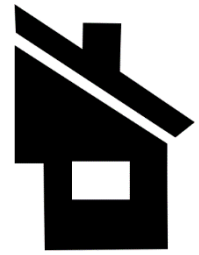


# 2021



## Emergency Shelter Resource Directory



Published by: **Homeless Service Coalition (HSC) of Delaware County**  
[www.DelcoHomelessServices.org](http://www.DelcoHomelessServices.org) and the  
**Delaware County Department of Human Services**  
**Division of Adult and Family Services**

Revised: **February 2021**

---

## 2021 Homeless Services Coalition - Emergency Shelter Resource Directory

---

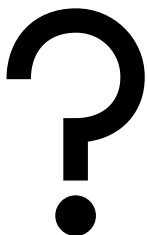
### TABLE OF CONTENTS

<b>COVID-19</b> .....	<b>3</b>
<b>COVID-19 PROVIDER RESOURCES</b> .....	<b>4</b>
<b>COLD WEATHER PLAN</b> .....	<b>5-6</b>
<b>COORDINATED ENTRY (CE)</b> .....	<b>7</b>
<b>DELAWARE COUNTY COORDINATED ENTRY ASSESSMENT LOCATIONS</b> .....	<b>8</b>
<b>SINGLE ADULTS</b>	
• CityTeam Ministries .....	<b>9</b>
• Connect-by-Night .....	<b>10</b>
• Life Center of Eastern Delaware County .....	<b>11</b>
• Salvation Army Warming Center .....	<b>12</b>
<b>FAMILIES WITH CHILDREN</b>	
• Domestic Abuse Project .....	<b>13</b>
• Family Promise of Delaware County .....	<b>14</b>
• Temporary Emergency Shelter Placement .....	<b>15</b>
• Family Management Center .....	<b>16</b>
• Wesley House Community Corporation .....	<b>17</b>
<b>OTHER SHELTER INFORMATION</b>	
• Outreach Response Line .....	<b>18</b>
• Wheelchair Accessible Shelters .....	<b>18</b>
• Vulnerable Adults .....	<b>18</b>
• Shelter Policies for Couples .....	<b>18</b>
<b>HOW YOU CAN HELP TO MAKE THIS DIRECTORY BETTER</b> .....	<b>19</b>
<b>SURVIVAL GUIDE TO HOMELESS SERVICES</b> .....	<b>20</b>

# COVID-19

*The COVID-19 pandemic has significantly impacted the services offered by Delaware County homeless services providers.*

*Users of this directory are encouraged to call providers to determine the level of services being offered. Service activities may differ from those detailed in this directory and may change day to day based on any COVID-19 conditions.*



## COVID-19 PROVIDER RESOURCES

The emergence of the Coronavirus (COVID-19) calls for enhanced cooperation between public health authorities, homeless service systems, and other partners at the local level. To support these partnerships and the vulnerable households served, relevant federal agencies are issuing guidance from subject matter experts on lessons learned from previous response efforts to infectious diseases.

When this directory is accessed online, the links below point to relevant information that agencies are issuing relating to homeless services.

[Resources on COVID-19 for Delaware County](#)

[United States Interagency Council on Homelessness \(USICH\) COVID-19 Resources](#)

[Disease Risks and Homelessness](#)

[Preventing and Managing the Spread of Infectious Disease for People Experiencing Homelessness \(.pdf file\)](#)

[Preventing and Managing the Spread of Infectious Disease within Shelters \(.pdf file\)](#)

[Preventing and Managing the Spread of Infectious Disease within Encampments \(.pdf file\)](#)

[Infectious Disease Preparedness Guidance for Homeless Assistance Providers](#)

[Resources for Homeless Shelters](#)

[Interim Guidance for Responding to Coronavirus Disease 2019 \(COVID-19\) among People Experiencing Unsheltered Homelessness](#)

[Isolation Tracking Log \(pdf file\)](#)

[Quarantine Tracking Log \(.pdf file\)](#)

## 2020-21 Delaware County Cold Weather Plan

The Delaware County Cold Weather Plan (CWP) is in effect from November 1<sup>st</sup> to April 1<sup>st</sup>. The CWP describes how we coordinate to provide cold weather education 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, when possible, are made available and expanded outreach occurs. The Delaware County Department of Human Services, Office of Behavioral Health - Adult and 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 experienced and practiced in sheltering persons during severe weather situations. If they cannot provide shelter directly, vulnerable persons are referred to other programs for the evening. This happens when the temperatures reach 40 degrees or below and programs implement their extended services hours, expanded outreach and overflow beds practices.



#### A. Shelters and Overflow Beds - The following shelter programs offer overflow beds.

Shelter Program	Location & Contact Information	Population	# Beds	Overflow Beds
Connect-by-Night	7200 Chestnut Street Rear Entrance, Upper Darby (267) 507-3970 - Intake	Single Adults	25	TBD*
Life Center of Eastern Delaware County	6310 Market Street Upper Darby (610) 734-5770	Single Adults	30	7 beds. Subject to change based on safety conditions.
Salvation Army	151 West 15 <sup>th</sup> Street Chester (610) 874-0423	Single Adults	20	TBD*
Community Action Agency, Temporary Emergency Shelter Program	Voucher based for vulnerable households (610) 874-8451 – Intake, overnight and weekend answering service.	Vulnerable families & single adults	N/A	As needed

\*TBD overflow beds are determined by the current census. Due to social distancing and necessary spacing, overflow shelter space may be limited to safely accommodate shelter residents.

## Expanded Outreach

During Code Blue conditions, Outreach staff will circulate in areas frequented by homeless persons. The goal of the Outreach Team is to locate homeless persons and bring them to safety in a warm facility. Overflow shelter beds will be utilized for identified homeless persons before other alternatives are explored. Persons identified during outreach activities are required to complete a Coordinated Entry Assessment and are encouraged to engage in ongoing services for homeless persons to stabilize their housing needs. **Outreach services are provided by Horizon House, 24 hours a day, on a rotating 5-day schedule. Horizon House can be contacted at (484) 479-3470.**

## Community Education and 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 and Family Services Division** Annually updates, produces and distributes the Emergency Shelter Resource Directory. The Directory details shelter programs, 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. For easier access, both documents are available at [www.delcohsa.org/adultfamily.html](http://www.delcohsa.org/adultfamily.html)



➡ **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<sup>2</sup> - *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 1 through April 1 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.

**Resources can be obtained on provider websites or by calling the provider directly.**

Office of Behavioral Health – Adult and Family Services	(610) 713-2365	<a href="http://www.delcohsa.org">www.delcohsa.org</a>
County Office of Services for the Aging (COSA)	(610) 490-1300	<a href="http://www.delcosa.org">www.delcosa.org</a>
County Department of Intercommunity Health	(610) 891-5311	<a href="http://www.delcopa.gov">www.delcopa.gov</a>
Community Action Agency of Delaware Co.	(610) 874-8451	<a href="http://www.caadc.org">www.caadc.org</a>

## 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, PA19023 (610) 874-8451 | By appointment only
- **Horizon House, Inc., phone assessment**, call at (610) 328-1306, Mon – Fri 9:00 AM to 4:00 PM
- **Salvation Army**, 151 W. 15th St., Chester, PA 19013 (610) 874-0423 | Mon – Fri 9:00 AM to 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.

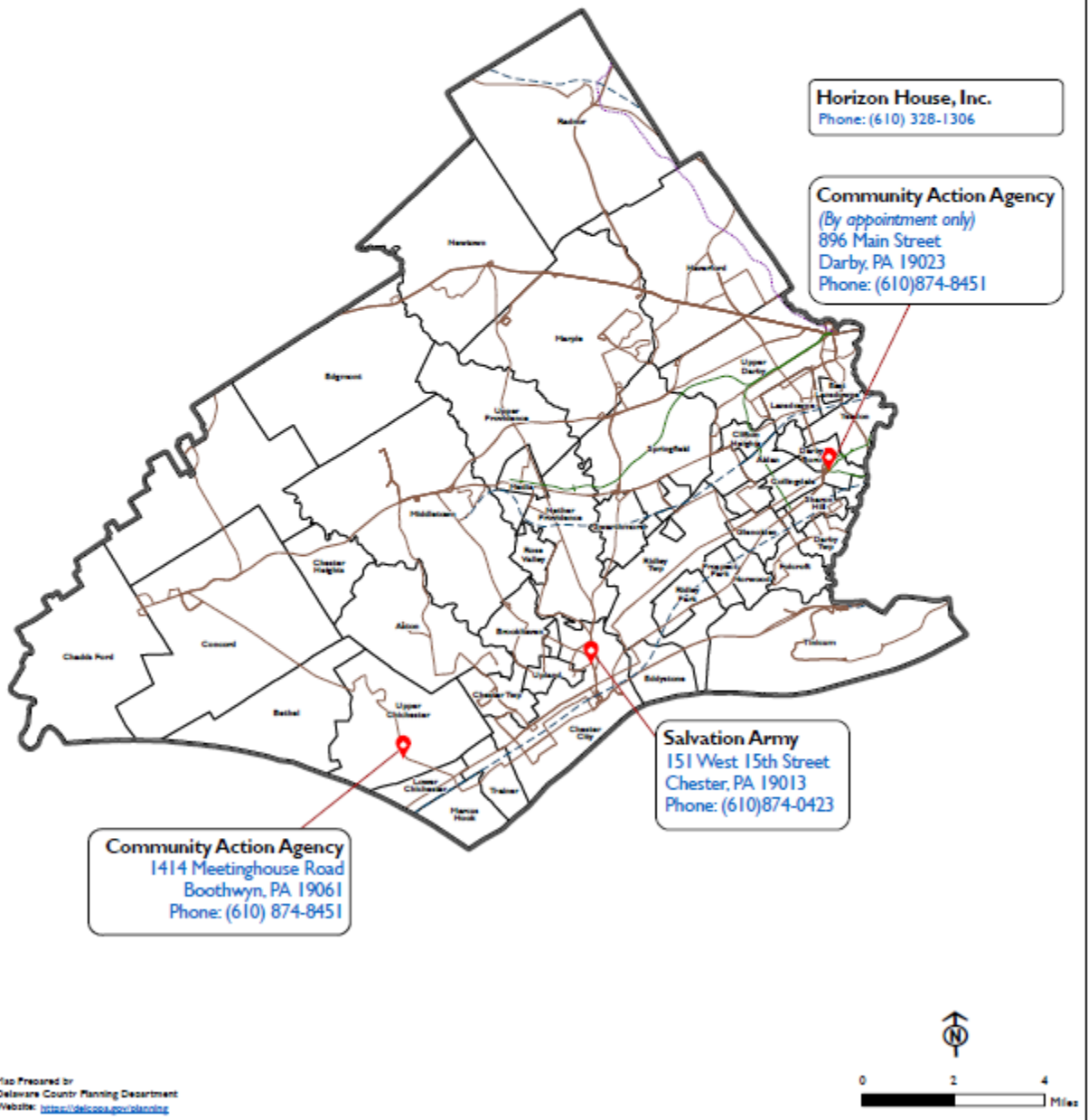
- **Homeless Programs:** shelter diversion, temporary shelter, rapid-re-housing and housing education and counseling.
- **Prevention Assistance Programs:** landlord mediation, re-payment agreements, financial assistance, utility assistance, budgeting and housing education and counseling.
- **Housing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

**Public Transportation**

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

For more information on SEPTA routes, please visit our transit map at:  
[http://septa.org/planning/transportation/PublicTransportation\\_Guide.pdf](http://septa.org/planning/transportation/PublicTransportation_Guide.pdf)

**Coordinated Entry (CE) Assessment  
Locations and Contact Numbers**







## **SINGLE MEN**

### **CityTeam Ministries**

634 Sproul St., Chester, PA 19013

**Office Tel:** (610) 872-6865  
**Fax:** (610) 876-9924  
**E-mail:** [chester@cityteam.org](mailto:chester@cityteam.org)  
**Website:** <https://cityteam.org/chester/>

---

**SHELTER:** **Emergency Shelter Services are temporary suspended. Contact CityTeam for status of shelter availability.**

**MEALS:** Sunday through Saturday, "To Go" meals are distributed at **5:15 PM**, from the ministry building back door.

**OTHER SERVICES:** **Contact CityTeam to determine availability of the services detailed below.**  
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 (MHP)

7200 Chestnut St., (rear entrance), Upper Darby, PA 19082

**Office Tel:** (267) 507-3875

**Fax:** (610) 352-7125

**Website:** <https://www.mentalhealthpartnerships.org/>

---

**SHELTER:** Guests sleep on cots or mats depending on availability.

**CAPACITY:** **Shelter services and capacity can vary based on COVID-19 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 (on Court Ave) by **7:00 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:** 7:00 PM to 6:00 AM, Monday through Sunday

**CONNECT:** Services detailed below are subject to change based on COVID-19 safety considerations

**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 for housing applications, and assistance with medical appointments. **CONNECT** also offers laundry services, showers, use of computers and meals as donated by local organizations.

## 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](mailto:gruggieri@caadc.org) or [kpelzer@caadc.org](mailto:kpelzer@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:** 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:** 7 days a week, 24 hours a day

**REFERRAL PROCESS:** All individuals must complete a Coordinated Entry assessment screening conducted by Horizon House, Inc., Monday through Friday, 9:00 AM to 4:00 PM, call (610) 328-1306.

Evening and weekend hours contact Community Action Agency of Delaware County (CAADC) at (610) 874-8451 and an answering service will provide assistance.

**MEALS:**

- Guests are responsible for obtaining their own breakfast and lunch. Evening meals are available for shelter guests only.

**OTHER SERVICES:**

- Case management, life skills, vocational and employment referrals, behavioral health and medical screenings. Additional services available through CAADC at other agency locations.

The following services are **TEMPORARILY SUSPENDED** until further notice.

- Public evening meal program, daily from 6:30 PM to 8:00 PM.
- Community shower program, Monday, Wednesday, and Friday, 10:00 AM to 1:00 PM.
- Narcotics Anonymous (NA) meetings, Thursday, Saturday, and Sunday.

**SINGLE MEN & WOMEN**



**Salvation Army – Warming Center**

151 West 15<sup>th</sup> St., Chester, PA 19013

**Office Tel:** (610) 874-0423  
**Fax:** (610) 874-8927  
**Email:** [Kimberly.Cohens@use.salvationarmy.org](mailto: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 on a first come first served basis. 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 and lunch are provided by handoff due to COVID-19 safety restrictions.

<b>Stepping Stone Day Program:</b>	<b>Stepping Stone Day Program</b> 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.
------------------------------------	--



**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](mailto: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, Rapid Re-housing 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. Length of stay is 30 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. 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, 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:** [zcrawford@caadc.org](mailto:zcrawford@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, 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](mailto:info@caadc.org)  
**Website:** <https://caadc.org>

- 
- SHELTER:** Facility based overnight shelter
- CURRENT CAPACITY:** 10 room occupancy for homeless families and single women due to COVID-19, (normally 17 rooms). Wesley House will resume full occupancy once COVID-19 vaccination is in full effect.
- 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:** Families or adults experiencing a housing crisis must call CAADC at **(610) 874-8451** for a Coordinated Assessment.
- 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.
- **Outreach services are provided by Horizon House, Inc.**, 24 hours a day, on a rotating 5-day schedule. Horizon House can be contacted at (484) 479-3470.

### 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.



**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 Mental Health 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 \*

**HOMELESS OUTREACH / DAY PROGRAMS**

**HOMELESS OUTREACH:** Call if you see a homeless person in your area and an outreach team will attempt to engage the person (484) 479-3470  
**CATHOLIC SOCIAL SERVICES:** 130 East 7<sup>th</sup> St., Chester showers & laundry by appt., mail service and coffee (Tues. & Thurs. 9:00 AM–10:00 AM (610) 876-7101  
**CONNECT-BY-DAY:** 7200 Chestnut St., (rear entrance), Upper Darby, peer based case mgt. outreach & vocational services for homeless (267) 507-3875  
**HORIZON HOUSE P.A.T.H.:** (Projects for Assisting in Transition from Homelessness). Outreach and case management services for homeless persons with mental illness (610) 328-1306  
**STEPPING STONE DAY CENTER:** The Salvation Army Chester Corps 151 West 15<sup>th</sup> St., Chester, day center for homeless adults, case management and outreach (610) 874-4266

**OTHER SERVICES**

**SHARON HILL MEDICAL:** Variety of medical services including medical, dental and other supports. Services available for those affected by HIV or AIDS. Chester (610) 872-9101 \* | Sharon Hill (610) 583-1177 \*  
**BERNARDINE CENTER:** 2625 West 9<sup>th</sup> St., Chester, classes for life skills, ESL, computer. Food distribution & meal times vary, call for schedule (610) 497-3225  
**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) 507-3875  
**MATERNITY CARE COALITION: MoMobileHFA** for pregnant moms, or who just had a baby. Resources & parenting support. Services are virtual. (610) 713-0570  
**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 9<sup>th</sup> St., Chester Meals, times vary, call for schedule (610) 497-3225  
**CATHOLIC SOCIAL SERVICES:** 130 East 7<sup>th</sup> St. Chester, food pantry (610) 876-7101  
**CITYTEAM MINISTRIES:** 634 Sproul St., Chester (610) 872-6865  
"To Go" meals, Sunday to Saturday from backdoor of building 5:15 PM  
**LIFE CENTER OF EASTERN DEL. CTY: (CAADC):** -6310 Market St., Upper Darby Meals are temporarily suspended due to COVID-19 (610) 734-5770  
**SALVATION ARMY:** 151 West 15<sup>th</sup> St., Chester [Boxed meals] (610) 874-0423  
Breakfast: Mon. to Fri., 8:30 AM; Lunch: Mon. to Fri., 12:00 Noon  
**SALVATION ARMY:** 22 N. 9<sup>th</sup> St., Darby [Food pantry by appt] (610) 583-3720

**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

**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 by these providers in Delaware County:

**COMMUNITY ACTION AGENCY:** 1414 Meetinghouse Rd., Boothwyn (610) 874-8451  
Mon. to Fri., 8:00 AM – 3:00 PM  
**COMMUNITY ACTION AGENCY:** Darby, by appointment only . . . . . (610) 874-8451  
**HORIZON HOUSE:** Phone assessment, call . . . . . (610) 328-1306  
Mon. to Fri., 9:00 AM – 4:00 PM  
**SALVATION ARMY:** 151 West 15<sup>th</sup> St., Chester . . . . . (610) 874-0423  
Mon. to Fri., 9:00 AM – 4:00 PM

[www.DelcoHomelessServices.org](http://www.DelcoHomelessServices.org) \* = Spanish translator available

**EMERGENCY SHELTER PROGRAMS**

**CITYTEAM MINISTRIES (Single Men):** 634 Sproul St., Chester  
Emergency shelter [Due to COVID-19 call for availability] (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 shelter for single adults (267) 507-3875  
**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 for further information and shelter availability (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 15<sup>th</sup> St., Chester  
Overnight shelter for single adults (610) 874-0423

**HOUSING SUPPORT & PROGRAMS**

**COMMUNITY ACTION AGENCY OF DELAWARE COUNTY:**  
Housing assistance & Utility assistance (610) 874-8451  
Weatherization Program (610) 521-8770  
**DELAWARE CTY 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** Drug and Alcohol Access Center  
Mon. to Fri., 7:00 AM – 7:00 PM, 1 Medical Center Blvd., Chester, main hospital next to the emergency room: (610) 619-7370  
**DELAWARE COUNTY MEMORIAL HOSPITAL (DCMH):** Outpatient drug and alcohol treatment, 501 N. Lansdowne Ave., Drexel Hill (610) 394-1700  
**KEYSTONE CENTER:** 2001 Providence Ave., Chester  
Detox / Rehab – 24/7 (800) 558-9600 | (610) 876-9000  
**MERAKEY:** 800 Chester Pike, Sharon Hill, outpatient medication assisted treatment & case mgt., Mon. to Fri., 8:30 AM – 1:00 PM (610) 537-1765

**BEHAVIORAL HEALTH SERVICES**

**CROZER-CHESTER MEDICAL CENTER, Community Campus, Outpatient Services:**  
301 W. 15<sup>th</sup> 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 8AM – 5PM (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