

## WHAT WE CARE ABOUT



***Our main concern is for the immediate well-being of our youth.***

Family reunification is important to us, and when possible and more importantly when it is safe, we dedicate ourselves to providing the tools needed to help with unstable family dynamics. We commit to providing a nurturing, healthy, and structured environment for both our youth and their families. We understand that at times youth and their families may struggle with day to day life issues. Financial woes, substance abuse and everything in between puts pressure on many families. Often times there seems to be no hope for the family dealing with the pressures of everyday life. When youth are affected by these types of issues, it quite often leads to risky and even dangerous behaviors, such as running away from home. At our youth shelters our goal is to help youth remain safe physically, mentally, and emotionally. We provide a safe alternative to living on the streets or couch surfing.

### **We strive to:**

- Provide shelter services for youth 11- 17
- Provide an intensive program to help youth make better decisions
- Help teens identify permanent and healthy solutions
- Provide tools for parents to communicate with their youth
- Provide a nurturing environment for youth to grow

Our staff is committed to providing a structured, yet compassionate environment for youth in need.



## FREQUENTLY ASKED QUESTIONS



### **How do other agencies, service providers, law enforcement, and parents connect with the shelters?**

One phone call to the numbers listed below will connect you to our staff twenty-four hours a day. We will do the initial intake over the phone and immediately help to identify your needs. Agency tours or staff presentations may also be arranged. Please be sure to contact us prior to bringing a youth to our shelter.

Mentone 909-335-2676

Victorville 760-482-1731

### **How long can the youth remain in the shelter?**

We work with youth and families on a case by case basis. The program is aimed at family reunification and we certainly do not want to rush the process. Each case is considered on its own merits. Collaboration between the family counselor, the shelter manager, the youth, and family will determine the length of time needed to find the best resolution for all involved. It is important to keep in mind that we are here as temporary assistance designed to assist youth and families reunify. We are an emergency shelter and are not meant for long term care.

### **How does a minor get accepted into the program?**

Intake procedures begin with a phone call. All situations are evaluated on an individual basis. In the case of unique circumstances needed to accommodate the youth, an appropriate referral will be given.



facebook.com/FAPYouthShelters

### **Do residents attend school while at the shelter?**

When a client is at the shelter, we will work with both the parent/guardian and the school to have the client's schoolwork brought to Our House or My Place. We will provide time and tutoring for the client in order to help complete schoolwork. We will gladly provide a statement letter to the client's school stating that the client is with us.

### **As a parent / guardian, what will my involvement need to be?**

It is strongly recommended that parents/guardians participate in the program alongside their youth. We will provide weekly family counseling and a parenting encouragement workshop. In cases where the goal is family reunification, parent/guardian participation is required.

### **Because the program is not for profit and no cost, what can parents/guardians do to help the shelters?**

At any time parents/guardians may speak to any of staff about shelter donations.

## HELP US HELP THEM



If you know a youth in crisis who has runaway or is homeless, or a youth who is considering running away, please pass along our contact information to that youth. If possible, stay with the youth until a safe alternative has been found. Remind the youth that there are other options to running away or to being homeless and Our House and My Place are alternative options.

**To request a volunteer or internship application and for more information about the program, email**  
[ourhouse@familyassist.org](mailto:ourhouse@familyassist.org)  
[myplace@familyassist.org](mailto:myplace@familyassist.org)

