

The Salvation Army Family Shelter

The Salvation Army considers family shelter a temporary, emergency solution to homelessness. Families can self-identify and are eligible for services if there is a child in the household under the age of 18 (or over 18 if enrolled in High School). Families must have a minor in their household at least 50 percent of the time to remain eligible for family shelter.



How to Access Shelter?

If a family needs shelter, they should call the family shelter intake line at **608-250-2298** with their name, family size, and contact information. Families who call in for shelter using the intake line are contacted by the Diversion Specialist within 24 hours to help families assess safe alternative options to shelter. If no alternatives are identified, the family is added to the family shelter waitlist. **Families are asked to call-in once a week to remain active on the waitlist. Families can expect to receive a call back once/week to confirm they are still on the waitlist.

When a shelter room becomes available, the family will be notified, and an intake time will be scheduled. Families will be provided with shelter guidelines, supplies, and assigned a housing case manager. Family shelter operates 24 hours a day/ 7 days a week with no time limit on length of stay.



Shelter support services include:

- Meals three times a day
- Diapers
- Hygiene supplies
- Case Management
 - Housing Search
 - Employment search
 - Help filling out job applications.
 - Benefit eligibility and connection
 - Childcare resources
 - Help with housing applications.
 - Connection to school/ TEP services
- Onsite shelter staff support/mediation
- 24/7 shelter for families with no time limit
- Projected capacity: 30-35 families
- Increased outdoor and indoor space.
- Kennedy/Whitehorse/La Follette School District
- Linens
- Activity boxes
- Housing Navigation
- Virtual Learning/school support



Contact Information

Case Managers:

- Leticia Silva:
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- Patricia Gaffney:
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Management Staff:

- Liz Grant: *Shelter Manager – Family Shelter*
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- Lyn Roscoe: *Shelter Manager - Women's Shelter*
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