

**PHILADELPHIA'S  
RECALIBRATED 10 YEAR PLAN  
TO END HOMELESSNESS:  
*CREATING HOMES, STRENGTHENING  
COMMUNITIES AND IMPROVING SYSTEMS***

- Goal 1 Open the “back door” out of Homelessness-ensure that all Philadelphians have a decent, safe, accessible and affordable home.
- Goal 2 Close the “front door” to homelessness implement successful prevention strategies.
- Goal 3 Ensure that no one in Philadelphia needs to live on the street.
- Goal 4 Fully integrate all health and social services to aid in preventing and addressing homelessness.
- Goal 5 Create the political will, civic support and public and private resources to end homelessness.
- Goal 6 Build human capital through excellent employment preparation and training programs and jobs at a livable wage.
- Goal 7 Support families and individuals to promote long-term independence and prevent their return to homelessness.

**Office of Supportive  
Housing**

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**Riverview Home**

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**CITY OF PHILADELPHIA**

**OFFICE OF  
SUPPORTIVE HOUSING**

Marie S. Nahikian  
Director

Honorable  
**MICHAEL A. NUTTER**  
Mayor

## **OFFICE OF SUPPORTIVE HOUSING**

The Office of Supportive Housing (OSH) is the public entity charged with the policy, planning and coordination of the City's response to homelessness.

Major areas of work include the coordination of the Homeless Continuum of Care and implementation of Philadelphia's Recalibrated Ten Year Plan to End Homelessness. OSH offers a wide array of services including emergency, transitional and supportive housing to individuals, couples and families. The Continuum of Care includes:

### **Homeless Prevention and Retention Assistance**

Prevention services include cash assistance with rent, and security deposits to households city-wide to resolve a housing crisis and prevent homelessness.

Housing counseling and mortgage assistance to households in targeted zip codes to resolve an immediate housing crisis and prevent them from losing their home and becoming homeless.

### **Emergency Assistance and Response Unit (E.A.R.U.) – The Emergency Assistance and Response Unit (EARU)**

provides limited financial assistance and/or emergency response for families and individuals displaced or made homeless and residents with court ordered evictions. Assistance is available for residents of Philadelphia displaced by disasters, natural and otherwise, such as fires, gas explosions, collapsed buildings, weather related crises and residents in units declared unsafe or unfit. Temporary shelter can be provided following or as a supplement to Red Cross disaster assistance aid.

Applications for assistance can be made by reporting in person to 5252 N. 13th Street, Monday through Thursday, 9:00 AM until 3:00 PM. *To determine eligibility please call the 24/7 automated EARU Hotline at: 215-685-9087.*

### **Emergency Food Distribution Program (SHARE)**

State food distribution to OSH shelters and Philadelphia soup kitchens, food cupboards and food pantries.

### **Homeless Centralized Intake Services**

OSH staff assesses eligibility and service needs of consumers presenting for placement into emergency housing. Consumers are placed in appropriate emergency housing, boarding homes, or alternative housing. Mental health assessments and referrals to drug/alcohol treatment, health services, children and youth services, legal services and veteran's services, etc. are provided as needed. **OSH has the following intake and after-hours reception sites. Those seeking assistance must arrive in person, telephone assessments are not accepted:**

- **Apple Tree Family Center – Intake & Assessment for single females and families – 1430 Cherry Street 7am – 3pm**
- **Roosevelt Darby Center: Intake & Assessment for single men – 802 N Broad Street 7am-3pm**
- **The Red Shield: After-hours reception for single women with families – 715 N Broad Street after 4pm**
- **Station House: After-hours reception for men 2601 N. Broad Street after 4pm**
- **House of Passage: After-hours \* weekend's & holidays reception for single females – 48<sup>th</sup> & Haverford Avenue after 4pm**

### **Emergency Housing**

Short-term accommodation for individuals and families to resolve an immediate housing crisis, level of need is assessed, and case management assistance is provided to obtain appropriate housing.

*A Customer Response Line is available 24/7 at 215-686-7147 to accept comments, complaints or suggestions.*

### **Homeless Re-housing Assistance**

Homeless Re-Housing provides housing stabilization and cash assistance with rent, security deposit, utility deposits, payments or arrearages to move homeless households living in emergency or transitional housing back into the community and sustain their housing.

### **Permanent Supportive Housing Clearing House**

OSH operates the Permanent Supportive Housing Clearinghouse. The Clearinghouse is a consolidation of the Health & Opportunity departments' permanent supportive housing resources into one resource pool and database to increase the supply of streamline access to the City's portfolio of permanent supportive housing resources, dedicated to individuals and families with serious mental illness, chronic substance abuse and related health disabilities and those who are homeless or at the highest risk of becoming homeless, institutionalized, or incarcerated. The Clearinghouse provides a single point of housing access for households in the Health & Opportunity priority populations who have both a services and housing need.

### **Transitional Housing**

Transitional Housing helps households move from Emergency Housing toward self-sufficiency by providing supported semi-independent living for a period of 12-24 months. OSH funds and collaborate with City departments and non-profit organizations the operation of transitional housing for homeless individuals and families.

### **Permanent Supportive Housing**

Permanent Supportive Housing provides homeless and disabled individuals and families affordable housing that is linked to supportive services. OSH administers contracts with non-profit organizations to provide more than 700 units of permanent supportive housing to homeless individuals and families.

### **Riverview Home**

A personal care boarding home for low income consumers with a physical or mental disability who require assistance with the activities of daily life.