

Homeless Resources. Help is Available

[Downtown Pittsburgh libraries, especially the Main branch](#), connect people to homeless services through dedicated guides, on-site staff (like social work leads), and resources for housing, food, health, and crisis support, with key contacts being Allegheny Link for housing and BigBurgh.com for immediate needs, all pointing towards comprehensive county support. The

[Carnegie Library of Pittsburgh](#)

's Social Services guide is a primary tool for finding various community aid organizations, while the [BigBurgh website](#) offers 24/7, real-time help, though Allegheny Link is vital for housing waitlists.

[Address:](#) 612 Smithfield St, Pittsburgh, PA 15222

[Hours:](#) Monday through Friday 9am to 5:30pm, Saturday 10am to 5pm

Key Resources at the Library

- **[Social Services Guide:](#)** The [Carnegie Library of Pittsburgh \(CLP\) LibGuides](#) offer extensive lists for housing, food, mental health, and more, linking directly to organizations.
- **On-Site Staff:** The Downtown & Business branch has a social work lead who assists patrons and trains other staff on available resources.
- **General Access:** Libraries serve as safe, warm spaces, providing computer access and connecting people to services, even if they don't provide direct crisis resolution.

Key External Resources

- **[BigBurgh:](#)** A 24/7 city resource for immediate needs (food, shelter, medical), with a "Live Help" chat for urgent situations, [BigBurgh](#).

- **Allegheny Link:** Centralized intake for county housing programs; call to get on waitlists for various housing options, [Allegheny County Website](#).
- **Finding Your Way in PA App:** A more up-to-date app for finding resources, similar to BigBurgh, [Reddit user recommendation](#).

How to Get Help

1. **Start with BigBurgh:** For immediate, 24/7 help and to find nearby resources, BigBurgh is a great first stop.
2. **Contact Allegheny Link:** If housing assistance is the priority, calling Allegheny Link is the most effective way to start that process, Allegheny County Website.
3. **Visit the Downtown Library:** Go to the

[Carnegie Library of Pittsburgh](#)

(Downtown & Business) or call to speak with staff who can guide you to the correct agencies using the library's Social Services guide, [Carnegie Library of Pittsburgh](#).

Need Replacement Social Security Card

To get a duplicate Social Security card in Pittsburgh, the fastest way is often online via ssa.gov/myaccount if you qualify (U.S. citizen, 18+, PA driver's license/ID, no changes needed); otherwise, you'll apply by mail (Form SS-5) or schedule an in-person appointment at the local SSA office using their [Online Self-Scheduling tool](#), bringing required identity documents like a driver's license or U.S. Passport.

Pittsburgh Social Security Office

Address: 700 Grant St Suite 1204, Pittsburgh, PA 15219

Phone: [\(866\) 770-2965](tel:(866)770-2965)

Hours: Monday through Friday 9am to 4pm

Online (Fastest if eligible)

1. **Create or Sign in:** Go to ssa.gov/myaccount and sign in.
2. **Start Request:** Select "Replace your Social Security Card".
3. **Verify:** Answer questions and verify your identity using your PA driver's license or state ID.
4. **Submit:** Complete the form and submit; if you don't qualify online, you'll get a link to prepare for an in-person visit.

In-Person (Appointment Needed)

1. **Schedule:** Use the SSA's Online Self-Scheduling Tool (OSSNAP) at ssa.gov/locator/ or call to book an appointment at the local Pittsburgh office.
2. **Gather Docs:** Bring original identity documents (driver's license, passport, etc.) and proof of citizenship (birth certificate).

By Mail

1. **Get Form:** Download and complete Form SS-5 from ssa.gov/forms/ss-5.pdf.
2. **Mail Docs:** Send the form and required original identity/citizenship documents to the local SSA office.

Need EBT Statement

Access EBT <https://www.connectebt.com/ebtconnect/recipient/PA/>

Need Compass Benefits Statement

You can review your PA Compass benefit reports online by logging into your [My COMPASS account](#) at compass.state.pa.us or using the [myCOMPASS PA mobile app](#), where you can see benefit details, check application status, upload documents for renewals (like Semi-Annual Reviews), and view case history. The system is secure and allows you to manage health and human service programs for benefits like SNAP, LIHEAP, and CHIP, often eliminating the need for in-person visits to county offices.

Accessing Your Reports & Information

- **Website:** Visit compass.state.pa.us and log in to your My COMPASS account.
- **Mobile App:** Download the "[myCOMPASS PA](#)" app from your phone's app store for on-the-go access.

What You Can Do

- **View Details:** See important information about your benefits and application status.
- **Manage Renewals:** Complete Semi-Annual Reviews (SARs) and submit required documents online.
- **Upload Documents:** Send photos of required documents directly through the app or website.
- **Report Changes:** Update your address, phone, or email.
- **Check Case Status:** See if your application is approved or pending.
- **Get Notifications:** Sign up for online notices instead of mail.

Key Features

- **Security:** COMPASS uses encryption to keep your information private and confidential.
- **Paperless:** You can opt to receive all notices online, saving you trips to the office.