

How to refer a participant to OHS intake

The Office of Homeless Services (OHS) uses the External Agency Referral Line to screen referrals from hospitals and other institutions for emergency housing, also called shelters.

During business hours

If you have a referral during normal business hours (Monday through Friday, 8 a.m. to 5 p.m.):

1. Fill out the OHS referral form completely and fax to (215) 685-3729. Please make sure the form is clear and legible. (If your fax does not go through, please try our alternate fax number (215) 685-3728.)
2. Someone from OHS will call you back that day to confirm that we have received your referral and to get more information.

Your referral is not accepted until you receive a call back from OHS. OHS staff will ask a few questions about the participant and their condition, and direct them to the appropriate intake site if we have a bed available.

You can only refer a participant who is being discharged from a skilled nursing facility or rehabilitation center from 8 a.m. to 5 p.m, Monday through Friday.

On evenings, weekends, and holidays

If you have a referral Monday to Friday after 5 p.m., on a weekend, or on a holiday, contact the appropriate after-hours center:

- **Single women:** Gaudenzia House of Passage, (267) 713-7778
- **Single men:** SELF Inc. Station House, (215) 225-9230
- **Families:** Red Shield Family Residence, (215) 787-2887

Medications and baggage

Participants entering a shelter must have a five-day supply of all necessary medication. When referring someone to an after-hours center, advise the staff of all medication the participant will have.

Participants may bring up to two bags of clothing and belongings with them to a shelter.

Level-of-care restrictions

Emergency housing sites are not appropriate for people who need personal care or a skilled nursing facility. The staff at our emergency housing facilities is not trained to provide this level of care.

We cannot provide appropriate care for people who:

- Need intermediate or skilled nursing home care and cannot perform ADL skills independently.
- Are incontinent, unless they are totally self-sufficient.
- Have serious mental health problems and need a structured environment with behavioral health supports and supervision.
- Are homicidal, suicidal, overtly psychotic, or verbally and/or physically threatening.
- Cannot transfer from wheelchairs.
- Have open wounds requiring ongoing wound care.
- Have contagious diseases that require restricted living arrangements or isolation for sleeping, eating, or bathing.