

# Stranded Traveler Assistance

## 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.

## About Stranded Traveler Assistance

Stranded Traveler Assistance provides travel assistance to nonresidents who find themselves stranded, in crisis situations, in Philadelphia. The aid helps travelers return to communities where they have family or social support and will have a better opportunity to attain self-sufficiency.

Stranded Traveler Assistance services are provided based on available funding, eligibility, and location.

## Required Documentation

- Name
- Social security number
- Number of adults and/or children

## Step-by-Step Guide to Stranded Traveler Assistance

1. Contact the Prevention, Diversion, and Intake Unit to begin the intake process.
  - a. Fill out a form online at [phila.gov/ohs](http://phila.gov/ohs).
  - b. Call 215-686-7177 and follow the instructions. Due to high call volume, you may wait up to 72 hours to receive a response.
  - c. Visit a city-funded centralized intake site.
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 social worker confirms there is a participating bus depot location and housing before you are sent to your destination.
4. OHS processes your one-way stranded traveler bus ticket.

## Hours of Operation: Centralized Intake Sites

**Monday through Friday, 7 a.m. – 5 p.m.**

**Appletree Family Center**  
1430 Cherry St.

**Roosevelt Darby Center**  
804 N. Broad St.