

ARLINGTON COUNTY COC – 1010 LINE QUICK GUIDE TO HOMELESS PROVIDERS

Background: The Arlington County Centralized Access System (CAS) recognizes that households' emergencies may not take place during regular business hours. Emergency needs can arise after-hours, during holidays, and on weekends. To meet the needs of Arlington residents, the CAS system has established an emergency number that can connect households to a live person to discuss the nature of their emergency. A household experiencing a housing emergency after business hours, on weekends, or on County holidays can call 703-228-1010. This line is also staffed during regular business hours by DHS staff. The Emergency Line is staffed outside of DHS business hours each month by one of three non-profit partners: Bridges to Independence, New Hope Housing, and PathForward. Participating partners conduct an interview, complete triage documentation, assess the household's emergency needs and make appropriate referrals. The household may be asked to come to an alternate location when determined necessary by the staff conducting the assessment. If on-call staff requires assistance, they should consult/notify their on-call supervisor. At the conclusion of an intake, the intake staff will:

- Complete triage form via the HMIS;
- Make a referral to emergency shelter if the household has no other immediate option after problem-solving conversation;
- Make a referral to or call Mental Health Emergency Services at (703) 228-5160 for any psychiatric crisis or to 911 directly only as necessary if someone in the household is experiencing a medical or other crisis; and/or
- Make a referral to the CCP if the household has a housing crisis and needs services from the County. All households referred to emergency shelter will also be referred to CCP for service the next business day.

1010 Line Process

- The County uses a phone process in which a County line is transferred to the assigned non-profit provider to cover the phones for after hours (5:01pm to 7:59am), weekends (Friday @ 5:01pm to Monday 7:59am), and all holidays recognized by Arlington County Government.
- There are three (3) shelter programs that would be included in the after-hours coverage:
 - Homeless Services Center (single adult males & females)
 - Residential Program Center (single adult males & females)
 - Sullivan House (primarily families and some single adults, including transition-aged youth (persons 18-24 years old))
 - Family Home (primarily families and Transition-Aged Youth (persons aged 18-24), and some single adults)

- Each non-profit organization will be responsible for four (4) months at a time.
- Staff uses the CAS Triage Form Touchpoint in HMIS to assess callers through the prompts indicated on the Touchpoint.
- Callers who have no alternative options can be placed in emergency shelter as a last resort option but need to be referred to DHS the following business day for full CAS assessment/intake. Shelter staff will call DHS directly @ 703-228-1300 and speak to the Information and Referral person for intake.
- Staff should not “promise” triage callers an emergency shelter placement.
- Staff should coordinate with other providers on whether they have available space in exploring placement options.
- During COVID-19, staff should screen for fever of 100.4 or higher, cough, and breathing difficulties outlined in CoC COVID-19 Quick Guide for Emergency Shelters.

