

Frequently Asked Questions

Project Safe Place

How much do your programs cost?

Operation SafeHouse is a private, non-profit organization and is able to help families in crisis through generous donations from public and private sources. However, we do have a small fee for our Emergency Shelter and Counseling Programs that is based on a sliding scale. You will discuss this fee with your intake counselor at the time of your appointment. **No one is ever turned away due to lack of ability or willingness to pay.**

How long will my child be there?

That depends on the types of issues that are being addressed. Generally, our Emergency Shelter Program lasts 21 days.

What happens after my child leaves the program?

Operation SafeHouse is committed to helping you make *real* change. We know that three weeks is only a start to putting broken families back together. That's why we're here for youth and their families long after they've left our Emergency Shelter Program. We offer aftercare, parenting classes and family counseling to all families who go through our program. We want to see you succeed and we're here to support you, every step of the way.



Our **Safe Place** program is how we reach out to teens and their families who may not know we're here for them. **Project Safe Place** is a national program found in communities all across the United States. It partners local businesses and places like fire departments and police stations with the local youth shelter.

In Riverside County, there are over 250 **Safe Place** locations including all the fire stations, police stations and Riverside Transit Agency (RTA) and Sunline buses. Any child in crisis or who needs help can access our shelter by going into any location displaying the **Safe Place** sign. **Safe Place** allows Operation SafeHouse to have "virtual doors" throughout the community so that children can access our services no matter where they are.

Mission Statement

Operation SafeHouse, with community support, provides emergency shelter, intervention and outreach services to runaway, homeless and other youth in crisis. SafeHouse offers youth positive alternatives to becoming victims of the streets.

Riverside
Emergency Shelter

(951) 351-4418

Thousand Palms
Emergency Shelter

(760) 343-3211



www.operationsafehouse.org
info@operationsafehouse.org

Operation SafeHouse



Dedicated to the Safety and Well-Being of Children in Crisis

24 Hours a Day

7 Days a Week

In Riverside,

call (951) 351-4418.

In the Coachella Valley,

call (760) 343-3211.

www.operationsafehouse.org

Emergency Shelter

Where Change Begins

Our **Emergency Shelter** program provides immediate help to youth age 12-17 and their families experiencing crisis situations. Our staff is available 24 hours a day, 7 days a week for teens and their families who need help negotiating the often challenging road from childhood to independent adult life.



Finally, a sense of relief...of hope.

In business for nearly 20 years and with shelters in Riverside and Thousand Palms, Operation SafeHouse is well equipped to handle runaway, homeless and other youth in crisis. Teens who don't know where else to go are always welcome at our shelters—all they have to do is show up.

We're here for families in crisis every hour of every day.

Transitional Living Program

Building Futures

The **Main Street Transitional Living Program (TLP)** is aimed at helping homeless youth, both male and female, age 18-21. The program offers youth a place to learn the skills they need to make the transition from homeless to successful independent adults. It provides *education and employment assistance*—helping youth achieve their academic goals and secure employment. It provides *individualized case management and therapy*, specifically designed just for them.

Young people in this program are encouraged to start building their futures and are provided with the tools they need to be successful, all while having a safety net to catch them when they make mistakes.

Substance Abuse Program

We also offer a Substance Abuse Program for minors at both our Riverside and Thousand Palms Emergency Shelters. This program offers teens a customized set of services specifically designed to help them work through their substance abuse issues.

Family Counseling

Real Change Starts at Home

At Operation SafeHouse, we believe in early intervention. Long before a crisis happens—before teens run away—there are almost always warning signs in the home.

Being a teen is difficult—being the parent of teen is often harder.

If you're looking for some help but don't think shelter services are appropriate for your child, we offer our **Family Counseling Program**. Our trained Marriage and Family Therapists are here to help you work through any issues you may be having and help everyone communicate more effectively with each other.



You're not alone in your struggles. Even under the best of circumstances, being a parent to a teen is a difficult thing. We're here to help make it a little easier.

Riverside Emergency Shelter • 9685 Hayes St., Riverside, CA 92503 • (951) 351-4418

Thousand Palms Emergency Shelter • 72-710 E. Lynn St., Thousand Palms, CA 92276 • (760) 343-3211

Main Street Transitional Living Program • 4509/4539 Main St., Riverside, CA 92501 • (951) 369-4921

info@operationsafehouse.org • www.operationsafehouse.org