2-1-1: Information and referral service, which offers people in need the option of making a
toll-free call to a comprehensive, professionally staffed information and referral program.
(PG).
Administration of Aging (AoA): Provides information of services to the elderly, especially to
enable to remain independent. Give them information of meals of wheels and
transportation. (PG).
Administration for Children and Families (ACF): Provides family assistance (welfare), child
support, child care, head start, child welfare and other programs relating to children and
families. (PG).
Advanced Directives: A written statement that expresses what procedures or treatments and
individual does or does not want if, in the future, he or she cannot express his or her
wishes about medical treatment. (PG).
AIDS Drugs Assistance Programs (ADAP): Provides food and drug administration approved
HIV treatment drugs to low income patients in the U.S. (PG).
Alcoholics Anonymous (AA): A voluntary fellowship of men and women who share their
experiences with one another in an effort to attain and maintain sobriety. (PG).
America’s Second Harvest: A national organization that distributes food and grocery products
through a nationwide network of certified affiliates, increases public awareness about
hunger, and advocates for policies that address hunger. (PG).
American Association of Suicidology: Promotes research, public awareness programs, education,
and training related to suicide and the membership of which includes mental health and
public health professionals, suicide prevention and crisis intervention centers and
professionals, survivors of suicide attempts, and other people who have an interest in
suicide prevention. (PG).
American Red Cross: Sponsors a variety of critical services in local communities throughout the
United States. Disaster services are offered in response to fires, hurricanes, floods,
earthquakes, tornadoes, hazardous materials spills, transportation accidents, and
explosives; biomedical services. (PG).
American Association of Mental Retardation: Promotes policy, research, education, and
advocacy on behalf of people with intellectual disabilities. (PG).
Arbitration: The submission of a dispute to one or more impartial persons for a final and binding
decision. (PG).
ARC: An organization that serves people with mental retardation and related developmental
disabilities and their families, provides supportive services and promotes education and
policies related to mental retardation. (PG).
Assistive Technology Services: Uses computer screen readers, magnification devices, Braille
translation software or embossers, scanning devices note takers or any item or piece of
equipment that increases, maintains, or improves the functional ability or people with
visual impairments. (PG).
Bazelon Center for Mental Health Law: Specializes in legal advocacy for people with mental
disabilities and uses it is legal expertise to address institutional abuse and violations of
consumers rights. (PG).
Bright Side: Provides support to anyone who is feeling emotionally overwhelmed by offering a volunteer-facilitated online community and providing information and support. (PG).

Bullying Prevention Programs: Programs teach children and adolescents how to recognize bullying, understand what motivates the bully, and use practical skills to avoid, defuse or deflect bullying behavior. (PG).

Centers for Medicare and Medicaid Services (CMS): A federal agency within the HHS that administers the medicare program and works in partnership with state governments to administer Medicaid, state children health insurance program and health insurance standards. Also deals with HIPAA (Health insurance portability and accountability Act) and quality standards in long-term care facilities. (PG).

Centers for Disease Control and Prevention (CDC): Provides information to enhance health decisions, and it promotes health through partnerships with states health departments. Focuses on developing and applying disease prevention and control, environmental health, occupational safety, health promotion, prevention and education. (PG).

Child and Adult Care Food Program (CACFP): Provides food to low-income families, including adults who receive care in nonresidential adult day care centers children residing in homeless shelters. Provides snacks and supper to youths participating in eligible after-school programs. (PG).

Child and Adolescent Bipolar Foundation: A parent-led organization that educates parents, families and the public about pediatric bipolar disorder, connects families with resources advocated for and empowers families and supports research on pediatric bipolar disorder. (PG).

Circuit Breakers Programs for elderly residents: Senior citizens and disabled persons property tax relief and rent rebates. (PG).


Cognitive Status: An assessment of competence and any evidence of cognitive impairment, suicidal ideation, violent or homicidal ideation, or psychosis. (PG).

Community-Based Supports: Significant relationships (family and friends) and involvement in social, religious, and community organizations and activities. (PG).

Compeer: Matches community volunteers in supportive friendships with children and adults who are receiving mental health treatment. (PG).

Concrete Resources: Money, food, clothing, furniture, heat, transportation, emergency shelter, affordable housing, residential treatment, nursing home care, and employment. (PG).

Consolidated Omnibus Reconciliation Act (COBRA): Mandates an insurance program giving some employees the ability to continue health insurance coverage after leaving employment. (PG).

Consumer Organization and Networking Technical Assistance Center: A resources center for consumers and consumer-run organizations that offer information about consumer groups, training and curricula, networking, and other forms of technical assistance. (PG).

Court-Appointed Special Advocates (CASA): Programs assign trained volunteers who advocate on behalf of children in court. (PG).

Day Treatment Programs: Provides intensive structure for people receiving treatment who are able to return to a safe home or other setting at the end of the day. Also know as Partial hospitalization. (PG).

Debtors Anonymous: A fellowship of men and women who share their experience with one
another in an effort to deal with their enormous debts. (PG).

Department of Housing and Urban Development (HUD): This program sponsors a variety of housing assistance programs for low- and moderate-income people. (PG).

Depression and Bipolar Support Alliance: A consumer-directed organization that sponsors support groups, advocacy, and educational efforts related to depression and bipolar disorders. (PG).

Direct Loan Program (Section 502): Provides loans to people of low or moderate income for the purchase, construction, or rehabilitation of single-family homes in rural areas. (PG).

Drug Court: A special court given the responsibility to handle substance-abusing criminal offenders through comprehensive supervision; drug testing; treatment services; sanctions; and incentives, such as avoiding jail and prison. (PG).

Durable Power of Attorney for Health Care: A document that gives another person, chosen by the patient, the right to act on the patient’s behalf in making medical decisions in the event that the patient is unable to participate in such decisions. (PG).

Early Intervention Programs: Provide services to the families of infants and toddlers (infant-3) with disabilities and who are at risk for developmental delays. (PG).

Early Childhood Education Programs: Designed to promote and enhance young children’s awareness, curiosity, exploration, self-esteem, problem-solving skills. (PG).

Eating Disorder Referral and Information Center: Provides information and treatment resources for all forms of eating disorders, such as anorexia nervosa, bulimia nervosa, and binge eating. (PG).

Educational Neglect: Failing to enroll a child in school or failing to encourage or monitor the child’s school attendance. (PG).

Emergency Shelters: Specialize in services for people who are homeless, victims of domestic violence, runaways, or struggling with mental illness or substance abuse. (PG).

Emotional Support: Crisis intervention, individual counseling, couple’s counseling, family counseling, group counseling, mediation, and mentoring. (PG).

Emotional Abuse: A pattern of behavior that attacks a child’s emotional development and sense of self-worth. (PG).

Employers Sponsor Employee Assistance Programs (EAP): Help employees who are experiencing work-related problems and stress as a result of emotional problems, employee conflict, family responsibilities and stress, financial and legal problems, substance abuse, or workplace stresses. (PG).

Families for Depression Awareness: Helps families recognize and cope with depressive disorders, provides education, advocacy, and support to families and friends and is made up of families who have lost a family member to suicide or have watched a family member struggle with depression. (PG).

Families Anonymous: A group of concerned relatives and friends who believe that the problems of someone close to them are seriously affecting their live and ability to function. (PG).

Federal Child Tax Credit (CTC): A federal tax credit for low and moderate income families with dependent children under the age of 17. (PG).

Federal Earned Income Tax Credit (EITC): A tax credit for those who have low wages. (PG).

Federal Insurance Contributions Act (FICA): Provides benefits for retirees, the disabled, and children of deceased workers. (PG).
Federation of Families for Children’s Mental Health: Family-run organization that provides education and advocacy concerning the mental health needs of children and their families. (PG).

Financial Abuse: The Act involving the misuse or misappropriation of the money or property of a person with disabilities without that person’s full knowledge of informed consent. (PG).

Food Research and Action Center: A national organization that promotes policies that address hunger and malnutrition in America. (PG).

Food and Drug Administration (FDA): Regulates and supervises the safety of foods, tobacco products, dietary supplements, prescription and non-prescription medication, vaccines, biopharmaceuticals, blood transfusion, medical devices, electromagnetic radiation emitting devices, veterinary products, and cosmetics. (PG).

Food Rescue Organizations: Food pantries, make food available to people in need. (PG).

Food Stamps: Individuals and families buy food and provide nutritional meals for themselves. (PG).

Food Banks: Distribute food to soup kitchens food rescue organizations. (PG).

Food Addicts in Recovery Anonymous (FA): A voluntary fellowship of men and women who share their experiences with one another in an effort to stop food addictions. (PG).

Foster Care: Temporary care in family settings for children who are unable to live with their parents or guardians because of child abuse, child neglect, insufficient resources or parents and guardian difficulty managing children behavior. (PG).

Freedom From Fear: A mental health organization that provides information and education to people who are coping with severe anxiety or depression. (PG).

Furniture Banks: They distribute essential furnishings. (PG).

Gamblers Anonymous (GA): A voluntary fellowship of men and women who share their experiences with one another in an effort to stop compulsive gambling. (PG).

General Public Assistance: Program is available for adults age 19-64 years of age who have very limited income and resources and have an illness or medical condition that keeps them from working. (PG).

Global Assessment: A persons level of functioning socially, occupational, and psychological. (PG).

Guardian ad Litem (GAL): Programs assign trained volunteers who advocate on behalf of children in court. (PG).

Head Start: Enhancing the school readiness of young children in low-income families. (PG).

Health Maintenance Organization (HMO): Provides health care coverage in the U.S. that is fulfilled through hospitals, doctors, and other providers. (PG).

Health Resources and Services Administration (HRSA): Improves access to health care services for people who are uninsured, isolated or medically vulnerable. (I.E. (pregnant mothers, HIV/AIDS, rural communities and oversees organ donations)).

Home Health Care: Supportive services in the home. Such as, nursing, occupational therapy, physical therapy and wound care. (PG).

Home Repair Loan and Grant Program (Section 504): Provides loans to make repairs of homes owned by low-income residents in rural areas. (PG).

Home Studies: Professional who are authorized to conduct comprehensive assessments for adoption screening. (PG).

Hospice Services: Provide comfort and support to patients and their families when life limiting
illness no longer responds to medical treatments. (PG).

Housing Choice Voucher program (Section 8): Housing certificates and vouchers allow very low-income families to lease or purchase privately owned housing. (PG).

Income Support Programs: Financial assistance to people living in poverty or who struggle to pay for basic needs such as food housing, clothing, and health care. (PG).

Independent Home Management Skills Training: Focuses on practical skills, such as pouring liquids, writing checks, housekeeping, home repairs, food preparation, telling time, reading and writing, home safety, putting on make-up, and organizing and labeling medications, clothing and toiletries. (PG).

Independent Living: Designed to help adolescents and young adults develop the skills they need to live independently. (PG).

Indian Health Service (IHS): Providing medical and public health services to members of federally recognized Tribes and Alaskan Natives. (PG).

Jonathan O. Cole Mental Health Consumer Resource Center: Provides information on mental illness and psychiatric disorders, medications, self help resources, health insurance coverage, and training and education programs focused on mental health issues that arise in the workplace. (PG).

Legal Aid Offices: Provide legal services to low-income people concerning a variety of civil matters. (PG).

Lesbians, Gay, Bisexual, and Transgender (LGBT): Specialize in counseling and other issues that may include community mental health centers, family agencies and so forth. (PG).

Life Care Communities: Large campuses that include several ‘levels’ of housing. (PG).

Living Will: An individual’s written and witnessed declaration that expresses his or her wishes about the use or withdrawal of life-sustaining procedures in the event that the individual loses the capacity to decide for him or herself and when such procedures would merely prolong dying. (PG).

Low Income Home Energy Assistance Program (HEAP): Provides energy assistance to reduce the risk of health and safety problems, such as illness, fire or eviction. (PG).

Low Vision Services: They help with magnification and lighting for people whose vision loss cannot be corrected with conventional glasses, contact lenses, surgery, or medication. (PG).

Meals on Wheels: Delivers nutritious meals to people who are unable to leave their home to shop for groceries or who are unable to prepare their own meals. (PG).

Mediation: Process in which a neutral party assists disputing parties in reaching their own settlement but does not have the authority to make a binding decision. (PG).

Medicaid: Provides health care coverage for low-income people. (PG).

Medicare: Provides health care coverage for people over the age of 65 or disabilities. (PG).

Methadone Maintenance Programs: Created to assist people addicted to heroin. (PG).

Moral Neglect: Failing to address the emotional needs of a person with disabilities and having in appropriate expectations of the person considering his or her developmental level. (PG).

Narcotics Anonymous (NA): A voluntary fellowship of men and women who share their experiences with one another in and effort to attain and maintain sobriety. (PG).

National Mental Health Consumers’ Self-Help Clearing House: A consumer-run technical assistance center serving the mental health consumer movement that connects people to self-help and advocacy resources, and assists self-help groups and other peer-run services
National Mental Health Association: Addresses all aspects of mental health and mental illness and works to improve and promote mental health through advocacy, education, research and service with information available. (PG).

National Family Caregivers Association: A grassroots association that provides education, support, and advocacy for people who provide care for someone with a chronic disability. (PG).

National Child Support Enforcement Program (CSE): Assures assistance in obtaining support, including financial and medical, is available to children through locating parents, establishing paternity, establishing support obligations, and monitoring and enforcing those obligations. (PG).

National School Lunch Program: The program provides low-cost or free nutritional lunches to children each school day. (PG).

National Coalition of Mental Health Professionals and Consumers: Consumers, professionals, and consumer advocates who promote reforms in the mental health field, focusing especially on issues related to managed care and the regulation of mental health treatment. (PG).

National Energy Assistance Referral (NEAR): Free service for people who want information about where to apply for LIHEAP benefits. (PG).

National Alliance for the Mentally Ill: Nonprofit grassroots self-help support and advocacy organization of consumers, families, and friends of people with severe mental illnesses. (PG).

National Institutes of Health (NIH): Responsible for biomedical and health-related research. (PG).

Neglect: Intentional or unintentional failure of a person responsible for the child’s, medical care, supervision, or education. (PG).

Nicotine Anonymous: A voluntary fellowship of men and women who share their experiences with one another in an effort to deal with nicotine addiction. (PG).

Nursing Home Abuse: The harmful treatment of nursing home residents, which may range from rough handling to verbal abuse. (PG).

Obsessive-Compulsive Foundation: Composed of people with obsessive-compulsive disorder, their families, friends, and professionals and which provides education, support, and advocacy services. (PG).

Old Age, Survivors, and Disability Insurance (OASDI): Funded by pay-roll tax. Federal old-age and survivors insurance trust fund, or federal disability insurance trust fund. (PG).

Orientation and Mobility Training: This helps people learn how to travel safely and independently, and which may include sensory training, use of white cane, self-protection techniques, use of a sighted guide, and instruction in use of public transportation. (PG).

Outpatient Settings: Family service agencies, community mental health centers, soup kitchens, government agency offices, lawyers’ offices, courts, and private counseling offices. (PG).

Overeaters Anonymous (OA): A voluntary fellowship of men and women who share their experiences with one another in an effort to stop compulsive eating. (PG).

Palliative Care: Designed to relieve distressing pain and symptom, provide comfort, and enhance the quality of life during the last phase of life. (PG).

Paratransit: A curb to curb transportation service for the elderly and disabled. (PG).
Parents, Families, and Friends of Lesbians and Gays (PFLAF): Specialize in helping families and friends by giving them access to any services that are needed. (PG).

Physical Neglect: Failing to provide adequate food, clothing and shelter based on climatic conditions; failing to provide adequate child care. (PG).

Physical Abuse: Any physical injury inflicted other than by accidental means or inflicted as a result of mistreatment. (PG).

Preferred Providers Organization (PPO): Managed care organization of medical doctors, hospitals and other health care providers who have a legal agreement with an insurer or 3rd party administrator to provide health care at reduced rates to the insurer’s or administrator’s clients. (PG).

Refugee Resettlement Programs: Help refugees become self-sufficient, learn to speak English, develop and refine job skills, understand immigration status, understand the citizenship process, acculturate to U.S. while preserving their home cultures as much as possible, access transportation services, and access health and mental health care. (PG).

Rental Assistance Program (Section 521): Which provides direct rental assistance to low-income tenants in eligible rural housing settings. (PG).

Residential Setting: Nursing homes, rehabilitation facilities, emergency shelters, foster and group homes, substance abuse treatment programs and psychiatric hospitals. (PG).

Respite Services: Provides short-term assistance in blocks of time that offer family members and caregivers breaks form the stress of caring for a family member. (PG).

Reverse Mortgages: Allows elderly homeowners to convert the equity in their homes into cash. (PG).

Rural Rental Housing Program (Section 515): Provides loans for development of rental or cooperative housing in rural areas for low-and moderate-income people. (PG).

School Breakfast Program: The program provides low-cost or free nutritional breakfasts to children each school day. (PG).

Self Neglect: Failure of a person with disabilities to eat or to address his or her serious medical needs. (PG).

Sex Addicts Anonymous: A fellowship of men and women who share their experiences with one another in an effort to deal with sex addiction. (PG).

Share our Strength: A national organization that mobilizes thousands of people in the culinary industry to organize ant hunger events, host dinners, teach cooking classes to low income individuals and families, and promote policies that address hunger and poverty. (PG).

Sober House: Group-living environment with peer support for people who are actively involved in recovery. (PG).

Social Security Disability Insurance (SSDI): Provides income to people who unable to work because of a disability. (PG).

Special Milk Program for Children: The program reimburses schools for the milk they serve. (PG).

State Children’s Health Insurance Program (SCHIP): Program that covers uninsured children and families with incomes that are modest but too high to qualify for Medicaid. (PG).

Substance Abuse and Mental Health Services Administration (SAMHSA): Improves the quality and availability of prevention, treatment, and rehabilitative services in order to reduce illness, death, disability and cost to society resulting from substance abuse and mental illness. (PG).
Summer Food Service Program (SFSP): Ensures that children in lower income communities continue to receive nutritious meals during long school vacations, when they do not have access to school breakfast or lunch. (PG).

Supplemental Security Income (SSI): A monthly stipend provided to aged, blind, disabled persons based on need, paid by the U.S. (PG).

Supportive Housing for the Elderly Program (Section 202): Housing for people with very low incomes. (PG).

Supportive Housing for People with Disabilities (Section 811): Program provides housing subsidies that help enable low-income people with disabilities to live as independently as possible. (PG).

Supportive Services: Health care, homemaker services, respite care, foster care, adoption services, protective services, tutoring, literacy services, recreation services, financial planning, translation, interpreter services, and employment advice. (PG).

Temporary Assistance for Needy Families (TANF): Provides cash assistance to indigent American families with dependent children through HHS. (PG).

Temporary Disability Insurance (TDI): Provides employees who must take leave from work because they are temporary disabled for non-work related reasons, including pregnancy and childbirth, with partial or complete income replacement while on leave. (PG).

The Alliance of Information and Referral Systems (AIRS): Offers a professional umbrella for information and referral providers in public and private organizations throughout the United States. Promotes the professional development of information and referral specialist, who assess callers’ needs, determine their options or services, provide culturally appropriate support, intervene in crisis situations, and advocate for the caller as needed. (PG).

Therapeutic Schools: Serve youths who struggle with significant behavioral, mental health, and substance abuse issues. (PG).

Three/Quarter Way House: Community-based settings for people receiving treatment and counseling for alcoholism. (PG).

Truancy Court: Designed to enhance school attendance using a supportive and nurturing approach rather than a punitive one. (PG).

U.S. Department of Agriculture (USDA): Develops and executing U.S federal government policy on farming, agriculture, and food. Meets the needs of farmers and ranchers, promotes agriculture trade and production, work to assure food safety, protects natural resources, foster rural communities and end hunger in the U.S. and abroad. (PG).

U.S. Department of Justice (DOJ): This program sponsors programs for at-risk adolescents and people on probation who struggle with substance abuse. (PG).

U.S. Department of Education (ED): Creates policies for federal education funding, distributes the funds, collects data and oversee research on schools in America, and enforces federal laws on prohibiting discrimination. (PG).

U.S. Department of Health and Human Services (HHS): This program sponsors a number of programs for people who struggle with poverty, domestic violence and mental illness. (PG).

U.S. Department of Labor (DOL): Improves working conditions, employment opportunities, protects retirement, health benefits and labor safety. (PG).

U.S. Department of Energy (DOE): In charge of energy and safety in handling nuclear materials.
U.S. Department of Defense (DOD): Coordinating and supervising all agencies and functions of the government relating directly to national security and the military. (PG).

U.S. Department of Veterans Affairs: Provides patient care and federal benefits to veterans and their dependents. (PG).

Unemployment Insurance (UI): Provided weekly unemployment insurance payments for workers who lose their job through no fault of their own. The UI program is funded by employers who pay taxes on wages paid to employees. (PG).

United Way of America (UWA): Raise funds through a capital campaign (donations) and other gifts such as planned giving gifts to specific initiatives, corporate sponsorships, and government grants. (PG).

Upward Bound: Increase the rates at which participants enroll in and graduate from institutions of postsecondary education. (PG).

Weatherization Assistance Programs: Helps people make energy-efficient improvements such as installing storm windows, adding insulation, sealing cracks, installing weather stripping, repairing windows and doors, and repairing or enhancing heating systems. (PG).

Women, Infants, and Children (WIC): Provides nutritious foods to low-income women, infants and children. (PG).