

FOSTER PARENTING: BRING YOUR FAITH TO LIFE



Some children are merely victims of circumstance. Others are caught up in a cycle of poverty or issues related to broken family structures. Most children in foster care, however, are the victims of neglect, abuse and poor decision making.

“Every child deserves a safe, loving home,” says **Margaret Andrews**, director of the Volunteers of America **Foster Care** program in Southeastern Pennsylvania. “Providing one can make a world of difference and change a child’s future forever.”

Margaret and her staff find warm, stable homes for children who are temporarily not able to live with their families. Foster children and adolescents range in age from infancy to 18, and may be placed in foster care for several months to several years, moving toward permanency.

The program’s goal is to reunite families when possible and provide the best of care while they are in placement.

“We place children in loving homes where they receive a strong foundation for their future,” Andrews continues. “The role of foster parents in the lives of these fragile, vulnerable children is to provide consistency, permanency and stability.”

Foster parents provide basic childcare, including shelter, clothing, food, and medical care. They also provide guidance, discipline and nurturing, while working towards reunification and permanencies.

Why become a foster parent? Because everyone deserves a home! And a child is waiting . . .

If you live in Southeastern Pennsylvania and would like to change the life of a child, call **Donna Windham Wright**, recruiter/trainer, at 215-930-0129. Together, we can give children back their childhoods.

BABY PANTRY SEEKS DONATIONS

As unemployment rises and prices for food and energy increase, the impact on low income families can be devastating and dangerous.

At our Wilkes-Barre office, Volunteers of America has seen a sharp increase in the number of single moms and families with infant children seeking help from our **Caring Alternatives Pantry** this year. The pantry is a key component of our **Caring Alternatives Pregnancy Counseling** program and offers formula, diapers, hygiene items, clothing and baby furniture to families in need.

“The economic downturn greatly impacts limited income families,” said **Crystal Parker**, program supervisor. “What concerns us is when we learn that families are missing their doctor visits, are watering down formula or reusing disposable diapers to stretch their limited resources. This could be very unhealthy

and dangerous.”

Volunteers of America provides \$15,000 to \$20,000 of items each year to help families in need at no charge to the family. Funding for the pantry comes largely from monetary donations, in-kind gifts and grants.

The winter months are always the most critical because the additional cost of heating and the holidays. Donations are most welcome. Items that are always needed include: diapers (sizes newborn to 5), formula (Good Start brands), baby jar foods (fruits & vegetables stages 1 & 2).

If you, your family, school, church or civic group could help with an in-kind or monetary gift, please call our Wilkes-Barre office at 570-825-5261 or toll free at (888) 350-4862.

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From the President



Alan R. Garner

Tough times never last . . .

. . . but tough people do. These are tough and uncertain times. People are hurting and worried about the economy, their jobs, healthcare, and if they will ever be able to retire.

Others are worried about losing their homes, paying for utilities and medications, or wondering where their next meal will come from. We see them every day.

Faith, hope, and love have guided Volunteers of America for more than 112 years through

thick and thin, the Great Depression, two World Wars, numerous recessions, and other trying times.

We, too, are concerned about these tough times. And we are watching our expenses, turning down thermostats, turning out un-needed lights, and finding other ways to reduce costs.

Requests for help are increasing – far more than our current resources can provide. In fact, we had more requests for Christmas help by early November than we normally do by mid-December.

We are hearing more frequently from people who come to us that they have lost their jobs and have never had to ask for help before. They are embarrassed and desperate – but appreciative – for help. Sometimes their faith, hope, and love are running low.

Clearly, more people are struggling and the needs are greater. And yet, we are hopeful. Because of faithful supporters like you, we will continue to meet the needs of those who turn to us for food, clothing, shelter, and other vital services.

We all need to be tough.

You can uplift a life today. Your donations of money, clothing, furniture, and household items will help us serve some of the most vulnerable people in our communities.

For the families and individuals we are serving, please send a gift today in the enclosed envelope. And, please pray that we will be blessed with an uncommon wisdom as we strive to use the resources we are given to meet the true needs of those who come to us.

Regional Offices

Central Pennsylvania

2112 Walnut Street
Harrisburg, PA 17103-2421
(717) 236-1440
Fax (717) 236-6930

Alan R. Garner
President/CEO
agarner@voapa.org

Jim Ingolio
Director of Mission Advancement
jingolio@voapa.org

Lehigh Valley

730 W. Union Street
Allentown, PA 18101-2298
(610) 432-8352
Fax (610) 432-3892

Dolores Swavely
Children's Center Director
dswavely@voapa.org

Philadelphia

3901 B Main Street, Suite 201
Philadelphia, PA 19127-2195
(215) 930-0129
Fax (215) 930-0279

Margaret Andrews
Family Services Director
mandrews@voapa.org

Northeastern Pennsylvania

25 N. River St.
Wilkes-Barre, PA 18702-4133
(570) 825-5261
Fax (570) 825-4746

William M. Jones
Vice President/Chief Operating
Officer
bjones@voapa.org

Tom Stires
Chief Financial Officer
tstires@voapa.org

Southwestern Pennsylvania

1650 Main Street
Pittsburgh, PA 15215
(412) 782-5344

J. Patrick Serey
Chief Development &
Marketing Officer
pserey@voapa.org

Ruby Wilkosz
Regional Director,
Working Order
rwilkosz@voapa.org

Janice M. Barbus
Director, All of Us Care
jbarbus@voapa.org

Gift annuity offers great returns

Did you know you can make a gift that pays you a steady income? Charitable gift annuities offer a “win-win” for donors and Volunteers of America.

In these uncertain economic times, now may be the time to consider a

Sample One-Life Gift Annuity Rates

Age of Recipient	Payout Rate	Age of Recipient	Payout Rate
60	5.5%	76	6.9%
62	5.6%	78	7.2%
64	5.7%	80	7.6%
66	5.8%	82	8.0%
68	6.0%	84	8.6%
70	6.1%	86	9.2%
72	6.3%	88	9.8%
74	6.6%	90 and up	10.5%

charitable gift annuity. Besides providing attractive rates of return to the philanthropic investor, your income taxes may be reduced and your spendable income may go up.

“The recent stock market volatility and low CD rates are motivating friends of Volunteers of America to consider the advantages of making a charitable gift annuity,” said **Jim Ingolio**, director of mission advancement. “Plus, it’s one of the easiest gifts you can make.”



Donors can obtain a large charitable deduction, minimize capital gains taxes and secure payments for life for up to two people! Charitable gift annuities are particularly attractive now because the payout rates offered by Volunteers of America remain high.

If a gift annuity sounds appealing, please call our office at 717-236-1440 as soon as possible so we can secure your deduction for 2008.



Volunteers of America®

CHARITABLE GIFT ANNUITIES

a gift that gives back

Would you like to help those in need but don't think you can?

Charitable Gift Annuities

If you have CDs, money markets, or savings you may be able to get a higher payout and help your community.

Please contact Jim Ingolio at Volunteers of America 717-236-1440 or jingolio@voapa.org

Consult your tax advisor regarding these types of gifts and estate planning.



Good news!

Tax-free gifts from IRA accounts re-authorized!

Congress has re-authorized legislation that allows donors to make charitable gifts from their IRA accounts during tax years 2008 and 2009 without incurring income tax on the withdrawal.

If you are age 70½ or older and are required to take minimum withdrawals this may be a great way to make a gift to Volunteers of America. While you cannot claim a charitable deduction for IRA gifts, you will not pay income tax on the amount.

In fact, retirement plans are one of the most beneficial assets to use to make a gift because they are subject to income and estate tax if transferred to family at death.

It's often better to use retirement plan assets rather than other estate assets to make planned charitable gifts! If you choose, these gifts from your IRA can even be used to satisfy annual IRA minimum distribution requirements.

To make an IRA contribution, simply contact your IRA trustee or custodian and notify our office of your plans, so we can provide proper documentation—and offer our sincere appreciation.

Wise gift planning can make your retirement years even more satisfying. Act now to enjoy the full advantage of this opportunity.

For additional gift planning ideas please call Jim Ingolio, director of mission advancement, at 717-236-1440.

All of Us Care to host Cotillion



Youth experience a new twist with the 2009 Fox Chapel Cotillion.

For students at the Fox Chapel School District, not even TV's "Dancing with the Stars" can top the Fox Chapel Cotillion to benefit **All of Us Care**. For eight weeks, youth from 6th to 9th grade have a great time learning ballroom dancing, social graces, manners and dining etiquette.

"The classes provide a safe, supervised way for young people to socialize while learning skills that will last a lifetime," says **Janice**

M. Barbus, All of Us Care director. "Cotillion boosts the students' confidence. Parents also notice a definite improvement in their child's self-esteem and attitude."

Parents residing in the Fox Chapel Area School district and Pittsburgh's Lower Allegheny Valley area appreciate this service which prepares their teens to function effortlessly in social situations. The class is under the direction of **Howard Ziegler** who has 31 years experience as an instructor in ballroom dancing and manners.

"At first I was not sure if I wanted to do Cotillion," confessed one teen who attended last year's Cotillion. "But I was glad I went. I had fun hanging out with my friends and meeting new people. You get to learn to dance and have good etiquette. Everyone is nice and wants to have a good time. It is awesome!"

The course will be held Thursday evenings from 6:30 PM to 8:00 PM, January 8 through March 5, 2009 at Pittsburgh Field Club and Good Shepherd Lutheran Church. The Fox Chapel Golf Club hosts the etiquette dinner taught by **Christine Ferguson**, a renowned etiquette instructor for Duquesne University and the University of Pittsburgh.

Teens who wish to participate in dining instruction only are also welcome. Details and registration available by calling the All of Us Care program at 412-782-6855.



Students practice table manners, civility and poise.

New Thrift Store opens in Harrisburg



Volunteers of America has expanded services with the opening of an 15,500-square-foot **Thrift Store** at 2550 Paxton Street in Harrisburg. Smart shoppers will discover bargains in every aisle.

"We are very excited to open our third store in Pennsylvania," says **Alan Garner**, president and CEO. "The weakened economy is causing everyone to shop smarter. Our new store will benefit individuals and families on a budget and support our community service programs."

Along with a store on the Carlisle Pike at Silver Spring Rd. in Mechanicsburg, Volunteers of America recently opened a large store at 400 S. Main Street in downtown Wilkes-Barre. All three locations offer name-brand

clothing, shoes, accessories, furniture, appliances, household goods, linens, books, jewelry, collectibles and more.

Open daily, the Volunteers of America stores offer a tremendous assortment of clothing for children, teens, men and women. You never know what treasures you'll find. With merchandise arriving daily, the selection is always changing.

- More than 2,500 new items are placed in the stores every day.
- Bright, open shopping areas that help create a positive, pleasant shopping experience.
- Dressing rooms provided for your convenience.
- Visa and Mastercard are gladly accepted.

"We invite everyone to come in for wonderful savings on quality merchandise," says **Dave Garlinger**, thrift store operations manager. "We cater to the entire family, whether it's moms shopping for their kids, teens looking

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for trendy clothes, or seniors who want well-made goods at a fraction of the original price.”

Your purchases help fund vital human services such as affordable housing, child care, mental health programs, and transportation for the elderly and disabled.

The stores are completely supported by donations from the community which plays an important part in our mission to help people in need.

Donations of gently-used items are greatly appreciated and can be dropped off at the stores, Monday through Friday from 9 a.m. to 3 p.m. and Saturday from 9 a.m. to 3 p.m. Donations are tax-deductible and donors will receive a receipt. For additional information, or to schedule a donation pick-up call:

Harrisburg: 717-558-0400 Northeast PA: 570-829-5100 Mechanicsburg: 717-766-6264



Dial-A-Driver provides more than a lift

When 72-year-old **Mae Smith** suffered a stroke last year, her greatest fear was losing her independence. With

no immediate family in the area, she felt isolated and desperate. Determined not to be a shut-in, she undertook many months of physical therapy to regain much of her mobility.

With the aid of a quad cane, Mae is now able to enjoy some of her former activities, like visiting friends in her retirement complex and attending bingo in the community room. Still, she is not able to get around town on her own for her medical appointments or other quality-of-life destinations.

Then, through a friend, she learned about the Volunteers of America **Dial-A-Driver** program which provides transportation for the elderly and disabled living in the Wilkes-Barre area and who have no other means of transportation. Courteous van drivers take their passengers to the doctors, medical appointments, grocery shopping and other quality-of-life destinations.

“This program has been a life-line for me,” she

exclaims. “I’m so grateful for Dial-A-Driver to get to the doctor’s office, medical lab, and grocery store. I’ve regained my independence and well-being!”

According to **Bill Jones**, vice president and chief operating officer for Volunteers of America of Pennsylvania, Dial-A-Driver ridership is significantly increasing—20% above last year, in fact. At this pace, we expect to provide over 16,000 rides this fiscal year, the fourth year in a row of setting new service records.

Gas prices are hurting low-income seniors and families of individuals with special needs. As a result, they are using Dial-A-Driver as a trusted and reliable mode of transportation.

“We offer very personalized door-to-door service at a very affordable fare,” said Jones. “People depend on us to meet their important appointments. The service also provides peace of mind to family members who live out of the area, knowing mom or dad are being looked after.”

Dial-A-Driver vans are a familiar sight in the Wyoming Valley! Celebrating 35 years of service to local residents, the program recently added two new wheelchair accessible vans thanks to the support of the Commonwealth and private donors.



A.B.A.T.E. Toy Run brings smiles to children

For the youngsters at the Volunteers of America Children’s Center, Christmas came a little early. Thanks to the generosity of more than 2,000 motorcyclists who participated in the 25th annual **A.B.A.T.E. Toy Run**, each of our children received several new toys! In addition to gifts from the bikers, children enjoyed candy, cookies and other refreshments.

The bikers rode from Trexlertown to our Children’s Center in downtown Allentown to deliver well over a thousand toys. Leading the procession of gift-bearing bikers were Santa and Mrs. Claus, complete with a motorcycle police escort. The roar of powerful motorcycles riding up to our Center and the squeals of happy children produced a beautiful symphony of sights and sounds.

A.B.A.T.E. is a nationwide alliance of bikers dedicated to the protection of the individual rights of motorcyclists.

Holiday Toy Party lifts up the hearts of children



To brighten the lives of hundreds of deserving youngsters in Central Pennsylvania, Volunteers of America held its annual **Toy Drive**. Through the generosity of community groups, churches, businesses, individuals and families, several thousand new toys were collected to bring joy to many lives.

The annual Toy Drive, a Volunteers of America tradition in Central Pennsylvania for more than 80 years, begins each year in the fall. Toys were collected in our colorful chimney boxes at many locations, encouraging employees and customers to donate new, unwrapped toys.

“On Christmas morning, every child deserves to experience the loving and giving spirit of Christmas,” said **Diana Faust**, special events coordinator. “Our Toy Drive benefits underserved children who would otherwise not have much of a happy holiday.”

The Toy Drive culminates with a Christmas party which provides a day of laughter, entertainment and presents. This year’s most popular toys included baby dolls, sports balls, action figures, board games and crafts.

Held in partnership with **Hope Worldwide**, whose volunteers served up food, fun and fantasy, the Christmas party featured an entire “Santa’s Village” including face-painting, games and the distribution of new Scholastic books.

A complete list of Toy Drive sponsors can be viewed on our website: www.voapa.org.

Supported Living program fosters independence

By Jacqueline Brandt, Supported Living Case Worker

Let me introduce you to a woman I have grown to admire and respect over the past four years. We will call her Irma—a single mother of two sons.

I first got to know Irma when she was recovering from a difficult marital separation. Depression and low self-esteem were major obstacles for her. But it was soon apparent that Irma was a true survivor. With support and counseling, Irma began to overcome hurdles that resulted from adult and childhood abuse.

Today, I see Irma as a woman who has committed herself to lifelong learning. She has developed effective parenting skills, something she never experienced from her own family of origin. With the help of a job coach, Irma is now successfully employed at a local manufacturing firm while her children are at school.

These accomplishments have enabled Irma to see herself as a person who deserves a quality of life she has never before experienced. And the greatest blessing is that she is able to pass that knowledge on to her children.

Irma is one of the individuals we serve through the Volunteers of America **Supported Living** program. Our case workers provide a variety of services to promote recovery and improve or maintain independent living skills. These services include life skills training, personal care, household maintenance, cooking, shopping, medication management, coping skills, goal setting, and financial management. Staff members use a recovery model in working with adults with severe mental illness.

Recovery is the process of managing one’s illness and disability with the least amount of interference with normal life. A person may still have symptoms and still be receiving treatment, but nonetheless be able to pursue life goals. It is a dynamic, ever-changing process, and the individual’s needs may change over time. Through the Supported Living program, people like Irma can achieve the dream of living independently in their own home.



Working Order client launches business

Increased limitations and decreased financial stability flanked **Sara Casey's** inability to find full-time work in her career field.

With a Ph.D. in Musicology, Sara had spent a lifetime teaching at Chatham University, Carnegie Mellon University, and University of Pittsburgh. Her decision to start a home-based business followed the frustration of trying to remain in a traditional employment setting while dealing with the obstacles she increasingly experienced with multiple sclerosis.

Navigating the challenges of a manual wheelchair in the halls of academia and learning to use hand controls and adaptive driving equipment to get around did not secure her career future. Change became inevitable.

As an academic scholar, Sara completed collaboration on a book about non-traditional aged women going back to school for advanced degrees and is exploring opportunities to publish her master's thesis on the Irish Drummond Missal as well as her doctoral dissertation on music for Irish saints in European manuscripts.

Her approach to change has always begun with education, so after an exit from full-time teaching due to the challenges multiple sclerosis presented, she took classes in grant writing, and wrote three successful grants for The Autism Center of Pittsburgh, the YWCA of Greater Pittsburgh and Hekima Place.

Sara's new entrepreneurial career and the need to present herself in a competitive marketplace and to find a market for her grant writing skills brought her to Volunteers of America's **Working Order** program. Having never run her own business, Sara wanted to learn how to focus her efforts, refine her market niche and learn how to sell her services to additional clients.

"She is a conscientious student and was quickly able to analyze the differences in marketing techniques," said **Marty Stahl**, marketing director and business coach for Working Order.

"It has essentially changed my life. I see a difference with slight shading in my words, and how it can make a difference in my networking presentation," said Sara.

Sara also needed the expertise of Working Order staff in writing her business plan as well as a five-year financial outlook to present to the Pennsylvania Office of Vocational Rehabilitation for matching funds. Sara was notified in November that funding was approved and she will be able to order a new computer, and hopes to quickly purchase an adapted vehicle.

Working Order staff assisted Sara in



perfecting her elevator speech, creating her résumé and developing a marketing package with a new business logo, business cards and business materials designed by freelance designer, **Dan Szwedko**, another Working Order entrepreneur. As a result of funding provided by the **Tippins Foundation** to Volunteers of America for 2008, Sara was one of about 20 Working Order entrepreneurs who were able to improve the marketing of their businesses. This gave Sara the opportunity to do professional networking and develop a website which will allow people searching the internet to connect with her as a grant writer as well as engage her to conduct music research and provide teaching services. The new site is being developed with help from Working Order entrepreneur, **Susan Donley**, a talented portrait artist and designer.

Writing grants is a highly competitive field with a lot of players who are well established in the Pittsburgh area. Sara is approaching this market with support and enthusiasm from the Volunteers of America staff at Working Order. Her networking skills and hard work have also resulted in a return to teaching as a part-time lecturer at The University of Pittsburgh and a renewed hope that, as a grant writer, she will be able to carve a special niche in writing grants for people in the academic and music world, reaching professors and students who will need her services.

To contact Sara, go to www.saragcasey.com or email her at scasey@caseygrantwriting.com.



PENNSYLVANIA

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Please remember Volunteers of America in your will.

Our programs in Pennsylvania

CHILDREN, YOUTH & FAMILIES

THE CHILDREN'S CENTER — ALLENTOWN 610-432-8352
Affordable childcare for children 13 months to 10 years old. Playgrounds for toddlers, pre-school and school-age children. Nutritious breakfast, lunch and snacks prepared daily in on-site kitchen.

FOSTER CARE — PHILADELPHIA 215-930-0129
Foster homes provided for children from birth to age 18. Most of these children have been abused or neglected by their parents. Program offers traditional foster care and kinship care.

ALL OF US CARE — PITTSBURGH 412-782-6855
Program to prevent youth crime and substance abuse by promoting safe schools and communities utilizing drug books distributed free each year to underprivileged children.

HARTMAN HOME — WILKES-BARRE 570-825-5261
Serves females ages 14-17 who have been severely traumatized through abuse, neglect and/or exploitation. This residential facility provides a stable, secure environment where youth receive treatment and human services.

CARING ALTERNATIVES — WILKES-BARRE 570-825-5261
Crisis pregnancy counseling, education and support services provided as an alternative to abortion.

COMMUNITY ENHANCEMENT EMERGENCY SERVICES—CENTRAL PA 717-236-1440
Based on referrals from churches and social service agencies, program provides free clothing and furniture to individuals and families in emergency situations.

TOY DRIVE — CENTRAL PA 717-236-1440
Toys donated from businesses, organizations and individuals are given to underserved children at Christmas.

PA WORKING WARRIORS — LUZERNE CO.

570-829-5100
In partnership with the Department of Public Welfare and the Luzerne County Workforce Investment Development Agency, work appropriate clothing is given to help individuals transitioning back into the workforce.

THRIFT STORES

Clothing, furniture, appliances and household goods at traditional thrift store prices. Community encouraged to shop, donate items and volunteer. Proceeds provide financial support for our programs.

717-558-0400 - Harrisburg
717-766-6264 - Mechanicsburg
570-829-5100 - Wilkes-Barre

BOOKS-TO-YOU! — STATEWIDE

In partnership with Scholastic, Inc., 25,000+ children's books distributed free each year to underprivileged children.

ELDERLY AND DEVELOPMENTAL DISABILITIES

WORKING ORDER — PITTSBURGH 412-782-5344
Supports entrepreneurship for individuals with disabilities and others seeking to be self-employed. Shared office space and equipment, business coaching, feasibility planning as well as sales, marketing and technical skills assistance are provided to individuals starting their own businesses.

DIAL-A-DRIVER — WILKES-BARRE AND

570-825-5261

THE WYOMING VALLEY
Specially equipped shuttle vans provide transportation for the elderly and disabled who have no other means of transportation to medical appointments, grocery shopping, and other quality-of-life destinations.

HOUSING

NEW SONG VILLAGE — HARRISBURG 717-561-7270
20 garden-style apartments provide affordable housing for adults diagnosed with chronic or severe and persistent mental illness.

MENTAL HEALTH

SUPPORTED LIVING PROGRAM — HARRISBURG 717-236-1440
A recovery model used in working with adults with severe mental illness in Dauphin County. Case workers provide services to promote recovery and improve or maintain independent living skills.

FAMILY APARTMENTS — ALLENTOWN

610-432-8352

12 apartments for low-income families provide affordable housing below market rates.

LAUREL TOWERS — HARRISBURG

717-233-1340

86 apartments provide affordable housing for the elderly living on fixed incomes.

PLAINSVIEW APARTMENTS — WILKES-BARRE

570-829-6542

20 apartments provide affordable housing for adults diagnosed with mental illness. Laundry facilities and community room on site

THE PALMER HOUSE — WILKES-BARRE

570-829-6542

Affordable apartments for the elderly living on fixed incomes. Building has community room with kitchen, and favorite gathering place for parties, bingo and other group activities.

MANNA HOUSE APARTMENTS - WILKES-BARRE

570-825-0542

Transitional living program that serves homeless adults ages 18-25. Case management, life skills and other support services are provided to achieve independence and housing permanency.

THIRD STREET APARTMENTS — HARRISBURG

717-236-1440

Independent living apartment program for 8 adults with chronic mental illness designed to foster independence.