

## Procedures for Working with the Homeless

The following has been developed to assist churches and church ministries in dealing with homeless / transient individuals and families:

1. New Albany / Floyd County does not have an emergency shelter for individuals and families that are homeless.
2. If the person / family has transportation, either private or public, making a referral to an appropriate shelter is the best option. (Call 211 for referrals.)
  - Call the shelter to insure there is available space.
  - Provide basic information that the shelter may request.
  - Give the person / family detailed directions and contact information.
  - If the person / family is using public transportation ensure he/she/they can get to the shelter and have the financial resources to do so.
  - Some shelters require a minimal fee to eat and/or sleep. Ensure the person / family has the resources to pay for these services or arrange with the shelter to pay for these fees.
3. If the person / family does not have transportation, assisting with public transportation is an option and at your own discretion.
4. Personally transporting a person / family is generally not a good idea. If you elect to do so, take someone you trust with you.
5. The New Albany Police Department does not transport on a regular basis. They have indicated that in certain circumstances, on a case-by-case basis, they may.
6. If you are unable to successfully assist a person / family, you may call the Salvation Army. They have agreed to be the point of contact and help make the connections necessary to ensure the person / family receives appropriate shelter.
  - Salvation Army, 2300 Green Valley Road, New Albany – 944-1018
  - After hours: Please call the New Albany Police Department – 948-5300  
(The New Albany Police has the pager numbers for the Salvation Army Officers and can reach someone 24 hours a day, seven days a week.)
7. As a general rule, paying for a motel room is not a good idea. It is easy to spend a lot of resources doing this and still have people without a place to stay after one or more nights. (If you call the Salvation Army, and they assess a motel room is necessary, they will make the arrangements at a price they have negotiated with the motel. You may elect to reimburse them for this if you choose.)
8. A person / family should be encouraged to go through regular housing avenues as soon as possible after they get emergency housing because it will eliminate or reduce the waiting time required.
9. A person / family that is homeless and in need of permanent housing may visit Interfaith Community Council. Their staff will assess the need and work with the person / family to find appropriate housing.