



# ACCESSING EMERGENCY SHELTER DURING COVID-19 PANDEMIC

Quick Guide for Helping Professionals Working with Persons Experiencing Unsheltered Homelessness

1

Is the person experiencing extreme difficulty breathing? Bluish lips or face? Persistent pain or pressure in their chest? Persistent light-headedness or dizziness? Confusion? Inability to arouse? New seizures or seizures that won't stop? **CONTACT 911**



2

If the person is not experiencing any of the emergency symptoms above, call or visit a TPCH Coordinated Entry access point for housing assessment and referral to shelter or other housing assistance. They may be connected to a nurse for health screening during the assessment.



3

If the person is screened by the Coordinated Entry access point as being in need of isolation due to risk of medical complications and/or symptoms consistent with COVID-19, remain with the person until transportation arrives.



4

If the person is **NOT** screened as being in need of isolation, refer to one of the following shelter programs:

Old Pueblo Community Services (OPCS): (520) 546-0122  
Salvation Army: (520) 622-5411  
Primavera Foundation: (520) 623-4300



**Current List of Access Point Phone Numbers & Hours:**  
[www.tpch.net/coordinatedentry](http://www.tpch.net/coordinatedentry)

# TUCSON PIMA COLLABORATION TO END HOMELESSNESS COORDINATED ENTRY ACCESS POINTS

*In response to COVID-19, housing assessments are being conducted by phone only at most Access Points. Assessments are currently available at the locations/phone numbers and times lists below.*

## **What to expect when completing a Coordinated Entry assessment by phone:**

- You may be asked to make an appointment for an assessor to give you a call back or forwarded to voicemail. If this happens, try calling another Access Point or wait for a return call from the Access Point with which you left a message. They will return your call within 1 business day.
- You may be referred to a different agency or phone number on this list.
- You will be read a release of information that you normally would sign in person but will be only asked if you agree to it.
- You will be asked to complete a brief health screening to assess need for isolation as a result of COVID-19.
- The housing assessment process will take about 30 minutes.

### **Primavera Foundation**

Phone: M, W, Th, F, 1PM-4PM  
T, 8AM-4PM  
(520) 308-3079

#### *Complete an Assessment In-Person:*

HIP Drop-In Center  
702 S. 6<sup>th</sup> Avenue  
M, W, Th, Fri, 9AM-12:30PM

### **Our Family Services – telephone only**

T, TH, 10AM-1PM  
W, 1PM-4PM  
Other times by appointment  
(520) 323-1708

### **City of Tucson – telephone only**

M-F, 7:30AM-4PM  
(520) 437-3347

### **Salvation Army – telephone only**

T, Th, 2PM-5PM  
(520) 622-5411

### **La Frontera Sonora House**

Phone: M-F, 10AM-6PM  
(520) 624-5518

### **La Frontera RAPP**

Phone (preferred): M-F, 8AM-4PM  
(520) 882-8422

#### *Complete an Assessment In-Person (if cannot use phone):*

RAPP Day Center  
1082 E. Ajo Way, Suite 100  
M-F, 8AM-4PM

### **Old Pueblo Community Services – telephone only**

Tuesdays only, 9AM-3PM  
(520) 546-0122

### **Domestic Violence Hotline**

Emerge! Crisis Hotline  
24 Hours a day/7 days a week  
(520)795-4266 or (1-888)428-0101

### **Youth (Ages 12-17)**

Safe Place  
24 Hours a day/7 days a week  
(520)320-5122