

## Shelter

**The Salvation Army R. J. Montgomery Center** (formerly New Hope Center) 709 S. Sierra Madre, **578-9190, ext 0**. Open 24/7 (for those who need to stay in during the day) Emergency shelter for men, women, and families. Children under 18 (on their own) not admitted. 200 beds. Picture DMV or military ID required. If no ID, go to Police station for a referral. Police referral needed for everyone 10p-5a. First-come first serve basis. People are allowed to stay two weeks without case-management. Services for clients include breakfast, dinner, laundry, and the “Child Care Center.” If any questions – CALL FIRST! Check in 1-2:45 or after 5

**Springs Rescue Mission** 250 bed shelter serving adult men and women. Length of stay is determined by case management and/or weekly lottery. This is a low barrier program. All guests will be entered into the HMIS. Zero tolerance for violent and/or destructive behavior. Services include evening activities, case management, sleeping bunk, restrooms, breakfast, showers, laundry.

**Family Promise** (formerly Interfaith Hospitality Network) 519 N. Tejon St., **329-1244**. Provides homeless families with children a safe, homelike shelter where the family can stay together and share meals, as parents work with a case manager to acquire employment, affordable housing, and to regain independence and self-sufficiency. Application required.

**Veterans’ House (The Crawford House)** 415 S. Weber St., **477-1639**. Mon-Fri 8a-5p. 15 beds for homeless vets who are in a V.A program.

**TESSA 633-1462 ext. 0**. Mon-Thurs 7:30a-4:30p, Fri 7:30a-12p, **633-3819 ext. 9** (crisis line, 24 hours a day). If the need for housing is related to domestic violence, there may be room at the Safe House. Assist people with domestic violent issues and restraining order paperwork. Support groups for adults and children available for victims of domestic violence.

**Alano Houses** [info@alanorecoveryhomes.org](mailto:info@alanorecoveryhomes.org) or **520-1732**. Two Men’s Houses, one Women’s House, \$425.00/month included. "A 12 Step Sober Home, not a treatment facility.” Residents are required to actively pursue recovery and to remain drug and alcohol free. Must attend 90 meetings in 90 days. Curfews and restrictions on visitors.

**The Place** (formerly Urban Peak) 423 E. Cucharras **630-3223**. Mon-Fri 9a-5p. **205-7129** (after-hours). A shelter for youth experiencing homelessness. Ages 15-20

## Food: Meals

**Marian House Soup Kitchen** 14 W. Bijou St., **475-7314** Mon-Sat 10:30a-1p, Sun 8:45a-10:00a. Big, nutritious meals! If you wait ‘til 1pm, you can carry away “leftovers” for your evening meal

**Sacred Heart “Lord’s Dinner”** 2021 W. Pikes Peak Ave., **633-8711**. Sun at 6p. m. No Dogs

**Springs Rescue Mission** 5 W. Las Vegas (west of Nevada Ave.) **632-1822**. All week: breakfast 6, 6:30, 7 a.m.; dinner 4, 4:30, 5 p.m.

## Food: Groceries

**Springs Rescue Mission** 1 West Las Vegas, **632-1822**. Tues & Thurs 1p-3p. Food boxes.

**Westside CARES** 2808 W. Colorado Ave., **389-0759**. Mon-Thurs opens 8:30a, services 9:30a-12:30p; Thurs 4:30p-6:30p Screening/intake/referrals for several Westside food pantries; serves residents west of I-25.

**Springs Food Pantry**, 1930 W. Colorado Ave. 1<sup>st</sup> and 3<sup>rd</sup> Saturdays. 1-3p.m.

**Salvation Army** 908 Yuma, **636-3891**. Tues-Fri 9a-12p & 1p-3p. Food Pantry; need valid ID and proof of address.

**Pleasant Valley Baptist Church** 3010 W. Bijou, Thursday 3:30-10:30

**Crossfire Ministries** 2120 East La Salle St. **447-1806**. Tues 10a-7p, Wed & Thurs 10a-4p.

**Ecumenical Social Ministries** 201 N. Weber St., **636-1916**. Mon-Fri 9a-11:30a & 12:30p-2:30p. Food Pantry. Zip code specific

**Silver Key Emergency Pantry** 1605 S. Murray, **884-2370**. Groceries (CSFP, TFAP) for those 60 and older.

**Mercy’s Gate** 4360 Montebello Dr. Ste 300 **277-7470**. Call Mon-Fri 9a-12p & 1p-4p. Services available Mon 4p-7p, Wed 9a-12p, Thurs 9a-12p & 1p-4p. Emergency food available by appointment.

## Rent/Utilities/Gas \$/Emergency \$Assistance

All of these agencies offer LIMITED assistance in these areas. They will help with PART of the owed rent or utility bill, for example. They often collaborate with other agencies to meet the need. Much of this help is tied to working with their caseworkers.

**Westside CARES** 2808 W Colorado, **389-0759**. Mon-Thurs, sign in 8:30a-9a., services 9:30a-12:30p & Thurs eve 4:30p-6p. Rent lottery generally third Mon of the month. Must live on west side of I-25.

**Mercy’s Gate** 4360 Montebello Dr., **277-7470**. Can call Mon-Fri 9a-12p & 1p-4p. Services available Mon 4p-7p, Wed 9a-12p, Thurs 9a-12p & 1p-4p. Crisis assistance provided. Prefer appointments, but walk-ins welcome.

**Salvation Army** 908 Yuma, **636-3891**. Mon-Fri 1:30p-3:30p, by appointment.

**REACH, Pikes Peak** 31 N. Tejon Street 3<sup>rd</sup> floor., **358-8396**. Food vouchers to Westsiders, utilities, limited medications, limited bus passes and gas vouchers. Rent assistance

## Healthcare

**Medicaid Applications** DHS; Peak Vista 722 S. Wahsatch M-F 9-4:15

**Peak Vista Community Health Centers** (PVCHC) 2828 International Circle, Suite 120, **632-5700**. This is a huge community-health facility with sliding scale fees. Intake registration appointments vary upon demand; however they are always open for pregnant women, children under 19 and seniors. Call to find out current intake possibilities. If you qualify for Peak Vista's Homeless Program, you can go directly to that clinic (next item).

**Peak Vista CHC Homeless Clinic** 117 W. Rio Grande (by the R.J. Montgomery Center) **471-2789**. Mon-Fri 8a-5p with varying clinic times for medical and dental. Call or drop in for information. Must meet HUD criteria for “homeless” (streets, shelter or motel) to qualify. Women’s Clinic is by appointment only. Comprehensive primary health services for those who qualify. Clients can access all Peak Vista CHC services though the Homeless Clinic. Dental services for homeless are co-located at the Homeless Clinic.

**Peak Vista CHC Homeless Outreach Van**. Springs Rescue Mission 2<sup>nd</sup> and 4<sup>th</sup> Tuesdays 8-5. Limited supplies of medication. Sort of a triage clinic, much of what they see, they refer to the Homeless Clinic or elsewhere for further care. Free

**Peak Vista CHC Convenient Care Center** 3205 N. Academy Blvd., **632-5700**. Mon-Fri 8a-9p, Sat 9a-5p, Sun 10a-3p. Patterned after Emergi-Care “Doc-in-a-box” clinics. Sliding scale (\$5-\$30). Minor injuries and illnesses only. Same day appointment system. They suggest calling right as they open to ensure getting an appointment on that day. NO prescription help or refills. Medicare/Medicaid accepted.

**Hospital Afterhours Clinics**: These operate like “emergency rooms for minor illnesses and injuries.” No-one is turned away for lack of money. **UCH Memorial Urgent Care** 2767 Janitell Road, **365-1321**, open every day 8a-8p, holidays 8a-4p, closed on Christmas Day. Walk-in only – no appointments. **Penrose Community Urgent Care** 3205 N. Academy, **776-3216**. Open every day 8a-8p.

**Marian House/Hanifen Center SET Clinic** 14 W. Bijou St. (at the Marian House Soup Kitchen), open during noon meal (Mon-Fri 11:30a-1p). No appointment needed. Basic medical care provided by licensed medical volunteers. Also provide over-the-counter medications, basic prescription drugs, socks, and toiletries. No controlled (pain) drugs given. Referrals for other community resources. Closed on six legal holidays.

**SET Family Medical Clinic** 2864 S. Circle Dr., Suite 450. **776-8850**. Mon/Tues/Wed/Fri 8a-5p, Thurs 8a-3p, closed daily 12p-1p. Appointment necessary. Staffed by volunteer nurses and doctors. Acute care needs, school and day care physicals. All ages. Accept Medicaid. Sliding scale for un/underinsured.

**Mission Medical Clinic** 2125 E. La Salle, **219-3402**. Call for an appointment. Serves 18 and older, uninsured residents of El Paso and Teller Counties only. Comprehensive care, focusing on chronic diseases. Dental, vision and behavioral services. Rx assistance program.

**Open Bible Medical Clinic** 555 E. Costilla St., **475-0972**. Tues 5p-9p.Th 10-2 Call for appointments and information. For un/underinsured people at 200% or lower below poverty line.

**TLC Pharmacy** 555 E. Costilla St., **596-4449**, Mon/Wed/Sat 9a-1p. Medications for the uninsured (\$15 for single/year, \$25 for family/year). Teller & El Paso County residents only.

**Mercy’s Gate** 4360 Montebello Dr., **277-7470**. Call for appointment. Mon 4p-7p, Wed 9a-12p, Thurs 9a-12p & 1p-4p. Zip Code specific. Help with some prescriptions, limited help with eyeglasses and dental.

**V.A. Outpatient Clinic** 3141 Centennial Blvd, **327-5660**. Mon-Fri 8a-4p. Medical help for vets, by appointment only. Must be registered with the V.A

**Emergency Rooms: Penrose Main** 2222 N. Nevada Ave., **776-5333; Memorial** 1400 E. Boulder, **365-5221**. If it IS an emergency, these are where you go. If you can’t obtain care elsewhere for “routine” healthcare, these, unfortunately, are also where you go. A “last resort”, they are required by law to provide care to all who need it. Long waits, especially for minor problems and huge bills are part of using ERs for routine healthcare – try all the others first!

**Eyeglasses**: Provide optical exams and glasses. **Mission Medical Clinic Renewed Vision Program 219-3402**.

## Dental Care

**Peak Vista Community Health Center Dental Clinic** 2828 International Circle, **475-0783**. Mon-Fri 8a-5p. Call for appointment and information. A full spectrum of dental services available. Medicaid and Child Health Plan Plus accepted. If you are homeless, you will qualify through the Homeless Clinic.

**Peak Vista Homeless Clinic**—extractions only. Wednesdays

**KIND (Kids in Need of Dentistry)** 1120 N. Circle, Suite 240, **227-1018**. Mon-Fri 8a-5p. Dental care for kids 17 and under. They charge \$20/child + 25% of total balance due. Accept Medicaid. Accept uninsured with proof of household income.

## Mental Health

**Aspen Pointe Crisis Stabilization Unit Assessment Services** 115 S. Parkside. **Crisis Line 635-7000.** Crisis stabilization. Evaluations for “danger-to-self-or-others” available 24/7, regardless of ability to pay.

**Aspen Pointe Health Services** Several locations, **572-6100.** Mon-Fri 8a-5p. Call for non-crisis, out-patient appointments. Medicaid & other insurance accepted.

**Emergency Rooms: Penrose Main,** 2222 N. Nevada Ave., **776-5333; Memorial** 1400 E. Boulder, **365-5221.** If someone really needs to be admitted to one of the three local inpatient facilities, both the major hospital ERs have staff social workers that will work very hard to find a solution to this need.

**Peak Vista CHC Homeless Clinic,** 117 W. Rio Grande, **471-2789.** Mon-Thurs 8a-5p, Fri 8a-12p. Must meet HUD criteria for “homeless” (streets, shelter or motel). Staff provided by AspenPointe are getting folks into care (and medication).

**TESSA** Main Office: **633-1462, Crisis Line: 633-3819.** Help for all victims of domestic violence and sexual assault.

**Colorado Springs Veterans Center** 602 S. Nevada Ave., **471-9992.** Mon/Wed/Fri 7a-4:30p, Tues/Thurs 7a-7p. Counseling and guidance for all veterans. Bring your DD214.

**V.A. Clinic** 3141 Centennial Blvd., **327-5660.** Walk-ins Mon-Fri 8a-5p. Mental health services for vets. Must be registered with the V.A. for medication. Help with V.A. registration.

## Drug/Alcohol Treatment/Rehabilitation

**Crossroads Turning Points, Inc.** 1026 Maxwell Street, **203-6550,** 40 beds. They use a “social model” with minimal medical intervention. This is the entry point for drug/alcohol treatment system in town. Both treatment and shelter referrals are available. (Bills Medicaid)

**Aspen Pointe Adult Substance Abuse Program 572-6100.** Provide Intensive Inpatient and Outpatient services for indigent and uninsured who qualify. Medicaid and some other insurance accepted. Call for eligibility and intake appointment.

**Alcoholic Anonymous Area Service Office** 1353 S. 8<sup>th</sup> St., Suite 209, **573-5020.** Mon-Fri 9a-5p. 24-hr hotline after hours. Call to talk with an A.A. member and for the locations of over 200 meetings a week.

**Harbor House Collaborative** 606 S Tejon St, **473-5557.** Mon-Thurs 8a-4p. Fri 8-3. Individual and group therapy for substance abuse issues

**Victory Outreach** 2818 N. Nevada Ave., **477-0000.** Tues-Fri 9a-5p. Christian Recovery Program. Inpatient drug and alcohol rehabilitation.

**Veterans Administration** 3141 Centennial Blvd., **327-5660.** Mon-Fri 8a-4p. Access to drug & alcohol treatment for veterans.

**Springs Rescue Mission New Life Program** 15 E. Las Vegas, **884-2755.** Is a no-cost, approximately one-year residential rehabilitation program for adult men requiring assistance with recovering from drug or alcohol addiction. Program includes 5 components: Spiritual, Educational, Ministry Assignment, Behavioral/Life Skills, and Case Management/Counseling. Strong Christian orientation. The NLP is *NOT* a shelter or emergency housing facility.

**Phoenix Multisport Sober Living Community** (719)434-3387

## Legal Help

**Colorado Legal Services** 617 S. Nevada Ave., **1-800-395-2465** or [www.coloradolegalservices.org](http://www.coloradolegalservices.org). Mon-Fri 8:30a-12p & 1p-5p. Legal assistance for people with low income and seniors. Only assist with civil legal matters (families, employment, housing, health, consumer issues, government benefits, and more). **El Paso County Sheriff's Office Criminal Justice Center** 2739 E. Las Vegas, **390-2000.** If you are missing a friend.....

## Clothing

**Ecumenical Social Ministry** 201 N. Weber St., **636-1916.** Mon-Fri 9a-11:30a & 12:30p-3p. Provide a voucher to allow the person to shop at ARC. Zip code specific

**Marian House/Hanifen Center** 14 W. Bijou St., **866-6284.** Mon/Wed/Fri 10:30a-1p. Emergency clothing. Clients invited once a week.

**Springs Rescue Mission,** 1 W. Las Vegas, **632-1822.** Mon & Wed 1p-3p. Clothing issued.

**Women's Resource Agency,** Citadel Mall, **471-3170.** Mon-Fri 8:30a-5p. Clothing, resume help and interview coaching for women who are seeking professional employment.

**Crossfire Ministries** 2120 East La Salle St., **447-1806.** Tues 10a-7p, Wed/Thurs 10a-4p. Clothing, hygiene items, basic living necessities. .

## Pregnancy/New Baby Support

**Peak Vista Women's Health** 225 S. Union (719) **632-5700** Comprehensive women's health care including pregnancy.

**Family Connections** 917 E. Moreno Ave, **578-1222.** Mon-Fri 9a-2p. Supplies emergency formula, baby food, diapers, clothing 0-16 years, & maternity clothing. Job search, case management

## Seniors

**Silver Key Senior Services** 1625 S. Murray Blvd, **884-2300.** Mon-Fri 8a-5p. Very effective services for our seniors (age 60 and up). One of the main reasons why there are few homeless seniors in our community. Provide a variety of services.

## Youth

**The Place** 423 E. Cucharas, **630-3223.** Mon-Fri 9a-5p, **205-7129** (after-hours). A shelter for youth (15-20 years) experiencing homelessness. (Formerly Urban Peak)

## “Get-Off-The-Street” Programs

These refer to agency programs designed to help homeless people acquire the skills and resources to escape the unhealthy homeless lifestyle. Most, if not all of these, make the assumption that substance abuse and/or mental illness is a large part of the problem. The single point of entry for all supportive and transitional housing programs is the **VI-SPDAT**. This survey is available at the shelters and also Westside CARES. (WSC Wednesdays and 2<sup>nd</sup> and 4<sup>th</sup> Thursday evenings.)

**Family Connections** 917 E. Moreno Ave, **578-1222.** Mon-Fri 9a-2p. Supplies emergency formula, baby food, diapers, clothing 0-16 years, & maternity clothing. Job search, case management One-stop shop to access many needed services.

**Resource Center,** Springs Rescue Mission, 5 West Las Vegas, **314-2376.** Mon-Fri 8a-11:30a & 1p-5p. A drop-in program for people who need help connecting with agencies that assist with housing, medical, dental, food, clothing, legal aid, employment and education, especially those who have mental health and substance abuse issues. A good way to access many of our community agencies.

**V.A. Homeless Veteran's Program** 3141 Centennial Blvd, **327-5660.** Inpatient substance abuse treatment can be arranged for out-of-state V.A. facilities. Mental & medical health, life & job skills training. Housing available at the Crawford House.

**Harbor House Supportive Housing, 473-5557.** A 2-year residential program for those chronically homeless, substance using individuals who wish to leave the streets and alter their lives.

**Housing First 473-5557.** Housing for men, women and families where they can begin to regain the self-confidence and control over their lives they lost when they became homeless. Includes, housing placement assistance, subsidized housing through HUD, intensive case management and connection to counseling, employment, food assistance and recovery programs.

## Colorado Springs Survival Manual

### Westside Edition

January 2020

#### Purpose:

This directory is intended to be a reference for homeless people, and those serving them, to the major sources of help in the west Colorado Springs area. We welcome suggestions, corrections, additions and criticisms of these listings. Some opinion is mixed in here, this is intended to guide the user in considering these resources.

#### 211

2-1-1 is a FREE information and referral hotline for health and human services that is affiliated with Pikes Peak United Way. 2-1-1 can provide up-to-date information and MANY more referrals than in this leaflet. Services available in English and Spanish. The center is open Mon-Fri 8a-5p. Can call 24/7. Dial 2-1-1, or **from a cell phone: 719-955-0742 or 866-488-9742.**

#### You are not Alone

People who have been homeless for a while are very familiar with “who does what” in our community. If you are needing this help for the first time, it is REALLY helpful to work with a case-manager. These people can help you locate, access and use these resources in the best manner. You can find case-managers at the Salvation Army Shelter, Marian House Soup Kitchen and Springs Rescue Mission. Please, if all of this is new to you, there IS help out there! Leaving the streets is largely up to the individual person – many of our services offer “help” that can be used to either EXIT the streets or STAY ON them.

**CSPD Homeless Outreach Team (HOT), 444-7666** or [CSPDHOT@springsgov.com](mailto:CSPDHOT@springsgov.com). Mon-Fri 6a-4p. A four police officer team assigned to work with the local homeless population. They are VERY sensitive to this population. They are quite informed on “who does what” and have guided a number of folks to whatever aid is needed.