



**Non-Profits
Government
Community
Business
Faith Based Organizations
Persons with Lived Experiences**

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

2019

**Delaware County
Emergency Shelter
Resource Directory**



Developed by: **The Homeless Service Coalition (HSC) of Delaware County
and The Delaware County Office of Behavior Health (OBH),
Adult & Family Services Division, (610) 713-2365**

Updated: **January 2019**

2019 Homeless Services Coalition - Emergency Shelter Resource Directory

TABLE OF CONTENTS

SEVERE WEATHER -----	3
COORDINATED ENTRY -----	4
DELAWARE COUNTY COORDINATED ENTRY ASSESSMENT LOCATIONS -----	5
SINGLE ADULTS	
• CityTeam Ministries-----	6
• Connect-by-Night-----	7
• Life Center of Eastern Delaware County-----	8
• Salvation Army Warming Center-----	9
FAMILIES WITH CHILDREN	
• Domestic Abuse Project-----	10
• Family Promise of Delaware County-----	11
• Temporary Emergency Shelter Placement-----	12
• Family Management Center-----	13
• Wesley House Community Corporation-----	14
OTHER SHELTER INFORMATION	
• Outreach Response Line-----	15
• Wheelchair Accessible Shelters-----	15
• Vulnerable Adults-----	15
• Shelter Policy for Couples-----	15
DELAWARE COUNTY CONTINUUM OF CARE	
EMERGENCY SHELTER REFERRAL FORM -----	16
SURVIVAL GUIDE TO HOMELESS SERVICES -----	17



SEVERE WEATHER



Winter Shelter Plan (WSP): The Winter Shelter Plan typically operates from **November 1st to April 15th** each year. Delaware County does not formally declare a “Code Blue” advisory. The four shelter programs below are experienced and well-practiced in sheltering persons during severe weather conditions. If these agencies cannot provide shelter directly, they will refer individuals to other shelter programs for the evening. A “silent alert” occurs when the temperatures drop to **40 degrees or below**. Programs implement extended service hours, expanded outreach and provide overflow shelter beds. Shelter programs have an established referral process in place to ensure homeless persons are sheltered and transported to various shelter locations. Transportation assistance is provided by shelter programs via van ride or public transportation.

Shelters & Over Flow Beds: The following shelter programs offer overflow beds during the winter.

Shelter Program	Location & Contact Information	Population	Program Capacity	# of overflow beds
Connect-by-Night Church-based mobile shelter program	7200 Chestnut St., Rear Entrance, Upper Darby Overflow beds may be available prior to 10:00 PM each evening (site dependent). All referrals after 10:00 PM must go to the Life Center of Eastern Delaware County. (267) 507-3875 or (267) 507-3851	Single Adults	50	5
Life Center of Eastern Delaware County	6310 Market Street, Upper Darby After 10:00 PM , the Life Center accepts drop offs and walk-ins. Two additional beds are reserved for police department placements. (610) 734-5770	Single Adults	50	15
The Salvation Army	151 West 15th Street, Chester (610) 874-0423	Single Adults	30	5
Community Action Agency of Delaware County (CAADC) Temporary Emergency Shelter Program	Voucher based program for vulnerable households only. Intake, overnight and weekend answering service. (610) 874-8451	Vulnerable families & single adults	N/A	As needed

Winter Storm Alerts: In the case of an approaching winter storm, the Division of Adult and Family Services will electronically alert all shelter programs to prepare for possible power outages, food needs, possible use of overflow capacity and expanded hours if needed.

Excessive Heat and Severe Storms: During periods of excessive heat or when impending severe storms are approaching, overflow beds and expanded outreach efforts will be initiated.

Expanded Outreach & Service Hours: During a WSP, Connect-by-Night and the Salvation Army outreach teams will mobilize their efforts and expand outreach hours and locations to locate and engage individuals exposed to winter elements. Assistance will be offered to bring individuals to a shelter facility.

Outreach Response Line: Call to report if someone is observed on the street. An Outreach Team will come and try to engage the person.

- Monday through Friday, **7 AM to 7 PM**, call the **Connect Outreach Response Line** at **(267) 258-1974**
- Weekday evenings and weekends, **7 PM to 7 AM**, call the **Crisis Connections Team** at **(855) 889-7827**

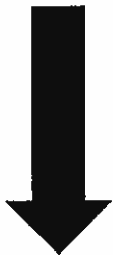
COORDINATED ENTRY (CE) SYSTEM

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
- **Community Action Agency of Delaware County**, 896 Main St., Darby, PA 19023 (610) 874-8451 | By appointment only
- **Horizon House @ Connect**, 7200 Chestnut St., Upper Darby, PA 19082 (267) 507-3956
- **Salvation Army**, 151 W. 15th St., Chester, PA 19013 (610) 874-0423
- **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 your 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.

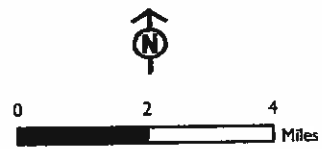
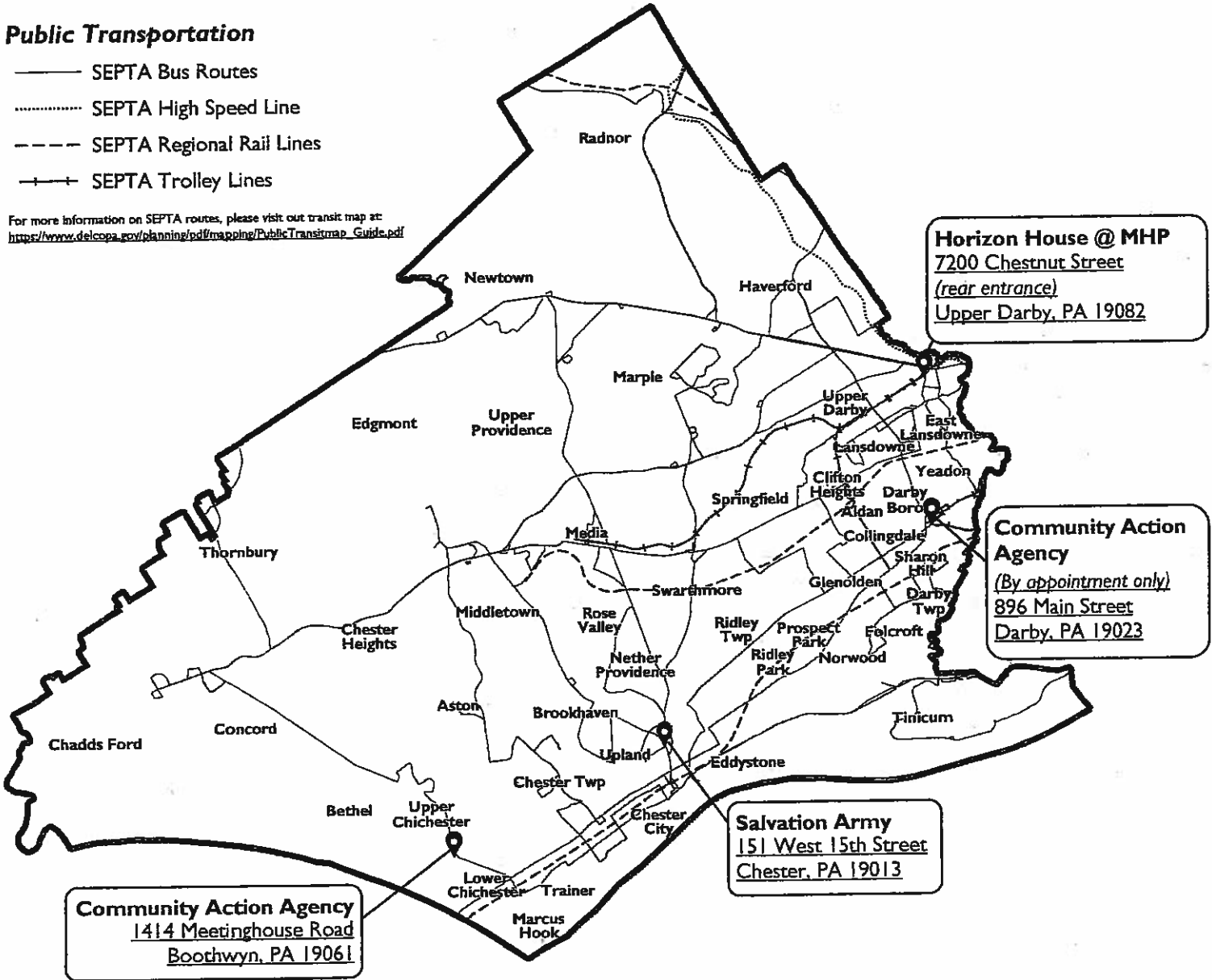
- **Homeless Programs:** shelter diversion, temporary shelter, rapid-re-housing and housing education and counseling.
- **Prevention Assistance Programs:** landlord mediation, re-payment agreements, financial assistance, utility assistance, budgeting and housing education and counseling.
- **Housing 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.delcopa.gov/planning/pdf/mapping/PublicTransitmap_Guide.pdf



SINGLE MEN

CityTeam Ministries

634 Sproul St., Chester, PA 19013



Tel: (610) 872-6865

Fax: (610) 876-9914

E-mail: chester@cityteam.org

Facebook: <https://www.facebook.com/cityteam/>

Instagram: <https://www.instagram.com/CityTeam/>

Twitter: <https://twitter.com/CityTeam>

YouTube: <https://www.youtube.com/user/cityteam>

Website: <https://www.cityteam.org/chester/programs/mens-shelter/>

-
- 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.
- Contact Person:** Al Fullard
- 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:
(5 night 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



MENTAL HEALTH PARTNERSHIPS
Together, we build hope.



Connect-by-Night (CBN)

7200 Chestnut St., Rear Entrance, Upper Darby, PA 19082
Mental Health Partnerships

Tel: (267) 507-3875 or 3851

Fax: (610) 352-7125

Twitter: @MHPHope

Website: www.mentalhealthpartnerships.org

- 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 **7:30 PM**.
• 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, discharge paperwork must include a referral form if the referral is made during business hours of **7:00 AM to 3:00 PM**.
- 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.

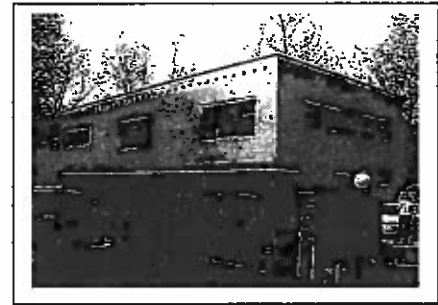
CONNECT: Monday through Sunday, the **CONNECT** Program at 7200 Chestnut St., Upper Darby, supports low income homeless individuals through case management services, life-skills building, and employment readiness and development to those who currently lack the resources necessary to live independently. 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

6310 Market St., Upper Darby, PA 19082

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



Tel: (610) 734-5770
Fax: (610) 734-5773
Email: info@caadc.org
Website: http://www.caadc.org/index.php?/services/housing/v1/emergency_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.

Contact Person: Fran Montague

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: Seven days a week, 24 hours a day

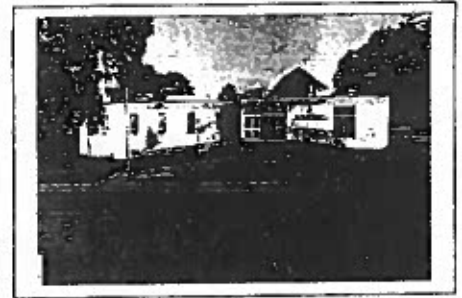
Referral Process: All individuals must complete a Coordinated Assessment screening conducted Monday through Friday, 8:00 AM to 3:00 PM in the Boothwyn Office (610) 874-8451. Evenings and weekends call (610) 874-8451 and an answering service will provide assistance. If there are no beds available, the individual will be placed on a waiting list. Waiting list individuals should contact the Life Center every two to three days to check on their entry status.

Meals:

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

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

Chester Corps

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
Contact Person:	Louis Morse or Kimberly Cohens
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.

FAMILIES AND SINGLE WOMEN



Domestic Abuse Project of Delaware County, Inc.

Address: Confidential

Office Tel: (610) 565-4489

24 Hour HOTLINE: (610) 565-4590

Fax: (610) 565-6673

Email: info@dapdc.org

Website: <https://www.dapdc.org/>

Facebook: <https://www.facebook.com/NanasAtticThrift/>

-
- Shelter:** Facility based shelter. Agency provides emergency shelter to women and their dependent children who are victims of abuse or imminent risk of physical abuse.
- Contact Person:** Joy Cason, Shelter Manager
- 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 and emergency clothing. Additionally, residents access support in obtaining Protection from Abuse Orders and criminal court proceedings through the agency's legal department.



FAMILIES AND SINGLE WOMEN

Family Promise of Delaware County

Interfaith Hospitality Network

Tel: (484) 416-1337
Fax: (484) 480-6756
Director's Cell: (610) 803-8580
Email: Lackerman@dcihn.org
Website: <http://www.dcihn.org/>

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

Contact Person: Lorie Ackerman, Network Director

Capacity: 14 beds

Eligibility: Delaware County residents with proof of homelessness. Guests must be employed and if not must obtain employment within 30 days of program entry. Length of stay is up to 90 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.

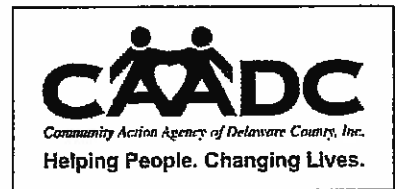
Meals: Food is provided by the host site and includes one hot meal, bag lunch and small breakfast.

Other Services: The Family Service Center provides families with access to telephones and Wi-Fi. 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)



Tel: (610) 874-08451 **Intake Staff:** Coordinated Entry Specialists
Fax: (610) 874-8476
Website: <http://www.caadc.org/>

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 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
- Fleeing Domestic Violence
- Fire
- Living on the streets or places not meant for habitation
- 10 Day Eviction

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.

Referral Process: To refer a family, call the CAADC Coordinated Entry office Monday through Friday 8:00 AM to 3:00 PM at (610) 874-8451.

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 chooses not to accept emergency shelter placement, voucher usage or motel placement will be discontinued.



FAMILIES

Family Management Center (FMC)

229 Norris St., Chester, PA 19013

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

Tel: (610) 872-4070

Fax: (610) 874-8476

Email: rbradley@caadc.org or gcarl@caadc.org

Website: http://www.caadc.org/index.php?/services/housing/v1/emergency_housing/

Shelter: Facility based shelter

Contact Person: Program Director: **Ralph Bradley**
Program Coordinator: **Trudy Carl**

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 AND SINGLE WOMEN

Wesley House Community Corporation

701 Madison St., Chester, PA 19013

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



Tel: (610) 872-2611
Fax: (610) 872-9185
Email: info@caadc.org
Website: http://www.caadc.org/index.php?/services/housing/v1/emergency_housing/

Shelter: Facility based overnight shelter

Contact Person: Sheiletta Corporal

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: To refer a family, call the CAADC Coordinated Entry office **Monday through Friday 8:00 AM to 3:00 PM at (610) 874-8451.**

On evenings and weekends call **(610) 874-8451 for emergencies after business hours.** All referrals must meet with a Coordinated Entry Specialist (CE) to determine eligibility and immediate needs.

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

Other Services: Program guests receive case management, advocacy, support services, life coaching, assessments and goal planning towards securing stable housing and reaching economic self-sufficiency. Program 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
- Weekends and weekday evenings 7 PM to 7 AM call the Crisis Connections Team, (855) 889-7827.

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

Referral Outcome - Circle	Diversion	Shelter Placement	Denied Shelter	Housing Counseling
Signature of CE Assessment Special			Date	
Supervisor Initials			Date	

SURVIVAL GUIDE TO HOMELESS SERVICES

HOMELESS OUTREACH / DAY PROGRAMS

To access Homeless/Housing Crisis Services,

everyone must complete a Coordinated Entry (CE)

Assessment to determine if they are literally homeless or at risk of homelessness. Assessments can be obtained at these locations:

- COMMUNITY ACTION AGENCY:** 1414 Meetinghouse Rd., Boothwyn
Monday through Friday, 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) 507-3956
- SALVATION ARMY:** 151 West 15th St., Chester (610) 874-0423

* = Spanish translation services available



EMERGENCY SHELTER PROGRAMS

- CITYTEAM MINISTRIES:** 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) 416-1337
- 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 (610) 874-8451
Weatherization Program (610) 521-8770
Utility assistance (610) 874-8451
- 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 @ Community Division:** 2600 W. 9th St., Chester
Walk-in assessments, Mon. – Fri., 7:00 AM - 5:00 PM
- Outpatient treatment, drug and alcohol case management (610) 497-7200
- 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



MENTAL HEALTH SERVICES

- CROZER-CHESTER MEDICAL CENTER:** 1 Medical Center Blvd., South Dr., Chester
Base Service Unit (BSU B) Intake, assessment, outpatient and case mgt.
Chester (610) 497-7700 *
- 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 CTR.:** 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
- MERCY FITZGERALD HOSPITAL:** 1500 Lansdowne Ave., Darby
Mental Health Crisis Services – 24/7 (610) 237-4210
- VETERAN'S CRISIS LINE:** (800) 273-8255 then PRESS 1 *

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 / P.A.T.H.:** 7200 Chestnut St., (rear entrance), Upper Darby
Peer-based case mgt. outreach, & vocational for homeless
with mental illness (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) 565-4489
- FAMILY & COMMUNITY SERVICE:** (FCS) 600 N. Olive St., Media
Counseling, HIV/AIDS case mgt. and other supports (610) 566-7540
(855) 222-5542
- GAMBLER'S ANONYMOUS (Delaware Valley area):**
HAMBLER CARE FOR THE HOMELESS, ChessPenn Healthcare Services:
125 E. 9th St., Chester medical/dental, HIV/AIDS care & testing (610) 872-6131*
- MENTAL HEALTH PARTNERSHIPS:** 7200 Chestnut St., (rear entrance), Upper Darby
Project Share Recovery Learning Center (267) 507-3850 press 4
- MOMobile:** Advocacy, resource & referral for pregnant women and families
with children ages 0 to 3 (610) 713-0570



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
- 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 12 food cupboards Contact FCS @ (610) 566-7540
(610) 874-0423
- SALVATION ARMY:** 151 West 15th St., Chester
Lunch, Mon. thru Fri., 12:00 Noon (610) 583-3720
- SALVATION ARMY:** 22 North 9th St., Darby (610) 583-3720
Lunch: Tuesday through Friday, 12:00 PM to 12:45 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
COQA 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
- MEDICAL-LEGAL PARTNERSHIPS:** Improves the lives of pregnant
women, children and families in southeastern PA by integrating legal
services into health care E-mail: info@helpmlp.org
- 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. 2019