

# Shelter Intake



## What is it?

### **Welcoming and informative**

Intake is a process to gather and share information that will help the survivor make empowered choices about their safety and determine which services might be most meaningful for them.

## Why is it important?

### **Trust building**

This is the primary opportunity to welcome a survivor to the program and is a critical opportunity to build trust, share information about the shelter and services, and invite the survivor to begin to share their story if they choose.

## Is this required?

### **Yes**

While there are no rules requiring a particular methodology for intake, many funders and community partners require specific information that can be gathered during the intake process.

## How do we make it happen?

### **Identify necessary questions and establish uniform process**

All advocates will work a little differently, but sharing a basic understanding of what information is necessary and how to practice empathy with trauma survivors will go a long way towards making intake feel more empowering for everyone involved.