



KEY TELEPHONE NUMBERS FROM FY2018 WINTER PLAN

Number	Purpose
DC Shelter Hotline: (202) 399-7093 Mayor's Call Center: 311	Persons experiencing homelessness may call these numbers to seek assistance, and the general public may also call these numbers to request help for someone in need of assistance.
Runaway and Homeless Youth (RHY) Hotline: (202) 547-7777	24 hour hotline to call when an unaccompanied minor is identified (e.g., via street outreach or other system partners) or otherwise presents for assistance anywhere in the community. RHY Hotline staff will identify a staff person to pick up the minor within 30 minutes, conduct an initial screening, and determine appropriate next steps.
Emergency/MPD: 911	For immediate medical or life threatening emergency. Examples include unconscious or not breathing, erratic or threatening behavior.
DBH Access Help Line: 1(888)7WE-HELP or 1-888-793-4357	<p>This is a 24-hour, seven-day-a-week telephone line is staffed by behavioral health professionals who can refer a caller to immediate help or ongoing care.</p> <p>Call this number if someone is experiencing a psychiatric or emotional crisis. The Access Helpline can activate mobile crisis teams to respond to adults and children who are experiencing a psychiatric or emotional crisis and are unable or unwilling to travel to receive behavioral health services.</p> <p>Be sure to let them know if the person experiencing the psychiatric or emotional crisis is thought to be homeless. As needed, the Access Helpline can also triage calls to DBH's Homeless Outreach Program to provide crisis assessment and interventions to homeless persons who may be experiencing a mental health crisis on the streets or in a shelter.</p>
Donation/ Volunteer Coordination: 202-543-5298  (Tom Fredericksen at The Community Partnership)	<p>Community members, faith-based groups, and other volunteer organizations that have items to donate and/or who want to participate in providing survival items to clients on the street are asked to contact Tom Fredericksen at The Community Partnership at 202-543-5298 to allow the District to better coordinate these donations and activities.</p> <p>The District welcomes volunteers, but wants to ensure groups are working in coordination with trained outreach staff to deliver services to our vulnerable neighbors.</p>

Number	Purpose
Language Line Services: 1-800-367-9559	For providers who need language related assistance, interpreters are available through Language Line Services: a professional, telephone-based interpretation service that provides interpreter assistance in more than 140 languages, seven days a week, 24 hours a day. DHS has made provisions for Language Line Services through the listed toll free number.
DHS Homeless Services Monitoring Unit: 202-673-4464 or <a href="https://dhs.dc.gov/page/suggestions-and-complaints">dhs.dc.gov/page/suggestions-and-complaints</a>	Advocates and/or consumers can report concerns or file a complaint related to Homeless Services with the Homeless Services Monitoring Unit by calling its 24-hour customer service number or by submitting a form online.