

The Salvation Army of Dane County, Emergency Family Shelter (i.e. Warming House)

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A. Program Summary

Emergency Family Shelter (EFS) serves as the community's current strategy to ensure homeless families with emergent housing needs *and* minor children are sheltered and safe. EFS provides short-term shelter for families who are unable to access the larger family shelter system because the system is full, has a waiting list and/or the family is ineligible. EFS is available year-round (night-time only) and serves as the only such emergency shelter in the community. Capacity comfortably hovers between 14 and 16 individuals though we frequently welcome up to 22 people/night.

In addition to basic shelter, families are offered a myriad of services. A case manager is designated to help families prioritize goals and access community resources so as to reduce or eliminate their need for emergency shelter. The ultimate objective is to meet identified goals and secure permanent housing. Families in EFS are provided with dinner, evening snack and breakfast. Families have access to many additional resources including, but not limited to, child recreation activities; homework assistance; connection to Madison Metropolitan School District-Transition Education Program; primary medical care (UW MEDiC); dental care (Madison Dental Initiative); laundry, shower, hygiene, diapers; and spiritual support.

During the day, families are welcome to access The Road Home, which serves as a daytime shelter. There, families are offered similar services, including case management. The Salvation Army of Dane County case management staff work in concert with The Road Home staff to coordinate services, avoid duplication and increase families' network of advocates.

In 2010 and 2011, EFS served approximately 736 and 723 individuals, respectively. In 2013 and 2014, EFS intends to provide emergency shelter services and case management to at least 715 individuals (225 families)/year.

B. Framework Objective

EFS seeks to improve homeless services (objective J) by providing access to community resources. Through shelter and, subsequent, case management families are provided with appropriate resources and referrals with the hope that community connection and support will improve coping skills, lessen barriers and the need for emergency shelter.

C. Preliminary Reading Question

- a. Question: Does Salvation Army or HSC or City have a different long-term plan than warming shelter?
- b. Response: A long-term plan is complex and contingent, namely, upon the housing market. Currently, our community lacks available and affordable housing. HSC-affiliated agencies are in the process of building and/or acquiring properties to increase options for homeless families with, oftentimes, unique needs. Short of adequate transitional and permanent housing options, a need for short-term shelter may always exist. In the short-term, The Salvation Army provides case management to all families utilizing Emergency Family Shelter in an attempt to minimize and eliminate the multitude of barriers that homeless, or at-risk of homelessness, families face during their housing crisis so as to stabilize their housing and, in effect, reduce the need for EFS. Further, The Salvation Army sponsors several varieties of community case management programs, including two modeled after Housing First, with the intention of stabilizing families in their existing housing.



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