DELAWARE COUNTY HEALTH DEPARTMENT

Promoting and Protecting the Health of Delaware County

Delaware County Cold Plan 2026 – 2027
Version 1

Purpose: To help protect the health and safety of vulnerable populations in Delaware County by providing a structured response to cold weather events.

Scope: This plan identifies Delaware County's response to cold weather events and inclement winter weather. The Delaware County Health Department (DCHD) assumes responsibility for monitoring the weather of Delaware County to implement Code Blues and to coordinate internal and external public health messaging in response to severe weather forecasts.

Code Blue		
Level	**Monitoring Period**	**Threshold**
Code Blue	November 1 - March 31	The forecasted temperature is 32 degrees Fahrenheit or below.

Code Blue Communications	
Level	**Threshold**
Phase 1: Internal Code Blue Messaging	The forecasted temperature is 32 degrees Fahrenheit or below.
Phase 2: External Code Blue Messaging	The forecasted wind chill is 20 degrees Fahrenheit or below.

Revised October 28, 2026

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Section 1: Preparation

1.1 Risk Assessment

Identify Vulnerable Populations:

- Older adults (aged 60 years of age or older), infants and children
- Women who are pregnant, individuals on certain medications and/or those with preexisting health conditions
- People without a reliable source of heating
- Outdoor workers, temporary workers, or those returning to work after a week or more off
- Those without access to adequate shelter, protective clothing, or medical care
- Those not acclimated to the level of cold expected, especially those who are new to the climate
- Those who are more difficult to reach through ordinary communication channels (live alone, unhoused, non-English speaking, illiterate, culturally/socially isolated)

AGENCY:

- Delaware County Health Department (DCHD)
- Homeless Services Coalition, Adult and Family Services (DHS)
- Delaware County Office of Services for the Aging (COSA)
- Mental Health Partnerships (MHP)

1.2 Infrastructure Review

Assess the condition and readiness of public health facilities, emergency shelters, and critical infrastructure. *[Note: implementation of this item is in the planning stages.]*

AGENCY:

- Department of Emergency Services (DES)

1.3 Training

Staff Training: DCHD Public Health Emergency Preparedness (PHEP) Team will facilitate Everbridge 'Office Hours' training sessions with partner agencies.

AGENCY:

- DCHD

Annual Communications Exercise (COMMEX): DCHD PHEP Team will coordinate an annual COMMEX in October to identify communication gaps in preparation for the Delaware County Cold Plan weather monitoring period.

AGENCY:

- DCHD

1.4 Communication

Internal Communication: The DCHD PHEP Weather Observer will notify county partners via email and the Everbridge Planning Notifications Group of the anticipated cold weather event. Partner organizations will confirm receipt of Everbridge messaging through the polling options, and when acknowledging an email, partners will "Reply All".

AGENCY:
- DCHD

Partner Contacts: Key stakeholders will notify DCHD of any staffing changes to the Everbridge Weather Planning Notifications Group.

AGENCY:
- DCHD lead with input from all partner agencies

Emergency Contacts: Maintain an updated list of local emergency contacts, including hospitals, first responders, and utility companies.

AGENCY:
- DCHD
- DES

Alert Systems: Utilize Everbridge and Delco Alert to disseminate warnings and instructions to the public. Additional resources will be uploaded to the Delaware County website and social media.

AGENCY:
- DCHD
- DES

1.5 Delaware County Cold Plan Resources

The DCHD and DHS will connect with agencies across Delaware County in an effort to identify additional warming centers and shelter resources available throughout the winter season. Upon confirmation, the DCHD will update the Delaware County Cold Plan accordingly and will ask each partner agency to identify a minimum of 3 contacts. The DCHD PHEP Team will create an Everbridge account for each contact and will provide a training session on the Everbridge platform.

The DCHD will communicate new partner warming center information including their address, hours of operation, and their webpage link to the County Geographic

Information System (GIS) Team. County GIS will update the Weather Advisory Relief Center Map accordingly to reflect new warming center resources.

The DCHD PHEP Team will develop a one-page flyer before the start of the 2026 – 2027 cold plan monitoring season to spread awareness of warming center sites and the MHP Outreach Team. The flyer will be updated throughout the winter season to reflect new resources, and will be disseminated to community partners, municipal leaders, and first responders.

AGENCY:
- DCHD
- DHS
- GIS

1.6 Weather Monitoring

The DES On-call Watch Officer will continue to monitor the weather in Delaware County through the National Weather Service (NWS) website. In the event there is severe weather, DES will continue to send emails and Everbridge notifications to emergency personnel and public health officials including key messaging, forecasts, and maps of the region.

The DCHD PHEP Weather Observer will also monitor the weather through the NWS website. The DCHD PHEP Weather Observer will use the side bar feature to research at least two locations in Delaware County. The NWS will provide a detailed forecast, satellite imaging, and hourly weather forecast. Based on the findings, if necessary, DCHD will notify county partners of an anticipated Code Blue and will coordinate with partners to activate response efforts.

AGENCY:
- DCHD
- DES

Section 2: Code Blue

2.1 Thresholds

CODE BLUE	
Monitoring Period	November 1 – March 31
Phase 1 Threshold	The forecasted temperature is 32 degrees Fahrenheit or below.
Phase 2 Threshold	The forecasted windchill is 20 degrees Fahrenheit or below.

Section 3: Phase 1

3.1 Communications

The DCHD PHEP Weather Observer will monitor the weather forecast. Based upon weather findings, the DCHD PHEP Weather Observer will notify county partners of the Code Blue via email and through the Everbridge Planning Notifications Group **when the forecasted temperature is 32 degrees Fahrenheit or below.**

The DCHD PHEP Weather Observer will coordinate messaging and identify the timeline of the Code Blue to the following agencies: DES, DHS, MHP, contracted shelters, GIS, COSA, and Delaware County Libraries.

3.2 Response

Phase 1: Code Blue Internal Communications *The forecasted temperature is 32 degrees Fahrenheit or below.*	
DCHD	***Partners from DCHD will:*** • *Utilize email and Everbridge to communicate the Code Blue to county partners.* • *Utilize Everbridge polling options to confirm receipt of the Code Blue notification.* • *Join the Everbridge chat.* • *Monitor the email chain and Everbridge chat for updates.* • *The PHEP Weather Observer will continue to monitor the weather.* • *Publish the Code Blue to the DCHD social media.* • *Input new information including resources available for community members and weather updates in the email chain and Everbridge chat.* • *Monitor WebEOC if an event has been created*

	○ *Communicate resource updates and critical information in the email chain and the Everbridge chat.*
DES	***Partners from DES will:*** • *Utilize Everbridge polling options to confirm receipt of the Code Blue notification.* • *Join the Everbridge chat.* • *Monitor the email chain and Everbridge chat for updates.* • *The On-Call Watch Officer will continue to monitor the weather.* • *Input new information including resources available for community members and weather updates in the email chain and the Everbridge chat.* • *If conditions warrant a WebEOC event, input resources and critical information in WebEOC.*
DHS	***Partners from DHS will:*** • *Utilize the 'Reply All' button to confirm receipt of the Code Blue email and identify action items in response to the incident.* • *Utilize Everbridge polling options to confirm receipt of the Code Blue notification.* • *Join the Everbridge chat.* • *Monitor the email chain and Everbridge chat for updates.* • *Input new information including resources available for community members in the email chain and the Everbridge chat.*
MHP	***Partners from MHP will:*** • *Utilize the 'Reply All' button to confirm receipt of the Code Blue email and identify action items in response to the incident.* • *Utilize Everbridge polling options to confirm receipt of the Code Blue notification.* • *Join the Everbridge chat.* • *Monitor the email chain and Everbridge chat for updates.* • *Circulate in areas frequented by unsheltered persons with the goal of bringing them to a warm facility.* • *Communicate new information including resources available for community members in the email chain and the Everbridge chat.* • *Provide transportation resources to community members.* • *Coordinate with shelter partners to transport overnight guests to daytime warming centers.* • *In daytime Code Blue conditions, Project SHARE will activate as a daytime warming center.*

Contracted shelters (Life Center of Eastern Delaware County and The Salvation Army)	***Shelter Partners will:*** • *Utilize the 'Reply All' button to confirm receipt of the Code Blue email and confirm their actions.* • *Utilize Everbridge polling options to confirm receipt of the Code Blue notification.* • *Join the Everbridge chat.* • *Monitor the email chain and Everbridge chat for updates.* • *Activate overflow overnight (8 PM – 7 AM) shelter beds.* • *Input new information including shelter capacity and Code Blue bed usage in the email chain and the Everbridge chat.* • *Coordinate with MHP to transport overnight guests to daytime warming centers if Code Blue conditions persist.*
GIS	***GIS Partners will:*** • *Utilize Everbridge polling options to confirm receipt of the Code Blue notification.* • *Join the Everbridge chat.* • *Monitor the Everbridge chat for updates specific to warming center confirmations and locations.* • *Input new information including resources available to community members in the chat.* • *Update warming center resources to the Weather Advisory Relief Center Map.*
COSA	***Partners from COSA will:*** • *Utilize Everbridge polling options to confirm receipt of the Code Blue notification.* • *Join the Everbridge chat.* • *Monitor the email chain and Everbridge chat for updates.* • *Conduct outreach and perform wellness checks on vulnerable residents 60 years of age or older.* • *Input new information including resources available to community members in the chat.*
Delaware County Libraries	***Partners from Delaware County Libraries will:*** • *Utilize Everbridge polling options to confirm receipt of the Code Blue notification.* • *Join the Everbridge chat.* • *Monitor the email chain and Everbridge chat for updates.* • *Input new information including resources available to community members in the chat.*
****All Code Blue response operations will cease the last day identified in the Code Blue communications unless given further instruction by DCHD****	

Many of the services described in this section are in place and operational from **November 1 - March 31** regardless of the temperature for vulnerable and unsheltered people in Delaware County. In times of severe winter weather, when possible, overflow shelter beds are made available and expanded street outreach occurs.

Section 4: Phase 2

4.1 Communications

The DCHD PHEP Weather Observer will coordinate external Code Blue messaging to municipal leaders and the public via the Everbridge 'Employee' Notification and Delco Alert platform **when the forecasted wind chill is 20 degrees Fahrenheit or below.**

4.2 Response

Code Blue External Communications *The forecasted wind chill is 20 degrees Fahrenheit or below.*	
DCHD	***DCHD will:*** • *Communicate the Code Blue to municipal leaders via the Everbridge Employee Group.* • *Communicate the Code Blue to community members via Delco Alert.*

Section 5: Inclement Weather Conditions

5.1 Weather Monitoring

In Pennsylvania, inclement winter weather conditions can range from snow squalls, to freezing rain, to blizzards. It is *likely* inclement weather will cause the temperature and windchill to drop posing a greater threat of cold-related illnesses to vulnerable populations.

The DCHD PHEP Weather Observer will monitor the weather conditions of Delaware County via the NWS website November 1 through March 31.

The DES On-call Watch Officer will continue to monitor weather conditions and will disseminate key messaging from the NWS to emergency personnel and public health officials. It is likely key messaging, briefing packages, and maps of the region distributed by the NWS will **intensify** in inclement weather. The DES On-call Watch Officer will share storm watches, warnings, and advisories as necessary.

AGENCY:
- DCHD
- DES

5.2 Internal Communications

When the NWS is forecasting inclement weather, the DCHD PHEP Weather Observer will communicate findings to the DCHD Director, DCHD Deputy Director, DCHD Population Health Administrator, and DCHD PHEP Manager to determine next steps.

The DCHD PHEP Weather Observer will notify cold plan partners via email and Everbridge to heighten awareness of the forecasted conditions. The PHEP Weather Observer can incorporate NWS briefing packages and maps of the region in communications to cold plan partners for information sharing. The DCHD PHEP Weather Observer will request cold plan partners to confirm their resource availability throughout the anticipated timeline of inclement weather. The DCHD PHEP Weather Observer and DES On-call Watch Officer will continue to provide weather finding updates and situational briefings as warranted with cold plan partners.

NOTE: It is possible in inclement weather conditions, predetermined warming centers including county operated sites may be impacted and, in some cases, unavailable.

AGENCY:
- DCHD lead with input from all partner agencies.
- DES

5.3 Delaware County Coordination Call

The DCHD and DES will partner to facilitate a coordination call with cold plan partners and external personnel including municipal leaders and potentially a representative of PECO. The coordination call will create a common operating picture in preparation of the forecast and to identify unmet needs.

The DCHD PHEP Weather Observer will report out the details of the Code Blue and will share available Code Blue resources to coordination call participants. Municipal level engagement throughout the coordination call can impact Delaware County's response and may influence the expansion of warming center resources available to the community.

The DCHD will maintain a document of the confirmed warming center and shelter resources available and will share this document with cold plan partners, municipal leaders, and first responders.

AGENCY:

- DCHD
- DES
- Municipal leaders
- PECO

5.4 External Communications

It is *possible* municipalities may open additional warming center resources as a result of the Delaware County Coordination Call. The DCHD PHEP Weather Observer will inform County GIS of warming center updates including extended hours of operation and new resources. County GIS will update the Weather Advisory Relief Center Map accordingly.

The DCHD PHEP Weather Observer will communicate warming center information internally to the DCHD Director, DCHD Deputy Director, DCHD Population Health Administrator, DCHD PHEP Team Manager, and DCHD Communications Specialist. The DCHD Communications Specialist will share updates to the county web team as needed to ensure consistency across public-facing platforms including social media.

AGENCY:

- DCHD
- GIS
- County web team

Section 6: Shelters and Warming Centers

6.1 Shelters and Overflow Beds

Shelter Services: This plan leverages contracted shelter providers to offer emergency shelter beds to individuals experiencing homelessness.

In the event the Code Blue threshold is met, the DCHD PHEP Weather Observer will use the Everbridge Planning Notifications Group to notify DHS and contracted shelters: Life Center of Eastern Delaware County and The Salvation Army. Contracted shelters will operate from 8 PM – 7 AM.

Sheltering will be available on a first-come, first-served basis due to limited availability. Residents will need to complete intake forms upon entering the facility.

Overflow Shelter Beds: During periods of severe weather, the County works with shelter providers to activate additional beds to accommodate increased demand.

Shelter Resources			
Shelter Program	Location and Contact Info	Population Served	# of Overflow Beds Available
Life Center of Eastern Delaware County	6310 Market St. Upper Darby (610) 734-5770	Single Adults	7
The Salvation Army	151 W. 15th St. Chester (610) 874-0423	Single Adults	10

6.2 Warming Center Locations

Community members are encouraged to visit a warming center location for relief during a daytime Code Blue. Warming center resources available in Delaware County include Keystone First Wellness and Opportunity Center, Project Share Recovery Learning Center, Catholic Social Services Delaware County Family Service Center, and Savage Sisters: The Savage Sanctuary.

Warming Center Locations

Keystone First Wellness and Opportunity Center	**1929 W. 9th Street, Chester, PA 19013**	Monday and Thursday: 9:00 AM – 4:00 PM Tuesday and Wednesday: 10:00 AM – 7:30 PM Friday: 9:00 AM – 1:00 PM ***Available in Code Blue conditions.***
Catholic Social Services Delaware County Family Service Center	**130 E 7th Street, Chester, PA 19013**	Monday – Friday: 9:00 AM – 3:00 PM ***Available in Code Blue conditions.***
Project SHARE Recovery Learning Center	**7200 Chestnut Street, Upper Darby, PA 19082**	Monday – Friday: 7:00 AM – 5:00 PM Saturday – Sunday: 9:00 AM – 5:00 PM ***Available throughout the winter.***
Savage Sisters: The Savage Sanctuary	**6931 Ludlow Street, Upper Darby, PA 19082**	Monday – Friday: 9:00 AM – 5:00 PM ***Available throughout the winter.***

Community members can utilize the following link to access the Delaware County 'Weather Advisory Relief Centers' map. This interactive map allows residents to input their zip code to identify warming center resources and overnight shelters closest to them: **Delaware County Weather Advisory Relief Centers**.

- Identify warming centers and ensure they are accessible to those in need. Alert PECO regarding locations of warming centers as priority locations for service if power outages occur.

AGENCY:

- The DCHD PHEP Weather Observer will receive confirmation of warming center locations from external partners through Everbridge.
- DCHD will coordinate information sharing with community members through Delco Alert, the DCHD Wellness Line, county website, and social media accounts.
- The GIS Team will update temporary and permanent warming center locations to the map on the Delaware County website.
- Local municipalities may identify additional centers.
- DES will coordinate with PECO to prioritize areas with warming centers in the event of a power outage.
- Increased coordination may occur between county partners and municipal leaders to activate additional resources including warming centers based on weather conditions.
- MHP Outreach Team
    - **The MHP Outreach Team can be contacted by calling: (267) 671-4357. This number is available 24/7**.

- Delaware County Libraries
    - Individuals can visit Delaware County Libraries for access to heat. In a Code Blue, hours of operation will not be extended.

Following the link below will guide you to access all member libraries, and their current hours. Library hours may vary: https://www.delcolibraries.org/about-us/locations

Library	Address	City
Helen Kate Furness Free Library	100 North Providence Road	Wallingford
J. Lewis Crozer Library	620 Engle Street	Chester
Lansdowne Public Library	55 South Lansdowne Avenue	Lansdowne
Marple Public Library	2599 Sproul Road	Broomall
Newtown Public Library	201 Bishop Hollow Road	Newtown Square
Rachel Kohl Community Library	687 Smithbridge Road	Glen Mills
Radnor Memorial Library	114 W Wayne Avenue	Wayne
Sharon Hill Public Library	246 Sharon Avenue	Sharon Hill
Tinicum Memorial Public Library	620 Seneca Street	Essington
Upper Darby Township & Sellers Memorial Free Public Library – Municipal Branch	501 Bywood Avenue	Upper Darby
Upper Darby Township & Sellers Memorial Free Public Library – Primos Branch	409 Ashland Avenue	Secane

Upper Darby Township & Sellers Memorial Free Public Library – Sellers Branch	76 South State Road	Upper Darby
Yeadon Public Library	809 Longacre Boulevard	Yeadon

Section 7: Additional Resources

7.1 Services in the County

The Delaware County Health Department (DCHD) – Coordinates the Delaware County Cold Plan for residents and works to develop health risk criteria for at risk individuals. DCHD will post Code Blue events to social media. Shelter and warming center information will be uploaded to the county website. Residents can contact the DCHD Wellness Line for resources and guidance in the event of a weather emergency. The Wellness Line can be contacted by calling: (484) 276-2100 or by emailing: DelcoWellness@co.delaware.pa.us. After hour calls will be answered by an answering service.

Department of Human Services (DHS) – Annually updates, produces, and distributes *The Homeless Services Resource Guide* county-wide. The guide provides residents with a list of programs including services available, contact information, and addresses. Residents can use the link below to access the resource guide: www.delcohomelessservices.org/printable-resource-guide

Mental Health Partnerships (MHP) – Conducts outreach and circulates in frequented areas to locate unsheltered persons and bring them to safety in a warm facility. MHP provides transportation and connects community members to warming centers across Delaware County including their Project SHARE Recovery Learning Center. Project SHARE is available throughout the winter season. The Outreach Team can be contacted by calling: **(267) 671-4357**. This number is available 24/7.

The Delaware County Office of Services for the Aging (COSA) – Maintains an "At Risk" list and performs outreach during weather emergencies, performs wellness checks on vulnerable seniors, and prepares and distributes the pamphlet "Winter Weather Warm Up – Tips to Staying Healthy in the Cold Winter Months." Residents can contact COSA's main line by calling (610) 490-1300. An answering service is provided for after-hour calls.

Community Action Agency of Delaware County (CAADC) – The CAADC Weatherization Assistance Program provides in-home service to income-eligible households. Services include diagnostic air flow testing, weather stripping and caulking, insulation, and window repair or replacement. Residents can contact CAADC by calling: (610) 874-8451. Residents can contact the CAADC Weatherization office by calling: (610) 521-8770.

FindHelp – Residents can use the online website, FindHelp, to specifically search their zip code to access a list of programs available in that specific area. Resources include food pantry locations, sheltering and housing opportunities, and more. Hovering over different topics will provide additional sub-tabs that offer more detailed options. Residents can use the following link to access the online resource: https://www.findhelp.org/.

PA Navigate – Residents can use the online website, PA Navigate, to search for resources within Pennsylvania including food pantry locations, sheltering opportunities, and more. FindHelp created PA Navigate to connect PA residents to services and resources directly in their community. Residents can use the following link to access the online resource: https://pa-navigate.org/

7.2 Preventive Care

- Distribute resources to vulnerable populations.

AGENCY:

- DCHD TestandGo Kiosk- TestandGo kiosks provide free resources to residents including **emergency mylar blankets** that can act as a total barrier against rain, snow, and wind chill, which significantly reduces heat loss. TestandGo Kiosk locations are listed below:

The Delaware County Wellness Center at Yeadon	125 Chester Avenue, Yeadon PA, 19050
Keystone First Wellness Opportunity Center in Chester	1929 W 9th Street Chester PA, 19013
Delaware County Government Center in Media	201 W. Front St. Media, PA 19063
Delaware County Community College	901 Media Line Road, Media PA 19063
SEPTA 69th Street Transportation Terminal	6901 Market Street, Upper Darby, PA 19082
ChristianaCare	500 Evergreen Drive, Glen Mills, PA 19342

7.3 Health Monitoring

- Set up outreach programs to check on vulnerable individuals and provide guidance on cold-related illness prevention.

  AGENCY:

  - DCHD guidance on cold-related illness prevention
  - COSA
  - MHP Outreach Team

7.4 Public Messaging

Issue regular updates on proper cold-weather precautions, Code Blue incidents, and dangerously cold conditions. Increased messaging may occur based on conditions and inclement weather.
Residents can register for the Delco Alert notification system to receive emergency notification communications regarding weather emergencies by using the online link: https://member.everbridge.net/453003085612334/new To receive information regarding Code Blue incidents, residents are encouraged to add the following to their subscriptions:

- County of Delaware – County Office of Services for the Aging
- County of Delaware – Emergency Preparedness
- County of Delaware – Delaware County Health Department

AGENCY:

- DCHD
- DES
- COSA

Section 8: Plan Review and Update

8.1 Regular Updates

Annual Review: Review and update the Delaware County Cold Plan annually to incorporate new information and feedback. Identify strengths and areas for improvement. Update the plan based on feedback and new insights.

AGENCY:

- DCHD

Stakeholder Feedback: Engage with cold plan partners, community stakeholders, and emergency responders to refine the plan.

AGENCY:

- DCHD lead with input from partner agencies

8.2 Continuous Improvement

Training Exercises: Conduct regular simulation exercises to test and improve response procedures.

AGENCY:

- DCHD lead with input from partner agencies

Policy Updates: Stay informed about advancements in emergency management and update policies as needed.

AGENCY:

- All

8.3 Briefing and Hotwash

Briefing: The DCHD PHEP Team will facilitate a briefing with Delaware County Cold Plan partners to review the drafted Delaware County Cold Plan prior to November 1. The briefing meeting will familiarize participating agencies with the comprehensive plan and enhance awareness of resources available in the winter season including warming centers, overnight sheltering, and MHP transportation. The DCHD will share Everbridge Office Hour opportunities.

Debrief Meeting: At the conclusion of the weather monitoring period, the DCHD will facilitate a debrief with Delaware County Cold Plan partners to identify lessons learned and areas for improvement. The DCHD PHEP Team will develop an After-Action Report (AAR) and Improvement Plan (IP) to guide Delaware County Cold Plan updates.

AGENCY:

- DCHD lead with input from all partner agencies

Section 9: Contacts

County Contact Information			
Delaware County Health Department (DCHD)	484-276-2100	Health Information	https://www.delcopa.gov/health/
Delaware County Emergency Services (DES)	610-565-8700	Weather Monitoring	https://www.delcopa.gov/departments/emergencyservices.html
Adult and Family Services	610-713-2365	Housing Resource	https://www.delcohsa.org/
County Office of Services for the Aging (COSA)	610-490-1300	Senior Citizen Outreach	https://www.delcosa.org/
Community Action Agency of Delaware Co. (CAADC)	610-874-8451	Human Services Energy Assistance Program	https://caadc.org/
Life Center of Eastern Delaware County	610-734-5770	Shelter	http://www.delcohomelessservices.org/
The Salvation Army	610-874-0423	Shelter	http://www.delcohomelessservices.org/
Mental Health Partnerships	267-671-4357	Outreach Team and Transportation	https://www.mentalhealthpartnerships.org/