

# How to Get Help If You Are Experiencing Homelessness

The United Way of Goodhue, Wabasha & Pierce Counties does not provide direct services for housing or case management. If you are experiencing homelessness or at risk of becoming homeless please contact our local 211 Hotline. 211 Hotline offers trained staff, multiple languages and is open 24 hours a day 7 days a week to help people access services like shelter, food, healthcare and other resources.



**UNITED WAY'S CONFIDENTIAL  
24 HOUR HOTLINE**

Dial 211  
651-291-0211  
Or 1-800-543-7709

## ***From the National Alliance to End Homelessness***

### **Step One - Access Services**

If you are currently homeless or at risk of becoming homeless, the first thing to do is to get in touch with a community designated organization for homeless services.

#### **Hope Coalition – 651-388- 9360**

Housing Support Services 1926 Old West Main St. Red Wing  
Tuesday through Friday, 8:30-4:30, by appointment or as advocate is available

#### **Hope and Harbor Shelter – 651-764-4292**

Overnight homeless shelter for adults who are 18 years old or older. all week long during the months of November through March.

#### **Coordinated Entry System in Goodhue or Wabasha County**

The Continuum of Care (CoC) program is the entry point for homeless services across the country. Contact our local CoC to learn about access to shelter, housing and other resources.

Individuals and families with children call - Three Rivers Community Action: **507-732-7391**  
**or 1-800-277-8418**

Victims of Domestic or Sexual Violence call HOPE Coalition: **651-388-9360 ext. 11**  
**or 1-800-369-5214**

Veterans Call Minnesota Assistance Council for Veterans **507-345-8258**

## **Step Two – Determining how best to help you**

**Exploring options other than shelter.** Having a safe, alternative shelter is often a much better way of resolving your housing crisis. Provider staff may try to help you maintain your current housing (if you have any) and resolve conflicts that are keeping you from staying there. They may negotiate with a friend or family member to extend your housing and may be able to assist you with rent or utilities.

**If shelter is the only option.** If you cannot stay where you stayed last night or there is no safe alternative for you, then provider staff will likely assess your strengths and needs relative to others who are also in need of a shelter bed. This assessment will ask you questions about your physical and mental health and your age. They may also ask how long you have been experiencing homelessness, if you have children, your income, employment history, and criminal history. These questions are not meant to disqualify you from services but to make the best match to services you may be eligible for.

**Assessing permanent housing needs/preferences.** In addition to determining if you need shelter, this assessment will explore what housing needs and preferences you have. This process may happen in stages with different providers based on your needs, but it is meant to help you move as quickly as possible from your current situation back into your own home.

## **Step Three – Prioritizing for Shelter and Housing.**

**Help for those living outside.** Unfortunately, a lot of communities have many people living and sleeping outdoors and do not have enough shelter or housing to move everyone back into housing quickly. These communities need to prioritize resources for those who need them the most.

**Help for those “doubled up”, unstably housed or imminently homeless.** Communities that do not have a lot of people living outdoors will also prioritize individuals and families based on a common set of factors that indicate how vulnerable and unsafe their current situation is and how close they are to a housing crisis.

## **Step Four – Prioritizing for Shelter and Housing.**

**Referred to shelter.** Once provider staff have assessed and determined your strengths, needs and vulnerability, you may be referred to a shelter bed immediately. If you are not referred to a shelter bed, you may be placed on a waitlist for shelter. Be sure to ask what you should expect or do next if you are not immediately referred to shelter.

**Referred to housing resources.** In addition to being referred to shelter, the provider staff should provide and explanation as to what housing resources may be available to you. There is no guarantee, but you may be referred to housing resources such as rapid re-housing, permanent supportive housing, section 8, or other housing resources. Be sure to ask what resources you may be eligible for.