Shelter Oakland — Frequently Asked Questions

Q: What is Shelter Oakland?
It is a website that you can use for free to find available shelter beds and other housing resources in Oakland County.

Q: Is Shelter Oakland free to use?
Yes. There is no cost to use the website.

Q: What happens after I apply?
Your application is shared with shelter staff at all matching shelters. They review it based on availability and priority. If you are being considered for a bed, you will be contacted by text or email when a bed becomes available or if there is an update.

Q: How long until I hear back?
Response times vary by shelter and availability. If beds are available, most shelters respond within 24-48 hours.

Q: What if I miss my check-in time?
Contact the shelter immediately. They may be able to reschedule, or you may need to reapply the next day.

Q: Can I use someone else's phone number as my contact?
Yes. You may use the phone number of a trusted person who can receive calls or texts on your behalf. Just be sure they can check messages daily and notify you right away when your bed becomes available.

Q: Is there a phone or paper-based alternative to completing the form online?
There are no paper forms available. However, if you cannot access the website, you may call Oakland Connects and staff can assist you in completing the online form over the phone. You can reach them at 1-800-848-5533 or by email at oakconnects@oakgov.com.

Q: Where can I find free Wi-Fi?
Free Wi-Fi is available at most public libraries throughout Oakland County. Libraries also offer public computer access and staff assistance.

Q: Will transportation be available if I am offered a bed?
Transportation may be available if you accept the bed within the required timeframe. If you need help with transportation, please call Oakland Connects right away and let them know your situation.

For more information, please visit shelteroakland.com.

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