



## Delaware County 2015-16

## Cold Weather Plan

The Delaware County Cold Weather Plan (CWP) is in effect from November 1<sup>st</sup> to April 1<sup>st</sup>. The CWP describes how we coordinate to provide cold weather education, expanded shelter beds, and other services for those who are vulnerable and homeless in Delaware County. Many of the services described are in place and operational regardless of the temperature, however, in times of severe winter weather, overflow shelter beds are made available and expanded outreach occurs. The Delaware County Department of Human Services, Office of Behavioral Health,-Adult & Family Services Division coordinates the County shelter programs and oversees the Winter Shelter Plan (WSP) for homeless persons. In addition, the County Office of Intercommunity Health and the County Office of Services for the Aging (COSA), both provide other services and education to the community regarding cold weather survival.

### Initiating the Winter Shelter Plan

The goal of the WSP is to ensure that vulnerable homeless people come in from the cold and are warm and safe. Delaware County does not formally declare a “Code Blue”. The five shelter programs listed below are very experienced and well-practiced in sheltering persons during severe weather situations. If they cannot provide shelter directly, vulnerable persons are referred to other programs for the evening. The “silent alert” happens when the temperatures reach 40 degrees or below and programs implement their extended services hours, expanded outreach and overflow beds practices.

#### A. Shelters & Over Flow Beds - The following shelter programs offer overflow beds.

| Shelter Program   | Location & Contact Information  | Population                          | # Beds   | Overflow Beds   |
|---|---|-------------------------------------|----------|-----------------|
| <b>Connect-by-Night</b> – Church-based mobile shelter program         | 7200 Chestnut Street<br>Rear Entrance, Upper Darby<br>267-507-3970 - Intake                                 | Single Adults                       | 50       | 5               |
| <b>Life Center of Eastern Delaware County</b>                         | 6310 Market Street<br>Upper Darby<br>610-734-5770   | Single Adults                       | 50       | 15              |
| <b>Salvation Army</b>   | 151 W. 15 <sup>th</sup> Street<br>Chester<br>610-874-0423   | Single Adults                       | 35       | 5               |
| <b>Wesley House Community Corp</b>                                    | 701 Madison Street<br>Chester<br>610-874-8451 – Intake  | Families                            | 15 units | 1 unit (5 beds) |
| <b>Community Action Agency</b><br>Temporary Emergency Shelter Program | Voucher based for vulnerable households<br>610-874-8451-intake and overnight and weekend answering service. | Vulnerable families & single adults | N/A      | As needed       |

#### B. Referrals and Transportation - Transportation assistance is provided by the shelter programs either via van ride or SEPTA tokens.

#### C. Winter Storm Alerts - In situations of extreme conditions or an approaching winter storm, the Division of Adult & Family Services electronically alerts all shelter programs to prepare for power outages, food needs, overflow capacity and expanded hours if needed.

## Expanded Outreach

The goal of Outreach is to locate homeless persons and bring them to safety in a warm facility. There are two outreach programs in the county that target areas where homeless people are known.

- ❄ Connect Outreach Program offers street outreach, keeps their doors open until shelter pick-up, and provides snacks and a warm place to stay.
- ❄ The Salvation Army outreach team serves the City of Chester and searches for people to bring in from the cold; they offer food and shelter.

## What you can do if you see a homeless person on the street in your community?

- ❄ Monday - Friday from 7 AM to 7 PM - call the **Connect Outreach Response Line @ 267-258-1974** and an Outreach Team will come and try to engage the person.
- ❄ Weekends and weekday evenings (7 PM to 7 AM) call the **Delaware County Crisis Connections Team @ 1-855-889-7827**.

## Community Education & Awareness

To ensure that the Delaware County community knows the resources available for residents during the winter months and where to find those resources, the following education and awareness activities take place:

- ❄ **Homeless Services Coalition and the Office of Behavioral Health – Adult & Family Services Division**  
Annually updates, produces, and distributes the Winter Shelter Directory. The Directory details shelter programs, the referral process, and their Winter Shelter Plan role if applicable. This directory is distributed countywide to police stations, municipalities, county and local government offices, libraries, elected officials, school districts, etc. The Survival Guide to Homeless Services, a double-sided 4" x 8" resource card is also distributed county-wide and available on the County website [www.co.delaware.pa.us](http://www.co.delaware.pa.us)
- ❄ **The Delaware County Department of Intercommunity Health** – Provides information to help people avoid medical emergencies, such as hypothermia and frost bite.
- ❄ **The Delaware County Office of Services for the Aging (COSA)** – Extends outreach to senior citizens, conducts outreach and wellness checks on vulnerable seniors and prepares and distributes the pamphlet "Winter Weather Warm Up" - *Tips to Staying Healthy in the Cold Winter Months*". Cold Weather tips can also be heard on COSA's informational-only weather phone line **610-872-1558** from December 1st through April 1<sup>st</sup> each year.
- ❄ **Community Action Agency (CAADC)** – The County's official anti-poverty agency can assist economically disadvantaged eligible households through their Weatherization program. On a limited basis, CAADC can provide heating oil assistance and can assist people in applying for the Low Income Home Energy Assistance Program (LIHEAP) which helps people afford their winter heating bills.

**The above resources can be obtained on websites or by calling the provider directly.**

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|---|--------------|--|
| Office of Behavioral Health – Adult & Family Services | 610-713-2365 | <a href="http://www.delcohsa.org">www.delcohsa.org</a>           |
| County Office of Services for the Aging (COSA)        | 610-490-1300 | <a href="http://www.delcosa.org">www.delcosa.org</a>             |
| Department of Intercommunity Health                   | 610-891-5311 | <a href="http://www.co.delaware.pa.us">www.co.delaware.pa.us</a> |
| Community Action Agency of Delaware Co.               | 610-874-8451 | <a href="http://www.caadc.org">www.caadc.org</a>                 |