>208 Levittown Parkway<br>Levittown, PA 19054<br><a href="mailto:info@creditcounselingcenter.org">info@creditcounselingcenter.org</a><br><a href="https://creditcounselingcenter.org/">https://creditcounselingcenter.org/</a> |
| <b>Pennsylvania Insurance Department</b>                        | Call if you believe you are being treated unfairly by your insurance company  | <b>1-877-881-6388</b>  |
| <b>YWCA</b>   | Provides a variety of community-based services for families in need.  | <b>Caitlyn Roberts: 215-953-7793 ext. 118</b><br><a href="mailto:croberts@ywcabucks.org">croberts@ywcabucks.org</a><br>2425 Trevoise Rd<br>Feasterville-Trevoise, PA 19053<br><a href="http://www.ywcabucks.org">www.ywcabucks.org</a>               |
| <b>Non-Profits/Charitable Organizations/Code Blue Providers</b> |   |  |
| <b>Resource</b>   | <b>Description</b>  | <b>Contact Information</b>   |
| <b>AHTN (Advocates for the Homeless and Those in Need)</b>      | Nonprofit serving homeless and those in need by providing access to emergency shelter, food, and other life-sustaining services.  | <b>215-550-3868</b>  |
| <b>AHUB (Advocates for the Homeless of Upper Bucks)</b>         | Nonprofit organization assisting those experiencing homelessness or at risk in upper Bucks. Code blue provider.   | <b>215-536-5166</b>  |
| <b>CSSH (Coalition to Shelter and Support the Homeless)</b>     | An alliance of faith-based and community service organizations assisting unsheltered adults in Central Bucks County.  | <b>1-866-390-1291</b> (outreach team ext. 703)   |
| <b>Doylestown Area FISH</b>                                     | Provides food and other short term emergency needs for people experiencing homelessness or at risk.   | <b>215-348-7172</b>  |
| <b>Outreach Care (Quakertown)</b>                               | Assistance for people experiencing homelessness or those at risk.   | <b>215-804-5869</b>  |
| <b>Pennridge FISH</b>   | Assistance for people experiencing homelessness or at risk. Must live within Pennridge School District.   | <b>215-257-7616</b>  |

|  |  |  |
|--|--|--|
| <b>Quakertown Community Outreach</b>                           | Assistance for people experiencing homelessness or those at risk.  | <b>267-377-9179</b>  |
| <b>St. Vincent de Paul Society – OLMC Doylestown</b>           | Assistance for people experiencing homelessness or those at risk.  | <b>215-348-8833</b>  |
| <b>St. Vincent de Paul Society – St. Isadore (Quakertown)</b>  | Assistance for people experiencing homelessness or those at risk.  | <b>215-357-5905</b>  |
| <b>St. Vincent De Paul Society – St. Jude’s (Chalfont)</b>     | Assistance for people experiencing homelessness or those at risk.  | <b>267-895-5293</b>  |
| <b>Food</b>  |  |  |
| <b>Resource</b>  | <b>Description</b>   | <b>Contact Information</b>   |
| <b>Bucks County Opportunity Council (BCOC)– Fresh Connect</b>  | Free farmer’s market   | <b>215-589-5773</b><br>Hours of operation:<br>Fridays in Bristol 11am-1pm at Lower Bucks Community College.<br>Tuesdays in Warminster 11am-1pm: 1100 Veterans Way, Warminster, PA 18974.<br>Thursdays in Ottsville 10am-12pm: Intersection of 611 & 412 (Previously Thompson Auto) Ottsville, PA 18972<br>Register:<br><a href="https://www.bcoc.org/i-need-help-with/food-2/fresh-connect/">https://www.bcoc.org/i-need-help-with/food-2/fresh-connect/</a> |
| <b>BCOC Senior Food Box Program</b>                            | The Senior Food Box Program works to improve the health of low-income seniors by supplementing their diets with nutritious food. Eligible participants include low-income individuals who are at least 60 years old. | <b>215-345-8175 ext. 223</b><br><a href="https://www.bcoc.org/i-need-help-with/food-2/senior-food-box-program/">https://www.bcoc.org/i-need-help-with/food-2/senior-food-box-program/</a>  |
| <b>BCOC Emergency Food Delivery</b>                            | Home deliveries of emergency food boxes to those who cannot safely leave their homes. Priority is to deliver to seniors and/or people with disabilities.   | <b>215-345-8175 ext. 223</b><br><a href="https://www.bcoc.org/i-need-help-with/food-2/emergency-food-delivery/">https://www.bcoc.org/i-need-help-with/food-2/emergency-food-delivery/</a>  |
| <b>Bucks County Food Pantries</b>                              | Free, non-perishable foods   | <a href="https://www.bcoc.org/i-need-help-with/food-2/food-pantries-and-hours/">https://www.bcoc.org/i-need-help-with/food-2/food-pantries-and-hours/</a>  |
| <b>SNAP (Supplemental Nutrition Assistance Program)</b>        | Provides nutrition benefits to supplement the food budget of needy families  | Apply online through COMPASS:<br><a href="https://www.compass.state.pa.us/compass.web/Public/CMPHome">https://www.compass.state.pa.us/compass.web/Public/CMPHome</a> or over the phone at <b>1-866-550-4355</b>  |
| <b>Furniture/Household &amp; Personal Items/Clothing, etc.</b> |  |  |

| Resource   | Description   | Contact Information   |
|--|---|---|
| <b>United Way of Bucks County</b>                                      | HELP Center located in Bristol in which individuals can “shop” for items such as bedding, linens, furniture food, towels, hygiene products, cleaning supplies, etc.. Call to make an appointment.                                   | <b>215-949-1660</b><br><a href="mailto:info@uwbucks.org">info@uwbucks.org</a><br>HELP Center: 194 Commerce Circle<br>Bristol, Pa 19007<br>P.J. O’Brien: 215-867-9013<br><a href="mailto:Patricko@uwbucks.org">Patricko@uwbucks.org</a>  |
| <b>Habitat for Humanity</b>  | ReStores: Discounted furniture. Provides great alternatives to costly junk hauling companies, and provides free donation pickups for area residents. ReStores also offer home clean-outs, downsizing, moving and relocation support | <b>215-822-2812</b><br>Habitat Bucks County ReStores:<br>539 Jacksonville Rd<br>Warminster, PA 18974<br>Phone: 215-822-2708<br>1337 E Lincoln Hwy<br>Levittown, PA 19056<br>Phone: 215-716-5006<br>General inquiries:<br><a href="mailto:info@habitatbucks.org">info@habitatbucks.org</a> |
| <b>The Salvation Army, Lower Bucks Corps.</b>                          | Social Service Agency which assists with disaster relief, clothing, food, household items   | <b>215-945-0717</b><br><a href="https://pa.salvationarmy.org/levittown">https://pa.salvationarmy.org/levittown</a>  |
| <b>Mental Health/Trauma Assistance</b>                                 |   |   |
| Resource   | Description   | Contact Information   |
| <b>Bucks County Disaster Crisis Outreach and Referral Team (DCORT)</b> | Assists individuals and communities in recovering from the effects of natural and human-caused disasters and personal crises through the provision of community-based outreach and psycho-educational services.                     | <b>215-444-7455</b><br>Sharon Preston:<br><a href="mailto:slpreston@buckscounty.org">slpreston@buckscounty.org</a>  |
| <b>Bucks County LIFE</b>   | Free countywide program serving families who have a child or adolescent that struggles with emotional, behavioral, social and/or learning issues.   | <b>1-888-442-1590</b><br><a href="http://lifeinbucks.org/">http://lifeinbucks.org/</a>  |
| <b>Family Service Association</b>                                      | Adult and children’s services for mental health & wellness, parenting, and substance abuse. Medical Assistance provider.  | <b>215-757-6916</b><br>4 Cornerstone Dr<br>Langhorne, PA 19047<br><a href="https://www.fsabc.org/">https://www.fsabc.org/</a>   |
| <b>Keystone Crisis Intervention Team (KCIT)</b>                        | KCIT supports crime victims and communities throughout Pennsylvania in their recovery from traumatic events.  | <b>855-767-5248</b> (Hotline)<br><b>215-343-6543</b> (Voice)<br><a href="mailto:info@kcitpa.org">info@kcitpa.org</a><br><a href="http://www.kcitpa.org/">http://www.kcitpa.org/</a>   |
| <b>Lenape Valley Foundation</b>  | Adult and children’s services for mental health & wellness, crisis, and intellectual and developmental disabilities.. Medical Assistance provider, and county funding available.  | <b>Doylestown Location: 215-345-5300</b><br><b>Bristol Location: 215-458-4200</b><br><a href="https://www.lenapevf.org/">https://www.lenapevf.org/</a>  |

|  |   |   |
|--|---|---|
| <b>Magellan</b>                            | Call to find an available mental health provider which accepts your insurance if you have Medical Assistance, and to obtain a case manager  | <b>1-877 769-9784</b><br>Provider search:<br><a href="https://www.magellanofpa.com/for-members/find-a-provider/provider-search-start/provider-search/?county=Bucks">https://www.magellanofpa.com/for-members/find-a-provider/provider-search-start/provider-search/?county=Bucks</a>                            |
| <b>NAMI</b>                                | NAMI Bucks County PA is nonprofit organization dedicated to improving the lives of individuals and families affected by mental illness through recovery-focused support, education and advocacy. Provides various free, virtual, confidential support groups.           | <b>Helpline: 1-866-399-6264</b><br><b>Emotional Support Warmline:</b><br>Registration & Daily Support Group Schedules:<br><a href="https://namibuckspa.org/support-and-education/support-groups/online-support-groups/">https://namibuckspa.org/support-and-education/support-groups/online-support-groups/</a> |
| <b>Penn Foundation</b>                     | Adult and children's services for mental health & wellness, substance abuse, intellectual and developmental disabilities, and more. Medical Assistance provider, and county funding available.  | <b>215-257-6551</b><br>807 Lawn Ave<br>Sellersville, PA 18960<br><a href="mailto:pennfoundationquest@sluhn.org">pennfoundationquest@sluhn.org</a>   |
| <b>Penndel Mental Health Center</b>        | Services for mental health and wellness. Medical Assistance provider.   | <b>215-752-1541</b><br>1517 Durham Rd<br>Langhorne, PA 19047<br><a href="https://www.penndelmhc.org/">https://www.penndelmhc.org/</a>   |
| <b>Safe Families for Children</b>          | Temporary respite program for families struggling or in crisis. Safe Families for Children is a network of families who volunteer to care for your children for as long as you need. Parents or guardians maintain custody and participate in decisions regarding care. | <b>Lisa Dillard: 215-376-6200 ext. 6132</b><br><a href="mailto:Ldillard@bethany.org">Ldillard@bethany.org</a><br><a href="https://safe-families.org/get-help/">https://safe-families.org/get-help/</a>  |
| <b>The Center for Loss and Bereavement</b> | Provides individual, couples and family counseling (virtual or in person) as well as Specialized Adult Support Groups and Children's Peer Support Groups, throughout the school year as well as professional training and education.                                    | <b>Kim Burian: 610-222-4110</b><br><a href="http://bereavementcenter.org/">http://bereavementcenter.org/</a>  |
| <b>Crisis/Emergency Numbers</b>            |   |   |
| <b>Resource</b>                            | <b>Description</b>  | <b>Contact Information</b>  |
| <b>A Woman's Place Hotline</b>             | 24 hour domestic violence services and supports   | <b>1-800-220-8116</b>   |

|   |   |   |
|---|---|---|
| <b>Area Agency on Aging Elder Abuse Hotline</b>       | Report abuse or concerns for the safety and well-being of seniors   | <b>1-800-243-3767</b>   |
| <b>Bucks County Mental Health 24-hour Crisis Line</b> | Mental Health Crisis Support 24/7   | <b>1-800-499-7455</b>   |
| <b>Childline</b>                                      | Statewide hotline used to report child abuse and neglect  | <b>1-800-932-0313</b>   |
| <b>Lenape Valley Mobile Crisis</b>                    | Lenape Valley Foundation Mobile Crisis Intervention Services are available to all residents of Bucks County of all ages who are experiencing acute issues with disturbed thought, behavior, mood or social relationships that require immediate intervention. | <b>1-877-435-7709</b>   |
| <b>National Suicide Prevention Line</b>               | 24/7 Crisis intervention and counseling   | <b>1-800-273-8255</b>   |
| <b>Legal &amp; Landlord/Tenant Issues</b>             |   |   |
| <b>Resource</b>                                       | <b>Description</b>  | <b>Contact Information</b>  |
| <b>Bucks County Consumer Protection</b>               | The office handles matters such as landlord/tenant issues, complaints against businesses, etc.. Contact if you are a renter concerned with mold or other issues, and your landlord is not appropriately addressing the issue.                                 | <b>215-348-6060</b><br><a href="mailto:consumerprotection@buckscounty.org">consumerprotection@buckscounty.org</a><br>55 E Court St 2 <sup>nd</sup> Floor<br>Doylestown, PA 18901<br><a href="https://www.buckscounty.gov/360/Consumer-Protection-Weights-Measures">https://www.buckscounty.gov/360/Consumer-Protection-Weights-Measures</a> |
| <b>Legal Aid of Southeastern PA (LASP)</b>            | Serving Southeastern PA counties with free civil legal aid for low-income residents.  | <b>1-877-429-5994</b><br>Tesla Thomas: <a href="mailto:tthomas@lasp.org">tthomas@lasp.org</a><br><a href="https://www.lasp.org/services">https://www.lasp.org/services</a>  |
| <b>Pets</b>   |   |   |
| <b>Resource</b>                                       | <b>Description</b>  | <b>Contact Information</b>  |
| <b>Pennsylvania Animal Response Team</b>              | Nonprofit organization that's mission is to respond to emergencies and disasters related to animals including domestic, agriculture, and equestrian. Provides direct emergency response   | <b>717-651-2736</b><br>Bucks Contact: Michelle Grundahl<br><a href="mailto:bucks@paanimalresponse.org">bucks@paanimalresponse.org</a>   |
| <b>Bucks County SPCA (BCSPCA)</b>                     | "Safe Hold" Program provides temporary shelter for your pet if you are experiencing homelessness, a housing crisis, or other disaster or crisis.  | <b>215-794-7425</b><br>Amanda Brommer, Lahaska Shelter Director, Safe Hold Program:<br><a href="mailto:abrommer@bcspca.org">abrommer@bcspca.org</a>   |
| <b>Animal Lifeline</b>                                | Assistance creating a human solution for a pet in need. Also provides spay and neuter assistance  | <b>215-343-5050</b><br>Denise Bash: <a href="mailto:denisebash7@gmail.com">denisebash7@gmail.com</a>  |
| <b>Loans</b>  |   |   |
| <b>Resource</b>                                       | <b>Description</b>  | <b>Contact Information</b>  |

|                           |  |   |
|---------------------------|--|---|
| <b>SBA Disaster Loans</b> | SBA Disaster Loan are low-interest loans for longer-term term housing assistance or help with rebuilding or renovating damaged property. Applicants can apply online or in person. | General Information:<br><a href="http://pasbdc.org/services/continuity/sba-disaster-loan-information">http://pasbdc.org/services/continuity/sba-disaster-loan-information</a><br>Electronic Application:<br><a href="https://disasterloanassistance.sba.gov/ela/s/">https://disasterloanassistance.sba.gov/ela/s/</a><br><b>Customer Service Center:</b><br><b>1-800-659-2955</b><br><a href="mailto:Disastercustomerservice@sba.gov">Disastercustomerservice@sba.gov</a> |
|---------------------------|--|---|