Act Together Crisis Care: Frequently Asked Questions

What is Act Together Crisis Care?

Act Together Crisis Care is a 9 bed emergency crisis shelter for youth.

Who do you serve? Act Together Crisis Care serves male, female and gender nonconforming youth ages 11-17 that have runaway or are homeless, have experienced abuse and/or neglect, or are in emotional or behavioral crisis.

How can at risk or homeless youth access your services?
Youth can access Act Together Crisis Care services 24 hours a day, 365 days a year. Points of entry include our 24/7 hotline, our emergency shelter and other Youth Focus programs and community Safe Place sites. Staff members at each of these sites are trained to link runaway and homeless youth with additional services in the Youth Focus program continuum as necessary.

How do I make a referral?

Referrals may be made 24/7 by email, fax or phone. The referral form is located here: http://www.youthfocus.org/act_together_crisis_care.htm

- To email the referral form, please send it to act_together@youthfocus.org.
- To fax the referral form, please fax to 336-621-0444 attention Act Together Crisis Care Staff.
- To call in the referral, please call our crisis line at 336-375-1332.

Where is Act Together Crisis Care located?
The emergency crisis shelter is located at 1601 Huffine Mill Road, Greensboro, NC 27405.

How long does a youth typically stay at Act Together Crisis Care?

Youth are placed at Act Together Crisis Care on a temporary basis. Some stay less than 24 hours and others up to 30 days. On average, most children reside with us for 8-12 days.

Do clients pay for services?
No. Youth are not expected to pay for any of the services they receive from Act Together Crisis Care.

Are there any ‘entry requirements’ to the shelter?

Admittance to the shelter is voluntary and a youth can admit themselves without a parent or guardian for up to 72 hours. A psycho-social assessment is required at admission which will take approximately 1 hour.

The following documents are required within 72 hours of admission:
1. Birth Certificate
2. Social Security Card
3. Medicaid/ Insurance Card
4. Parent/guardian Identification, if applicable
5. Proof of Guardianship, if warranted
6. Physical
7. Immunization Record

Please consult shelter staff for any deviations from the afore mentioned requirements.

**Are youth forced to stay?**

No. Act Together Crisis Care is a voluntary emergency crisis facility. There are no bars or locks that keep youth from leaving. Although a few youth do leave on their own, the shelter’s strength is with engaging youth in working toward positive outcomes.

**Do youth runaway and if so, what does shelter staff do?**

Youth are free to leave. However, Act Together Crisis Care staff is well trained in working with youth to address the issues that brought them to the shelter in the first place. They work very hard to help youth see there are more options available than running away. Some youth test the waters and leave only to return within hours as they realize we offer safety and shelter, something not found on the streets.

**Does the shelter turn youth away?**

The emergency shelter staff work hard not to turn away youth or families seeking help. Staff is obligated to make sure all clients and staff are kept safe while at the shelter. If a youth is determined to be danger to self or others, the youth is referred to alternate support services for care.

**Where do the youth go when they leave Act Together Crisis Care?**

The majority of the youth discharged from Act together Crisis Care are reunited with their parent(s)/ guardian(s), go to live with a relative or friend, are placed in foster care or a group home.

**What types of services/activities are available to the youth while at Act Together Crisis Care?**

While at Act Together Crisis Care, the youth receive comprehensive care including, basic shelter services, medical, psychological, and educational support in an enriching home-like environment. The children attend public school, most often the school in which they were currently attending before coming to Act Together Crisis Care, and participate in a wide variety of both on and off campus recreational, cultural and social activities including weekend outings to parks, theatres, sporting events, etc.
To aid the healing process and help the youth better adjust in coping with the trauma they have endured, many ongoing self-enrichment/ psycho-educational groups, crisis counseling services and therapeutic opportunities are also provided.