

OUR HOUSING HOTLINE HAS CHANGED

What is the process?

- Waypoint Call Center will be fielding all housing calls for Friends of the Family.
- Clients can still call our 24/7 Victim Services Hotline at 319-352-0037 to seek shelter due to a recent victimization.
- This is a Crime Victims shelter and not for General Homelessness
- If clients meet the criteria, they will conduct the appropriate assessment.
- If they are experiencing DV and/or would like their information to be confidential, they will refer to FOF to complete the housing assessment instead.
- FOF Staff will complete a Release of Information to the call center to streamline communication and update information over time.

What happens after I complete an assesment?

- The list is automatically generated based on highest need and NOT first-come first serve.
- If the situation changes, you will need to update your information. Each program has different eligibility requirements.
- Agencies meet and refer those with the highest needs to a program when a spot opens up.

How do I contact Friends of the Family to update my housing assessment?

- Call Waypoint Call Center and ask for a follow up from Friends of the Family.
- FOF may periodically contact you for a routine follow up.
- Changes to situation do not mean you will receive services.
- This is ONLY to make sure information on our end is accurate.

Important things to note about seeking housing:

- The process for housing is not immediate
- This should be treated as a Plan C, D or E option as receiving housing assistance is typically not a quick turnaround.
- Several agencies enter on this list.
- FOF is not the sole holder of the list. Some providers may not be able to see the assessment if completed by another agency.
- The list is ever changing. We can periodically update information, but there is no way to tell where someone is on the list or if they will even be selected by a provider.
- Completing an assessment is never a guarantee of services.
- Currently there are more people seeking housing than there are program spots available.
- Clients can remain on the list for up to 90 days.
- At any point during that timeframe, they may or may not be selected for a program.
- If they are not selected for housing, and would like to remain on the list, they will need contact the agency they completed that assessment with to update current living situation and determine eligibility for another assessment.