

The YWCA Family Center Intake Process

Once initial contact is established via our crisis line/walk-in assessments our intake team works in conjunction with the family to determine the best possible housing solution. This process is completed by conducting a "Triage" (a short form to establish eligibility). If a family has a minor child (ren), are deemed homeless (due to the lack of current lease or alternate housing options), and have no active warrants for a violent crime then they are eligible for our program. However, in the event a family has an active warrant for a non-violent offense they have until the following business day to remedy the situation. Sex offenders are not eligible for our programming under any circumstances. During this time, we also employ diversion tactics in attempts to explore alternative housing options (i.e. residing with current familial support, relocating them to their place of origin, and/or rental assistance) making the center their last option. Once eligibility has been determined an intake appointment is set. In preparation for this appointment the following documents must be provided:

- Picture ID
- Birth Certificates
- Police Background check
- Immunizations records for daycare aged children
- Proof of Homeless (court ordered eviction notice or notarized letter).

If a family is unable to provide the abovementioned documents at the time of intake (with the exception of Proof of Homelessness) we will give them a grace period to obtain them. If a family does not have Proof of Homelessness they are offered a cot-stay and given until the next calendar day to secure this information. However, in some instances families do not have the means to secure a notarized statement. If a family is unable to produce this information due to financial restrictions the intake supervisor will waive the notarized letter and allow the family to enter into the program.

The intake process takes approximately one hour. During the intake appointment a family will be scheduled with a Family Advocate Specialist and Employment Resource Specialist. Upon completion of the intake process the family is given a room, if available or placed on a cot in the order in which they entered the family center.

Families are also scheduled to participate in New Family Orientation, Youth Services Orientation and Community Resources Orientation. These orientations serve as an introduction not only to the policies and procedures of the Family Center, but to the abundant program resources available.

A family is considered ineligible for programming if the following criteria are met:

- They do not have current parental custody of minor children, at which time we divert them to the single system
- Are fleeing an abusive situation considered domestic in nature, at which time we refer them to Choices/ appropriate domestic violence shelter

- Have current housing but, are in need of rental assistance only. During this case a Triage is conducted and information is forwarded to our partner agency Stable Families. *Eligibility requires that the family is facing imminent danger of losing their home, have minor children, and meet the federal poverty guidelines.*

If a family is found to be ineligible for our program, they have the right to appeal that decision with our appeals committee, Housing & Family Manager, and/or Director of Housing Programs.