



**Here4You Call Center**

# What is the Here4You Program?

## History

- ▶ Hotline was created as a result of the pandemic in April 2020
- ▶ County staff operated the hotline for 1 ½ years
- ▶ Bill Wilson Center started operating in October 2021 until present

## About the Program

- ▶ Centralized hotline screening the needs of clients
- ▶ Connect households to appropriate locations for shelter or available resources
- ▶ One # rather than calling multiple locations

# About Here4You Hotline

- ▶ **Hours of Operation**  
Monday– Sunday  
9am–7pm
- ▶ Services are provided for clients in Santa Clara County Only
- ▶ Hotline only provides shelter referrals to designated shelters provided by OSH
- ▶ Hotline is does not do provide vouchers or permanent housing
- ▶ Hotline provides clients seeking resources within the county
- ▶ Work with DV team and conduct warm hand-offs
- ▶ Hotline team provides transportation to client being referred to shelter
- ▶ Hotline team has an outreach team that can provide outreach services to clients that don't have phones and can enroll clients to shelter out in the field
- ▶ Staff includes people with lived experience through partnership with SSA and BWC hiring practices

## Who are the client we serve?

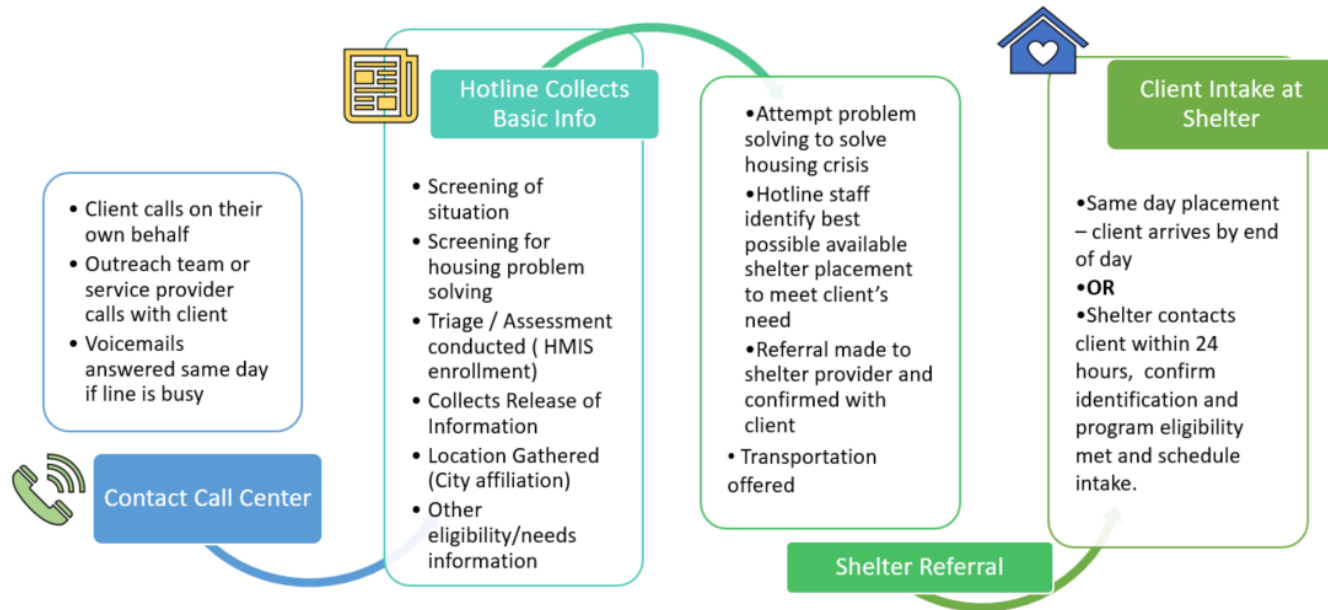


- ▶ **Everyone that is experiencing homelessness or on the verge of being homeless**
  - Families with young and older children
  - Elderly adults (70+)
  - Adults (18+)
  - Victims of domestic violence, human trafficking, sexual assault
  - Veterans
  - LGBTQ+
  - Medically fragile (amputees, cancer, etc.)
  - Those living with mental health challenges and/or addiction.



# Here4You Call Center Hotline for Families

(408) 385-2400 operates Seven days a week, 9 am to 7 pm



## The Data: July 1, 2023 – June 2024

Average number of calls per day:

**Monday to Friday: 353**

**Saturday-Sunday: 131**

Program Enrollment: **12,290**

Total Calls: **106,286**

(callers include clients, hospital social workers, sobering centers and other agencies)

## In Partnership With:



BWC's Here4You Call Center may direct callers to services provided by agencies including:

- Amigos de Guadalupe
- HomeFirst
- LifeMoves
- South County Compassion Center
- PATH
- Family Supportive Housing



Bill Wilson Center

# Here4You Call Center

*centralizing referrals to temporary housing programs*

# 1.408.385.2400

- ✓ Match to emergency Shelters, including transportation
- ✓ Assistance to sustain current housing situation
- ✓ Referrals and linkages to community resources

BWC's Here4You staff are available 9-7 p.m. daily.

