HOMELESS COALITION OF POLK COUNTY

FREQUENTLY ASKED QUESTIONS

Answers to common questions about Coordinated Entry, referrals, and the services provided through the Homeless Coalition of Polk County.

01 What do the Homeless Coalition of Polk County help with?

We are an administrative/referral agency. We assist can assist individuals who are homeless or at risk of being homeless. Individuals will complete a Housing Assessment which will then open them in our database to possibly be sent for an available referral. If we can refer the individual to a program, that program will assist with direct services. We are not set up to be an emergency service or a guarantee of service. We do try to be very upfront that there is genuinely no way to put a timeline on our process.

02 If I am referred what can a provider assist with?

Rental assistance: If an individual is seeking rental assistance, the provider can assist with eviction prevention/rental assistance.

Deposit assistance: If an individual is seeking deposit assistance, the provider can assist with stabilization programs (they can assist with helping locate a place within your budget, case management, deposit assistance and possibly rental assistance. Then the individual or the family takes over the payments completely.

03 How can I completed a Housing Assessment with the Homeless Coalition of Polk County?

Please contact our office at **863-687-8386** to be placed on a list for a representative to contact to complete the housing assessment. If you have received a notice to vacate, please visit our website: **www.polkhomless.org**, to complete a pre assessment for services. There you will be able to upload your notice which you will need to qualify for services.

04 Does the Homeless Coalition of Polk County assist with Utilities?

The coalition does not refer individuals for utility assistance.

05 Does the Homeless Coalition of Polk County assist with Mortgage assistance?

The coalition does not refer individuals for mortgage assistance. We are set up to refer those who are currently homeless or at imminent risk of being homeless. When it comes to mortgage assistance the individuals home would have to have gone through foreclosure and the individual would need to provide the final written letter of possession from the bank before an individual would qualify for services.

06 What is the timeline for the referral process?

There is no way to give an accurate timeline as it depends on the availability and funds of the providers. As soon as they have availability, they let us know and then we can refer clients to them.

FREQUENTLY ASKED QUESTIONS | Continued

07 What information is required in the Notarized letter?

The notarized letter must include the following: The date, applicant's name, friend/family address, must state it is a temporary situation and you must leave, and the writers (which is friend/family member) signature must be notarized.

08 Is the Homeless Coalition of Polk County an Emergency Service?

We are not set up to be an emergency service or a guarantee of service. We are only a referral agency.

09 Does the Homeless Coalition of Polk County provide direct services to individuals?

The Homeless Coalition of Polk County does not assist with direct services, we are only a referral agency. If an individual is referred to a provider the provider will assist with direct services.

10 How do I know if I have been referred?

If an individual is referred, the organization that they are referred to will contact them directly to complete a screening and intake process with the referee.

11 If I find a place can I get help with the deposit and rent?

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12 Who are your providers?

To review our Service Provider Directory please click here.

13 “Homeless Coalition of Polk County” Process Flowchart:

To review a visual flowchart of our process please click here.