



Youth in Crisis
Homeless/Runaway
SHELTER

Call us and ask how we can help.



15075 Seventh Street
Victorville, CA 92395
760-843-0701

We provide
24/7 Emergency Services
for youth and their families
at no charge.

WHAT WE CARE ABOUT

We understand that at times youth and their families may struggle with day to day life issues. Financial woes, substance abuse and everything in between puts pressure on many families. Often times there seems to be no hope for the family dealing with the pressures of everyday life. When youth are affected by these types of issues, it quite often leads to risky and even dangerous behaviors, such as running away from home. At **Our House** our goal is to help youth remain safe physically, mentally, and emotionally. We provide a safe alternative to living on the streets or couch surfing. Family reunification is important to us, and when possible and more importantly, when it is safe, we dedicate ourselves to providing the tools needed to help with unstable family dynamics. We commit to providing a nurturing, healthy, and structured environment for both our youth and their families.

HOW WE CAN HELP

Our main concern is for the immediate well-being of our youth.

We strive to:

- Provide shelter services for youth 11- 17
- Provide an intensive program to help youth make better decisions
- Help teens identify permanent and healthy solutions
- Provide tools for parents to communicate with their youth
- Provide a nurturing environment for youth to grow

Our staff is committed to providing a structured, yet compassionate environment for youth in need.

FREQUENTLY ASKED QUESTIONS

How do other agencies, service providers, law enforcement and parents connect with Our House?

Call when you have a youth in crisis, we can do the intake over the phone. Also, our staff would appreciate an opportunity to make a presentation to your staff. This will allow everyone in your agency to have an in-depth understanding of the program. If you would like more information, call to schedule a tour. We enjoy showing off our beautiful facility.

Simply call us to set up a screening appointment. We will even do over the phone screenings when necessary. If law enforcement is in need of placing a minor who has been picked up off the streets or from a home environment, we ask that the officer(s) call us before bringing the minor to the shelter.

How long can the youth remain in the shelter?

We work with youth and families on a case by case basis. The program is aimed at family reunification and we certainly do not want to rush the process. Each case is considered on its own merits. Collaboration between the family counselor, the shelter manager, and the youth and family will determine the length of time needed to find the best resolution for the all involved. It is important to keep in mind that we are here as temporary assistance designed to assist youth and families reunify. We are an emergency shelter and are not meant for long term care.

How does a minor get accepted into the program?

Intake procedures begin with a phone call. All situations are evaluated on an individual basis. In the unique circumstance that **Our House** is not the best program to accommodate the youth, an appropriate referral will be given.

Do residents attend school while at Our House?

When a client is at **Our House**, we will work with both the parent/guardian and the school to have the client's schoolwork brought to **Our House**. We will provide time and tutoring for the client in order to help complete schoolwork. **Our House** will gladly provide a statement letter to the client's school stating that the client is with us.

As a parent / guardian, what will my involvement need to be?

It is strongly recommended that parents/guardians participate in the program alongside their youth. We will provide weekly family counseling and a parenting encouragement workshop. In cases where the goal is family reunification, parent/guardian participation is required.

Because the program is not for profit and no cost, what can parents/guardians do to for Our House?

At any time parents/guardians may speak to any of **Our House** staff about shelter donations.

ABOUT US

Our House is a program run by the **Family Assistance Program**, who has dedicated itself to working with victims of domestic violence and their children. The **Our House** program was a natural progression. In both cases, the goal is to provide a safe and healthy environment for those in need to thrive, and to assist those in need by helping to build a strong network of support for the issues they face.

HELP US HELP THEM

If you know a youth in crisis who has runaway or is homeless, or a youth who is considering running away, please pass along our contact information to that youth. If possible, stay with the youth until a safe alternative has been found. Remind the youth that there are other options to running away or to being homeless and **Our House** is one of those options.