

Homelessness Prevention & Diversion Services

MISSION

The mission of the Office of Homeless Services is to make homelessness rare, brief, and nonrecurring in Philadelphia. We mobilize available city, state, and federal resources through a network of nonprofit housing and homeless service providers to help people facing imminent homelessness prevent shelter admission.

Types of Homelessness Prevention Assistance Available

- Mediation, counseling, and problem solving to remain where you are.
- Lease holders facing eviction should call the Philadelphia Eviction Prevention Pilot at 267-443-2500 or visit phillytenant.org.
- If you are facing imminent homelessness, you may be able to get one-time payment for move-in costs (security deposit, first and last month's rent) or 12 months of rental assistance with housing case management. You are expected to make a commitment to increase your household income during that time.
- Assistance is based on fund availability.

Eligibility Criteria

Families with children who have experienced homelessness and/or involvement with the child welfare system are the highest priority for financial assistance. Community based services to the Latinx community are also available at Congreso de Latinos Unidos.

To be eligible, you must have a household income at or below **30% of the area median income guidelines:**

	HOUSEHOLD SIZE					
	1 person	2 persons	3 persons	4 persons	5 persons	6 persons
Yearly Income	\$20,300	\$23,200	\$26,100	\$29,000	\$31,350	\$35,160
Monthly Income	\$1,691	\$1,933	\$2,175	\$2,416	\$2,612	\$2,930

You will need to provide the following documentation

- Birth certificates and social security cards for all household member (copies of documents are acceptable).
- Proof of income for all household members (income documentation must be dated within last 30 days).

To get help

- Please call the Homelessness Prevention Hotline at 215-686-7177 and follow the instructions.
- Due to high call volume, you may wait up to 72 hours to receive a response.

Step-by-Step Guide to Homelessness Prevention Services

1. Call the Homelessness Prevention Hotline at 215-686-7177.
2. Provide relevant information and documentation in-person or online. If in-person, you must wear a mask and pass a COVID screening to enter building. We will require at least 6 feet of social distancing and limit the amount of people in the building at any time. Those who do not follow these protocols will be asked to leave.
3. OHS determines eligibility.
4. Schedule remote appointment with an OHS representative.
5. OHS helps with housing search.
6. Contingent upon landlord approval, move-in process begins.
7. Property inspection completed prior to rental subsidy payment.
8. Monthly appointments with an OHS case manager/housing stabilization specialist.
9. Income recertification every 90 days, if applicable.