



**Oakland County  
Current Shelter Process for Singles/Families**

Referral for Lighthouse:	<p>Lighthouse serves families. If looking for shelter <b>call daily at (248) 920-6000 x3300. Or call and hit prompt #1 for shelter.</b> People can call any time to ask about shelter but 10 AM is the best time for preference</p> <p>Lighthouse provides up to 90 days of emergency housing for families, of any make up, with children experiencing homelessness. Our shelter offers private sleeping quarters for families and daily meals. All households are connected with a case manager to collaboratively work towards exiting into housing and connect with other needed services.</p>
Referral for HOPE:	<p>HOPE accepts intakes 7 days a week on a first come first served basis whenever beds become available. Guests are guaranteed consecutive-night stays. Open beds become available when a guest exits to their new home or when a guest does not return to the shelter.</p> <p>Before sending/coming to HOPE, <b>you may call the shelter at 248-499-7345</b> to discover the known status of open beds. Because people often line up early at the shelter awaiting openings, beds tend to fill quickly. Only when there is a known opening and there is no one already waiting for the bed, can managers hold a bed for 2 hours. If the bed is not claimed in person at that time, the bed will be given to the next person in line.</p> <p>When assisting someone, first make sure the person is willing to go into a shelter in Pontiac. Get the person's full name. Call the shelter with this information. (The person may have a previous experience at the shelter that makes them unable to enter the shelter at this time.) Ask for a manager or supervisor.</p> <p>Each day, HOPE re-registers guests by 5 pm. So, at 5 pm we officially begin accepting new guests for each open bed. Please understand that guests are accepted on a first come first served basis. It is not fair to have someone on a phone admitted into the shelter before those who are already standing in line.</p> <p>All prospective guests must be age 18 or older.</p>
Intakes at HOPE:	<p>HOPE accepts adults for shelter no matter the COVID-19 status. Individuals presenting for shelter at the Baldwin site will be given a COVID-19 test. People who are COVID negative will enter the congregate shelter. People who are COVID positive will shelter in an alternate shelter in isolation.</p> <p>The SMART bus line number 462 stops in front of the shelter (HOPE Adult Shelter at 249 Baldwin). This bus runs up Woodward Avenue to the Phoenix Center in Pontiac and then continues to the shelter on Baldwin Avenue at Virginia St. If sending the person by taxi, Lyft or Uber, please send them directly to the shelter at the above address.</p>
Screening for HAVEN, a domestic violence shelter:	<p>HAVEN Crisis and Support Line <b>(248-334-1274)</b> is available 24-hr a day screening for <b>Shelter</b> and all support services. Support Services are Shelter, Social Action that goes to the Courts and Hospital, Counseling, START – HAVEN’s Forensic Nurse Specialist and Prevention doing work within the schools and community.</p>

SOCH – Welcome Inn  
Referral/ Intake:

Welcome Inn and its corresponding overnight hosts afford services and shelter to adults experiencing homelessness in south Oakland County. The 2023-2024 winter shelter season begins on Monday, December 04, 2023 and runs until Sunday, March 10, 2024.

Guest entry (intake) is on a first come first served basis until the system's capacity is reached. Once full, a wait-list will be established. Intakes are performed Monday – Friday, 8am-5pm, at Welcome Inn Day Center which is located at 1717 W 13 Mile in Royal Oak (corner of Crooks & 13 Mile). Welcome Inn’s entrance is marked as such and is accessible via the Crooks Rd parking lot.

Welcome Inn Day Center works with a rotating group of overnight hosts and provides transportation to/from Monday-Friday, but the day center is closed on weekends. The overnight hosts are open 7PM – 7AM, 7-days a week for the duration of the season and accessible to registered guests only.

**Potential guests or referral sources can check our website, [www.sochwi.org](http://www.sochwi.org), for regularly updated information regarding the number of open spots available or call Welcome Inn at 248-850-3219 (M-F, 7AM-7PM).**

All incoming guests must be age 18 or older and be COVID-19 negative for entry. COVID tests are performed onsite.