



***Homeless Services
Coalition
of
Delaware County***

***2012
Emergency
Shelter
Directory***

Developed by: The Homeless Services Coalition of Delaware County

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HOMELESS SERVICES COALITION OF DELAWARE COUNTY 2012- EMERGENCY SHELTER DIRECTORY

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Severe Weather Advisory

In the event the City of Philadelphia issues a “ CODE BLUE” or “ CODE RED” alert due to extreme cold or hot temperatures, the following additional services are made available:

Expanded street outreach

Two homeless outreach programs in the County will conduct the following outreach activities during a severe weather advisory in an attempt to bring persons living on the street to a shelter facility or program.

- **Connect** – In the Upper Darby and Darby areas, the outreach teams will go to known locations in these areas throughout the morning and afternoon hours. During the afternoon, they will also transport persons on the street to a warm location.
- **Salvation Army** – In the Chester area and immediate vicinity, the outreach team will go to known locations throughout the day and evening hours.

Overflow shelter beds for single adults

- Connect-By-Night (CBN) – CBN is a 50 bed mobile – overnight shelter. CBN can accommodate 5 additional persons. If you have a homeless person, send them to the rear entrance of 7200 Chestnut Street by 8:00 PM to board the CBN van. After 9 PM, call 215-284-0785 to obtain the shelter location for a late night drop-off. CBN, for security reasons, cannot accept people between 2 AM and 7 AM. See page 6 for full description of the shelter program.
- Life Center of Eastern Delaware County – The Life Center is a 50-bed facility and can accommodate 15 additional single adult homeless persons utilizing overflow cots. Homeless persons will be admitted after 10 PM each evening when the Connect-By-Night shelter has completed their pick-ups at the 69th Street Terminal. Guests can simply “walk-in” or be referred by a service provider or by the police. Although not required, it is preferable that guests have some form of identification. All guests accessing the overflow cots will be referred to Connect-By-Night the following business day. See page 7 for full description of the shelter.
- Salvation Army – The Salvation Army Warming Center is a 35-bed program and can accommodate 10 additional persons. Bring homeless persons to the Salvation Army before 8 PM each evening. After 9 PM, call 610-874-4266 for further shelter information or the host site location for a late night drop-off. See page 8 for full description of the shelter.

Homeless Families & Vulnerable Adults

- Homeless families and vulnerable adults can be referred to Community Action Agency’s (CAA) “after-hours” answering service at 610-874-8451. A vulnerable adult may be a person who is medically fragile, physically disabled, elderly and/or a high-risk pregnant woman (see page 4). Refer to pages 13-17 for a description of the intake process and shelter programs available at CAA.

Miscellaneous Shelter Information

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, 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

(Single adult men only)

Address	634 Sproul Street Chester, PA 19013
Phone	610-872-6865
Contact Person	Peter Niglio
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.
Second Chance Program	There is no charge for the first 5 nights of shelter. After the 5 th night, shelter guests must pay \$5.00 each night. Breakfast is available for these guests. In addition, work may be available through the "He is Pleased Program" and through Labor Ready.
Hours of Operation	The shelter doors open at 7:45 PM each evening and close at 8:10 PM.
To Refer...	All new shelter guests must be at the rear door of City Team at 7:45 PM.
Monday - Friday	From 8:00 AM to 4:45 PM - call 610-872-6865
Evenings & Weekends	Call 610-872-6865 Ext. 111
Meals	Breakfast: Sundays at 8 AM Lunch: Saturdays at 11:30 AM Dinner: Monday through Saturday - 4:45 PM Sunday - 4:45 PM
Other Services	City Team offers a "spiritually-based" substance abuse recovery program and food and clothing assistance.

CONNECT-BY-NIGHT (CBN)

(Single adult men & women)

Address	7200 Chestnut Street, REAR Entrance Upper Darby, PA 19082
Phone	267-507-3970
Contact Person	Carl Parker @ 267-507-3932
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 to register for the evening by 8:00 PM. Guests are transported to the host facility and then back to the pick up area the following morning.
To Refer...	All guests must sign in and register with a staff person by 8:00 PM to board the van. All "referred" shelter guests should have a written referral form in-hand to board the van. 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.
Monday – Friday	From 7:00 AM to 3:00 PM, call 267-507-3970
Evenings & Weekends	From 3:00 PM to 9:00 PM, call 267-507-3940 From 3:00 PM to 9:00 PM, call 267-507-3940 From 9 PM to 2 AM, call Shelter Staff at 215-284-0785 . Shelter staff will inform you if client can enter shelter that evening. Due to several factors, this shelter cannot accept guests between 2:00 AM and 7:00 AM.
Meals	Meals are not available at the shelter although some shelter hosts 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: Case management, outreach, peer support, vocational, transitional housing, life skills education, mailing address, and access to behavioral health care treatment.

Life Center of Eastern Delaware County

(Single adult men & women)

Address	6310 Market Street Upper Darby, PA 19082
Phone	610-734-5770
Contact Person	James L. Shelton, Director
Program Type	50 bed facility-based shelter. Length of stay is up to six (6) months.
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 that a CODE BLUE is called in the City of Philadelphia, the Life Center will make 10 cots available as “overflow” beds. Call the Life Center to confirm.***

Salvation Army Warming Center

(Single adult men & women)

Address	151 W. 15 th Street Chester, PA 19013
Phone	610-874-0423
Contact Person	Head Shelter Monitor
Program Type	Salvation Army based, over night 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 7:00 PM. A written referral on agency letterhead is required.
	Seven days per week.
Meals – Monday Through Friday	Breakfast - 8:00 AM Lunch – 12:00 Noon
Saturday	Brunch – 11:00 AM
Sunday	Dinner – 3:00 PM
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 adult women only)

Address	701 Madison Street Chester, PA 19013
Phone	610-872-2611
Contact Person	Sheiletta Corporal, Director
Program Type	Facility-based shelter with 4 Beds for single females. Length of stay is up to 6 months.
Eligibility	Delaware County 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 - answering service will assist.
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, 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. **Interfaith Hospitality Network** – 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

Address	CONFIDENTIAL
Main Office	610-565-6272
Contact Person	Karen Hollis Shelter Manager
Program Type	25 bed Shelter Program for domestic violence victims and their dependent children (women and children only). Length of stay is up to 30 days. Single men may be served through short-term vouchers.
Eligibility	Shelter is provided to Domestic Violence victims who have recently been physically abused or threatened with imminent physical harm.
Hours of Operation	Seven days/week with 24-hour staffing.
To Refer... Monday through Friday	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.
Evenings & Weekends	Call the 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.

Interfaith Hospitality Network

Address	2 E. 7 th Street, Chester
Main Office	610-872-3446
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
Hours of Operation	Business Office 8:30 AM to 4:30 PM Shelter Hours 4:30 PM to 8:30 AM
To Refer.... Monday through Friday...	Phone call from provider agency followed by referral on agency letterhead, describing family size, household income and current situation. If family is appropriate for this shelter, an intake appointment will be scheduled.
Evenings & Weekends	Not able to accept referrals after hours.
Meals	Food is provided by host site, and includes a hot meal, bag lunch and small breakfast.
Other Services	Family Service Center - families have access to telephones and computers. 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 of Delaware County

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.

CAADC Intake Office

Address	1414 Meetinghouse Road Boothwyn, PA
Phone	610-874-8451
Fax	610-874-8476
Intake Staff	Ms. Dinah Boykin
Hours	Monday through Friday 8:30 AM to 5:00 PM
Evenings 5:00 PM to 8:30 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.	

ELIGIBILITY REQUIREMENTS FOR CAADC EMERGENCY SHELTER PROGRAMS

1. Must have a verifiable emergency homeless situation.
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 intake staff is 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.

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

Court Ordered Eviction
Building Condemnation

Fire Victims
Domestic Abuse

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

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 the Intake Interview. At the Intake Interview, the client's program eligibility will be determined.

Once eligibility is determined, CAADC will place eligible households according to shelter unit availability.

If the referral is not approved, or is pending, CAADC will provide the family with a **Shelter Status Form**, 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.**

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 with 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 that the following occur:

1. Ask the family for the Shelter Status form. Every family seen at one of the intake offices, whose shelter referral is "denied" or "pending", will be given a Shelter Status form.
2. Call the CAADC Intake worker to inquire about the status of the referral.
3. If the client states they were not given the Shelter Status Form, call the intake worker/office to inquire about the referral.

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

Case Management
Child Care
Nutrition
Life Skills

Housing Counseling
Child Development
Access to Medical Care
Access to Behavioral Care

Vocational/GED
Employment
Parenting
Budgeting

Temporary Emergency Shelter (TES)

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.
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.
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:	<p><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.</p> <p><u>Contribution Policy</u> – Returning households will be required to contribute to the cost of 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.</p>

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.

Wesley House Community Corp.

Address	701 Madison Street Chester, PA 19013
Phone	610-872-2611
Site Manager	Sheiletta Corporal
Program Type	17 units: 16 family units, 1 unit (four beds) for single women. Length of stay is up to 3 to 6 months.
Meals	Guests must provide and prepare their own food.

Community Action Agency Homeless Services Intake Requirements

The following information is needed at intake: You will need the following information for intake:

1. Copies of birth certificates for **all** members of the household.
2. Copies of Social Security Cards for **all** members of the household.
3. Proof of Delaware County residency
4. Proof of income (if no income: Driver's License, utility bill, eviction notice, etc., describe attempts to obtain income).
5. 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

Priorities for CAADC Emergency Housing

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.

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.

CAADC, INC. EMERGENCY SHELTER REFERRAL FORM

Head of Household Name: _____

Family Size: # adults _____ # children _____

Date of Referral: _____

Referring Agency: _____ Contact Person: _____

Phone: _____ Fax: _____ E-mail : _____

Type of Referral: <input type="checkbox"/> Phone <input type="checkbox"/> Walk-in <input type="checkbox"/> Referral Form
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Family Member Name	Relation to HOH	DOB/ AGE	Gender	Social Security Number	Income	Source

Last known Address - _____

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

- Substance Abuse _____
 Physical _____
 Medical _____
 Mental Health _____
 Domestic Violence _____
 Developmental _____
 Other (specify) _____

School District of Children: _____

- 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.

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

- Does family have past involvement with CAADC? If Yes, Specify type and when.

Signature of Referral Person: _____ Date: _____

Referral Outcome: <input type="checkbox"/> Placed in Motel <input type="checkbox"/> Denied Shelter Placement <input type="checkbox"/> Housing Counseling Provided Outcome Comments: Describe the reasons for the above outcome and other plans/referrals made on behalf of this family.
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Signature of Contact Person if applicable: _____ Date: _____

CAADC Supervisor Initials: _____ Date: _____