| **Tenant-Landlord-Agency Resource Guidelines** |
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| **Tenant Issue** | **Talking with the Tenant to determine:** | **Agency Assistance** |
| Tenant is behind on rent | Is this due to? Job loss or underemployment;* See Employment Agency list

Poor Money Management;* See Money Management Agency list
 | **Employment Agency:** 1. AHEDD, Inc (for persons with disabilities)
2. Arc of Chester County (for persons with disabilities)
3. Chester County Chamber of Business & Industry
4. Chester County Department of Community Development
5. Chester County Library System
6. Community, Youth & Women’s Alliance
7. Cooperative Provider Service Network
8. Employment Support Services (for persons with disabilities)
9. Epilepsy Foundation Eastern Pa
10. First United Methodist Church of Phoenixville
11. Gateway Employment resources, Inc. (for persons with disabilities)
12. Goodwill Keystone Area
13. Handi-Crafters, Inc (for persons with disabilities)
14. Home of the Sparrow
15. Joseph’s People, LTD.
16. La Comunidad Hispana (LCH)
17. Life Transforming Ministries
18. Office of Vocational Rehabilitation (for persons with disabilities)
19. Opportunities Industrialization Center, Inc (OIC)
20. PA CareerLink – Chester County and United Way Financial Stability Center
21. Pennsylvania Department of Labor and Industry
22. Pennsylvania School for the Deaf (PSD)
23. The Employment, Advancement and Retention Network Center (EARN)

**Money Management Agency:**1. CLARIFI
2. Housing Partnership of Chester County
3. Open Hearth, Inc
4. PA CareerLink – Chester County and United Way Financial Stability Center
 |
| Tenant is behind on rent | Is this due to?Family issues (kids/aging parents);* See Counseling Agency List

Rental Payment Assistance needed;* See Rental Payment Assistance Agency list
 | **Counseling Agency:**1. Chester County Department of Aging Services (persons 60 years of age or older)
2. Child and Family Focus
3. Daemion Counseling Center
4. Family Service of Chester County
5. Fellowship Health Resources
6. George Junior Republic Preventative Aftercare
7. Holcomb Behavioral Health Systems
8. Human Services, Inc
9. Justiceworks Youthcare
10. Life Counseling Service
11. Twin Valley Counseling Center
12. Wellness Counseling Services
13. Women’s Resource Center

**Rental Payment Assistance Agency List:**1. Act in Faith of Greater West Chester
2. Chester County Assistance Office
3. Friends Association (families with children)
4. Honey Brook Youth Center
5. Human Services, Inc
6. Kennett Area Community Service
7. Open Hearth, Inc
8. Oxford Area Neighborhood Services Center
9. Parkesburg Churches Community Outreach
10. Pathstone
11. Phoenixville Area Community Services
12. Project Outreach
13. Salvation Army
 |
| Tenant is behind in utility bills | Is this due to?Job loss or underemployment;* See Employment Agency list

Poor Money Management;* See Money Management Agency list
 | **Employment Agency:** 1. AHEDD, Inc (for persons with disabilities)
2. Arc of Chester County (for persons with disabilities)
3. Chester County Chamber of Business & Industry
4. Chester County Department of Community Development
5. Chester County Library System
6. Community, Youth & Women’s Alliance
7. Cooperative Provider Service Network
8. Employment Support Services (for persons with disabilities)
9. Epilepsy Foundation Eastern Pa
10. First United Methodist Church of Phoenixville
11. Gateway Employment resources, Inc. (for persons with disabilities)
12. Goodwill Keystone Area
13. Handi-Crafters, Inc (for persons with disabilities)
14. Home of the Sparrow
15. Joseph’s People, LTD.
16. La Comunidad Hispana (LCH)
17. Life Transforming Ministries
18. Office of Vocational Rehabilitation (for persons with disabilities)
19. Opportunities Industrialization Center, Inc (OIC)
20. PA CareerLink – Chester County and United Way Financial Stability Center
21. Pennsylvania Department of Labor and Industry
22. Pennsylvania School for the Deaf (PSD)
23. The Employment, Advancement and Retention Network Center (EARN)

**Money Management Agency:**1. CLARIFI
2. Housing Partnership of Chester County
3. Open Hearth, Inc
4. PA CareerLink – Chester County and United Way Financial Stability Center
 |
| Tenant is behind in utility bills | Utility Payment Assistance needed;* See Utility Payment Assistance Agency List
 | **Utility Payment Assistance Agency List:**400. Act in Faith of Greater West Chester403. Honey Brook Youth Center405. Kennett Area Community Service407. Oxford Area Neighborhood Services Center408. Parkesburg Churches Community Outreach409. Pathstone410. Phoenixville Area Community Services411. Project Outreach412. Salvation Army |
| Tenant is requesting an apartment modification | What does the tenant need to have equal access and enjoyment of apartment:* See Advocacy Agency list

What is a reasonable accommodation?* See enclosed “Understanding Reasonable Accommodations and Modifications in Pennsylvania”

Where can the tenant go to fund the modification;* See Home Modification Agency List
 | **Advocacy Agency:**1. Cerebral Palsy Association of Chester County, Inc
2. Chester County Department of Aging Services
3. Self-Determination Housing Project of Pennsylvania, Inc

**Home Modifications Agency:**1. Chester County Department of Aging Services (must meet clinical and income guidelines)
2. **Housing Partnership of Chester County? (homeowner’s only)**
3. PA Independent Enrollment Broker (must meet clinical and income guidelines)
4. Pennsylvania Assistive Technology Foundation (PATF)
 |
| Tenant has housekeeping issues | Does the tenant have cleaning supplies?Does the tenant know how to use the cleaning supplies?* If no, provide a copy of the Housekeeping checklist and cleaning instructions to the tenant

Is the clutter creating an environmental safety concern (pests/bugs/mice)/* See Cleaning/Hoarding Agency list
 | **Cleaning/Hoarding Agency List**1. Clutter Hoarding Cleanup
2. Hoarders Anonymous

**Search** [**http://www.referweb.net/chesco/**](http://www.referweb.net/chesco/)**For additional Chester County Services** |
| Tenant’s personal hygiene is becoming an issue for other tenants | Is the tenant experiencing physical difficulties in completing Activities of Daily Living (ADL’s) including bathing, dressing, grooming* See ADL Assistance Agency list

Is the tenant experiencing issues with mental health?* See list of mental health warning signs
* See Mental Health, Drug & Alcohol Dependency Agency list

Is the tenant experiencing issues with alcohol/drug dependency?* See list of mental health warning signs
* See Mental Health, Drug & Alcohol Dependency Agency list
 | **ADL Assistance Agency:**1. Cerebral Palsy Association of Chester County
2. Chester County Department of Aging Services (persons 60 years of age or older)
3. PA Independent Enrollment Broker (must meet clinical and income guidelines)

**Mental Health (MH), Drug & Alcohol (D&A) Dependency Agency:**1. Bowling Green – D&A
2. Ce’Ja Counseling and Consulting Service – D&A
3. Center For Addictive Diseases – D&A
4. Chester Counseling Center – D&A
5. Chester County Department of Drug & Alcohol - D&A
6. Coatesville VA Medical Center (veterans) – MH, D&A
7. Community, Youth & Women’s Alliance (CYWA) – D&A
8. CRC Health Corporation
9. Creative Health Services – MH, D&A
10. Curo Aeger Recovery Education, Inc (C.A.R.E) – D&A
11. Daemion Counseling Center – MH, D&A
12. Devereux (for children and adolescents) – MH, D&A
13. Fellowship Health Resources – MH, D&A
14. Guadenzia, Inc – D&A
15. Holcomb Behavioral Health Systems – MH, D&A
16. Human Services, Inc – MH, D&A
17. Life Counseling Service – MH, D&A
18. Main Line Health, Behavioral Health – MH
19. Malvern Institute– D&A
20. National Alliance for the Mentally Ill (Chester County) – MH
21. Pathway Service, LLC
22. Penn Psychiatric Center, Inc – MH, D&A
23. Rehab After Work – D&A
 |
| Tenant is disturbing other tenants | *If tenant is not responsive to standard notice/request to comply with lease agreement*Is the tenant experiencing issues with mental health?* See list of mental health warning signs
* See Mental Health, Drug & Alcohol Dependency Agency list

Is the tenant experiencing issues with alcohol/drug dependency?* See list of mental health warning signs
* See Mental Health, Drug & Alcohol Dependency Agency list
 | **Mental Health (MH), Drug & Alcohol (D&A) Dependency Agency:**1. Bowling Green – D&A
2. Ce’Ja Counseling and Consulting Service
3. Center For Addictive Diseases – D&A
4. Chester Counseling Center – D&A
5. Chester County Department of Drug & Alcohol - D&A
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16. Human Services, Inc – MH, D&A
17. Life Counseling Service – MH, D&A
18. Main Line Health, Behavioral Health – MH, D&A
19. Malvern – D&A
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21. Pathway Service, LLC - D&A
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23. Rehab After Work – D&A
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