
Information & Referral...
Bringing People and Services Together

Have a problem and don't know where to turn? Call us. Information & Referral specialists will access a database of nearly 1,000 local, state, and national health and human service agencies.

To reach Valley Wide Help, please contact us at any of the following telephone numbers:

Allentown	610-435-7111
Bethlehem	610-691-8711
Easton	610-252-4357
Slate Belt	610-588-5512
Spanish Line	610-866-1089
TTY/TDD	610-866-0131

Calls are answered Monday through Friday 8:30 a.m. to 11 p.m. and on Saturday from 9 a.m. to 9 p.m. by Valley Wide Help's information specialists. During the off hours, calls are answered through a voice-mail system that offers a menu of referrals to address caller needs in an emergency situation. Valley Wide Help's database is available on the Internet at www.irissoft.com/vwhp

What can I expect when I contact Valley Wide Help by telephone?

Your call will be answered by a certified or trained information specialist. In the case where Valley Wide Help information specialists are taking other calls, you may leave a message. We will return your call that day. If you are calling after hours, your call will be returned the next working day.

Simply tell the information specialist what you need and how we may assist you. We will then consult Valley Wide Help's comprehensive, computerized database to identify specific organizations that may be able to assist you.

Later you may be contacted by Valley Wide Help to be sure your needs were met and your experience was satisfactory. This evaluation is an ongoing process that enables our program to make changes and improvements.

What kinds of services can I access through Valley Wide Help?

Valley Wide Help is a comprehensive information and referral program organized to meet the full spectrum of a community's request for assistance and information. No need is too small or great. Simply tell us what you require, and we will attempt to lead you in the appropriate direction and to the relevant source. Please feel free to contact us and give us the opportunity to listen and offer help.

How does Valley Wide Help know where to refer the customer?

Valley Wide Help has developed a comprehensive, computerized database of over 1,000 referral sources which is organized to allow quick and precise responses to customer requests. Information contained within the database is updated on a continual basis. The staff of Valley Wide Help attend community

meetings, read newspapers and agency newsletters assisting in the development of an informational database that will fit the exact needs of the customer. We are committed to maintaining accurate, up-to-date information about the services available to residents of Lehigh and Northampton counties.

Why does every community need an information and referral program?

Programmatically and economically, full utilization of human resources is essential for the well-being of the community. Information and referral programs, by steering potential users of services to the right "door" or by providing accurate information about available programs, reduce frustration and improve access to services. The information and referral program can help workers in community agencies become aware of resources unfamiliar to them contributing to more effective client service plans. Community decision-makers use the statistics provided by an information and referral program as an alert to shifts in community needs as new problems emerge along with tracking the duplication of services.

Is there any charge for calling Valley Wide Help?

No! The use of Valley Wide Help is free of charge. Additionally, Valley Wide Help provides people in our community with convenient, immediate and confidential services.

Who is responsible for managing Valley Wide Help?

The American Red Cross of the Greater Lehigh Valley proudly administers the program.

What products are published and/or made available through Valley Wide Help?

Valley Wide Help publishes a number of specialized directories and offers mailing labels for purchase along with The Valley Wide Help Directory, a complete guide to human service agencies in the Lehigh Valley.

To order the 2009 Valley Wide Help Directory, a 277-page spiral-bound directory of more than 1,000 human and social services agencies, please call or e-mail Carol Lewis, manager of Valley Wide Help, at 610-865-4400, ext. 221, or lewisca@usa.redcross.org. Quantities are limited. Cost is \$25. Check and cash are accepted.

Valley Wide Help's database is available on the Internet at www.irissoft.com/vwhp.