



## Safe Place Site FAQs

### 1. What if youth is over 17 or under 12?

If a youth seeking Safe Place is over 17, go ahead and place the Safe Place call. UMOM New Day Centers will attempt to assist the youth find resources and safe housing. In some cases, we may have the staff available to pick up the youth and further assist, in person.

If a youth seeking Safe Place is under 12, go ahead and place a call to the authorities and/or 911. UMOM is still available to help troubleshoot the case, but we cannot pick up the youth.

### 2. What if the youth is accompanied by a parent?

Sometimes, parents or guardians will refer their children to Safe Place due to homelessness, domestic violence situations, etc. You may inform the parent that they may follow the Safe Place driver to the Open Hands shelter where the intake process will be completed; otherwise, they will have 24 hours to complete said process.

### 3. What if the youth is under the influence of drugs or alcohol?

The most important thing is that you remain safe! Do not put yourself in harm's way. If a youth appears to be minorly impaired, we will still preform a pick up and assess the situation at our shelter location. If you believe the youth presents a danger to themselves or others, do not hesitate to call 911.

### 4. What if the youth decides they no longer wish to receive services?

That is okay! We may **not** detain or hold a youth against their will. This is a voluntary program. Please go ahead and contact UMOM, regardless, and we can assist you in the next steps. Depending on the situation, we may or may not be obligated to contact the authorities.

### 5. Will the parent or guardian be contacted?

Yes, once the youth arrives at the shelter, UMOM is obligated by law to inform the parent or guardian of their child's whereabouts within 24 hours of being admitted to the Safe Place program. If we deem the parent unsafe, we will ensure the youth remains safe and a report will be filed with DCS (Department of Child Safety).

### 6. How long should a Safe Place pick up take?

Our UMOM team is located in Northwest Phoenix. Depending on traffic and distance, a typical case will take about 30-45 minutes. We will do our best to communicate directly with you regarding our estimated time of arrival.