

# Frequently Asked Questions

## Solutions Center Shelter Services

### ***How long can I live at the shelter?***

Shelter length-of-stay is determined by program (homeless services or domestic violence services) and the specific needs of the person or family. We try to be as case-by-case sensitive as we're able to. The following things are taken into consideration when determining a length-of-stay:

- How quickly can this person/family get successfully housed?
- Is there a shelter diversion plan that can be implemented?
- Does this person /family wish to utilize programming intended for shelter participants?
- What are this person's/family's safety risks?
- What is the current demand for shelter?
- Is the shelter currently at capacity?

Often, shelter stays are between 30-60 days long. Shelter may be offered on a very short-term basis if the shelter is already at capacity (it is considered full); in this case, a few days may be offered to someone affected by domestic violence or homelessness while an advocate helps the person/family relocate to another safe place.

### ***How many shelters are offered in Fond du Lac County?***

Currently there are 3 shelters available in Fond du Lac County. There is 1 shelter for domestic violence victims, 1 shelter for homeless families, and 1 seasonal shelter for single adults. Solutions Center currently operates shelter services for families and domestic violence victims.

### ***Will I share a bedroom or bathroom with other people?***

It depends. Our shelters are old houses with unique layouts. While our goal is to give each family as much privacy as we can, it is possible that we would room two small families together or multiple single women together in one room. Almost all bathrooms are shared in the shelter.

### ***Are there rules my family must follow to live at the shelter?***

Living with several other people can be really challenging. Our shelters are designed to keep people safe, and all our program rules use this philosophy as a guideline.

There is a significant program difference between our two shelter programs (homelessness and domestic violence). We encourage shelter seekers to call and speak with an advocate to discuss your specific needs.

### ***Will I receive programming while living in shelter?***

Yes. All shelter participants, young and old, receive shelter programming. This includes personal advocacy, case management, assistance with budgeting, housing, community

information, referrals, and more! Many of these services are also offered on an outreach basis, too.

***Can people visit me while living in shelter?***

Our shelters follow strict confidentiality guidelines. Because the space is shared between so many different people, visitors are not allowed in the shelter. This includes friends, family members and community members.

Visits can take place at our Outreach Office (39 N Sophia Street, FDL) or we can assist with locating a meeting place within the community to stay connected with supportive networks.

***Can my adult family member (child, sibling, etc.) live with me at the shelter?***

This is all on a case-by-case basis. Please call to speak with an advocate.

***Can my pet live with me at the shelter?***

In most cases, no. We do not allow for pets to live in the shelter. If you are seeking domestic violence services, please call to speak with an advocate about programming options to keep your pet safe. Both shelters follow ADA requirements.

***Are meals provided to me and my family?***

Food is provided to all shelter participants, however families are expected to prepare their own meals. For more specific information, please call an advocate.

***What can I bring with me to shelter?***

Shelter participants are limited to one suitcase or bag per person. Due to extremely low storage space and shared living quarters, families are not allowed to bring more than that. If you are needing assistance with finding a place to store your belongings while living in shelter, please speak with an advocate to receive community resources.

Please note that Solutions Center offers 2 different shelter programs, and each operate differently. If you have more questions or concerns, please call to speak with an advocate and we will be happy to assist you to see if shelter is the right program for you.