Help Hope Home
*Ending Homelessness In Southern Nevada*

## Your Housing Assessment Is Done.

Here is what happens next.

### ✓ You are now on the Community Queue.

The Community Queue is a list that connects people experiencing homelessness to housing in Southern Nevada.

It is not first-come, first-served. It prioritizes people with the greatest health and safety needs first.

Being on the queue means the system has your name and you will be considered as housing openings come up.

**It is not a promise of housing, and there is no set wait time.** When your name comes up, a housing program will contact you or your worker and ask you for documents.

### Three types of housing this queue connects to:

| Housing Type | What It Means |
|---|---|
| **Permanent Supportive Housing (PSH)** | Long-term housing with ongoing support for people with the highest needs. |
| **Rapid Rehousing (RRH)** | Short-term rental help plus case management to get you stable faster. |
| **Transitional Housing (TH)** | A safe place to live for up to 24 months with support services to help you move toward permanent housing. |

### ! The wait may be long — and that is okay to say.

There are a limited number of housing openings in Southern Nevada each month.

Depending on your needs and situation, the wait could be weeks or months, and not everyone on the queue will be matched to a housing program.

**This does not mean you are forgotten.** It means the system is working to reach the most critical needs first.

## While you wait, here is what you can do:

- **Stay in contact with your case manager or outreach worker** — this is the most important thing.
- **Gather your documents:** ID, Social Security card, birth certificate. Ask your worker for help getting copies.
- Connect with health services for any physical or mental health needs.
- Ask about shelter or temporary housing options while you wait. You can also look up services yourself at https://helphopehome.org/resource-guide/.
- Tell your worker right away if your situation gets worse or your contact info changes.
- **No one should charge you money** to be on the queue or to move up on it. These services are free.

### ✉ Stay reachable. It matters.

When a housing opportunity comes up, workers need to be able to reach you quickly.

If your phone number or location changes, tell your worker immediately.

People who cannot be contacted may miss their opportunity, and a referral can go to someone else.

**No phone?** Ask your worker about a free phone program, a place where messages can be left for you, or a trusted person who can be called to reach you.

## Caseworker/Outreach Worker contact information:

| | |
|---|---|
| **Name:** | |
| **Phone / Text:** | |
| **Next check-in:** | |

### If you need help right now

**Dial 2-1-1** (or 1-866-535-5654), press 6 for homeless services — shelter, food, and other help.

**Courtyard Homeless Resource Center** — (702) 229-6117, open 24 hours. 314 Foremaster Ln, Las Vegas.

**Clark County Social Services** — (702) 455-4270.

**Full list of local services:** https://helphopehome.org/resource-guide/

**If you are in danger or thinking about hurting yourself, call or text 988, or call 911.**

***You are not invisible in this system. There are people working every day to open more doors.***

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