

Warming House (emergency, overflow family shelter) FAQs

- **My family is looking for shelter tonight. What can I do?**
 - The Salvation Army's Emergency Family shelter, also known as the Warming House, can serve a limited number of people each night.

- **How do I secure a place for my family in the Warming House?**
 - It is a call-in system. Call (608) 250-2251 between 11am and noon on the day you are in need of shelter. Leave a message and follow the instructions on the answering machine. A staff member from The Salvation Army will call you back between noon and 1pm to tell you whether or not you and your family have a secured spot that night.

- **What if I do not get a spot in the Warming House for the night?**
 - Unfortunately, The Salvation Army is not able to accommodate everyone every night. Try calling back the following day between 11am and 12pm.

- **How does The Salvation Army decide who gets a place in the Warming House?**
 - Everyone who calls between 11am and 12pm is considered for a place in The Warming House. Priority is given to those families with infants under six months, as well as those families who have never used Warming House before. Those families who have been denied from Warming House one or more of the previous nights are also prioritized. After those priorities, callers are served on a first-come, first-served basis.

- **What if I don't have a phone to call the Warming House between 11am and Noon?**
 - You may have an advocate/family member/friend call on your behalf!
 - For future reference, apply for a "Safe-Link" phone
 - <https://www.safelinkwireless.com/EnrollmentPublic/home.aspx>
 - The following places have phones:
 - Job Center Lobby
 - Hospitality House
 - Joining Forces for Families Offices

- **What is the Warming House like?**
 - The Warming House is a night-only drop in shelter that exists between 5pm and 8am. It is very basic with mattresses, on the floor, in the back hallway of The Salvation Army. It serves a maximum of 16 people per night. Dinner, a snack, breakfast, and a sack lunch for the next day are all offered to those staying in Warming House. A washing machine, dryer, and shower is also available. Daytime services are offered at The Road Home for those families who stayed at Warming House the night before.

- **How do I start the process to get placed at the YWCA or at The Salvation Army family shelters?**
 - Call The Salvation Army Intake Line (608) 250-2298 during business hours. Through this line you can fill out a Shelter Screen. This begins the process for you to be on the waiting list to stay in a Family Shelter for up to 90 days.