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*Homeless Services
Coalition
of
Delaware County*

2016

Delaware County

Emergency Shelter

Resource Directory



*Developed by: The Homeless Services Coalition
of Delaware County and the
Delaware County Office of Behavioral Health,
Adult & Family Services Division*

Updated December 2015

HOMELESS SERVICES COALITION OF DELAWARE COUNTY 2016 EMERGENCY SHELTER DIRECTORY

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Severe Weather

Winter Shelter Plan (WSP) - The Winter Shelter Plan typically operates from Nov. 1st to April 15th each winter. Delaware County does not formally declare a “Code Blue”. The five shelter programs listed below are very experienced and well-practiced in sheltering persons during severe weather situations. If they cannot provide shelter directly, they will refer folks to other programs for the evening to keep them warm and safe. The “silent alert” happens when the temperatures reach 40 degrees or below and programs implement their extended services hours, expanded outreach and overflow beds practices. Shelter programs have an established referral process in place to ensure that all homeless persons are sheltered and transported to the shelter locations. Transportation assistance is provided by the shelter programs either via van ride or SEPTA tokens

Shelters & Over Flow Beds - The following shelter programs offer overflow beds bed during the winter.

Shelter Program	Location & Contact Information	Population	# Year-round Beds	Overflow Beds
Connect-by-Night – Church-based mobile shelter program	7200 Chestnut Street Rear Entrance, Upper Darby – Overflow beds may be available prior to 10:00 PM each evening (Site dependent). All referrals after 10:00 PM must go to the Life Center.	Single Adults	50	5
Life Center of Eastern Delaware County	6310 Market Street, Upper Darby After 10:00 PM, the Life Center accepts drops offs and walk-ins. Two additional beds are reserved for police placements.	Single Adults	50	15
Salvation Army	151 W. 15th Street, Chester 610-874-0423	Single Adults	35	5
Community Action Agency - Temporary Emergency Shelter Program	Voucher based for vulnerable households Only 610-874-8451-intake and overnight and weekend answering service.	Vulnerable families & single adults	N/A	As needed

Winter Storm Alerts - In situations of an approaching winter storm, the Division of Adult Services electronically alerts all shelter programs to prepare for power outages, food needs, overflow capacity and expanded hours if needed.

Expanded Outreach & Service Hours - During the WSP, Connect and Salvation Army outreach programs mobilize their efforts and expand outreach hours and locations to engage and locate folks to bring them in form the elements.

Outreach Response Line – Call to report if someone is observed on the street and an Outreach Team will come and try to engage the person.

- ☀ Monday - Friday from 7 AM to 7 PM - call the **Connect Outreach Response Line @ 267-258-1974**
- ☀ Weekends and weekday evenings (7 PM to 7 AM) call the **Crisis Connections Team @ 1-855-889-7827.**

Excessive Heat and Severe Storms During times of excessive heat or when impending severe storms are approaching (hurricanes), the overflow beds and expanded outreach efforts will be initiated.

Miscellaneous Information

OUTREACH RESPONSE LINE

Call to report if someone is observed on the street and an Outreach Team will come and try to engage the person.

- ✦ Monday - Friday from 7 AM to 7 PM - call the **Connect Outreach Response Line @ 267-258-1974**
- ✦ Weekends and weekday evenings (7 PM to 7 AM) call the **Crisis Connections Team @ 1-855-889-7827**.

WHEELCHAIR ACCESSIBLE SHELTERS

- **The Life Center of Eastern Delaware County** is wheelchair accessible with a shared accessible bathroom. There are three beds for single men and three beds for single females with physical disabilities.
- **Wesley House Community Corp.** has one family room that is wheelchair accessible with a private bath.

VULNERABLE ADULTS

- A vulnerable adult is a person who may be medically fragile, physically disabled, and elderly and/or a high-risk pregnant woman, who for some valid reason, cannot access one of the existing shelter programs. These individuals will be evaluated at Community Action Agency and served/referred appropriately based upon their individual needs. All determinations are made on a case-by-case basis. To be considered a vulnerable adult, current documentation verifying the condition(s) that prohibit a shelter stay must be provided in order for CAA to make a determination. In the event a placement needs to be made during the evening or weekend, vulnerable adults will be placed until the next business day.
- **Domestic Abuse Project** may have short-term placement for physically challenged victims of Domestic Violence.

COUPLES: SHELTER POLICIES

Shelter programs have varying policies regarding placement accommodations for “couples”. Most programs require that “couples” work together on a Family Service Plan. Below is a brief description of the policies at each shelter.

- **Warming Center** - Couples are accepted, but must sleep separately.
- **Connect-by-Night** - Couples are accepted, but must sleep separately.
- **Life Center** - Couples are accepted, but must sleep separately.

- **Wesley House and Family Mgmt. Center** – These two shelters have the appropriate accommodations to allow couples to reside in the same unit if they present as a couple and agree to a joint service plan.



City Team Ministries
Mental Health Association.

Single Men Only

Address	634 Sproul Street Chester, PA 19013
Phone	610-872-6865 Ext. 111
Contact Person	William Pinckney
Program Type	Overnight facility-based shelter for men. Shelter guests arrive in the evening and must exit the following morning. Capacity is 36 beds.
Eligibility	Must be 18 years of age and able bodied - (must be able to climb the steps to the second floor shelter). Shelter guests will not be permitted to enter the facility if they are under the influence of alcohol and/or drugs. Identification is also needed.
5 Night Shelter	5 Nights per month consecutively, men are given a bed, care packet and linens for 5 nights. On the 5 th night we give them a letter to salvation army or connect by night. This is only a 5 night program.
Second Chance Program	6-8 month program is offered to men who already have stable work but not a place of their own. While in the program we will help and assist with house placement. Client's pay \$5 a night once accepted. No one is guaranteed a spot after application is submitted. Breakfast is available to program men in mornings before leaving to work. There is a waiting list for this program.
Hours of Operation	Clients for the shelter program should only come at 8:00 pm to front door. <u>No one can be accepted after 8:00 PM. The doors will lock at 9:00 PM</u>
To Refer...	All new shelter guests must be at the front door of City Team at 8:00 PM Monday – Sunday. Please call during business hours
Monday - Friday	From 8:00 AM to 4:45 PM – call 610-872-6865
Evenings & Weekends	Call 610-872-6865 Ext. 111

Meals	Dinner: Daily 5:00 PM
Other Services	City Team offers a “spiritually-based” substance abuse recovery residential program and food and clothing assistance.



Connect-By-Night (CBN)
Mental Health Association

Single Men & Women

Address	7200 Chestnut Street, REAR Entrance Upper Darby, PA 19082
Phone	267-507-3875 or 267-507-3851
Contact Person	Brandon Banks @ 267-507-3854
Program Type	Overnight church-based, mobile emergency shelter in the eastern area of the County. Different facilities host the shelter program each month. This shelter program is not wheelchair accessible. Participants sleep on mats on the floor and most sites have stairs. Capacity is 50 beds.
Eligibility	Must be 18 years of age and be a Delaware County resident. Philadelphia residents are referred to Philadelphia’s Office of Emergency Shelter Services @ 311 Juniper Street for shelter determination.
Other Criteria	<ul style="list-style-type: none"> • Participants must be ambulatory and be able to care for their basic needs without assistance from shelter staff. • Participants will not be accepted if they have current disciplinary actions against them with this program. • Hospital discharge paperwork should accompany the referral form if referrals are made during business hours (7:00 AM to 3:00 PM).
Hours of Operation	Seven days a week - CBN transports guests from 7200 Chestnut Street’s rear entrance every evening beginning 9:00 PM. Guests must see a staff person by 6:30 PM to register for the evening. Guests are transported to the host facility and then back to the Upper Darby area the following morning.
To Refer...	<p>All guests must sign in and register with a staff person by 6:30 PM to board the van. All “referred” shelter guests should have a written referral form in-hand. Guests will still be accepted even if they do not have a written referral, although a referral form will provide very useful information to the shelter staff. Shelter staff may try to contact you on the next business day to verify the guest’s situation.</p> <p>Please call 267-507-3875 or 267-507-3851. We cannot accept referrals after we have reached 50 guests for the night.</p>

Meals	Meals are not available at the shelter although some host churches may provide a light snack. Shelter staff will refer to community meal programs or other resources.
Other Services	The following support services are available Monday through Friday at Connect: showers, laundry, computers, case management, outreach, peer support, vocational, transitional housing, life skills education, mailing address, and access to physical and behavioral health care treatment.



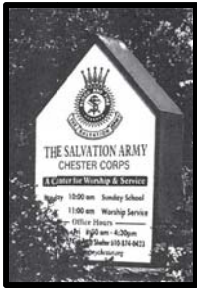
Life Center of Eastern Delaware County Community Action Agency

Single Men & Women

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Address	6310 Market Street Upper Darby, PA 19082
Phone	610-734-5770
Contact Person	Fran Montague
Program Type	50 bed facility-based shelter.
Eligibility	Delaware County resident over age 18.
Hours of Operation	Open seven days each week with 24-hour staffing.
To Refer.....	For intake, refer clients to Fran Montague. All individuals must complete an intake screening. If there are no beds available, the client will be placed on the waiting list. Waiting list clients should contact the Life Center every two to three days to check on their status. See page 3 for Vulnerable Adults.
Monday – Friday	From 10:00 AM to 2:00 PM, intake screenings are conducted on a walk-in basis.
Evenings & Weekends	Call 610-874-8451 - answering service will assist.
Meals	<u>Breakfast & Lunch</u> - Guests are responsible for preparing their own meals. <u>Dinner</u> - The Community Outreach Project coordinates a meal program held every evening at 7:00 PM at the Life Center.
Other Services	Case management, life skills, NA/AA meetings, vocational/employment referrals, behavioral healthcare screenings & referrals and access to healthcare. Through referral, showers are available on Mondays, Wednesdays and Fridays 10:00 AM – 2:00 PM.

*** In the event of extreme COLD weather or stormy conditions, the Life Center will make 15 cots available as “overflow” beds. Call the Life Center to confirm. ***



Salvation Army,
Chester Corp.

Single Men & Women

Address Phone	151 W. 15th Street Chester, PA 19013 610-874-0423
Phone	610-874-0423
Contact Person	Shelter Supervisor
Program Type	Salvation Army based, overnight shelter. Capacity 35 – Additional beds are available during severe weather situations.
Eligibility	Delaware County resident over age 18.
Hours of Operation	Beginning at 8:00 PM each evening until the following morning.
To Refer...	Call 610-874-0423 and/or send client to the Salvation Army by 6:00 PM. A written referral on agency letterhead is required. Police can drop off homeless persons at gym at rear entrance to the building.
	Seven days per week
Meals – Monday Through Friday	Breakfast - 8:00 AM Lunch – 12:00 Noon
Other Services	Case management, information and referral, life skills education, counseling employment readiness, outreach, mailing address, showers and access to behavioral healthcare treatment and medical care.



Wesley House Community Corp.

Single Women

Address	701 Madison Street Chester, PA 19013
Phone	610-872-2611
Contact Person	Sheilletta Corporal, Director
Program Type	Facility-based shelter with 4 Beds for single females.
Eligibility	Delaware County homeless resident over age 18.
Hours of Operation	Open seven days each week with 24-hour staffing.
To Refer...	All referred individuals must meet with an intake worker at Community Action Agency.
Monday through Friday	8:30 AM to 4:30 PM - Call Ms. Dinah Boykin at 610-874-8451.
Evenings & Weekends	Call 610-874-8451 – for emergencies after business hours.
Meals	Guests are required to provide their own meals. Referrals to other sources will be made if necessary.
Other Services	Case management, life skills, parenting, budgeting, nutrition, and childcare, GED, housing counseling, vocational /employment programs and access to behavioral and medical care.

Families with Children

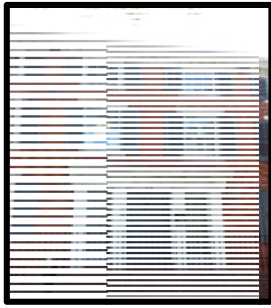
There are five (5) family shelter programs available in Delaware County, including the Domestic Abuse Project's Safe House (see page 11).

1. Domestic Abuse Project – 25 bed safe house for victims of domestic violence
2. Family Promise of Delaware County – 14 bed mobile, overnight church-based shelter

Community Action Agency of Delaware County (CAADC) manages the following three (3) shelter programs for families with children:

3. Temporary Emergency Shelter Program (TES) - Temporary placement at a local motel.
4. Family Management Center - 10-unit facility program.
5. Wesley House Community Corp. - 17 unit facility-based program for families and single adult females.





Domestic Abuse Project

Families & Single Women

Address	CONFIDENTIAL
Main Office	610-565-6272
Contact Person	Robin Jordan
Program Type	Shelter Manager
Eligibility	25 bed Shelter Program for domestic violence victims and their dependent children (women and children only). Length of stay is up to 30 days.
Hours of Operation	Shelter is provided to Domestic Violence victims who have recently been physically abused or threatened with imminent physical harm.
To Refer... Monday through Friday	Seven days/week with 24-hour staffing.
Evenings & Weekends	Clients can self-refer by calling the Hotline @ 610-565-4590 or an agency can refer their clients by contacting the DAP hotline @ 610-565-4590.
Meals	Food is provided; clients are responsible for making their own meals.
Other Services	Shelters services include counseling, support groups, information and referral, case management, life skills education, children's services, recreational activities, limited transportation assistance and emergency clothing. Additionally, residents access support in obtaining Protection from Abuse Orders, and criminal court proceedings through the agency's legal department.



Family Promise of Delaware County
Families & Single Women

Address	TBA
Main Office	610-859-7925(phone/Fax) 610-803-8580(Director's Cell)
Contact Person	Lorie Ackerman Director
Program Type	14 - Bed church-based mobile shelter program for families with children (female or male heads of households) and single, pregnant women. Length of stay is up to 90 days. Shelter guests are transported to host site each evening by the agency vehicle.
Eligibility	Delaware County Resident - Homeless – must have proof of homelessness and Families should have solid employment background as if they are not currently employed, then employment must be obtained within 30 days.
Hours of Operation	Business Office 8:30 AM to 5:30 PM Shelter Hours 5:30 PM to 8:30 AM
To Refer.... Monday through Friday...	Phone call from provider agency describing family size, household income and current situation. If family is appropriate for this shelter, an intake appointment will be scheduled.
Evening and Weekends	Not able to accept referrals after hours
Meals	Food is provided by host site, and includes one hot meal, bag lunch and small breakfast.
Other Services	Family Service Center - families have access to telephones and Wi-Fi. Shelter guests must participate in case management sessions minimally twice weekly. Program staff will complete intake and assessments, service planning, information and referral, employment and housing search.



Community Action Agency
Assessment Site

The Emergency Shelter Services offered at Community Action Agency are available to families who have a housing crisis and are in immediate need of housing placement or assistance. Emergency Housing will only be approved for families if ALL other housing resources are exhausted. All attempts will be pursued to divert families from becoming homeless.

CAADC
Assessment Office

Address	1414 Meetinghouse Road Boothwyn, PA
Phone	610-874-8451
Fax	610-874-8476
Intake Staff	Coordinated Entry Specialists
Hours	Monday through Friday 8:00 AM to 5:00 PM
Evenings 5:00 PM to 8:00 AM Answering service	610-874-8451
Weekends and Holidays Answering service	610-874-8451

The CAADC answering service will assess emergency, and if deemed eligible, will place the family in the Temporary Emergency Shelter program overnight (or over the weekend). The family must go to the CAADC intake office by 9:00 AM the next business day.

Diverting families from entering a shelter is a priority.
All referred families must attempt to find alternate housing whenever possible.
No one will be considered for shelter until all attempts are exhausted.

Assessment Services: CAADC is implementing a new coordinated entry system where all persons who have a housing crisis are assessed for need and eligibility by the Coordinated Entry Specialist. The goal is to determine housing status, identify immediate needs within the family, develop an initial housing stability plan and make initial referrals to the appropriate programs. If a family is requesting services because they are homeless, they must meet all conditions as described herein.

ELIGIBILITY REQUIREMENTS FOR CAADC EMERGENCY SHELTER PROGRAMS

1. Must have a verifiable emergency homeless situation (inappropriate or unsafe).
2. Must be a Delaware County resident.
3. Must have no other housing options available.

When families are referred for Emergency Shelter Services at CAADC, the assessment staff are required to verify the emergency/crisis situation. CAADC has established “priority” situations for serving families. In addition, CAADC intake staff will evaluate ALL other housing options available to the family to be sure that all resources are exhausted before approving placement. All clients must provide three phone numbers for alternative housing possibilities.

**Family problems, household break-ups, and/or overcrowding in a home
ARE NOT considered “EMERGENCY” situations.**

PRIORITY EMERGENCY PLACEMENT – The following priorities require **verification of need** documentation.

Emergency housing through CAADC is only available after all other housing resources are exhausted. Priority for placement in CAADC Emergency Housing is limited to families or vulnerable adults who are homeless for the following reasons:

- **Fire** – Following an emergency hotel stay by the Red Cross, you are to bring a Red Cross referral letter to a CAADC Intake Office stating the date and address of the fire. The Intake Coordinator will verify that the landlord or the insurance policy will not provide emergency housing. Single non-vulnerable adults may be referred to other shelter programs.
- **Building Condemnation** – You are to bring a letter from the appropriate City or Township authorities (Health Department, License and Inspections) stating that the unit is not fit for habitation and the date by which you must leave **the unit**.
- **Eviction** – You are to bring the “Intent to Possess” letter and the Sheriff’s notification letter with the actual eviction date. Evictions will be evaluated on a case-by-case basis to determine cause of eviction. Non-Payment of rent, unless accompanied by documented inability to pay, does not meet the CAADC emergency placement criteria.
- **Domestic Abuse** – Families fleeing a domestic abuse situation must first seek assistance through the Domestic Abuse Project (DAP) 610-565-4590. DAP will verify the domestic abuse issue and make a written referral to CAADC if there is no space available in the DAP shelter.
- **Unsheltered** - Living on the streets or places not meant for habitation.

Families or vulnerable adults experiencing overcrowding and/or family problems or break-ups will not be eligible for emergency housing. CAADC will encourage families experiencing family problems and overcrowding to remain in their current housing. CAADC can assist these families in obtaining employment and permanent housing through housing counseling, rental assistance and other programs.

TO REFER A HOMELESS FAMILY FOR SHELTER AT CAADC:

Complete and send the referral form (page 18) along with any other documentation of the client’s homeless situation to CAADC. At the Intake Interview, the client’s program eligibility will be determined. Once eligibility is determined AND DIVERSION STRATEGIES ARE EXHAUSTED, CAADC will place eligible households according to shelter unit availability.

If the referral is not approved, or is pending, CAADC will notify the family indicating the reasons emergency shelter is not being provided, and/or will state what is needed to verify the homeless situation. CAADC cannot provide shelter to a family unless their emergency situation is confirmed and documented. CAADC must also try all means possible to divert families from entering shelter programs.

However, if eligibility cannot be determined before 3:00 PM (Monday through Friday), CAADC may place the family in the TES program for one night, until the eligibility can be determined the following business day. In this situation, the family must be at the CAADC Intake Office by 9 AM the following business morning.

To Referring Agencies: As the referral source, you may be asked to continue to provide relevant services to the family while they are temporarily sheltered. CAADC’s initial responsibility is to assess the homeless/housing situation and determine the level of intervention needed. If it is determined that the family will need shelter placement, referring agencies are expected to have regular contact CAADC the CAADC intake worker and participate in service planning activities. **All homeless families must actively participate with case management.**

To inquire about the status of a referral: Call the intake worker. If the family that you refer returns to your agency and states the CAADC “*will not help*” them, it is critical you call the CAADC Intake worker to inquire about the status of the referral.

SERVICES AVAILABLE: The following services are available to all participants of the CAADC shelter programs.

**Case Management
Vocational/GED
Child Care
Employment
Access to Medical Care
Life Skills**

**Housing Counseling/Money Smart
Parenting
Child Development
Budgeting
Access to Behavioral Care
Nutrition**

Families will need the following information for assessment:

- Copies of birth certificates for all members of the household.
- Copies of Social Security Cards for all members of the household.
- Proof of Delaware County residency
- Proof of income (if no income: Driver's License, utility bill, eviction notice, etc., describe attempts to obtain income).
- Proof of homelessness:
 - If in a shelter or treatment facility: Letter from shelter/facility.
 - If staying in a hotel or campground: Copy of receipts
 - If staying in a vehicle, street, etc: Observation and/or documentation of this by another social service agency.
 - If being evicted: Court eviction papers
 - If condemnation: Letter of condemnation from the city/township authorities

Temporary Emergency Shelter Program

Voucher Placement	As shelter space is frequently limited, families may be placed in the TES program until a shelter space becomes available. However, TES placement is time limited and all efforts will be made to resolve the housing crisis. If necessary, the family will be placed in a shelter program or alternative-housing arrangements will be made. If a family is placed in TES and a shelter unit becomes available, it is expected that the family/individual accept the shelter placement.
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Length of Stay at the motel	The TES program is only a temporary arrangement and requires the client to have constant contact with their case manager. Motel stays are limited in length. The client must comply with all TES and facility rules and regulations, as well as complete all tasks assigned by the case manager. Shelter stays will be limited to 30 days.
Extensions at the motel	Compliance in the TES Program is evaluated on a daily basis. If clients are compliant, the TES stay will be extended. If the client is not compliant, they will receive a warning. If non-compliance continues, clients will receive 48 hours' notice that their shelter services will be terminated (unless the motel terminates or denies services first).
Accepting/Denying Shelter Services:	When a shelter unit becomes available, it is expected that the family will accept the shelter placement. If a family chooses to decline a shelter placement, they will be asked to sign a Declination of Services Form. As a result of their decision to decline shelter placement, CAADC will alert the TES facility that CAADC will no longer pay for the room. Signing the Declination of Services Form restricts the client's ability to return to CAADC for emergency shelter services in the near future. These conditions will remain in place, if the client refuses to or is unavailable to, sign the Declination form.
Declination Conditions:	<u>30 Day Service Suspension</u> - When a homeless household declines a shelter unit, the Declination of Services Form, which is signed by the head of household, states that if they return to CAADC for shelter services, there is a 30 day time period in which CAADC is not required to provide shelter services. <u>Contribution Policy</u> – Returning households will be required to contribute to their cost to the TES program. Households may be required to pay for 1-3 nights of TES placement each week. This will be based upon their monthly income.



Family Management Center

Address	229 Norris Street Chester, PA 19013
Phone	610-872-4070
Site Manager	Antoinette Holmes
Program Type	10 units, length of stay is up to 3 months. These units are reserved for families referred only by Children & Youth Services.
Meals	Guests must provide and prepare their own food.

Referrals	All referrals must come from Children and Youth Services.
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Wesley House Community Corp.

Address	701 Madison Street Chester, PA 19013
Phone	610-872-2611
Site Manager	Sheiletta Corporal, Director
Program Type	17 units: 15 family units, 1 unit (four beds) for single women. 1 unit for aging out foster care
Meals	Guests must provide and prepare their own food.
To Refer	To refer a family, call Community Action Agency Intake Office. All referred households must meet with an intake worker to determine eligibility and determine immediate needs. Call Ms. Dinah Boykin at 610-874-8451 Monday through Friday 8:30 to 4:30 On evenings and weekends, call 610-874-8451
Services	Case management, life skills education, parenting, budgeting, nutrition, child care GED, housing counseling, vocational/employment referrals and access to behavioral health care and medical care.

.CAADC, INC. EMERGENCY SHELTER REFERRAL FORM

Type of Referral: <input type="checkbox"/> Phone <input type="checkbox"/> Walk-in <input type="checkbox"/> Referral Form
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Head of Household Name: _____ Date: _____

Family Size: # adults _____ # children _____ Phone # _____

Referring Agency: _____ Contact Person: _____

Phone: _____ Fax: _____ E-mail : _____

Family Member Name	Relation to HOH	DOB/ AGE	Gender	Social Security Number	Income	Source

Last known Address: _____

School District of Children: _____

Does Head of Household or family member have any special needs? Indicate who!

- Substance Abuse _____ Disability _____ Medical _____
- Mental Health _____ Domestic Violence _____ Utility Arrears _____
- Criminal History _____ CYS Involved _____ Pregnant _____
- Taking Medications _____ Ineligible for Sect's 8 _____ Pending Lawsuit _____
- Other (specify) _____

1. Reason for Homelessness – Why is the family homeless? Briefly describe the family's current situation and all of the factors that led to the homeless situation.

2. Alternate Housing - What attempts have been made to contact other family members or friends (specify who) to assist with housing for this family?

3. Does Family have past involvement with CAADC? If Yes, Specify type and when.

List Current Services/Referrals: _____ _____ _____ Immediate Problems that need to be addressed: _____ _____ _____	_____ _____ _____ _____ _____ _____
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Referral Outcome: Placed in Motel Denied Shelter Placement Housing Counseling Provided

Signature of Assessment Staff Person _____ Date: _____

CAADC Supervisor Initials: _____ Date: _____