



PA DEPARTMENT OF HUMAN SERVICES • MARCH. 25, 2020

CORONAVIRUS (COVID-19)

# **Critical DHS Services Are Still Available Online Despite Closures**



The Department of Human Services (DHS) closed county assistance offices (CAOs) in coordination with Governor Wolf's mitigation guidance regarding social distancing to prevent the spread of COVID-19. In-person visits will not be available, and staffing for phone lines may be diminished. As we focus on keeping Pennsylvanians safe and healthy, now is a great time to utilize DHS online resources.

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## COMPASS

COMPASS is an online tool for Pennsylvanians to apply for many health and human service programs and manage benefit information. With COMPASS, you can:

- Look up your benefits wherever you are, at any time

- Review any information you receive
- Check the status of applications you submit
- Upload documents
- Report changes directly from your phone or desktop computer

Visit [COMPASS](#) or download the [MyCOMPASS phone app](#) to apply for benefits for programs, such as:

- [Medical Assistance \(Medicaid\)](#)
- [Supplemental Nutrition Assistance Program \(SNAP\)](#)
- [Temporary Assistance for Needy Families \(TANF\)](#)
- [Low Income Home Energy Assistance Program \(LIHEAP\)](#)
- [Children's Health Insurance Program \(CHIP\)](#)
- [Child Care Works Program](#)
- [Long-Term Care Services](#)

## Report Abuse or Neglect

People who are mandated reporters under the Child Protective Services Law (CPSL) should report abuse online at [www.compass.state.pa.us/cwis](http://www.compass.state.pa.us/cwis), but ChildLine is also available to anyone wishing to report, 24/7 at 1-800-932-0313.

Adult Protective Services protects adults who are between the ages of 18 and 59 with a physical or intellectual disability that limits one or more major life activities. Reports can be made 24/7 to 1-800-490-8505.

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## Clearances & Licensing

DHS encourages individuals to submit clearance applications online whenever possible. Mandated reporters are encouraged to use the [self-service portal](#) on the Keep Kids Safe website, to avoid long hotline wait times.

You can find forms and information on the [DHS Clearances & Licensing webpage](#).

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## DHS Updated Information

The DHS team is continuing to compile and share information from various program offices. [The DHS coronavirus landing page](#) will continue to be updated with information and documents. We recommend you check this page as frequently as you are able.

### [Program Office helplines and email addresses](#)

 The latest information on COVID-19 is available from [the Pennsylvania Department of Health](#).

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