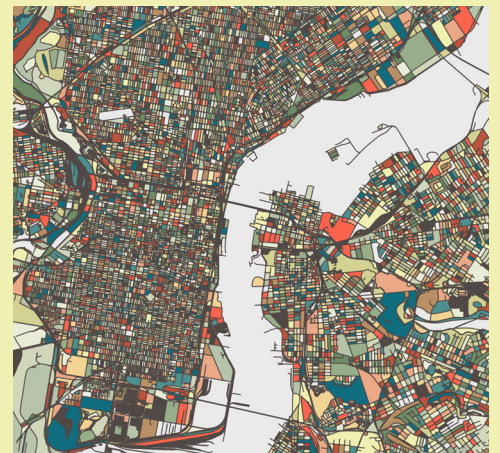


# PHILADELPHIA

## Victim Services Directory

*updated September 15, 2020*



**pennsylvania**  
OFFICE OF VICTIM ADVOCATE

## Anti-Violence Partnership of Philadelphia

### Main Office/Counseling Center & Youth Violence Outreach

2000 Hamilton Street Suite 204  
Philadelphia, PA 19130

Phone: 215-567-6776

Email: [avp@avpphila.org](mailto:avp@avpphila.org)

Hours: Mon - Fri 9:00am - 5:00pm

After Hours: N/A

### West Office/Intra-Familial Homicide, West/Southwest Victim Services, Counseling Center

1315 Walnut Street, Suite 320  
Philadelphia, PA 19107

Phone: 215-748-7780

Email: [avp@avpphila.org](mailto:avp@avpphila.org)

Hours: Mon - Fri 9:00am - 5:00pm

After Hours: N/A

### General Services: *free of charge*

- Outreach to all co-victim/survivors identified by Medical Examiner's Office
- VCAP Assistance
- Case Management
- Safety Planning
- Court Accompaniment (preliminary & trial levels)
- Liaison with ADAs and Detectives (homicide and non-homicide)
- Supportive grief and trauma focused therapy for children, adults, and families
- Walking and Wellness Group (seasonal)
- Trauma Sensitive Yoga
- School-based psychoeducation groups, individual therapy, & group therapy
- Professional development workshops for providers
- Information and referrals

### Specialized Services:

- Court-based support & partnership with District Attorney's Office
- Bi-lingual court advocates
- Bi-lingual Outreach/Case Manager & Therapist
- Access Coordinator for underserved communities
- Sandtray & play therapy trained therapists

### Crisis Response Services:

- School Responses as requested

## **Bereavement Support Services at the Medical Examiner's Office**

321 University Avenue, Philadelphia, PA 19104

Phone: 215-685-7411 or 215-685-7448

Email: [Ebony.N.Williams@phila.gov](mailto:Ebony.N.Williams@phila.gov) or [Danielle.Cole@phila.gov](mailto:Danielle.Cole@phila.gov)

Hours: Sun - Sat 9:00am - 6:00pm

After Hours: N/A

### **General Services:**

- Crisis intervention
- Accompaniment during identification process
- Bereavement support
- Referrals to various services as needed

### **Specialized Services:**

- Spanish speaking social worker (Laura) during business hours

## **CARIE -**

### **Center for Advocacy for the Rights and Interests of the Elderly**

2 Penn Center  
1500 John F. Kennedy Blvd, Suite 1500  
Philadelphia, PA 19102

Phone: 215-545-5728

Email: N/A

Hours: Mon - Fri 9:00am - 5:00pm

After Hours: N/A

#### **General Services:**

##### **HelpLine**

- Info, education, referrals, advocacy for older adults, both crime victims and non-victims (60 and older), their families, and service providers
- One-on-one help with any issue of concern to aging adults
- Community outreach, group presentations, and trainings on a range of issues of concern to older adults and their caregivers

##### **SMP - Senior Medicare Patrol**

- works to curb fraud and abuse in Medicare and Medicaid through outreach
- assists beneficiaries with issues re: potential health care fraud, abuse, errors
- assistance with filing complaints about potential fraud or abuse

##### **PAVE - Providing Advocacy for Victimized Elderly**

- court assistance: accompaniment, transportation
- claims assistance: PFAs, VACP
- additional assistance: victim impact statements, restorative justice, counseling, +

#### **Specialized Services:**

- CARIE Line specialists assist with transportation advocacy, Medicare options counseling, community health choice issues
- Elderly Victims Emergency Security Fund (EVESF) provides assistance in re-securing the homes of older victims of crime/abuse on limited income

#### **Other Info:**

- Services are FREE and confidential, including group presentations
- A REAL person will answer the phone
- [www.carie.org](http://www.carie.org)

## Central Division Victim Services

### North Central Victim Services

1538 Cecil B. Moore Avenue  
Philadelphia, PA 19121

Phone: 215-763-3280

Email: [info@ncvictimsservices.org](mailto:info@ncvictimsservices.org)

Hours: Mon - Fri 9:00am - 5:00pm

After Hours:

Johnathan Davis 215-520-7073

### Center City Victim Services

1315 Walnut Street, Suite 320  
Philadelphia, PA 19107

Phone: 215-665-9680

Email: [info@cccvs.org](mailto:info@cccvs.org)

Hours: Mon - Fri 9:00am - 5:00pm

After Hours:

Johnathan Davis 215-520-7073

### General Services:

- Court Accompaniment
- Free counseling
- Support Groups
- Assistance with VCAP
- DV & SA

### Specialized Services:

- Women on the Rise
- LGBTQ Advocate
- Mandarin Speaking Advocate
- Transportation Assistance

### Crisis Response Services:

- Temple Trauma Response Collaborative
- Network of Neighbors Trauma Response

## **Children's Hospital of Philadelphia, Violence Intervention Program**

2716 South Street, 13th Floor, Philadelphia PA 19146

Phone: 215-528-2459

Email: [menapacec@email.chop.edu](mailto:menapacec@email.chop.edu)

Hours: 9:00am - 5:00pm

After Hours: N/A

### **General Services:**

CHOP VIP works with violently injured youth in Philadelphia who come to the Emergency Dept or Trauma Unit at CHOP. We work to provide trauma-informed case management services to not only the injured youth, but to the entire family. The mission of our program is to promote healing, reduce retaliation and reduce re-injury. We assist families with a range of case management needs, such as housing insecurity, food insecurity, medical follow-up, mental health referrals and treatment, and community & school safety planning, victim services, and legal advocacy.

### **Specialized Services:**

CHOP VIP offers Trauma-Focused Cognitive Behavioral Therapy (TF-CBT) and the Child and Family Traumatic Stress Intervention (CFTSI) to youth enrolled in CHOP VIP. We also offer psychoeducational peer support groups to those enrolled in the program.

### **Crisis Response Services:**

Currently providing crisis response services to those enrolled in our program to assist with housing insecurity, food insecurity, mental health crises and community/school safety.

### **Other Info:**

At this time, we are only accepting referrals from the hospital, to youth who have been in the Emergency Department or Trauma Unit. We are happy to be a resource and collaborate with other victim service providers in order to best serve youth and families in Philadelphia.

## **Concilio**

141 E Hunting Avenue, Philadelphia, PA, 19104

Phone: 215-627-3100

Email: N/A

Hours: Mon - Fri 8:30am - 5:00pm

After Hours: N/A

### **General Services:**

- Victim Services,
- After School Program for Youth
- Parenting Skills Training
- Housing Counseling
- Adoption and Foster Care
- Post Permanency Programs
- Summer Work Ready Programs

### **Specialized Services:**

- Spanish Speaking
- Relocation
- Emergency Services

### **Crisis Response Services:**

- Homicide Response

## **Congreso de Latinos Unidos- East Division Crime Victim Advocates**

216 W Somerset Street, Philadelphia, PA 19133

Phone: 215-763-8870

Hotline: 267-968-1813

Email: [Ebony.N.Williams@phila.gov](mailto:Ebony.N.Williams@phila.gov) or [Danielle.Cole@phila.gov](mailto:Danielle.Cole@phila.gov)

Hours: Mon - Fri 8:30am - 5:00pm

After Hours: N/A

### **General Services:**

- Info and Referral
- VCAP Assistance
- Crisis Counseling
- Case Management
- Advocacy
- Transportation Assistance

### **Specialized Services:**

- Bilingual – In-Person Spanish and Language Line
- Specialized in 24, 25, 26 Police Districts
- Dual Domestic Violence / Other Crimes Agency
- Domestic Violence Legal Services

### **Crisis Response Services:**

- Narcan onsite
- Temple Trauma Collaborative

### **Other Info:**

Congreso de Latinos Unidos, Inc. is a 501(c)3 nonprofit organization founded in 1977 with a mission to enable individuals and families in predominantly Latino neighborhoods to achieve economic self-sufficiency and wellbeing. For more information on our other services, including parenting classes, housing, work readiness, primary healthcare, breastfeeding, HIV/AIDS support please call 215-763-8870.



## Department of Behavioral Health and Intellectual disAbility Services - Network of Neighbors Responding to Violence

*no services provided on-site*

Phone: 267-233-4837

Hotline: 267-233-4837

*\*will return call within 2 business days*

Email: [networkofneighbors@phila.gov](mailto:networkofneighbors@phila.gov)

Hours: Day, Evening, Weekend

After Hours: N/A

### General Services:

- Triage & Assessment  
*assistance processing an incident/situation and its impact on the community*
- Information & Referral
- Technical Assistance
- Psychological First Aid
- Post-Traumatic Stress Management (PTSM) interventions  
*group and community level discussions*
- Training (PFA/PTSM)
- Presentations & Workshops

### Other Info:

- All network support and assistance is provided free of cost to communities.
- Communities is defined broadly to include schools, workplaces, neighborhoods, blocks, social groups, rec centers, places of worship, sports teams, etc.
- The Network responds to all incidents, situations, and ongoing circumstances causing heightened stress within the community, as defined by the community.
- Network supports are intended for secondary victims and the broader impacted community/communities, not "direct" victims and/or their families.
- Participants in Network interventions (PFA and PTSM groups) must be 9 years of age or older.
- The Network never shows up without an invitation from the impacted community.
- The Network of Neighbors trains community members throughout the city in PFA/PTSM.

## **EMIR Healing Center**

59 E. Haines Street, Philadelphia, PA 19144

Phone: 215-848-4068

Hotline: 215-670-8704

Email: [chantaylove@emirphilly.org](mailto:chantaylove@emirphilly.org)

Hours: 9:30am - 5:30pm

After Hours: N/A

### **General Services:**

- Victims Compensation Assistance
- Information a criminal justice process, victim rights, notifications, etc.
- Individual Advocacy and Counseling
- Transportation Assistance and Relocation Assistance
- Support Groups
- Notification of criminal justice events
- Victim Impact Statement Assistance
- Intervention with employer, creditor, landlord or academic institution
- Child or Dependent Care Assistance
- Interpreter Services
- Crisis Intervention (in person, includes safety planning)
- On-scene crisis response (community response)

### **Specialized Services:**

- Domestic Homicide
- Victim Services satellite office in Chester, PA
- Various workshops and seminars provided to EMIR families and friends through victim services and wellness program

### **Crisis Response Services:**

- Homicide community crisis response
- CRS to schools when called by state/local officials, providing grief support to students and staff
- Organizing and leading trauma informed training for staff and students

### **Other Info:**

- EMIR works with grass root community groups to bring services to families impacted by homicide and violent crimes on call 24/7
- Organized "Gun Turn in" program

## **Northeast Victim Services**

8014 Castor Avenue, Philadelphia, PA 19152

Phone: 215-332-3888

Email: [office@nevs.org](mailto:office@nevs.org)

Hours: Mon - Fri 8:30am - 4:30pm

After Hours: 215-332-3888

### **General Services:**

- VCAP
- Info and referral
- Case management
- Criminal justice services
- Restitution
- Crisis Counseling
- Advocacy
- Employer/Creditor intervention
- Safety Planning
- Victim Impact Statement

### **Specialized Services:**

- Spanish speaking

## **Northwest Victim Services**

6023 Germantown Avenue, Philadelphia, PA 19144

Phone: 215-438-4410

Hotline: N/A

Email: [mpn@northwestvictimservices.org](mailto:mpn@northwestvictimservices.org)

Hours: 8:00am - 5:00pm

After Hours: Melany P. Nelson  
267-808-0350

### **General Services:**

*The following are FREE supportive services.*

- Therapy for victim/witnesses of crime & for homicide survivors
- Information about court hearings
- Advocacy with the police and probation departments and the DA's office
- Referrals to emergency services to assist crime victims
- Assisting with filing and completing the crime victim's compensation application
- Accompaniment to preliminary hearings and other court procedures

### **Specialized Services:**

- Coffee Klatch: Domestic Violence/Human Trafficking workshops developed for survivors with the intention of providing a safe haven of open conversation about DV crimes and examining the individual grief journey.
- Senior's 4 Safety: to inform senior citizens about victimization and to help support survivors. It offers safety tips and TECHNIQUES to minimize victimization.
- Stand for Something Youth Program: a school-based program which presents 45-minute modules in the classrooms of elementary, middle and high school students. The subject of these learning modules is crime victim rights, safety strategies, and how to stay safe in the community.

### **Crisis Response Services:**

- KCIT Trained
- Network of Neighbors Responder

### **Other Info:**

Northwest Victim Services (NVS) is an agency that provides assistance and support to victims & witnesses of crime in the 5th, 14th, 35th, and 39th Police Districts.

## **Pennsylvania Health Law Project**

123 Chestnut Street, Suite 400, Philadelphia, PA 19106

Phone: 215-625-3990

Hotline: 800-274-3258

Email: [staff@phlp.org](mailto:staff@phlp.org)

Hours: Mon - Fri 9:00am - 5:00pm

After Hours: N/A

### **General Services:**

#### **Medicaid (Health Insurance Program)**

- Provide information on eligibility, advise on process until approved, explain rights.

#### **Home and Community Based Services**

- Provide information on eligibility of Medicaid home and community-based services (Waiver services) resulting from crime.
- Waiver services include, not limited to, personal assistance, home adaptations, home health aide, specialized medical equipment, counseling.

#### **Legal Representation**

- Represent individual in grievances and fair hearings if denied Medicaid or Waiver.

**Helpline** *LIVE person Mon, Wed, Fri 8:00am - 8:00pm*

### **Specialized Services:**

- Offers presentations about services, Medicaid basics, waiver services, etc.
- Provides information about victims' rights.
- Engages in policy advocacy to increase access to quality healthcare coverage.

### **Crisis Response Services:**

- Assist in accessing health care in emergency, when uninsured, not eligible for public health insurance programs and/or can't afford insurance.

### **Other Info:**

- Does not charge ANY FEES for our services. No income limit for service access.
- Additional office locations in Pittsburgh and Harrisburg; serves across PA.
- Uses interpreter services with clients in preferred language.
- Provides referrals to victim service programs and other community resources.

## **Pennsylvania Office of Victim Advocate**

### **Philadelphia District Attorney's Office**

3 South Penn Square, 12th Floor  
Philadelphia, PA 19107

Phone: 215-686-9889

Email: [jburgos@pa.gov](mailto:jburgos@pa.gov) or  
[ova.rep@phila.gov](mailto:ova.rep@phila.gov)

Hours: Mon - Fri 9:00am - 5:00pm

After Hours:  
N/A

### **Central Office**

1101 S. Front Street, Suite 5200  
Harrisburg, PA 17104

Phone: 800-563-6399

Email: [OVAinfo@pa.gov](mailto:OVAinfo@pa.gov)

Hours: Mon - Fri 8:00am - 4:45pm

After Hours:  
N/A

### **General Services:**

- Post-sentencing registration and notification services (state sentences)
- Board of Probation & Parole testimony assistance
- Restitution advocacy
- Address Confidentiality Program
- Victim/Offender Dialogue facilitators
- Resilient Voices speakers
- Victims' rights compliance issues
- Inmate Apology Bank
- Board of Pardons process assistance

### **Specialized Services:**

- Victim Assistance Coordinator located in Philadelphia DA's Office
- Victim Assistance Coordinator located in Attorney General's Office
- Advocacy services for inmates victimized in state prisons

### **Crisis Response Services:**

- Media management for large scale crises

## **Philadelphia CARES**

Philadelphia District Attorney's Office, 3 Penn Square, Philadelphia, PA 19107

Phone: 215-686-8019

Email: philacares@phila.gov

Hours:

After Hours: Myra Maxwell  
267-303-5761

### **Crisis Response Services:**

Philadelphia CARES offers in-person crisis assistance by peer responders at the scene, medical examiner's office, or hospital. Also responds in the homes and communities of families, as requested. The CARES teams offer continued support for several weeks (up to 45 days) until specific needs are identified and the families can be referred to the appropriate organizations that can better serve them with long term assistance.

- provide trauma-informed peer support, supportive counseling, advocacy services
- assistance with explaining police protocol and to interact with police investigations
- secure interpretation or translation services for non-English speaking survivors
- navigate communication with the media
- help contact family and friends
- provide referrals for appropriate services
- provide information about VCAP
- facilitate ongoing communication with the District Attorney's Office and Philadelphia Police Department

### **Other Info:**

Collaborates with the Anti-Violence Partnership of Philadelphia, the Philadelphia Medical Examiner's Office, the Philadelphia Police and community partners.

## **Philadelphia Juvenile Probation/Victim Services**

Family Court/Victim Services Unit, 1501 Arch Street, Rm 937, Philadelphia, PA 19102

Phone: 215-686-7058 or 215-686-7060

Email: [alberta.mccargo-james@courts.phila.gov](mailto:alberta.mccargo-james@courts.phila.gov)

Hours: Mon - Fri 9:00am - 5:00pm

After Hours: N/A

### **General Services:**

- Court accompaniment
- Case status
- Victim notification
- VCAP assistance
- Restitution follow-up
- Referrals
- Liaison with Probation Officers



## **Philadelphia Legal Assistance**

718 Arch Street, 300N, Philadelphia, PA 19106

Phone: 215-981-3800

Hotline: 215-981-3838 (Mon - Thur 10-12N)

Email: [familyinfo@philalegal.org](mailto:familyinfo@philalegal.org)

Hours: Mon - Fri 9:00am - 5:00pm

After Hours: N/A

### **General Services:**

The Family Law Unit at PLA provides extensive pro se assistance and legal representation in areas of custody, PFA, child support and divorce.

### **Specialized Services:**

Legal representation in family law matters to victims of crimes, DV, sexual assault and trafficking.

## **Uplift Center for Grieving Children**

3300 Henry Avenue, Suite 102, Philadelphia, PA 19129

Phone: 267-437-3123

Email: [info@upliftphilly.org](mailto:info@upliftphilly.org)

Hours: Mon - Fri 9:00am - 5:00pm

After Hours: N/A

### **General Services:**

- In-School Grief Support Groups
- Caregiver Workshops
- Evening Family Grief Support Groups
- Crisis Support
- Community Grief Support Groups
- Professional Development Workshops
- Victims Services including Counseling
- VCAP assistance
- Referrals
- Crisis Support

### **Specialized Services:**

- Bilingual Spanish In-school Grief Support Groups
- Opioid Related In-school Grief Support Groups
- Grief Groups supporting underserved communities

### **Crisis Response Services:**

- In-School Post Crisis Groups
- Post Crisis Trainings and Workshops

## **WOAR**

1617 John F. Kennedy Blvd. Suite 800, Philadelphia, PA 19103

Phone: 215-985-3315

Hotline: 215-985-3333

Email: [info@woar.org](mailto:info@woar.org)

Hours: Mon - Fri 9:00am - 5:00pm

After Hours: 215-985-3333

### **General Services:**

- Specialized therapy services
- Group counseling
- Court advocates for preliminary hearings and trials
- Comprehensive prevention education programs
- Advocacy for the rights of victims of sexual assault
- Transportation support
- Additional information and referrals

### **Specialized Services:**

- Spanish speaking counselors
- Trauma-informed therapy
- EDMR certified

### **Crisis Response Services:**

- 24-hour hotline;
- Advocate available at Philadelphia Sexual Assault Response Center during police reporting process

This service directory is a guide for victim services providers in the Philadelphia area. It is not a full and accurate depiction of all providers. The Office of Victim Advocate made outreach attempts and included all those who responded.  
We welcome all additions to this directory.

Please contact Ashley Walkowiak at [anwalkowiak@pa.gov](mailto:anwalkowiak@pa.gov) for updates and additions.

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



**pennsylvania**  
OFFICE OF VICTIM ADVOCATE