

***2009 PA Regional Homeless Assistance Process***  
**Point-in-Time Count of the**  
***Unsheltered Homeless***  
**January 28, 2009**

**Purpose**

The U.S. Department of Housing and Urban Development (HUD) is the primary funding source for housing opportunities for homeless persons in your community. The point-in-time count of unsheltered individuals is a requirement of HUD and is currently conducted every other year. This year the point-in-time count will be conducted on the night of January 28, 2009. The data collected is used for planning for housing as well as services, to address the current needs of the homeless population and work toward the long-term goal of ending homelessness.

Conducting the point-in-time count also provides communities with an opportunity to locate and identify individuals who are homeless. Specifically, once these individuals are known to the community, homeless service providers are able to provide outreach and information to unsheltered homeless individuals and families and hopefully assist them in coming in off the streets.

Finally, the point-in-time count provides an opportunity for members of the community to be educated about the scope and needs of the homeless in their community, as well as the importance of affordable housing.

On the same night as the unsheltered count, homeless shelter, transitional housing, and permanent supportive housing programs will conduct a sheltered count of the individuals and families who are using their programs. These two activities will provide a complete count of individuals and households that meet HUD's definition of homeless.

**Definitions**

HUD's definition of unsheltered homeless - a person is considered to be an unsheltered homeless person only when he/she resides in a place not meant for human habitation, such as cars, parks, sidewalks, abandoned buildings, or on the street.

**Note:** This definition does not include individuals who are precariously housed, such as those who are doubled up with friends and relatives, living in substandard housing, or paying extremely high proportions of their resources for rent.

## Planning: The planning steps for a successful count

In order to assure that your count is as successful as possible in locating unsheltered homeless persons and in beginning the engagement process, it is important to plan in advance. The following are the key steps in planning for your county's unsheltered count:

- 1) Determine the method you plan to use to conduct your count.
- 2) Identify and enlist partners and volunteers to participate in your count.
- 3) Prepare your volunteers for the count.
- 4) Coordinate the count with community resources.
- 5) Solicit and collect donations for the homeless people you meet and your volunteers.
- 6) Develop and implement a plan to increase community awareness about the count and homelessness in your community.

## Planning: 1) Methods for Conducting Your Count

There are multiple methods for conducting the unsheltered point-in-time count in your community. ***The capacity of your county, including the number of volunteers to conduct the count, should determine the method you choose.***

- **Public-Places Count**. Most communities in Pennsylvania conduct public-places counts. Types of public-places counts include:
  - **Complete Coverage** – This is when teams attempt to count unsheltered individuals across an entire county.
  - **Known locations only** – This is when teams conduct their count in locations where homeless persons are known or likely to be located. (See Appendix A for a sample letter to local police asking for assistance in identifying known locations.)

Examples of known locations include:

Town Center	Shopping Centers	Lumberyards
Riverbank	Cemeteries	All-night Restaurants
Bridges	Truck Stops	Transportation Terminals
Parks	Abandoned Buildings	Parking Lots
Cabins/Barns	Laundromats	Warehouses
Woods	Railroad Tracks	
Vehicles	Storage Units	

Methods for determining the most likely locations in your county:

- Formerly homeless people are a valuable resource in identifying locations. They are also important members of your outreach team

on the night of the count and prior to your count. Prior to the count, they can accompany outreach volunteers to the known locations and provide homeless people with information about the count so that they understand its purpose. (See Appendix B for a sample letter to unsheltered homeless individual in known locations.)

- Identify local “points of interest” such as a fair, rodeo or holiday celebration and set up an information table with homeless resources. Use this as an opportunity to talk with local people about where homeless individuals in their community may be living.
- Work with utility meter readers, your Department of Public Works and school bus drivers about abandoned buildings and other locations where homeless people/families may be staying.
- **Combination of complete coverage and known locations** – This is when teams conduct the count in known locations in addition to a minimal amount of complete coverage. An example of a combined approach is when volunteers conduct the count within a downtown or populated area and then partner with the local police departments throughout the rest of the county to be made aware of other unsheltered homeless persons. The police could either conduct the interviews themselves or notify the volunteers of the location in order for volunteers to conduct the interview.
- **Service-Based Count**. A service-based count is when staff or volunteers interview participants of programs that provide non-shelter services to persons who are homeless. This could include soup kitchens, food pantries, benefits offices and mainstream social service programs.

**Note:** Service-based counts are often conducted for one to two weeks beginning the day of the actual count in order to maximize encounters with homeless individuals. If doing this, it is critical to include the following two factors in your count:

- 1) Ask everyone where they are sleeping/slept on the night of the count to assure that they were *homeless and unsheltered* on the night of January 28
  - 2) Have a system to *prevent duplication*. The unsheltered interview form provides lines to document the location and description of the person(s) being interviewed, as well as a line to assign a code to those you interview. Locally, you will want to develop a formula for assigning codes.
- **Combination**. This includes a system of counting unsheltered homeless in public-places with serviced-based count.

**Note:** If you are combining public-places and service-based counts it is critical to have a system to prevent duplication in your count (see above). For example, if John Smith is interviewed in his caseworker's office during the day and then counted by someone different that evening you must assure that he is counted only once, or your numbers will be inflated.

**Below are examples of specific methods used by some counties during the 2007 unsheltered count:**

- "We had a local church host a dinner. The dinner was advertised throughout the county, including outreach to individuals who were known to be unsheltered. The church provided the dinner and we were able to interview/count the folks who came to eat."
- "The LHOT members were very willing to assist in completing the unsheltered count. We divided the county into 10 zones and assigned a team leader for each zone. The team leader was responsible for finding volunteers to go out with him/her to complete the unsheltered count, identify areas in that zone to check and contact the police in that area to inform them of the count. This made the planning process much more manageable."
- "Survey was conducted via the cooperation of seven county police departments. These seven police departments were selected due to their geographic location, size, and/or past history of referring homeless individuals and families to our Homeless Assistance Program."
- "Due to the large number of volunteers we had, we were able to divide folks into teams of four to seven people. We provided maps to each team."

**Planning: 2) Partners/Volunteers**

As demonstrated through the examples above you will need to form a team of volunteers in order to conduct the point-in-time count. (See Appendix C for a sample letter to service providers.)

In the past, many communities have partnered with:

Homeless/Formely Homeless Individuals	PATH Program Coordinators
Homeless Service Provider	LHOT or other Housing Committee Members
State and Local Police	County/City Employees
National Guard	Local College Students and Faculty
Churches	Community Residents

Note - suggestions to consider: Because this year's point-in-time count is on a Wednesday night when many churches have their worship services, this may create a unique opportunity to bring local churches into the process. Churches

may be able to provide a central location from which to conduct your search, donations for the homeless, coffee for volunteers, etc.

**Note:** As described above, formerly homeless people are a valuable partner in identifying locations as well as important members of your outreach team on the night of the count.

### **Planning: 3) Preparing Your Volunteers**

In addition to recruiting volunteers for the point-in-time count, there are several steps you can take to ensure that the count runs smoothly and your volunteers are prepared. Things to consider include:

- **Training.** Basic training should include an understanding of HUD’s definition of homeless, and the processes for identifying/coding and interviewing. Additionally, you may want to provide your volunteers with safety training and/or training on engaging/approaching unsheltered homeless persons. (Appendix D provides a sample safety protocol and Appendix E and F provide sample volunteer guidelines for conducting the unsheltered count. You can also visit <http://www.youtube.com/watch?v=DoV6Pg1WPRI> to watch a video of an unsheltered point-in-time count conducted in 2005 in Lehigh County.)

One county reported:

- “Training was conducted by the City Emergency Management team, the police department, MH/MR and the County Planning Commission.”
- **Supplies.** In order to increase efficiency and safety, you may want to ensure specific supplies are available. These may include maps, flashlights, backpacks, first aid supplies, cellular phones and chargers, vests that are visible at night, candles and drinking water, etc. (See Appendix G for a sample grid showing geographic coverage for the count.) Some counties reported:
  - “We provided volunteers with two-way radios so that they could communicate with home base to ask any questions.”
  - “Juvenile Probation donated outreach vests, which the volunteers wore during the count for identification.”

### **Planning: 4) Coordination with Community Resources**

Some communities have elected to provide unsheltered homeless persons with a pocket guide or list of local resources, including food, shelter, etc. (See Appendix H and I for sample resource lists.)

In addition to providing information, many communities offer unsheltered homeless persons transportation to a local shelter. If your community plans to provide transportation during the point-in-time count, you will need to:

- 1) Coordinate with the service agencies that will be available to provide immediate shelter.
- 2) Identify a transportation service such as law-enforcement, para-transit provider, mental health mobile crisis unit, or county agency or social service agency van.

Additionally, you will also need to coordinate with local emergency shelters in order to ensure that they will accept persons during the hours of the count and so that the persons providing transportation will know the populations served for the various shelters in your community.

**Note:** Additional coordination will be needed in communities that lack emergency shelters and instead use hotel/motel vouchers to respond to the local need.

## Planning: 5) Donations

- Donations for unsheltered homeless. If you have the capacity within your team of volunteers, you may want to prepare care packages for individuals you locate during your count. Many communities have found that the donation process is a successful tool in creating more community involvement and excitement about the count. Items that you may want to collect could include:

cereal bars	socks	info/resource list
shampoo	coats/raincoats	sleeping bags
gloves	blankets	food
hats	flashlights	

- Raising awareness about the issue of homelessness was the primary benefit. We coordinated a Blanket Drive along with the PIT Count, which yielded tremendous community support.”
  - “County employees donated supplies and care packages.”
  - “We received donations of blankets from a local school, free lunches from area food bank.”
- Donations for volunteers. Many communities were also able to secure coffee and food to support the work of the volunteers.
    - “Local businesses contributed dinner and snacks for the volunteer staff.”
    - “We trained the volunteers the same night of the street count and had a catered dinner.”
    - “Starbucks donated over 350 cups of very strong coffee.”

## Planning: 6) Community Awareness

- Advertising the count. There are many different ways you can provide the entire community with information about the point-in-time count. Identify a single agency or individual in your county who will be the spokesperson for the county and refer all requests for information, especially from the media to that individual to assure that that accurate information is being presented. Advertising will assist with attracting volunteers and donations. A county that had significant community participation in their 2007 count reported:
  - “The count was advertised via newspaper, radio PSA, radio broadcast, by flyer, church bulletins, word of mouth, and throughout the provider community, in order to let the community know about this issue.”

## Appendix A: Sample Letter to Police Departments

December 11, 2007

Dear Chief:

The Lehigh County Conference of Churches will be conducting a street count of unsheltered homeless people in Lehigh County on January 24, 2008 from 8:00 pm until 11:00 pm. Team members will be identified by a silver reflective cross on their backs.

The U.S. Department of Housing and Urban Development (HUD) now requires homeless assistance grant recipients to conduct regular counts of homeless people living in a county or municipality. The Lehigh County Conference of Churches will once again be coordinating this county-wide census. Teams of trained professionals and volunteers will be conducting interviews, providing emergency referrals and other outreach services to homeless people living in Lehigh County in the late evening hours of January 24<sup>th</sup>.

In order to facilitate this event we are asking local police departments to provide specific information concerning probable locations where unsheltered individuals and families may reside in your municipality. In particular we are looking for people who are living in places unfit or unsafe for human habitation such as tents, garages, the street, wooded areas, campgrounds, under bridges, abandoned buildings, or in vehicles. Homelessness does exist in rural areas of the county but are often unnoticed by the casual observer. Your officers are often the first to notice signs of habitation.

Please take a moment to talk to your officers about the unsheltered homeless count. If possible collect preliminary information which will be used to locate and assist these homeless individuals and families on the night of the census. **You may contact me by telephone at (484)664-7320 or by email at [hbrennan@lcconfchurch.org](mailto:hbrennan@lcconfchurch.org).**

Thank you for your assistance and cooperation concerning this matter.

Sincerely,

Holly Brennan  
Homeless Supportive Services

Source: Lehigh County Conference of Churches

## **Appendix B: Sample Letter to Unsheltered Homeless in Known Locations**

January 23, 2007

We were out to see you and to find out what kind of assistance and supplies you might need.

**We will return this Thursday, January 25<sup>th</sup>, between 8 p.m. and 10 p.m. with supplies to assist you in keeping safe and warm.**

Please try to be available that evening so we can help you meet your needs.

The Allentown Rescue Mission and Salvation Army are available to you during this frigid weather. It is dangerously cold at night and snow is predicted over the next two days.

We look forward to assisting you Thursday evening.

Sincerely,

Tom, Holly, Matt and Jose  
Lehigh County Conference of Churches

Source: Lehigh County Conference of Churches

## Appendix C: Sample Letter to Service Providers

December 11, 2007

Dear Service Provider,

The Lehigh County Conference of Churches sponsors a street count of unsheltered homeless people. An estimated 50 people are sleeping outside right now. Teams of trained professionals and volunteers collect information from and provide emergency services to homeless people living in Lehigh County.

Lehigh County 4th Annual  
Unsheltered Homeless Point-In-Time Count (PIT)  
January 24, 2008  
7:00 p.m. – 11:00 p.m.

The Lehigh County Conference of Churches will once again be coordinating a county-wide census. Teams of trained professionals and volunteers will be conducting interviews, providing emergency referrals and other outreach services to homeless people living in Lehigh County in the late evening hours of January 24<sup>th</sup>.

We need your help. There are several ways you can assist us in this endeavor:

- We need backpacks, blankets, hats and gloves, batteries, flashlights, first aid supplies, donated cellular phones and chargers, candles, drinking water.
- Volunteer to participate in the street count. We are specifically looking for people trained in first aid and or public safety (fire, police, and EMS personnel)
- Please take a moment to talk to your organization about the unsheltered homeless count. If possible collect preliminary information which will be used to locate and assist these homeless individuals and families on the night of the census.

**You may contact me by telephone at (484)664-7320 or by email at [hbrennan@lcconfchurch.org](mailto:hbrennan@lcconfchurch.org).**

Thank you for your assistance.

Sincerely,

Holly Brennan  
Homeless Supportive Services

Source: Lehigh County Conference of Churches

## Appendix D: Sample Safety Protocol

### Roles and Responsibilities:

PIT Coordinator: Coordinates the PIT from the PIT Headquarters. Responsible for tracking teams, coordinating referrals, and maintaining supplies.

Team Leaders: Responsible for the safety of the street teams. Maintains communication with the PIT Coordinator.

### Protocol:

1. Two people must be together at all times
2. No one should approach someone who appears aggressive (review signs of aggression at training or show video from the Safety Council)
3. Team leaders will contact PIT Coordinator upon arrival at every site and at time of departure. PIT Coordinator acts as a dispatcher. PIT Coordinator will contact the team leader if they have not received a call from the team leader within 20 minutes of the previous contact. If Team Leader cannot be located via telephone by the PIT Coordinator after 2 attempts the PIT Coordinator will assume the team is in distress and will contact 911 with the last known location. During each contact with the PIT Coordinator the Team Leader will give the exact location and status of the team. PIT Coordinator tracks location and records call-in times.
4. Team leaders will call PIT Coordinator if more people or supplies are needed out on the street. PIT Coordinator will dispatch additional supplies and or personnel as requested.
5. Team leaders survey each site for safety prior to allowing the team access to the site. Any safety concerns are relayed to the PIT Coordinator who makes the final determination as to the safety of a particular site. PIT Coordinator will notify the police if further assistance is necessary.
6. Keep a safe distance between interviewer and interviewee. Team leaders must also identify a safe exit from the scene and ensure that exit is maintained during interviews. Interviews are terminated if personnel feel unsafe or threatened.
7. Do not approach a person who appears intoxicated. Collect visual data from a safe distance. Contact 911 if immediate assistance is needed from emergency personnel and get to a safe location. Call PIT Coordinator once you have reached safety.
8. Contact PIT Coordinator for other non-life threatening emergencies who can coordinate with crisis and medical personnel.

Stephanie Barnett  
Homeless Supportive Services  
Lehigh County Conference of Churches  
[sbarnett@lccconfchurch.org](mailto:sbarnett@lccconfchurch.org) 484-664-7320

Source: Lehigh County Conference of Churches

## Appendix E: Sample Volunteer Memo

January 30, 2008

To: Point in Time Participants

From: Pat Ingham  
Office of Adult Services

**Re: 2008 Point-in-time count**

Thank you for participating in this year's point-in-time count of the homeless on the "street". As you know, the count is a requirement of HUD, and also provides important information used in local planning. Just as importantly, it is another outreach opportunity to persons not in programs, especially the chronically homeless.

At least one member of each team needs to have picture ID with them (Driver's License, employee key card etc.) It is always possible that a police officer will approach to find out what everyone is doing, or, a homeless person may ask for some proof we are who we say we are.

You have each been provided with a folder containing surveys, a pen, Survival Guides, and the Outreach "Plan". You can decide among you who will complete the survey for each individual encountered. Team members can keep any leftover Survival Guides, if they wish, or return to my office with completed surveys.

Some general guidelines:

- Although several of you may be traveling together, the number who depart the van should be determined by the number of potentially homeless people to be approached. For example, if there is only one individual, it is best to have only one or two persons approach him/her, so as not to be intimidating.
- Please approach individuals with caution. Respect their space, and leave if you are uncomfortable.
- Initially, you can explain to individuals that an outreach to the homeless is being conducted across the state today for the purpose of finding and counting persons without services, and providing service information and a snack to them. If they will allow you to talk with them, try to obtain as much information as possible to complete the survey. If the survey is a barrier, just be conversational, and complete as much of it as you can after returning to the van/car.
- Please complete one survey for each person approached. If he/she will not give you a name, please use the back of the survey to write a physical description. If the individual will not answer all of the questions, provide what information you can on the survey.
- Please do not complete a survey for persons currently active in homeless services today. All programs will be completing surveys on this date for

individuals and families in their program, including the overnight, church-based shelters.

- If people are concerned about answering questions, you can assure them that all survey responses will be combined for reporting and planning purposes. Our office will not disclose any individual information.
- If someone needs and wants detox or treatment, Mirmont is prepared to accept them at any time on January 30<sup>th</sup>. The number for Admissions is 610-744-1400.
- If weather creates a safety concern on the roads, teams can use their own discretion in continuing the outreach.

If at all possible, we would like to have newly identified homeless persons receive follow-up attention from the appropriate outreach program. If someone on the team can arrange this, please make a note on the survey. Otherwise, our office will make a request.

Completed surveys can be picked up by my office, or mailed to me. My mailing address is at 20 S. 69<sup>th</sup> St. 4<sup>th</sup> Floor, Upper Darby, 19082. Let me know which you prefer.

Many thanks to those of you who are purchasing/preparing food to offer folks, especially the Bernadine Center, and to Horizon House and the Salvation Army for their leadership and the use of their vehicles.

I hope you enjoy your experience, and thank you, again, for your participation.

Source: Delaware County Office of Adult Services

## Appendix F: Sample Volunteer Training Outline

### January 25<sup>th</sup> Volunteer Outreach & Point-In-Time Survey of the Unsheltered Homeless in York County

#### Outreach Volunteer Training

- **Welcome**
- **Why Count Unsheltered Homeless People?**
  - Opportunity to provide public outreach to our homeless population
  - Raise public awareness about the issue of homelessness
  - Local service planning and assist measuring and identifying the needs of populations that are hardest to serve (chronically homeless)
  - Provide information to the U.S. Department of Housing & Urban Development (HUD Requirement)
- **What is HUD and why do they need this information?**
- **Outreach Team Breakouts and Information**
  - Outreach Areas
  - What to bring with you
    - Maps
    - Outreach Team Lists
    - Identification
    - Reflective Vests
    - Cell Phones
    - Donated Items
    - Pocket Guides
    - Survey Forms & Pen/Pencil
    - Flashlights
  - Home Base Operations
- **Approach Methodologies**
  - What do we do if we find someone?
  - Unsheltered Count Survey Forms
    - Individual
    - Family

- **Safety Issues**
  - Roles and Responsibilities
    - Home Base Contact
    - Team Leaders
    - Location Leaders
  - Outreach Protocol
    - Two people must be together at all times.
    - No one should approach someone who appears aggressive.
    - Team Leaders will inform Home Base contact upon arrival of outreach area and at time of departure. Home Base will contact the team leader if they have not received a call from the Team Leader within 15-20 minutes of previous contact. If Team Leader cannot be located via telephone by the Home Base contact after 2 attempts, other volunteers of that outreach team will be contacted via phone. If those attempts are unsuccessful, the Home Base contact will assume the team is in distress and will contact 911 with the last known location. During each contact with Home Base, the Team Leader will give the exact location (provided by Location Leader) and status of the team.
    - When the outreach team arrives at the assigned outreach area, team members should identify a safe meeting point in the event that team members get separated.
    - Code Word: All team members will use the code word "APPLE" to signify danger. If you perceive something as threatening, say "APPLE". When anyone hears the code word, they should immediately leave the area and return to the identified safe meeting point.
    - Team Leaders will call Home Base contact if more people or supplies are needed out on the street. Home Base contact will dispatch additional supplies and or personnel as requested.
    - All outreach volunteers should survey each site and area for safety prior to searching that area. If any site or area appears to be unsafe, walk away. Do not enter vacant buildings or approach individuals in cars. If individuals are seen in these areas, collect visual data from a safe distance and move on.
    - Keep a safe distance between interviewer and interviewee. Team Leaders must also identify a safe exit from the scene and ensure that exit is maintained during interviews. Interviews are terminated if personnel feel unsafe or threatened. Contact Home Base if transportation to a shelter is needed for a homeless individual and/or family.
    - Do not approach a person who appears to be intoxicated.

Collect visual data from a safe distance. Contact 911 if immediate assistance is needed from emergency personnel and get to the safe meeting point. Call Home Base contact once you have reached safety.

- **DO NOT HESITATE TO CALL 911.** York City Police and Emergency Management know where all our teams will be searching.
  - Wear your ID badge at all times!
  - Safety Protocol Overview - Lieutenant Gene Fells, York City Police Department & Mike Shanbrook, York City Fire & Rescue
- 
- **Population Overview - Julia Bucher & Cheryl Thompson, York College Community Health**
    - Mental Health Issues
    - Substance Abuse Issues
  - **York County MH/MR and D&A - Steve Warren**
  - **Wrap-Up**
  - **Acknowledgments**

## AS YOU COUNT - TIPS

- If you see or encounter a homeless individual or family, first introduce yourselves and state the purpose for your visit, then ask for permission from the person or family to enter their personal space. If you are refused access you may still offer them a ride to a local shelter and a care package and/or blanket to leave with them. If they refuse this service then apologize for intruding and jot down any observations you make regarding the number of individuals and gender.
- Possible introductions
  - If the individual or family is sleeping or not aware of your presence: From a distance you should ask "Is anybody home?"
  - When the individual or family is aware of your presence: "Hi, my name is \_\_\_\_\_ and I am an outreach volunteer from York. The reason we are here is to offer individuals a ride to a local shelter tonight. Would you like to go to a shelter? Would you please accept a care package from us or some blankets/sleeping bags/clothing? (You may ask specifically what they need). Would you be willing to answer a few survey questions for us?"
  - Whether the person answers yes or no please thank them for their time.
- Outreach teams should look for homeless individuals and families around bus terminals, churches, laundromats, parks, 24-hour retail stores, railroad lines, alleys behind businesses, and around hot air vents. Remember, no one is going to camp right on the sidewalk where they can be seen - they'll be trying to be discreet and hidden. Also look for any concealed places near running water (bridges, etc.).
- Outreach teams should not look in vacant buildings, parked vehicles, or confined spaces with only one exit.

## Appendix G: Sample Grid Geographic Coverage

2008 Point in Time Street Outreach and Count  
January 30, 2008  
PLAN

GEOGRAPHIC AREA	VEHICLE	TIMES	VOLUNTEERS	TEAM LEADER	PHONE NUMBERS
<p><b>Chester Township-Chester – Eddystone-Springfield Mall - Media</b></p> <ul style="list-style-type: none"> <li>• Abandoned building next to CCCC</li> <li>• Potter between 8<sup>th</sup> &amp; 9<sup>th</sup> – 2 abandoned houses (requires police?)</li> <li>• Park on Thomas St.</li> <li>• Under I-95 bridge near Eddystone</li> <li>• Airport</li> <li>• Deshong (daytime or with police)</li> <li>• Transportation center-benches along tracks</li> <li>• Casino lobby</li> </ul>	<p>Salvation Army Van</p>	<p>5:00 AM – 7:00 AM</p>	<p><b>Harry Dorsey</b> Mike Tillman Rick Briggs Leslie Douglas Ruby Benson SA Consumer</p>	<p style="text-align: center;"><b>X</b></p>	<p><b>484-574-9428(cell)</b> 215-796-0022(cell) 484-832-4525(cell)</p>
	<p>Salvation Army Van</p>	<p>10:00 AM – 1:00 PM</p>	<p><b>Harry Dorsey</b> Rick Briggs Nancy Snyder SA Consumer</p>	<p style="text-align: center;"><b>X</b></p>	<p><b>484-574-9428 (cell)</b> 484-832-4525 (cell) 484-486-4839 (cell)</p>

<p><i>Meet at Stepping Stone, in the back of the Salvation Army building at 151 W. 15<sup>th</sup> St. in Chester</i></p>	Police / Salvation Army	6:00 PM – 10:00 PM  Chester City Police- 8:00 PM- 10:00 PM	<p><b>Harry Dorsey</b> Carol Seeley Pat Ingham</p>	X	<p><b>484-574-9428(cell)</b> 302-299-3622(cell) 484-486-4839(cell)</p>
	EASR	1:00PM – 9:00PM  Upper Darby Police-Sgt. Peterson 7:00 PM – 9:00 PM	<p><b>Ray Harrod</b> <b>Eva Rasik</b> Shaun Johnson (7:00 PM – 9:00PM)</p>	<p>X X</p>	<p><b>215-776-4555(cell)</b> <b>484-437-2042(cell)</b></p>

\* Can contact Colwyn Police Department to inquire about availability of escort (Officer Hazelton previously contacted by Kia)-484-494-4900 or stop by.

Source: Delaware County Office of Adult Services

## Appendix H: Sample Resource Pocket Guide

### MEALS

#### Breakfast:

**Our Daily Bread** 331 S. George St.  
845-1674 Mon-Fri 8:30-9:30 a.m.

**York Rescue Mission** 367 W. Market St.  
845-7662 Mon-Fri 7:00 a.m. Sat 7:30 a.m.

#### Lunch:

**Our Daily Bread**  
331 S. George St., 845-1674  
Mon-Fri 11:00 a.m.-12:00 p.m.

**York Rescue Mission**  
367 W. Market St., 845-7662  
Mon-Sat 12:00 p.m. Sun 12:30 p.m.

**Hanover: PAL-Provide a Lunch Program**  
136 Carlisle St., 633-6219  
7 days/week 11:30 a.m.-12:30 p.m.

#### Dinner:

**York Rescue Mission** 367 W. Market St.,  
845-7662 Mon-Fri 5:00 p.m.  
(Light supper after chapel service 7  
days/week at 8:00 p.m.)

#### Weekend Hot Meals:

**York's Helping Hands For The Homeless**  
Saturday & Sunday  
5:30 p.m. 412 W. King St.

6:00 p.m. parking lot near Sav-A-Lot  
(Between N. Queen & S. Duke St.)

#### Weekend Hot Meals (Continued):

6:30 p.m. rear parking lot of Small Memorial  
AME Zion Church (Corner of S. Queen and E.  
South St.)

#### **Compassion York – Sunday**

5:15-6:15 p.m. parking lot Grace Lutheran  
Church, 150 Jefferson Ave.

6:15-7:15 p.m. parking lot St. Patrick's Church  
(Corner of College Ave. and Beaver St.)

## YORK COUNTY EMERGENCY ASSISTANCE POCKET GUIDE

- for
- SHELTER
  - MEALS
  - INFORMATION

F.I.R.S.T.  
Telephone  
Free Information & Referral Service  
717-755-1000 or 800-673-2529  
COUNTY-WIDE & FREE

### EMERGENCY SHELTERS DOMESTIC VIOLENCE

**York:** **ACCESS –York**  
846-5400 or 800-262-8444

**Hanover:** **Still Waters**  
632-2235  
**Safe Home**  
632-0007

*Developed by the  
Providers Workgroup of the  
York County Human Services Department/  
ACCESS York, Bell Family Shelter, CPC  
Case Management, Housing Alliance of York*

### EMERGENCY SHELTERS HOMELESS

#### For Single Men:

**York:** **Rescue Mission**  
367 W. Market St.  
845-7662

**YMCA**  
90 N. Newberry St.  
854-7291 ext 701

**Hanover:** **Cold Weather Shelter**  
136 Carlisle Ave.  
633-6353

#### For Single Women:

**York:** **Bell Family Shelter**  
852 East Market St.  
845-9536

**Women's & Children's Shelter**  
17 Jefferson Ave.  
845-7662

**Hanover: Cold Weather Shelter**  
136 Carlisle Ave.  
633-6353



Guide funded by  
the York County  
Board of  
Commissioners

#### For Families:

**York:** **Bell Family Shelter**  
852 E. Market St.  
845-9536  
(Single moms and dads w/kids)

**Women's & Children's Shelter**  
17 Jefferson Ave.  
845-7662 (Single moms w/kids,  
boys must be 12 and under)

**Hanover: Cold Weather Shelter**  
136 Carlisle Ave.  
633-6353

Source: York County Board of Commissioners

**Consumer Guide to Homeless Services in Delaware County**

**Shelter Programs**

**CITY TEAM MINISTRIES** - Overnight emergency shelter for men only 634 Sproul St., Chester 610-872-6865  
**COMMUNITY ACTION AGENCY of DELAWARE COUNTY**  
 To access any of these CAADC Shelters, call for an intake screening  
**Darby office: 610-583-9133 or Chester Office: 610-874-8451**  
**Family Management Center** - Families with Children  
**Colony Community Corp.** - Families with Children  
**Wesley House Community Corp.** - Families with Children & Adults  
**Life Center of Eastern Delaware Co.** - Single Adults Only  
**CONNECT-BY-NIGHT** - Overnight shelter for single adults. Pick-up from 6<sup>th</sup> St. Terminal, Upper Darby at 9PM 610-352-1590  
**DOMESTIC ABUSE PROJECT** - Emergency Shelter for victims of Domestic Violence. Call the DAP Hotline 610-565-4590  
**WARMING CENTER**- Managed by the Salvation Army, Chester Corps. Overnight Shelter for single adults Closed: July- September. Pick-up at 151 W. 15<sup>th</sup> St., Chester at 9:00 PM. 610-874-0423

**Prepared Meals & Clothing**

**CITY TEAM MINISTRIES** - 634 Sproul St., Chester  
 Meals: Mon. - Fri. @ 5:00 & Sat. @ 12 noon; Sun. 8am  
 Clothing: Wed. & Fri. 1pm - 4pm 610-872-6865  
**SALVATION ARMY** - Breakfast & Lunch 151 W. 15<sup>th</sup> St., Chester Mon. - Fri. at 7:30 am & 11:30 am 610-874-0423  
**SALVATION ARMY** - Lunch - 22 N. 9<sup>th</sup> St., Darby Tues., Wed., & Fri. @ 1:00, Thurs. @ 1:45 610-583-3720  
**LIFE CENTER** Community Outreach Project serves meals 7 days/week at 7:00 6310 Market Street, Upper 610-734-5770

**Outreach & Support Services**

**HORIZON HOUSE** - EASR/PATH - MH/D&A Assessment and Referral 610-328-1306  
**SALVATION ARMY** - Assessment & Referral 610-874-0423  
**CHESPENN HEALTH SERVICES** - Medical/Dental and Outreach 610-876-1600  
**CONNECT** - Assessment & Referral 610-352-1590

Source: Delaware County Office of Adult Services

**Showers & Laundry**

**LIFE CENTER** - 6310 Market Street, Upper Darby 610-734-5770  
 Mon., Wed., & Fri. 10 AM - 2 PM  
**CONSUMER DROP-IN CENTERS**  
**Project Share Consumer Center**- 401 Chester Pike, Darby 610-532-6330  
 Mon. - Fri. 12 PM - 6:30 PM  
**Chester City Consumer Center** - 3101 W. 7<sup>th</sup> Street, Chester 610-497-4300  
 Showers: Wed. - Sun. 9 AM - 4 PM  
 Laundry: Wed. - Sun. 9 AM - 2 PM

**Drug and Alcohol Services**

**Crozer -Chester Medical Center @ Community Division**  
 Walk-in Assessments - 7 AM to 3 PM and Outpatient treatment, and case management 2600 W. 9<sup>th</sup> St., Chester 610-497-7200  
**MIRMONT** - Walk-in Assessment, Detox/Rehab 610-744-1400  
 100 Yearsley Mill Rd., Lima  
**NORTHWESTERN HUMAN SERVICES** Assessment, Outpatient treatment, and D&A case management Toll Free 1-877-SOBER11  
 Upper Darby 610-713-9580 Sharon Hill 610-534-3636  
**KEYSTONE CENTER -Detox/Rehab**  
 200 S. Providence Avenue Chester 610-876-9000  
**NA (NARCOTICS ANONYMOUS Meetings)** 215-NAWORKS  
 Delaware County  
**AA (ALCOHOLICS ANONYMOUS Meetings)** 215-923-7900  
 Delaware County

**Mental Health Services**

**CROZER -CHESTER MEDICAL CENTER** - Mental Health Outpatient and case management Chester 610-497-7700  
**NORTHWESTERN HUMAN SERVICES** - Mental Health Outpatient and case management Sharon Hill 610-534-3636

**Crisis Intervention Services**

**PROJECT REACH** - Mobile mental health and drug and alcohol crisis outreach services 24 hrs/day & 7 days/week 610-352-4703  
**CROZER -CHESTER MEDICAL CENTER** 24 hrs/day every day 1 Medical Center Blvd., Chester 610-447-7600  
**MERCY FITZGERALD MEDICAL CENTER** 24 hrs/day every day 500 Lansdowne Ave., Darby 610-237-4210

Note: \* (indicates Spanish translators avail) 7/07