



## Oakland County Current Shelter Process for Singles/Families

Referral for Lighthouse:	<p>Lighthouse serves families and individuals. If looking for shelter call (248) 920-6000x5500.</p> <p>People do not need to have a COVID test before being admitted into shelter. However, please have them call for an intake first so that they can be screened and have a room requested. If able, the screening/intake will take place on the same day as the call. If possible please have people call Mon-Fri at 10am for shelter inquiries.</p>
Referral for HOPE:	<p>HOPE accepts intakes 7 days a week. While HOPE does take walk-ins, it is requested that you call 248 499 7345 and ask for Carolyn or Kim (Monday through Friday) or Karen or Todd (on the weekends) if you are making a referral. (Please provide HOPE staff with the full name or HMIS# of the individual being referred). If the individual seeking shelter is making the call, please make sure that the individual has the ability to leave a call back number in case the shelter staff is on the other line. If the person being referred is not in the Pontiac area and is known to be COVID positive, please call Carolyn first to determine the best way to complete the intake and get the individual to the non congregate shelter.</p> <p>All prospective guests must be age 18 or older.</p>
Intakes at HOPE:	<p>While HOPE accepts adults for shelter no matter the COVID status, the congregate shelter can only accept those who are COVID negative. Individuals presenting for shelter at the Baldwin site should have a negative COVID test that is not more than 24 hours old. Potential service recipients can secure a COVID test at a hospital emergency room and bring the results to the shelter.</p> <p>Screening and intake is done in the shelter parking lot. Guests will also have their temperature taken and be asked questions about health and prior living setting. Guests with positive COVID test results, or those recently exposed to COVID will be sent to a non-congregate setting.</p> <p>SMART buses are free during the pandemic but running on a reduced schedule. If an individual is coming to the HOPE Adult Shelter at 249 Baldwin, they can get the 753 Baldwin Ave SMART bus at the Phoenix Center in Pontiac and exit the bus at Virginia St and Baldwin.</p>
Screening for HAVEN, a domestic violence shelter:	<p>Staff is available and answering the crisis support line. 24-HR CRISIS &amp; SUPPORT: 248-334-1274; TOLL-FREE CRISIS LINE 877-922-1274</p>
Transportation:	<p><b><u>If referring agency is able to send clients to shelter:</u></b> LYFT is willing to transport those with masks &amp; gloves.</p> <p>Do not send anyone who has a high fever, cough, difficulty breathing via LYFT – send to the hospital via 911/EMS.</p>