



Print-Friendly Toolkit

Use this set of printables to take action fast, keep key information in one place, and stay organized during housing instability.

Source guide: Emergency Help for Homeless Seniors by State (2026)

1) Quick Action Plan (First 24 Hours)

Check items as you complete them. If you cannot call, ask a librarian, clinic receptionist, or trusted person to call with you.

- If in immediate danger:** Call **911**.
- Dial **2-1-1** and say: "I'm an older adult at risk of homelessness. I need emergency shelter or a safe place tonight."
- Ask 2-1-1 for: **emergency shelter, warming/cooling centers, meal sites, transportation, eviction prevention**, and the local **Coordinated Entry** intake.
- Call the **Eldercare Locator** at **1-800-677-1116** to reach your **Area Agency on Aging (AAA)** and request emergency housing and benefits help.
- If you need medical care: locate a nearby community health center or "Health Care for the Homeless" program (ask 2-1-1, or a clinic).
- Ask about **expedited benefits** (SNAP/Medicaid) and what proof is accepted if you do not have a stable address.
- If disability limits work: ask for a local **SOAR** provider to help with SSI/SSDI benefits paperwork.

Fast national hotlines

- 2-1-1:** local shelter, food, and emergency assistance referrals (availability varies by area).
- 988:** Suicide & Crisis Lifeline (call or text).
- Crisis Text Line:** text **HOME** to **741741**.
- Veterans:** National Call Center for Homeless Veterans (24/7) **1-877-4AID-VET** (1-877-424-3838).

Note: Some regions allow texting a ZIP code to 898211 to reach 2-1-1 via text, but it is not available everywhere and hours vary.



2) Call Scripts & Notes Sheet

Use these short scripts to get routed correctly, then write down what you're told.

Phone script for 2-1-1

"I'm an older adult (age ___) at risk of homelessness. I need a safe place tonight and help with benefits. What is the shelter intake or Coordinated Entry number for my county?"

Phone script for your Area Agency on Aging (AAA)

"I'm a senior needing emergency housing help and benefits support. Do you have housing navigators, emergency funds, transportation help, or partners for rapid rehousing?"

Today's date:	Time:	Your location (city/county):
Full name:	Date of birth:	Phone number (or callback number):
Safe callback times:	Email (if any):	Preferred language:
Current sleeping situation tonight:		
Mobility/medical needs (walker, oxygen, meds, dialysis, etc.):		
Service animal? (Y/N):	Pets? (Y/N):	Veteran? (Y/N):
Emergency contact name/number:		
ID available? (Y/N):	Social Security card? (Y/N):	Medicare/Medicaid? (Y/N):

Call results log

Agency / person	Phone / website	What they said (availability, requirements, next step)	Follow-up date/time



3) Documents, Medications, and Belongings Checklist

Bring what you can. If you do not have something, ask what alternatives are accepted (shelter letter, caseworker verification, or replacement process).

Most requested documents

- Photo ID (driver's license, state ID) or any government-issued ID
- Social Security card or SSN written down
- Medicare/Medicaid card and insurance info
- Benefit letters (Social Security, SSI/SSDI), bank info (if safe to carry)
- Proof of income (pay stubs, award letters) and recent bills if relevant
- Any eviction notice, court papers, or lease (if available)
- Medical summary and prescriptions list (especially if chronic conditions)
- List of emergency contacts and important phone numbers

Medications and health supplies

- 7-14 days of medications (if possible) and a written list of dosages
- Glasses/hearing aids and spare batteries
- Mobility aids (cane/walker) and any medical devices (inhaler, glucose meter)
- Small first-aid items and a mask if you prefer one in shared spaces

Safe travel & storage

- Keep documents in a sealed plastic bag or folder
- Carry essential items in one bag you can manage safely
- Ask shelters about lockers/storage; label items with your name and phone number
- If you feel unsafe traveling: ask for transportation help via 2-1-1 or AAA

Optional: mini plan card (cut-out)

Write these on a small card to keep in your wallet:

My name: _____	My DOB: _____
My callback #: _____	My city/county: _____
2-1-1 notes: _____	AAA notes: _____
Where I can safely sleep tonight: _____ _____	