

Referred to

Local shelters may be able to house area singles or families needing immediate shelter.

Legal services may be an option for homeless prevention through negotiation or litigation.

Homeless prevention programs may assist households who are at risk of being homeless.

Rapid Re-housing may be an option for households that are literally homeless and in need of immediate housing.

You may be given contact information for other agencies that have programs that meet your needs.

All programs have eligibility guidelines & financial limits.

Resource Terms Defined

Diversion

Helping an individual think about resources and support without becoming homeless

Rehousing

Housing assistance for the literally homeless

Homeless Prevention Program

Rental or Housing assistance that will prevent an episode of homelessness

Shelter

The facility you stay at until you are rehoused

A Housing Counselor will explain specific document requirements

These documents could be helpful:

3 months of income verification for all members over age 18

Photo identification for all household members over age 18

Social Security cards for all household members

Homeless verification if applicable

Late notices or unlawful detainers

Centralized Housing Intake

Accessing Shelter & Housing begins with one call



(540) 271-1701

Process

Centralized Housing Intake (CHI) for the City of Harrisonburg, City of Winchester and counties of Rockingham, Clarke, Frederick, Shenandoah, Warren, and Page offers a central point of entry for households experiencing homelessness or at-risk of homelessness.

How it works

Screening & Assessment

During your initial phone call, a Housing Counselor will talk with you and help you look at options available to you. The Counselor will ask questions that will help determine your eligibility for services with local agencies where you might find help for your particular situation.

Information Collection

Each household member needs to be entered into our database. There are 14 points of data that must be entered. You will be asked for your consent.

The Housing Counselor will provide you with information about local emergency shelters and additional resources available at the time. They will send a referral to the appropriate agency. That agency will then contact you to schedule an appointment.

FAQ

Q. Does CHI include all shelters and housing programs in our locality?

A. Centralized Housing Intake includes shelters and programs in the City of Harrisonburg, City of Winchester and counties of Rockingham, Clarke, Frederick, Shenandoah, Warren, and Page. We can give a caller contact information for services outside our locality.

Q. Will CHI get my household housed faster?

A. Centralized Housing Intake cannot create additional housing resources, so there is no guarantee of quick solutions. This new process will make it easier for you to navigate the system, be referred quickly, and prevent having to repeat applications.

Q. Can CHI help with utility bills?

A. CHI will refer the caller to possible organizations that help with utility bills.

Q. Does the CHI counselor make Section 8 and housing voucher referrals?

A. No, the Redevelopment and Housing Authority retains complete control of those programs.

Q. Does being in a shelter prevent me from getting other housing assistance?

A. No, the goal is for households to enter permanent housing.

Q. What is a household?

A. A household is an individual, a couple, a combination of relatives, one parent family, two parent family, or any group that can be legally put on a lease.

Q. Will someone speak my language if I do not speak English?

A. Yes, we are able to serve non-English speakers.

Q. When I have the intake meeting with an agency, what do I need to bring with me?

A. Each agency has specific documentation requirements for their programs. You may be asked to provide certain documents.



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