

## **Referral Information for Shelter and Support Services For Homeless Families**

### **Who we serve:**

- Parent(s) or legal guardian(s) with minor children
- Families are capable and willing to live in a community environment supervised by volunteers.
- Families must be able to follow program guidelines and actively participate in intensive daily case management.

### **Who is best served by a partner agency:**

- Outstanding warrants
- Extensive criminal history and/or history of violence
- Active substance abuse
- Active domestic violence
- Active untreated psychiatric conditions

### **To make a referral, please contact:**

**(321) 209-3391**

Calls are returned Sunday-Friday, 9 am-4:30 pm

If afterhours and not an emergency, leave a message and we will return your call within two business days.

If afterhours and it is an emergency, contact 211 for help.

### **Upon Referral:**

- Families are pre-screened for preliminary eligibility by phone.
- If families are not eligible, they are referred to partner agencies.
- If space is available, and they are preliminarily eligible, arrangements will be made for an intake interview, background screen and drug screen.
- If no space is available, and they are preliminarily eligible, family will be placed on a waiting list and also referred out to partner agencies until space opens up.
- Families are accepted into the affiliate during regular business hours.