

UNDERSTANDING SUPPORT FOR INDIVIDUALS SEEKING EMERGENCY SHELTER IN CHARLES COUNTY

Currently, Charles County does not have an immediately available, walk-in shelter, but does have a coordinated entry process with the Department of Social Services as the single point of access. In the future, there will be a "No Wrong Door" process in place where other agencies can be an access point for homeless individuals.

What to do if an individual asks for help with finding shelter:

Available Monday - Friday, 8am-4pm

- ✓ Call the **Charles County Department of Social Services Customer Call Center** at 301-392-6400.
- ✓ Go to the **Department of Social Services** at **200 Kent Avenue, La Plata** (for VanGo route support, visit <https://bit.ly/3OG6bcg>).
- ✓ Call **LifeStyles of Maryland** at 301-609-9900 (available Mondays – Fridays, 9:30am- 5pm).

Helpful Tips

- ✓ Offer to assist the person with calling or provide them with this information.
- ✓ A message may need to be left at one of the numbers above, then wait for a callback.
- ✓ The intake call could take between 5-15 minutes. Be mindful of this time if offering your help or providing a phone.
- ✓ Ask the person if they are an individual or if they have a family with dependent children who are also experiencing homelessness before calling.

Available After Hours

The Charles County Sheriff's Office is designated as the County's after-hours initial point of contact for individuals requesting emergency shelter.*

- ✓ Call the **Charles County Sheriff's Office Non-Emergency** line at 301-932-2222.
 - ✓ Notify the station clerk that you are supporting an individual seeking shelter & request an officer to respond to the individual's location to do a welfare check.
 - ✓ If an emergency shelter is available, the individual may need to find transportation to the shelter through VanGo, cab service, or rideshare.
- If these options are unavailable, officers may speak to Social Services regarding alternate modes of transportation, who may contact LifeStyles and/or other agencies if additional support is needed to assist the individual.

**Please note that response times will vary due to officer availability, the location of the individual, call volume, prioritization of calls, etc.*

When to Dial 911



If the person

- ...is experiencing a medical emergency.*
- ...has threatened harm to self or others.*
- ...reports they are a victim of a crime.*