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## Central Access Point (CAP) FAQs

*The CAP line is a hotline that is a single point of contact for emergency shelters and homeless assistance programs. Call one number to check for space in shelters all over Cincinnati*

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What is the CAP line number?

**513-381-7233**

**Text Line: 513-970-1515**

Who does CAP serve?

CAP assists individuals, families, and veterans who are in need of shelter: if they have no place to sleep tonight and have run out of housing options.

Is there a waitlist?

CAP does not maintain a waitlist. However, CAP does complete a risk assessment with each caller and vulnerable populations are prioritized.

When can someone contact CAP?

Monday- Friday from 9:00 am- 5:00 pm

CAP opens the line early to take calls for veterans from 9:00 am- 10:00 am and can take calls for other programs any time after 10 am.

Saturdays and Sundays from 10:00 am- 2:00 pm.

What is a CAP call typically like?

An intake specialist will collect the caller's name, last four of their social, their DOB, and their current living situation. An intake specialist will also gather information regarding the caller's employment and benefit status to see if they're eligible for additional programs.

Where does CAP place?

Central Access Point places into 3 family emergency shelters, 2 single male shelters, 1 single women's shelter, individual youth shelter, veteran emergency shelter and 4 different veteran facilities.

Does CAP provide emergency assistance?

CAP is not able to provide services such as first month's rent and deposit, back rent and/ or back utility payments, evictions, vouchers, and/ or transportation, but can provide guidance on how to find those services.

Can CAP place someone who lives outside Hamilton County?

CAP can make placements for callers who live outside of Hamilton County. However, all of our shelters and facilities are located in Hamilton County, and some do have Hamilton Co residence requirements.

How is it determined where a client is placed?

A placement into shelter is based on a combination of the caller's family composition (single or family), their current housing situation, and what is available in real time at the shelters.