



Non-Profits
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Community
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Persons with Lived Experiences

**Homeless Services Coalition
of Delaware County**
Since 1991



2020

Delaware County Emergency Shelter Resource Directory



Developed by: The Homeless Service Coalition (HSC) of Delaware County
and the Delaware County Office of Behavior Health,
Division of Adult and Family Services

Updated: January 2020

2020 Homeless Services Coalition - Emergency Shelter Resource Directory

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Delaware County 2019-20 Cold Weather Plan

The Delaware County Cold Weather Plan (CWP) is in effect from November 1st to April 1st. The CWP describes how we coordinate to provide cold weather education, expanded shelter beds and other services for those who are vulnerable and homeless in Delaware County. Many of the services described are in place and operational regardless of the temperature, however, in times of severe winter weather, overflow shelter beds are made available and expanded outreach occurs. The Delaware County Department of Human Services, Office of Behavioral Health-Adult & Family Services Division coordinates the County shelter programs and oversees the Winter Shelter Plan (WSP) for homeless persons. In addition, the County Office of Intercommunity Health and the County Office of Services for the Aging (COSA), both provide other services and education to the community regarding cold weather survival.

Initiating the Winter Shelter Plan

The goal of the WSP is to ensure that vulnerable homeless people come in from the cold and are warm and safe. 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, vulnerable persons are referred to other programs for the evening. 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.

A. Shelters & Over Flow Beds - The following shelter programs offer overflow beds.

Shelter Program	Location & Contact Information	Population	# Beds	Overflow Beds
Connect-by-Night – Church-based mobile shelter program	7200 Chestnut Street Rear Entrance, Upper Darby (267) 507-3970 - Intake	Single Adults	50	5
Life Center of Eastern Delaware County	6310 Market Street Upper Darby (610) 734-5770	Single Adults	50	15
Salvation Army	151 W. 15 th St., Chester (610) 874-0423	Single Adults	35	5
Wesley House Community Corp.	701 Madison St., Chester (610) 874-8451 – Intake	Families	15 units	1 unit (5 beds)
Community Action Agency - Temporary Emergency Shelter Program	Voucher based for vulnerable households (610) 874-8451-intake and overnight and weekend answering service.	Vulnerable families & single adults	N/A	As needed

B. Referrals and Transportation - Transportation assistance is provided by the shelter programs either via van ride or SEPTA passes.

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

Expanded Outreach

The goal of Outreach is to locate homeless persons and bring them to safety in a warm facility. There are two outreach programs in the county that target areas where homeless people are known. The:

- ✦ Connect Outreach Program offers street outreach, keeps their doors open until shelter pick-up, and provides snacks and a warm place to stay.
- ✦ The Salvation Army outreach team serves the City of Chester and searches for people to bring in from the cold, they offer food and shelter.

What you can do if you see a homeless person on the street in your community?

- ✦ Monday - Friday from 7 AM to 7 PM - call the **Connect Outreach Response Line @ (267) 258-1974** and an Outreach Team will come and try to engage the person.

Community Education & Awareness

To ensure that the Delaware County community knows the resources available for residents during the winter months and where to find those resources, the following education and awareness activities take place:

- ✦ **Homeless Services Coalition and the Office of Behavioral Health – Adult Services Division.** Annually updates, produces and distributes the Delaware County Emergency Shelter Resource Directory. The Directory details shelter program, the referral process and their Winter Shelter Plan role if applicable. This directory is distributed countywide to police stations, municipalities, county and local government offices, libraries, elected officials, school districts, etc. The Survival Guide to Homeless Services, a double-sided 4” x 8” resource card is also distributed county-wide.
- ✦ **The Delaware County Department of Intercommunity Health** – Provides information to help people avoid medical emergencies, such as hypothermia and frost bite.
- ✦ **The Delaware County Office of Services for the Aging (COSA)** – Extends outreach to senior citizens, conducts outreach and wellness checks on vulnerable seniors and prepares and distributes the pamphlet “Winter Weather Warm Up” -*Tips to Staying Healthy in the Cold Winter Months*”. Cold Weather tips can also be heard on COSA’s informational-only weather phone line **(610) 872-1558** from December 1st through April 1st each year.
- ✦ **Community Action Agency (CAADC)** – The County’s official anti-poverty agency can assist economically disadvantaged eligible households through their Weatherization program. On a limited basis, CAADC can provide heating oil assistance and can assist people in applying for the Low Income Home Energy Assistance Program (LIHEAP) which helps people afford their winter heating bills.

The above resources can be obtained on websites or by calling the provider directly.

Office of Behavioral Health – Adult Services	(610) 713-2365	www.delcohsa.org
County Office of Services for the Aging (COSA)	(610) 490-1300	www.delcosa.org
Department of Intercommunity Health	(610) 891-5311	www.co.delaware.pa.us
Community Action Agency of Delaware Co.	(610) 874-8451	www.caadc.org

COORDINATED ENTRY (CE) SYSTEM

If you are working with someone who has a housing crisis, refer them to a Coordinated Entry (CE) location. CE is a service where an assessment is conducted to determine the housing crisis, housing status (literally homeless or at risk of homelessness) and develop a **Housing Stability Plan (HSP)**. The goal of CE is to connect people to interventions that will rapidly end their homelessness or resolve their housing crisis. Literally homeless persons will be connected to an Emergency Shelter program described in this guide.

4 Steps Toward Resolving a Housing Crisis

1

Meet with a
Coordinated Entry
Assessment Specialist



Coordinated Entry Specialists are located at:

- **Community Action Agency of Delaware County**, 1414 Meetinghouse Rd., Boothwyn, PA 19061 (610) 874-8451 | Mon – Fri 8:00 AM to 3:00 PM
- **Community Action Agency of Delaware County**, 896 Main St., Darby, PA 19023 (610) 874-8451 | By appointment only
- **Horizon House @ Connect**, 7200 Chestnut St., Rear Entrance, Upper Darby, PA 19082 (267) 507-3875 | Mon & Thurs 9:00 AM to 5:00 PM (Hours may vary) Last assessment 4:00 PM
- **Salvation Army**, 151 W. 15th St., Chester, PA 19013 (610) 874-0423 | Mon – Fri 9:00 AM to 5:00 PM. Last assessment 4:00 pm
- **Mobile Assessments are also available upon request for special situations**

2

Assess the Housing
Crisis Situation



An Assessment Specialist will conduct a screening assessment to determine the nature of the housing crisis.

- Information needed includes family composition, housing history, finances, special needs, details / documentation about current situation and housing barriers.
- Preliminary service eligibility will be determined.
- Demonstrate that housing problem is a crisis and that there are no other resources.
- Verification of housing crisis is required.

3

Develop a Housing
Stability Plan



The Assessment Specialist will develop a **Housing Stability Plan (HSP)**. The HSP is based on the housing status (homeless or at risk of homelessness) and includes housing stability needs. The HSP will:

- Identify barriers and needs that prevent stable housing.
- Identify steps needed to become stably housed.
- Include conditional program eligibility.
- Identify mainstream benefits and services needed.

4

Link and refer to
housing and
other supports

The CE Assessment Specialist will make service recommendations depending upon final Housing Status.

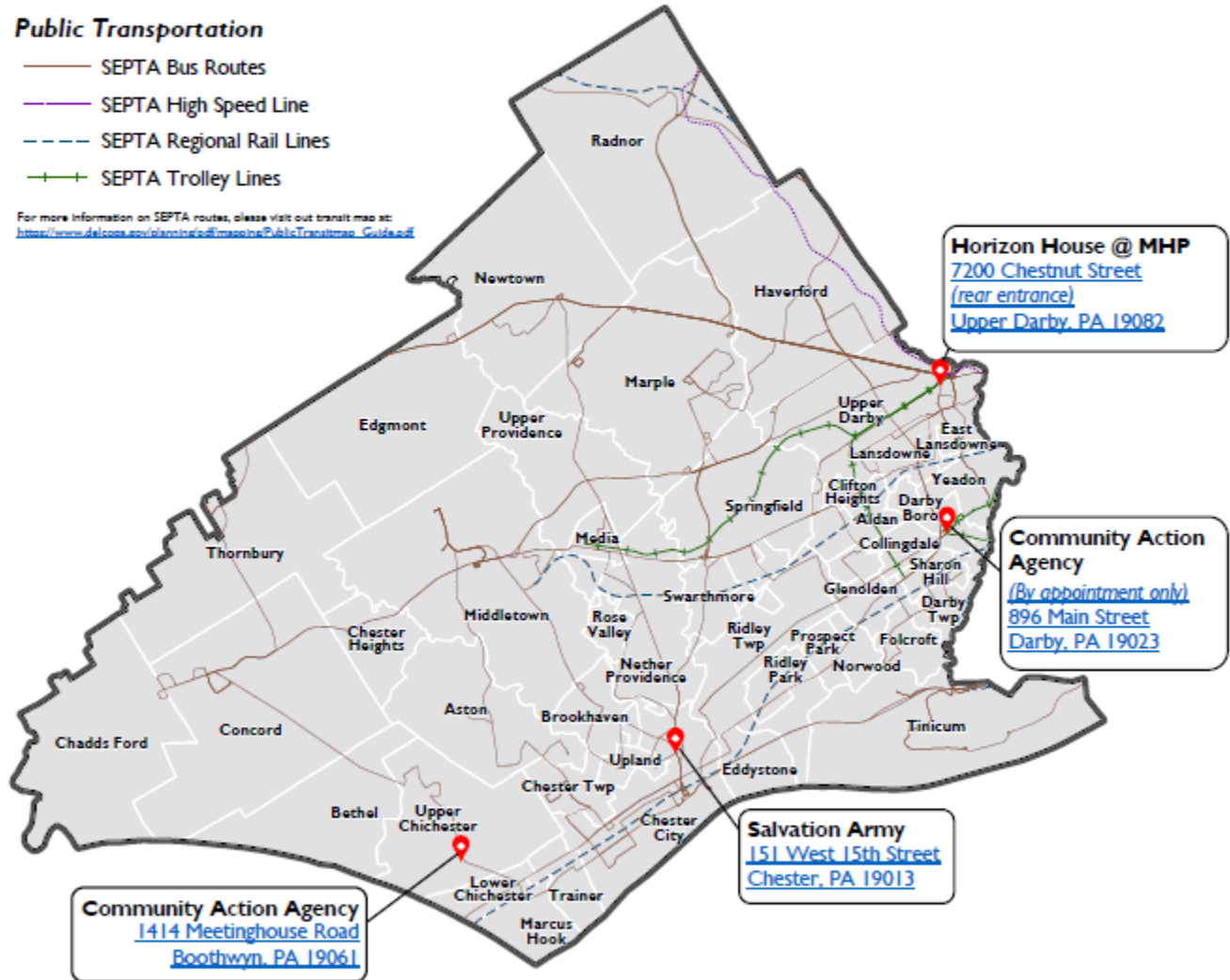
- **Homeless Programs:** shelter diversion, temporary shelter, rapid-re-housing and housing education and counseling.
- **Prevention Assistance Programs:** landlord mediation, re-payment agreements, financial assistance, utility assistance, budgeting and housing education and counseling.
- **Housing Counseling:** shelter diversion, budgeting, family mediation, housing education and landlord mediation (limited or no financial assistance).

The County of Delaware Continuum of Care Coordinated Entry Assessment Locations

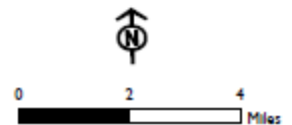
Public Transportation

- SEPTA Bus Routes
- SEPTA High Speed Line
- - - SEPTA Regional Rail Lines
- + + + SEPTA Trolley Lines

For more information on SEPTA routes, please visit our transit map at:
https://www.delcoopa.gov/delcoopa/maximumPublicTransitMap_Guide.pdf



Map Prepared by
Delaware County Planning Department
Website: <https://www.delcoopa.gov/delcoopa/index.html>





SINGLE MEN

CityTeam Ministries

634 Sproul St., Chester, PA 19013

Office Tel: (610) 872-6865
Fax: (610) 876-9924
E-mail: chester@cityteam.org
Website: <https://www.cityteam.org/chester/programs/mens-shelter/>

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- SHELTER:** Shelter is open every night providing a safe place for homeless men to sleep, receive a nourishing meal, clean clothing, hygiene kits, and a hot shower.
- CAPACITY:**
- 14 beds for emergency shelter
 - 16 beds for Second Chance Program
- ELIGIBILITY:** **SINGLE MEN**, age 18 and older with the physical ability to climb a staircase to second floor shelter. Guests cannot be under the influence of drugs and/or alcohol to enter the facility. Identification is needed upon entrance.
- EMERGENCY SHELTER:** Shelter program can accommodate guests for 5 consecutive nights per month. After the 5th night, guests are provided a referral to the Salvation Army or Connect-by-Night shelter programs.
- HOURS OF OPERATION:**
- Guests for the shelter are welcome to sign-in at **8:00 PM**
 - No one is accepted after **8:15 PM**. Doors are locked at **10:00 PM**
- REFERRAL PROCESS:**
- Tuesday **12:00 noon to 6:00 PM**; Wednesday to Saturday **3:30 PM to 10:00 PM** call **(610) 872-6865, ext. 6111**
 - Evenings and weekends guests should call **(610) 872-6865, ext. 6111**
- MEALS:**
- Sunday through Friday dinner at **5:30 PM**, serving men, women and children.
 - Saturday dinner at **5:00 PM** followed by Chapel at **6:00 PM**

SECOND CHANCE PROGRAM: Is a Christian spiritually based residential program. Men who have ongoing employment are eligible to apply after their five nights in the shelter. The Second Chance Program provides longer term assistance addressing a variety of physical and spiritual needs. Program participants pay \$5.00 per night which includes breakfast, lunch, and dinner. An application is required to enter the program.

OTHER SERVICES: CityTeam Ministries offers a spiritually based substance abuse recovery residential program, food and clothing assistance, medical clinic, clothing closet, a mother's baby program and holiday programs. Community residents are welcome to learn about various volunteer opportunities.

SINGLE MEN & WOMEN



Connect-by-Night (CBN)

Mental Health Partnerships

7200 Chestnut St., Rear Entrance, Upper Darby, PA 19082

Office Tel: (267) 507-3935
Fax: (610) 352-7125
Website: www.mentalhealthpartnerships.org

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- SHELTER:** A church-based mobile shelter program where guests are transported daily to a host site in a MHP agency vehicle. The shelter program is not wheelchair accessible; most sites have stairs. Guests sleep on mats on the floor.
- CAPACITY:** 50 beds with additional capacity in the event of extreme cold or stormy weather conditions.
- ELIGIBILITY:** Delaware County residents 18 years of age or older. Residents from surrounding counties will be referred to their county of origin for shelter and services.
- ADMISSION CRITERIA:** • Guests must be ambulatory and able to care for their basic needs without assistance from shelter staff.
- REFERRAL PROCESS:** • Guests must sign in and register with MHP staff for access to shelter at 7200 Chestnut St., Rear Entrance by **6:00 PM, Monday to Sunday.**
• Guests should have a written referral form in hand. Guests will still be accepted even if they do not have a written referral.
• If person is being discharged from a hospital or other institution, provide discharge paperwork, a referral form is not required to be accepted.
- HOURS OF OPERATION:** • Seven days a week, MHP transports guests from 7200 Chestnut St., Rear Entrance, to the church, nightly at **9:00 PM.**
• MHP transports guests from the designated church, to 7200 Chestnut St., each morning starting at **5:00 AM.**
- MEALS:** Meals are not available at the shelter although some host churches may provide a light snack. CBN staff will refer guests to community meal programs or other resources.

CONNECT: **Monday through Sunday,** the **CONNECT** Program at 7200 Chestnut St., Upper Darby, supports low income homeless individuals through case management services, life-skills building, Peer Support (CPS) drug and alcohol support, employment readiness and development to those who currently lack the resources necessary to live independently. Services provided include assisting the person to apply for entitlement benefits, obtaining documentation needed for housing applications, and assistance with medical appointments. **CONNECT** also offers laundry services, showers, use of computers and meals as donated by local faith based organizations, as well as a safe environment as an alternate to living on the streets.



SINGLE MEN & WOMEN

Life Center of Eastern Delaware County

Community Action Agency of Delaware County, Inc. (CAADC)

6310 Market St., Upper Darby, PA 19082

Tel: (610) 734-5770
Fax: (610) 734-5773
Email: gruggieri@caadc.org or kdashiell@caadc.org
Website: <https://caadc.org/services/housing/>

SHELTER: Facility based overnight shelter for single adults. Case management, support services and life coaching are provided to residents with a focus on permanent housing solutions and which promote economic self-sufficiency.

CAPACITY: 50 beds with additional capacity in the event of extreme cold or stormy weather conditions.

ELIGIBILITY: Delaware County residents 18 years of age or older. Residents from surrounding counties will be referred to their county of origin for shelter and services.

HOURS OF OPERATION: 7 days a week, 24 hours a day

REFERRAL PROCESS: **All individuals must complete a Coordinated Entry assessment screening conducted Monday through Friday, 8:00 AM to 3:00 PM in the Boothwyn office (610) 874-8451 or at Mental Health Partnerships in Upper Darby, (267) 507-3956.** Evenings and weekends call **(610) 874-8451** and an answering service will provide assistance.

MEALS:

- Guests are responsible for obtaining their own breakfast and lunch.
- Evening meal program (open to the public) daily from **6:30 PM to 8:00 PM.**

OTHER SERVICES:

- Community Shower program: Monday, Wednesday, and Friday from **10:00 AM to 1:00 PM.**
- Narcotics Anonymous (NA) Meetings: Thursday, Saturday, and Sunday.
- Case management, life skills, vocational and employment referrals, behavioral health and medical screenings. Additional services available through CAADC at other agency locations.



SINGLE MEN & WOMEN

Salvation Army – Warming Center

151 West 15th St., Chester, PA 19013

Office Tel: (610) 874-0423
Fax: (610) 874-8927
Email: Kimberly.Cohens@use.salvationarmy.org
Website: <https://pa.salvationarmy.org/chester/>

SHELTER: Facility based overnight shelter

CAPACITY: 30 beds with additional capacity in the event of extreme cold or stormy weather conditions.

ELIGIBILITY: Delaware County residents 18 years of age or older. Residents from surrounding counties will be referred to their county of origin for shelter and services.

HOURS OF OPERATION: Beginning at **8:00 PM** each evening until the following morning.

REFERRAL PROCESS: Call **(610) 874-0423** for space availability. Please do not send individuals to the facility without first checking for available space. A written referral on agency letterhead is required. Police can drop off homeless individuals at the gym, at rear entrance to the building.

MEALS: **Monday through Friday:** Breakfast **8:30 AM to 9:00 AM**; Lunch **12:00 PM to 12:30 PM**

Stepping Stone Day Program:	Stepping Stone Day Program provides case management, information and referral, life skills education, counseling, employment readiness, outreach, mailing address, showers, and access to behavioral healthcare treatment and medical care.
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SINGLE WOMEN & CHILDREN

Domestic Abuse Project of Delaware County, Inc.

Office Tel: (610) 565-6272
24 Hour HOTLINE: (610) 565-4590
Fax: (610) 565-9911
Email: info@dapdc.org
Website: <https://www.dapdc.org/>

SHELTER: Facility based shelter. Serves Delaware County victims of domestic violence. Confidential, no-cost services include: Hotline, Counseling, Legal, Safe House, and Outreach.

CAPACITY: 35 bed Shelter Program for domestic violence victims and their dependent children (women and children only). Length of stay is up to 30 days.

ELIGIBILITY: Shelter is provided to domestic violence victims who have recently been physically abused or threatened with imminent physical harm.

HOURS OF OPERATION: Main Office: Open Monday through Friday from **8:30 AM to 4:30 PM**. Walk-in appointments available from **9:00 AM to 3:00 PM**.

REFERRAL PROCESS: Individuals can self-refer by calling the 24hr. hotline at **(610) 565-4590** or an agency can refer individuals by contacting the 24hr. hotline at **(610) 565-4590**.

MEALS: Food is provided, individuals are responsible for making their own meals.

OTHER SERVICES: Counseling, support groups, information and referral, case management, life skills education, resume building, employment search assistance, children's services, recreational activities, limited transportation assistance, relocation assistance and emergency clothing.

Additionally, residents' access legal advocacy and options, court accompaniment and support in obtaining Protection from Abuse Orders and criminal court proceedings. Legal representation is provided for PFA Hearings by DAP attorneys.

NANA'S ATTIC THRIFT STORE Nana's Attic Thrift Store, Lawrence Park Shopping Center, 1991 Sproul Rd., Broomall, PA 19008 is a source of earned income for DAP as well as a resource for resident women and children of DAP's safe house. Every volunteer hour, sale, consignment and donation supports DAP's services to victims of abuse. For information about donations, consignments, or volunteer opportunities, please call at **(610) 325-0768**.

FAMILIES WITH CHILDREN

Family Promise of Delaware County

Interfaith Hospitality Network

Office Tel: (484) 480-6756
Fax: (484) 480-6756
Email: fpdelcodirector@gmail.com
Website: <http://www.dcihn.org/>

SHELTER: Church-based mobile shelter program where guests are transported daily to a host site with an agency vehicle.

CAPACITY: 14 beds

ELIGIBILITY: Delaware County residents with proof of homelessness. Guests must be employed or if not, must obtain employment within 30 days of program entry. Length of stay is up to 60 days.

HOURS OF OPERATION: Office hours **8:30 AM to 5:30 PM**. Shelter hours **5:30 PM to 8:30 PM**.

REFERRAL PROCESS: A referral agency should contact the director during business hours describing family size, household income and current situation. If the family is appropriate for the shelter an intake appointment will be scheduled. Referrals are not accepted after business hours.

MEALS: Food is provided by the host site and includes one hot meal, bag lunch and small breakfast.

OTHER SERVICES: The Family Service Center provides families with access to telephones and WiFi. Guests must participate in case management sessions at least twice weekly. Program staff will complete intake and assessments, service planning, information and referrals, employment and housing search assistance.



FAMILIES

TEMPORARY EMERGENCY SHELTER (TES) PROGRAM

Community Action Agency of Delaware County, Inc. (CAADC)

Office Tel: (610) 874-8451
Fax: (610) 874-8476
Website: <http://www.caadc.org/>

PROGRAM: The TES program offered by the Community Action Agency of Delaware County is available to families who have a housing crisis and are in immediate need of housing placement or assistance. TES is a temporary short-term housing option if emergency shelter space is unavailable. Family will be placed in a motel for 1 - 7 days. Families are required to work with a case manager and placement is evaluated on a day-to-day basis.

CAADC will make every attempt to prevent a family from entering a shelter. Diverting families from entering an emergency 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 at finding alternate housing are exhausted.

EMERGENCY SHELTER

PLACEMENT PRIORITIES: • Building condemnation • Living on the streets or places not meant for habitation
• Fleeing Domestic Violence • 10 Day Eviction • Fire

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

INTAKE STAFF: Coordinated Entry Specialists

REFERRAL PROCESS: All families or adults experiencing a housing crisis must come to CAADC at 1414 Meetinghouse Rd., Boothwyn, PA 19061 for an assessment. Assessments are conducted Monday through Friday from **8:00 AM to 3:00 PM.**

MEALS: Guests are required to provide and prepare their own meals. Referrals to other resources will be made if necessary.

SERVICES AVAILABLE: Case management and housing stability services.

ACCEPTING/DENYING SHELTER SERVICES When a shelter space becomes available, it is expected that those receiving temporary shelter via a voucher placement or motel stay will accept the shelter placement. If a family or adult chooses not to accept emergency shelter placement, voucher usage or motel placement will be discontinued.



FAMILIES

Family Management Center (FMC)

Community Action Agency of Delaware County, Inc. (CAADC)

229 Norris St., Chester, PA 19013

Office Tel: (610) 872-4070
Fax: (610) 874-8476
Email: rbradley@caadc.org or gcarl@caadc.org
Website: <https://caadc.org/services/housing/>

SHELTER: Facility based shelter

CAPACITY: 11 rooms

ELIGIBILITY: Must be involved with Children and Youth Services

HOURS OF OPERATION: Regular Business Hours: **Monday through Friday 8:00 AM to 5:00 PM**

REFERRAL PROCESS: Referrals are made through Children and Youth Services

MEALS: Guests prepare their own food

OTHER SERVICES: Residents of FMC receive case management, support services, and life coaching designed to move families from homelessness to permanent housing and to assist families to reach economic self-sufficiency. FMC offers numerous additional services including an After School Program, free health screenings through ChesPenn Health Services, toys during the holiday season, and play therapy.

Residents are offered service coordination, personal recovery services, healthcare, education, social enterprise and employment opportunities. Additionally, residents are encouraged to participate in recovery-oriented activities that lead to personal growth, well-being and self-sufficiency with a focus on moving to permanent housing.



FAMILIES & SINGLE WOMEN

Wesley House Community Corporation

Community Action Agency of Delaware County, Inc. (CAADC)

701 Madison St., Chester, PA 19013

Tel: (610) 872-2611
Fax: (610) 872-9185
Email: info@caadc.org
Website: <https://caadc.org>

SHELTER: Facility based overnight shelter

CAPACITY: 17 rooms for homeless families and single women

ELIGIBILITY: Delaware County residents 18 years of age or older. Residents from surrounding counties will be referred to their county of origin for shelter and services.

HOURS OF OPERATION: 24 hours a day, 7 days a week

REFERRAL PROCESS: All families or adults experiencing a housing crisis must come to CAADC at 1414 Meetinghouse Road in Boothwyn, PA 19061 for an assessment. Assessments are conducted Monday through Friday 8:00 AM to 3:00 PM.

MEALS: Guests are required to provide and prepare their own meals. Referrals to other resources will be made if necessary.

OTHER SERVICES: Guests receive case management, advocacy, support services, life coaching, assessments and goal planning towards securing stable housing and reaching economic self-sufficiency. Guests also participate in parenting, financial literacy and nutrition classes. Children receive emergency childcare, play therapy, access to a computer room, toys during the holiday season and other miscellaneous holiday supports and activities along with a summer fun day at the Wesley House facility.

OTHER SHELTER INFORMATION

OUTREACH RESPONSE LINE

- **Call if you see someone you believe is homeless on the street** and an Outreach Team will come and try to engage the person.
- **Monday through Friday from 7 AM to 7 PM** call the **Connect Outreach Response Line, (267) 258-1974**

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 Corporation** has one family room that is wheelchair accessible with a private a 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 reason, cannot access one of the existing shelter programs. These individuals will be evaluated at Community Action Agency of Delaware County (CAADC) 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 for CAADC 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 disabled victims of domestic violence.

SHELTER POLICIES FOR COUPLES

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

- **Salvation Army Warming Center:** Couples are accepted but must sleep separately.
- **Connect-by-Night:** Couples are accepted but must sleep separately.
- **Life Center of Eastern Delaware County:** Couples are accepted but must sleep separately.
- **Wesley House Community Corporation** and **Family Management Center:** These two shelters have accommodations for couples to reside in the same unit if they present as a couple and agree to a joint service plan.

Delaware County Continuum of Care EMERGENCY SHELTER REFERRAL FORM

Head of Household (HoH) Name: _____ Date: _____

Family Size - # Adults: _____ # Children: _____ Phone #: _____

Referring Agency: _____ Contact Person: _____

Phone: _____ Fax: _____ Email: _____

Family Member Name	Relation to HOH	DOB	Age	Gender	Soc. Sec. Number	Monthly Income	Income Source

Last Known Address: _____

Special Needs: Does HoH or any family member have any special needs/situations? Indicate who has them		
Substance Abuse	Physical Disability	Utility Arrears
Mental Health	Domestic Violence	Pending Lawsuit
Criminal History	CYS Involved	Pregnant
Take Medications	Ineligible for Section 8	SSI/SSDI Application
Other	Medical Conditions	Other

Reason for Homelessness – Describe	
Alternative Housing – Describe attempts to contact family members/friends or others to assist with housing	
Current Service Involvement– Describe	
Other Immediate Needs that should be addressed – Describe	

CE Agency Use Only

<i>Referral Outcome - Circle</i>	<i>Diversion</i>	<i>Shelter Placement</i>	<i>Denied Shelter</i>	<i>Housing Counseling</i>
<i>Signature of CE Assessment Specialist</i>			<i>Date</i>	
<i>Supervisor Initials</i>			<i>Date</i>	

2020 SURVIVAL GUIDE TO HOMELESS SERVICES

ARE YOU HOMELESS OR AT RISK OF LOSING YOUR HOUSING?

To access homeless/housing crisis services, everyone must complete a Coordinated Entry (CE) Assessment. CE is a process to assess, prioritize and connect people who are experiencing a housing crisis to resources that will prevent or end their homelessness. CE Assessments are conducted at these locations in Delaware County:

- COMMUNITY ACTION AGENCY:** 1414 Meetinghouse Rd., Boothwyn
Mon. through Fri., 8:00 AM – 3:00 PM (610) 874-8451
- COMMUNITY ACTION AGENCY:** Darby, by appointment only (610) 874-8451
- HORIZON HOUSE** located at **MENTAL HEALTH PARTNERSHIPS:**
7200 Chestnut St., (rear entrance), Upper Darby (267) 507-3875
Mon. & Thurs 9:00 AM – 5:00 PM; (Hours may vary)(Last assessment 4:00 PM)
- SALVATION ARMY:** 151 West 15th St., Chester (610) 874-0423
Mon. through Fri., 9:00 AM – 5:00 PM (Last assessment 4:00 PM)

* = Spanish translation services available



EMERGENCY SHELTER PROGRAMS

- CITYTEAM MINISTRIES (Single Men):** 634 Sproul St., Chester
Overnight emergency shelter (610) 872-6865
- COMMUNITY ACTION AGENCY of DELAWARE COUNTY:**
1414 Meetinghouse Rd., Boothwyn (610) 874-8451
- CONNECT-BY-NIGHT:** 7200 Chestnut St., (rear entrance), Upper Darby
Overnight church-based shelter for single adults (267) 507-3850 press 3
- DOMESTIC ABUSE PROJECT:** Emergency shelter for victims of domestic violence.
Domestic Abuse **HOTLINE 24/7** (610) 565-4590
- FAMILY PROMISE OF DELCO:** Overnight church-based shelter for families. Call to schedule an intake assessment (484) 480-6756
- LIFE CENTER OF EASTERN DELAWARE COUNTY:** 6310 Market St., Upper Darby
Emergency shelter for single adults (610) 734-5770
- SALVATION ARMY WARMING CENTER:** 151 West 15th St., Chester
Overnight shelter for single adults (610) 874-0423



HOUSING SUPPORT & PROGRAMS

- CATHOLIC SOCIAL SERVICES:** 130 East 7th St., Chester Homeless case mgt., money management classes, food pantry (610) 876-7101
- CITYTEAM MINISTRIES, Second Chance Program:** 634 Sproul St., Chester
Transitional residential program for single men (610) 872-6865
- COMMUNITY ACTION AGENCY OF DELAWARE COUNTY:**
Financial housing assistance & Utility assistance (610) 874-8451
Weatherization Program (610) 521-8770
- DELAWARE COUNTY HOUSING AUTH:** 1855 Constitution Ave. Woodlyn (610) 876-2521
- CHESTER HOUSING AUTHORITY:** 1111 Ave. of the States, Chester (610) 904-1111*
- MOTHER'S HOME:** 51 North MacDade Blvd., Darby Transitional housing program for single pregnant women 18 or over (610) 583-4663



DRUG & ALCOHOL SERVICES (D & A)

- CROZER-CHESTER MED. CENTER** Open access, Mon – Fri 7:00 AM to 11:30 PM
Located at 1 Medical Center Blvd., Chester, main hospital next to the emergency room: (610) 619-8600
- KEYSTONE CENTER:** 2001 Providence Ave., Chester
Detox / Rehab – 24/7 (800) 558-9600 | (610) 876-9000
- MERAKEY:** 800 Chester Pike, Sharon Hill Walk-in assessments
Mon. – Fri., 8:30 AM – 1:00 PM, D & A treatment and case mgt. (610) 537-1765



BEHAVIORAL HEALTH SERVICES

- CROZER-CHESTER MEDICAL CENTER, Community Campus, Outpatient Services:**
301 W. 15th St., Chester Base Service Unit (BSU B) Intake, assessment, outpatient and case mgt. Chester (610) 619-8700 *
- MERAKEY:** 800 Chester Pike, Sharon Hill, Base Service Unit (BSU A)
Intake, assessment, outpatient and case management (610) 534-3636
- OMNI HEALTH SERVICES:** Comprehensive mental health services for children, adults, families & seniors. Outpatient, PEER services, assessments
Chester (484) 480-6284 | Upper Darby (484) 469-4319
- PEER WARM LINE:** Manned by peers in recovery from mental illness (855) 464-9342



CRISIS INTERVENTION SERVICES

- CROZER-CHESTER MEDICAL CENTER:** 1 Medical Center Blvd., South Dr., Chester
Mental Health Crisis Services - 24/7 (610) 447-7600
- DELAWARE COUNTY CRISIS CONNECTIONS TEAM: (DCCCT)**
Mobile MH and D & A crisis outreach services - 24/7 (855) 889-7827
- ELWYN/NATALE:** Residential crisis and treatment program (610) 891-2324
- VETERAN'S CRISIS LINE:** (800) 273-8255 then PRESS 1 *

2020 SURVIVAL GUIDE TO HOMELESS SERVICES



HOMELESS OUTREACH / DAY PROGRAMS

- COFFEE CLUB @ CATHOLIC SOCIAL SERVICES:** 130 East 7th St., Chester
Drop-in service to the homeless and needy; coffee, public showers, laundry and other supports (610) 876-7101
- CONNECT-BY-DAY:** 7200 Chestnut St., (rear entrance), Upper Darby
Peer-based case mgt. outreach, & vocational services for the homeless (267) 507-3850 press 3
- HORIZON HOUSE P.A.T.H.:** Outreach and case management services for homeless persons with mental illness. PATH Housing First Program (not on site) (610) 328-1306
- OUTREACH RESPONSE LINE:** Call if you see a homeless person in your area and an outreach team will attempt to engage the person (267) 258-1974
- STEPPING STONE DAY CENTER:** Salvation Army Chester Corps
151 West 15th St., Chester Drop-in Center for homeless adults showers, case management, outreach (610) 874-4266



OTHER SERVICES

- AIDS CARE GROUP:** Services for persons and families affected by HIV or AIDS, HIV Counseling/Testing - medical, dental and other supports
Chester (610) 872-9101 * | Sharon Hill (610) 583-1177 *
- BERNARDINE CENTER:** 2625 West 9th St., Chester Classes for life skills, ESL, computer. Food distribution & meal times vary, call for schedule (610) 497-3225
- CATHOLIC SOCIAL SERVICES:** 130 East 7th St., Chester
Homeless case mgt., money management classes, food pantry (610) 876-7101
- DOMESTIC ABUSE PROJECT:** Counseling & legal assistance for victims of domestic violence Abuse **HOTLINE 24/7** (610) 565-4590 | Office (610) 565-6272
- FAMILY & COMMUNITY SERVICE: (FCS)** 600 N. Olive St., Media
Counseling, HIV/AIDS case mgt. and other supports (610) 566-7540
- MENTAL HEALTH PARTNERSHIPS:** 7200 Chestnut St., (rear entrance), Upper Darby
Project Share Recovery Learning Center (267) 507-3850 press 4
- WOMEN'S AND CHILDREN'S SERVICES OF THE FOUNDATION FOR DELAWARE COUNTY:** Healthy Start, Nurse-Family Partnership, WIC, El Centro, and Medical-Legal Partnership, other services for pregnant women and families with children ages 0 to 5 (610) 497-7344



PREPARED MEALS / FOOD

- BERNARDINE CENTER:** 2625 West 9th St., Chester (610) 497-3225
Hot meals, times vary, call for schedule
- CATHOLIC SOCIAL SERVICES:** 130 East 7th St., Chester food pantry (610) 876-7101
- CITYTEAM MINISTRIES:** 634 Sproul St., Chester (610) 872-6865
Hot meals, Sun-Fri 5:30 PM, Sat 5:00 PM + food pantry
- LIFE CENTER OF EASTERN DEL. COUNTY:** (CAADC)- 6310 Market St., Upper Darby
Serves meals 7 days/week at 6:30 PM (610) 734-5770
- DELAWARE COUNTY INTERFAITH FOOD ASSISTANCE NETWORK (DIFAN):**
Coordinates 9 food cupboards Contact FCS @ (610) 566-7540
- SALVATION ARMY:** 151 West 15th St., Chester (610) 874-0423
Breakfast: Mon. thru Fri., 8:30 AM; Lunch: Mon. thru Fri., 12:00 Noon
- SALVATION ARMY:** 22 North 9th St., Darby (610) 583-3720
Lunch: Tuesday through Friday, 12:00 PM to 12:30 PM Food pantry by appt.



GOVERNMENT & LEGAL SERVICES

- CAREER LINK:** 701 Crosby St., Suite B, Chester (610) 447-3350 *
- CAREER LINK:** Delaware County Community College, Media (610) 723-1220
- DELAWARE COUNTY GOVERNMENT OFFICES:**
Drug & Alcohol | Adult & Family Services | Behavioral Health (610) 713-2365
COSA Services for Aging (610) 490-1300 *
Children & Youth Services (800) 416-4511
- LEGAL AID OF SEPA:** 419 Avenue of the States, Suite 605, Chester Legal services for low income persons **Toll - free (877) 429-5994 * or Chester (610) 874-8421**
- NATIONAL CALL CENTER FOR HOMELESS VETERAN'S:** (877) 424-3838
- PUBLIC ASSISTANCE:** Chester (610) 447-5500 * | Darby (610) 461-3800
- SOCIAL SECURITY ADMINISTRATION:** (800) 772-1213
- VETERAN'S AFFAIRS OFFICE:** Government Center, Media (610) 891-4539



The **SURVIVAL GUIDE TO HOMELESS SERVICES** is produced annually by the Homeless Services Coalition (HSC) of Delaware County. Since 1991, the HSC has been assisting homeless people in Delaware County to become self-sufficient and to secure safe, affordable housing. For more information call (610) 713-2365 Revised: Jan. 2020 -- REV 2
Website information and links are subject to change by providers at their discretion.

