

Intake Inquiry Criteria

Gateway Shelter and Services Center

for women over the age of 18 experiencing homelessness.

Gateway Shelter uses a referral system with Caspio, to allow all prospective residents the same access to our limited number of beds.

If you do not receive a call within the hour, please call **505-537-8588**.

Beds become available on a day-to-day basis. If a bed is not available, the prospective guest's referring agency is encouraged to call back 24 hours later.

A referring agency or organization may refer its clients to Gateway if she/they:

- ***Is able to complete all ADL's. (The basic ADLs (BADL) or physical ADLs are those skills required to manage one's basic physical needs, including personal hygiene or grooming, dressing, toileting, transferring or ambulating, and eating.)***
- ***Is able to live with others***

Agencies can help make the Gateway Shelter 's referral system work best for prospective guests by adhering to the following:

- Do not advise prospective guests to go to Gateway Shelter without a reservation.
- Do not call the Heading Home or Gateway administration number to make a referral, or advise prospective guests to call the administrative number to make a reservation.
- Remind prospective guests they will need to use all of their days consecutively.

To make a referral, follow these instructions:

1. Complete the Intake Inquiry Form on gatewayservicescabq.com
2. If you need to discuss the guest's situation with Heading Home staff, attach your agency's release of information form with the guest's signature to this form
3. Heading Home/ Gateway staff will place the referral on a waiting list if necessary.
4. Heading Home/ Gateway staff will call the Agency contact person listed in the form when a reservation is available within 1 hour.
5. Failure to return messages will result in forfeiture of the bed after two hours. In this case, bed availability will be offered to the next prospective guest on the referral list.
6. Referrals will be removed from the referral list if messages regarding referral status are not received within two working days of the initial call. If the referral is no longer needed, please contact Heading Home or Gateway staff so that the referral can be deactivated.
7. **Referrals will only be held 5 days, unless a later date is specified.**
8. If a date later than 5 days after receipt of the first referral is specified for a reservation need date, the referring agency will be advised to resend the referral on a day which is within 5 days of the need date.