

## 24/7 Access Script

Please assess need and eligibility as quickly as possible and refer those populations that do not have available beds and all additional questions to the New River Valley housing/homeless information phone number to call during business hours.

- Are you in imminent danger of domestic or sexual violence? If yes, please hang up and call 911 (call should end here).
- Are you in imminent danger of domestic or sexual violence, from an intimate partner? If yes, please hang up and call 911 or the Women's Resource Center's 24 Hour Hotline, 540-639-1123 (call should end here).
- Are you staying outside or in a place not meant for human habitation? If no, give them the New River Valley housing/homeless information phone number to call during business hours (call should end here). If yes, continue.
- Are you a resident of Giles County? If yes, and there is available space at Hope House, tell the client to call the Giles County Sheriff's department at 540-626-3600.
- Are you a single male? If yes, and it is during To Our House (TOH) season (usually November – March) and there is an available bed, share the intake location (110 Roanoke Street, Christiansburg) and the church location from the TOH schedule (transportation to intake or the church is the responsibility of the client). If the client can get to the intake site by 5:30 PM, send them on, if going to the church directly, hang up and call Melvin at 540-320-1273 to let him know a client is coming. Second alternative, if it was/will be below forty degrees at 6:00 PM, there are available beds at the Warming Station, and the client can get to 223 N Washington Ave., Pulaski (transportation is not provided) before 9:00 PM, hang up and call Charlie at 276-620-4293 to let him know there is a client coming. If both are an option, the client may base their decision on which shelter is easier to access based on location. If neither is an option because of transportation or because it is off season, give them the New River Valley

housing/homeless information phone number to call during business hours (call should end here).

- Are you a single female? If yes and it was/will be below forty degrees at 6:00 PM , there are available beds at the Warming Station, and the client can get to 223 N Washington Ave., Pulaski before 9:00 PM (transportation is not provided), hang up and call Charlie at 276-620-4293 to let him know there is a client coming. If it is not below forty degrees at 6:00 PM and there are available beds at Grace Episcopal Church, get the client's phone number, hang up and call a hotel in the jurisdiction where the client is currently located to arrange a stay until the next business day, call the client back to confirm hotel availability and provide the number to Grace Episcopal Church, 540-639-3494.
- Are you a family with children under the age of 18? If yes and there is available space at New River Family Shelter (NRFS), get the client's phone number, hang up and call a hotel in the jurisdiction where the client is currently located to arrange a stay until the next business day, call the client back to confirm hotel availability and provide the number to NRFS, 540-382-6188.