



IMPORTANT INFORMATION AND FACTS ABOUT **HOMELESS SERVICES**

WHAT IS HOMELESS SERVICES INTEGRATION?

The Homeless Services Integration (HSI) Initiative, is a streamlined approach to service provision for families facing housing instability. Families experiencing housing instability may now go to the Virginia Williams Family Resource Center (VWFRC) to apply for public benefits, **TANF**, Food Stamps, and Medicaid), complete the required **TANF** Orientation, Assessment and Individual Responsibility Plan process, receive preventative and emergency services, and work collaboratively with an Integrated Service Team to coordinate their needs to move towards self-sufficiency.

WHAT SERVICES ARE OFFERED AT VWFRC?

Families seeking emergency assistance around their housing instability are screened to determine the severity of their needs. VWFRC is not a shelter. Families participate in a Unified Screening process for all services and benefits. Eligible families may receive services such as prevention resources, including emergency rental and utility assistance, or temporary emergency shelter. Other services include referrals for employment training, work readiness, and job placement assistance.

WHO IS CONSIDERED HOMELESS?

Families currently facing housing instability must complete the **DHS** Housing Instability Assessment to determine their needs and appropriate resources. The Integrated Service Teams at **VWFRC** have been trained to respond to families' needs based on the results of this assessment. The **VWFRC** Integrated Service Team will work with the family to support them in moving to safe, stable, and appropriate housing as quickly as possible.

WHERE DO I GO IF I'M IN NEED OF HOMELESS SERVICES?

VWFRC serves as the central point of intake for families experiencing housing instability in the District of Columbia. **VWFRC** is located at 920 Rhode Island Ave., NE, Washington, DC.

WHEN CAN I GO TO VWFRC?

The **VWFRC** is open Monday- Thursday from 8:30 a.m. until 4:00 p.m. The telephone number is 202-526-0017. The Virginia Williams Family Resource Center is **NOT** open to the public on Fridays. After business hours, families can call the Shelter Hotline for information about services and resources at **1-800-535-7252**.



GOVERNMENT OF THE
DISTRICT OF COLUMBIA
MURIEL BOWSER, MAYOR

