

UNITED WE FIGHT UNITED WE WIN

INFORM | INVEST | INVOLVE



Heart of Missouri United Way

www.uwheartmo.org

NOVEMBER, 2018

Volume 1, Issue 5

“We have the resources...”

As our community prepares for the end of the year, this is one of the busiest times for non-profit organizations, including United Way. We see the wonderful red kettles for the Salvation Army campaign, adopt a family programs like the Holiday Program by Voluntary Action Center and the list goes on. These efforts hope to connect the spirit of generosity in our community with those most in need. Between the financial opportunities in our community, the passion to serve others and the abundance of resources, we should be able to help all individuals who struggle to meet their basic needs.

But despite these efforts we still battle serious needs in our community. With United Way funding agencies served more than 50,000 unduplicated individuals last year. Many of

the services provided were to support basic needs, or those items that are necessary for activities of daily living. These can include everything from hygiene items, transportation assis-

limits their ability to get to work on time resulting in the termination of employment. Now, instead of having one unmet transportation need, the household is struggling to find a new source of in-

beloved community, especially those who are struggling to make ends meet, have their basic needs met?” The support provided by many of our partner agencies are items that those with privilege take for granted. Between the wealth and generosity in our community and an abundance of social service organizations, I believe Columbia and Central Missouri have the resources available to address poverty. But the need remains.

With these resources we should be able to provide the support necessary without any challenges, right? In thinking about this question, I was drawn to a quote by Dr. King:

“There is nothing new about poverty. What is new, however, is that we have the resources to get rid of it.”

“There is nothing new about poverty. What is new, however, is that we have the resources to get rid of it.”

DR. KING

tance, food, utility payments and shelter. The reasons for these needs are often complex, with one need resulting in another. For example, financially fragile households struggling to pay their bills may have an unmet transportation need which

come, their childcare cannot be paid, and they risk eviction. As unpaid bills mount financial stability becomes more difficult to obtain.

The question for us is, “How do we ensure that our brothers and sisters in our

Dr. King was making a larger comment about the role of government and systemic policy decisions, especially in a time of recognition around oppression in the civil rights fight and a soon declared “war on poverty”. However, I believe he was also speaking to the individual responsibility of every American to use our resources, as plentiful and deep as they are, to eliminate poverty. Although fifty years have passed, we have not eliminated poverty.

United Way 2-1-1 is a free resource directory with access to a database of thousands of non-profits throughout Missouri and Illinois. United Way 2-1-1 reports on the top service requests by location. We know from looking at the year to date data for the past year (November 2017 to November 2018), 1,732 individuals of Boone, Cooper and Howard counties called for help. Of those calls, the top service requests were:

HOUSING AND SHELTER SUPPORT (704 CALLS)
UTILITIES SUPPORT (371)
TRANSPORTATION SUPPORT (101)
CLOTHING AND HOUSEHOLD SUPPORT (80)
EMPLOYMENT AND INCOME SUPPORT (72)

These top five items all deal directly with an individual’s ability to meet their basic needs. United Way 2-1-1 also tracks how many of the requests were unmet. We can report that in many of these cases, the agencies and other organizations that are supposed to help cannot due to a lack of resources. For example, 34% of callers seeking support for shelter could not be helped and



ANDREW GRABAU

EXECUTIVE DIRECTOR / CPO
HEART OF MISSOURI UNITED WAY

49% of callers seeking utilities support could not be helped.

In our work locally, United Way seeks to find and invest in resources addressing the long-term challenges of poverty. We also understand that there is a safety net we must provide for the most vulnerable in our community to helping them meet their immediate basic needs. Without this safety net our other long-term efforts to address poverty will never advance.

United Way makes strategic investments in 12 agencies with 13 programs providing basic needs support to members of our community (listed in the back of this section). Our investments provide coordinated and unduplicated support with shelter, clothing, food; comprehensive referral services; and assistance for victims of domestic violence, sexual assault and child abuse. With your help we can leverage community resources and alleviate the immediate and long-term effects of poverty in the lives of individuals and families in our community. As you read this publication ask yourself what resources you possess, how you can be part of the solution!



Prevention is better than cure

I’m sure we’ve all heard the phrase prevention is better than cure. This phrase encourages us to take preventative steps to keep us out of harm’s way. We all perform tasks on a daily basis to help prevent the spread of diseases, which helps keep each other safe and healthy. When I think of prevention, I can’t help but think of public health as well. While a doctor treats people who are sick, those working in public health work to prevent people from getting sick or injured in the first place. From educating about healthy behaviors, to tracking disease outbreaks, to conducting scientific research, public health professionals work to assure conditions in which people can be healthy and safe.

There are many facets to public health which is why I am so drawn to it. For the past 12 weeks I’ve been completing my practicum for my Master’s in Public Health with Heart of Missouri United Way. Even though these past few months seem to have flown by, I’ve still been able to get a glimpse

of the inner workings of this global organization. To be completely honest, before starting my practicum the only time I ever really heard about the organization was at work when human resources would come around to discuss the organization and ask for donations. However, after this experience I see that they are much more than just donations. They are a necessary staple within the community.

If I was to sum up my practicum experience in two words I would say data and meetings. I’ve never really thought of myself as a “data person” and after this experience, I still don’t; however, I do see the importance of gathering and analyzing data. It can be used to provide critical insights for an organization as well as aid in understanding what is needed to improve the community. A good majority of my time at Heart of Missouri United Way was spent reviewing and analyzing reported outcome data from the 35 funded organizations. In the first step of this data collection process

I reviewed and compared data from previous years. After I was familiar with that data set, the new data came in and I started reviewing those outcomes. I was focused on reviewing what the organizations were doing, and if they met their agreed upon objectives. I would say that most of them did meet their objectives. The next step, which I enjoyed the most, was coding. With this process I broke down four qualitative questions and categorized each answer according to the question. The coding process allowed me to get a clearer understanding of the information that was being reported. It also helped to point out common patterns, trends and issues that each of the funded organizations were dealing with.

Throughout the process of coding, a few challenges that arose with many of the organizations were transportation issues and a need for utility and rental assistance. Eleven out of the 35 agencies reported clients having issues with getting to and from the programs. They

also stated that they did not have transportation to get to doctor appointments, and had problems with keeping jobs because they had no way of getting there. This indicates that people are not getting paid enough in order to take care of some of their basic transportation needs.

Attending meetings was the other element of my practicum. Every meeting was unique in its own way, but had one common goal: working to improve lives in the community. There are two meetings in particular that stand out to me the most; the Community Health Assessment Partner meeting and the Financial Stability and Economic Mobility Community Summit.

At the summit, there were speakers from organizations around the Columbia area that spoke to employers, local providers and important community partners on topics about increasing financial stability and creating a better economic future for those living in the Heart of Missouri United Way service area. I was glad to hear that transportation was an

issue being discussed at the summit because it is a major concern with many of the funded agencies. All of the speakers were uplifting, engaging and seemed to truly have a passion for their work. The message I took from the summit is that the economic progression of our community should be a collective effort of organizations sharing ideas in order to create positive change.

The focus of the Community Health Assessment Partners meeting was to discuss the next steps for the four health priorities that Boone County is focusing on. The priorities are mental health, access to mental and dental health, safety net and basic needs, and affordable housing. This meeting stood out to me because professionals from the Health Department, City of Columbia and various other health related organizations came together to discuss the next steps in the community health improvement planning process. This meeting was about setting up the next steps to start working to put action to the four chosen



MONICA STOKES

INTERN
HEART OF MISSOURI UNITED WAY

priorities. By the end of this meeting, there were four smaller committees set up, each having one priority to focus on. This meeting was a perfect example of one of the 10 essential services of public health: mobilizing community partnerships and action to identify and solve health problems.

In all, I feel my time at Heart of Missouri United Way was well spent and I understand that they do more than just collect donations. They invest in the community and work together with their partner agencies to make a positive and lasting impact so that everyone can LIVE UNITED®.

MISSION

The Heart of Missouri United Way fights to improve lives in our community.

Text “LiveUnited” to
91999 to give a donation.

VISION

Our community wins by Living United. By responding to changing community needs. By forging strategic partnerships and fostering effective solutions to tackle local issues. By harnessing the best resources and inspiring others to join the fight in defeating barriers to basic needs, health, education and financial stability.

VALUE STATEMENT

Heart of Missouri United Way

- Secures community dollars
- Raises awareness of community issues
- Builds organizational capacity for the nonprofit sector



Love INC partnering for change

Our beloved Columbia has won livability awards and has assets that have drawn many here to live, attend school, raise children, seek health care and retire. Yet in spite of these strengths, many of our neighbors struggle with financial instability.

Nearly one-fourth of Columbia's population lives at or below the national poverty level (\$25,100 for a family of four). Two recent reports brought the concern that we have "two Columbias" into sharp focus. According to livability.com Columbia is ranked #21 for livable cities in the U.S. In contrast, Harvard economist Raj Chetty's Economic Index reported that Boone County is in the bottom 17% of all U.S. counties for the ability

of children born here to escape poverty.

As we respond to requests for assistance at Love INC, it is clear that many of our neighbors do not have the capacity to handle an unexpected expense such as a car repair or medical bill. Others are regularly unable to pay their monthly bills. Still others are in transition from such situations as incarceration, foster care, emergency shelters, or as refugees and lack the basic elements of stability such as employment or housing.

We receive an average of 50 new requests for assistance each week. Our most frequent calls are from single mothers struggling to make ends meet. Imagine trying to support several children on one income and

then experiencing a challenge like an expensive car repair or illness that prohibits you from working. Add in the fact that no one in your circle of family or friends has any means to help you and the situation can become quite dire. Without help, the situation could spiral to homelessness. Or, in the case of some calls we receive, it already has.

OUR APPROACH

We assess each situation with a view toward long-term solutions. We don't want to just give financial assistance for this month without asking what will happen next month? Our goal is to listen without judgement, face difficult realities together and find hope, and then partner for change.

How can we help you cre-

ate a budget and save for emergencies? How can we help you increase your income, reduce debt or show you how to better manage your money? How can we connect you with a coach or local church to add support to your life? How can we help you find a job or secure affordable housing in order to stabilize your situation?

Love INC strives to serve the WHOLE person by offering a range of services that include information, relationship, and material help. For one person, this could be information about housing openings, coaching to gain the trust of a landlord, and help moving into a new home. For a second person, it could include updating a resume, providing interview clothing and gas to get to the interview. A third person may need a car repair, so they can get to work, and a fourth could need a six month stay in one of our transitional homes to save for permanent housing. These services are provided by engaging the WHOLE community through the use of trained volunteer coaches, professional social workers, practical helpers and by distributing donations of funds, furniture, housewares, clothing, bicycles and cars. For each person, we ask: what are the essentials you need to strategically move forward toward self sufficiency? How can we match your need with available resources?

Our biggest challenge as an organization is lack of capacity to respond to the number of requests we receive. Word has gotten out

that we provide relationship as well as resource assistance and more people want our help. When we opened our doors ten years ago, every call was for financial assistance; now one out of every three calls is for coaching. People want to be able to pay their bills and move out of crisis mode but they need someone to show them how. They also need basic resources to get their heads above water until they can reach self-sustainability. Providing resources gives some breathing space and shows that we believe in them and recognize their courage in the face of difficult circumstances. Each day at Love INC, we see the



JANE WILLIAMS

EXECUTIVE DIRECTOR
LOVE INC

Columbias." Love INC provides structure and support for the formation of two-way, life-changing relationships. Through our coaching and practical help services, we

We assess each situation with a view toward long-term solutions.



provision of resources used as a steppingstone to the formation of key relationships and improved lives. For more information, contact Love INC at office@columbialoveinc.org.

As a community, we face significant challenges such as lack of livable wage jobs, affordable housing, and reliable transportation. We must continue to address these issues but perhaps our most urgent need is to raise awareness of the stake we all have in each other's lives and the potential we have to impact each other for good. To do this, we must create bridges across the "two

bring people together from diverse backgrounds who would have most likely never met. Both are impacted for good as they work together. For example, many people in poverty lack the confidence, life skills and social connections to move forward. Others, who have these advantages benefit by sharing them and find their lives enriched by the courage and resiliency of those who are persevering despite great adversity.

Your support of Heart of Missouri United Way and Love INC provides resources and vision to bridge the "two Columbias" gap.

How wide a net shall we provide?

There's a good chance that some time in the next month or so you'll need to pay your rent or mortgage. So you will. You might also need to pick up a needed drug prescription and be asked to provide a co-pay of five or ten dollars. So you will.

You'll also buy food to eat from the grocery store of your choice or the farmers' market, put gas in your car so you can get to work and run necessary errands, and, even though you might prefer to spend your money

otherwise, you'll pay your utility bill and, because it's the smart thing to do, your credit card balance as well.

But what if you couldn't do one, two, or more of those things – simply because you didn't have enough money?

Like most folks, you would probably prefer to have more money in the bank or a larger paycheck. You might even fantasize about winning the lottery and putting all your financial concerns to rest. Still, you probably manage, sometimes with extra effort and even sacrifice, to meet

your basic needs.

But many among us struggle often to take care of truly essential basic things of life and living – food, shelter, clothing, and health care. They encounter hard times for a number of reasons – limited income, lack of opportunity, mental and physical health challenges, and unanticipated emergencies such as job loss or hospitalization.

For those living day to day, paycheck to paycheck, these kinds of challenges can be overwhelming to face and even catastrophic for their families when solutions are elusive.

That's why as a community we've determined to offer basic needs services to those who are struggling. Heart of Missouri United Way refers to these as Basic Needs (safety net) programs.

Think of the safety net in literal terms. When set underneath a trapeze artist, a net is there in the unlikely

event that someone misses their handoff. For our neighbors who find themselves without necessary resources, the safety net is there to catch them, to intercept the damage they might experience otherwise, and help them back on their feet.

Voluntary Action Center – VAC – provides Basic Needs (safety net) services for our neighbors who are struggling and need our help to get through hard times. These services are practical and immediate and often-times it takes just a little to make a big difference.

That means help with a prescription co-pay for a mom who has just been laid off after 14 years with the same company. A short bridge of support makes a big difference for her and her teenage son with disabilities.

It means a state ID for the man who just left prison and is homeless; then assistance with a work uniform for the job he manages to find.

It's that pack of diapers from VAC that provides just enough encouragement for a single mother who faces yet another challenging day in caring for her children.

Or it's rent assistance that means a middle-age couple moves into a warm apartment and they don't have to spend another night in the woods.

You may not have the kind of concerns that these folks do, but you and I have the opportunity to do for them what we would hope someone would do for us in similar circumstances.

The need is great. Some 40,000 of our neighbors in Boone County have household incomes at or below 200% of Federal Poverty Guidelines, the threshold for receiving services at VAC and other agencies. Though the economy as a whole has been doing well, many have yet to benefit. VAC has for over a year seen a growing number of visits to our office; other agencies can re-



NICK FOSTER

EXECUTIVE DIRECTOR
VOLUNTARY ACTION CENTER

port the same.

I heard someone recently say that the challenges we face in changing the lives for many in our community who struggle is not a matter of having enough resources. It's a matter of will.

He is absolutely right. So the question really is, do we want to provide the safety net that is needed by so many; and how wide shall it be?

How strong is our will? Our neighbors who need us are anxious to hear our answer.



Creating turning points by providing basic needs and support

Everyone has a story; and each story is as unique as the individual. At Turning Point Day Center, a ministry of Wilkes Boulevard United Methodist Church, we spend most of our time listening to people's stories.

Severe Post-traumatic Stress Disorder. Aged out of the foster care system. A generational cycle of impoverishment. Courageously escaping domestic abuse. Untreated mental illness. Untreated addiction. Human trafficking. Released from prison with nowhere to go. A lost job, a serious injury, a long-term illness. A personal choice, for whatever reason, to a live untethered from any system.

In my time connected to Wilkes Blvd UMC, Turning Point, and Loaves and Fishes Soup Kitchen, I've heard as many stories as I've met unsheltered neighbors. But,

I believe, I have identified a common thread among them all. At some point, singular or multiple, someone who was supposed to love and care for the individual...just...didn't.

Our primary purpose at Turning Point Day Center is telling, and showing, people who have been convinced, or convinced themselves, that they are worthless that they deserve dignity, hope, love, happiness, and safety. Our secondary function is serving the community as a place where connections can be made between people who would otherwise not be connected.

Sometimes, meeting those two goals happens through something remarkably simple: the provision of daily basic needs.

The nuts and bolts stuff: Turning Point Day Center provides showers, laundry services, storage for be-

longings, a mailing address, a centralized location for meetings with and referrals to partner agencies, a place to grab a cup of coffee and sit indoors out of the elements, weekdays, 8am – 12pm. While providing access to these daily basic needs is the heart of our work, we also help our unsheltered neighbors find and collect birth certificates for the various reasons a birth certificate is needed, job placement and help with applications, and other services. We do these things with an amazing, knowledgeable, compassionate staff, a dedicated volunteer community, many partnerships, including with the Heart of Missouri United Way, and, underneath it all, an incredible congregation of the Missouri Conference of the United Methodist Church.

Turning Point Day Cen-

ter can check-in 65 to 95 people on any given day. The population we serve is diverse in age but remains disproportionately, but not exclusively male and African-American.

The challenges at Turning Point are common among organizations doing similar work: not enough people and not enough resources to match the need in our community. Don't get me wrong; Turning Point Day Center is in solid shape, meeting our goals, and supporting a qualified, educated, and experienced staff. Thanks to our partners and the generous support of community members, congregations, foundations, bequests, etc., Turning Point is able to provide these daily basic needs services. However, the need throughout our community – Columbia, Boone County, and beyond – far exceed what we're able to provide.

For every person who comes through our doors, uses our services and referral connections, finds employment with the help of our staff or our partners, and experiences a real turning point in their lives, there's one person we cannot help.

Our focus, and my focus, now is the strengthening and deepening of our partnerships and relationships throughout the community. The network of service-providing agencies, local congregations of all faiths, city leaders, neighborhood leaders, community organizations, and private citizens makes our work possible. The state of that network is strong and healthy.

We always need more partners in the work and are accepting new volunteers. We always need more resources and financial support. We will for as long as we are doing this work.



BRAD BRYAN

PASTOR
WILKES BOULEVARD UNITED
METHODIST CHURCH
(PROVIDER OF TURNING POINT DAY CENTER)

But coming together, working together, building, maintaining, and strengthening partnerships is how we respond to this need. Individually, we will never have enough to meet the needs of our neighbors; but collectively, together, there is no limit to what we can accomplish for, by, and with our community.

What does poverty look like?

For The Salvation Army, poverty looks like the single father doing his best to raise two children while working three part-time jobs. In his case, utilities were going to be shut off and he didn't know where to turn.

The face of poverty, is a woman whose life was destroyed by drugs. She lost her home, job, family, partner and everything else that had been important. With

nowhere else to go, she found herself at The Salvation Army Harbor House shelter.

Another face of poverty is a man, who through personal decisions and life's circumstances, needed shelter, a hot meal and help to get back on his feet.

A more faceless description of poverty is being provided a monthly Supplemental Security Income (SSI) benefit of \$750, but

paying out \$6-700 of that for rent.

The father with the three jobs received help on two months of outstanding expenses plus assistance with the current utility bill. He will not owe anything more until December's statement comes due. His response? A grateful hug and relief that a huge burden had been lifted, at least temporarily.

The woman who had lost

so much, recently moved into her own apartment.

Through The Salvation Army and some agency partners, she started in her new home with bedding, curtains, towels, furniture and a new sense of self-worth. She is thankful for the support, emotional, physical and spiritual, given by Salvation Army Harbor House staff.

The other man is still in the shelter but now has a job and is working toward being independent. His success includes completion of an addiction recovery program and setting up a savings account to put money aside for an apartment.

The face of poverty looks like your neighbor, a friend or family member. A major challenge to these individuals and so many more, is that the help needed is always greater than available resources.

Another significant group needing to be part of any discussion on poverty is the "working poor." They are defined as employed people whose income falls below a set poverty line due to lack of work hours and/or low wages. It's a complex issue asking yet another question, is the problem wages or jobs or some combination of the two?

The poverty level in Boone County is 19.3% which is almost 1 in every 5 individuals living in our community. What may be a surprise is that the largest group within this number are females between the ages of 18 and 24.

My wife and I are usually in uniform when we're out in the community. Many

people recognize we're with The Salvation Army which presents opportunities to share what we do. Nancy was recently shopping and had a conversation with the sales clerk. Her story is that she is a single mother with a very young child. She currently lives in one of the other shelters in our community. This young lady is trying and is grateful to have a job even though it is part time, but the money she makes isn't enough to help her get back on her own.

My wife gave her a business card and asked her to call. Through our available resources and other community partnerships, there may be other ways this struggling mother can be helped.



MAJOR JACK L. HOLLOWAY

AREA BUSINESS ADMINISTRATOR
THE SALVATION ARMY

Another great word defining the work of the United Way is "investing." Their goal is to "invest in services for families and individuals experiencing times of need and seeks to empower them to improve their future."

The poverty level in Boone County is 19.3% which is almost 1 in every 5 individuals living in our community.

Support to the Heart of Missouri United Way helps organizations like the Army make a difference. The United Way uses the "community impact model."

By definition the word impact means "influence." But I also like additional perspectives of that idea; "having a marked effect" or "collision." Collision suggests meeting a challenge head on.

And where poverty is concerned, there is no shortage of tasks needing attention.

The United Way supports organizations trying to meet basic needs including food and emergency shelter. That is where The Salvation Army fits in.

So, what can be done?

Primarily I would ask our friends in the community to continue being as generous as possible to organizations like The Salvation Army and Heart of Missouri United Way. This means sharing your time, talent and treasure, whatever that may look like.



**SUPPORT 45 PROGRAMS THAT
ENHANCE OUR COMMUNITY
WITH ONE CLICK.**

**SUPPORT LIVED UNITED DAY, November 29th, 2018.
TEXT UWHope to 41444 to **donate now** or give online
at uwheartmo.org**

Thank you for your support, every dollar makes a difference!



Heart of Missouri United Way



Heart of Missouri United Way

LIVE UNITED

Basic Needs - Funded Agencies

Community Impact : Basic Needs - Education - Health - Financial Stability

COLUMBIA HOUSING AUTHORITY, LOW INCOME SERVICES INC.

Independent Living Program

We provide community-based programs including resource and referral services to individuals living in properties managed by the Housing Authority of the City of Columbia (CHA). We strive to help children succeed in school and in life, support families working toward self-sufficiency, and enable seniors and persons with disabilities to live independently.

FIRST CHANCE FOR CHILDREN

CRIBS

We advocate for high-quality early childhood practices, programming and policy, while providing resources to foster healthy families and high-quality early childhood development programs and services. We serve as a home visitation agency working to build family resiliency, prevent child abuse/neglect and prepare children for kindergarten.

HARVEST HOUSE

Homeless Shelter

Each resident is provided a shared bedroom and access to a communal restroom, kitchen and living room. Laundry facilities, free Internet access, computers, and local and long-distance calls to assist in job searches are also available. All of the amenities we offer serve to help our residents get back on their feet.

HEART OF MISSOURI CASA

Court Appointed Child Advocacy Program

CASA volunteers provide a voice in court to our community's most vulnerable children. Serving as court appointed special advocates, our volunteers make recommendations to the judge regarding the child's needs, placement, and permanency plan. CASA volunteers have only one case at a time and commit to stay with that case until it is closed.

LOVE INC

The Clearinghouse

The Clearinghouse offers a coordinated system of information and referral, a single point of entry to local church resources and connection to our individual life skills coaching, transitional homes and furniture bank. Efforts are made to look beyond the presenting problem to seek long-term solutions.

MID-MISSOURI LEGAL SERVICES

MMLS Housing Law Project

The Housing Law Project prevents homelessness by helping people avoid evictions. It also helps them by requiring landlords to repair living conditions that are unsafe and unhealthy.

RAINBOW HOUSE

Children's Emergency Shelter & Advocacy Center

The Rainbow House Children's Emergency Shelter & Advocacy Center temporarily houses children who are in foster care and assists parents who request placement for their children during a family crisis. We provide a stable, short-term home for children taken into protective custody as a result of abuse and neglect.

SERVICES FOR INDEPENDENT LIVING (SIL)

Safe at Home/Senior Connect

Safe at Home/Senior Connect provides intensive case management and social supports, and matches volunteers to meet the needs of seniors to empower them to live independently in the community. We also provide personal safety services to individuals and families facing threats to immediate well-being.

THE FOOD BANK FOR CENTRAL AND NORTHEAST MISSOURI

Buddy Pack Program & Central Pantry

Buddy Packs provide weekend meals to children who rely on free and reduced-price school meals during the week. Each Buddy Pack contains two breakfasts and two entrees, as well as snack items. This consists of items such as ravioli, cereal, canned fruit and peanut butter.

As one of the largest food pantries in the state, Central Pantry provides essential food assistance to Boone County residents in need. Featuring a shopping-style layout, Central Pantry provides participants with staple items, as well as nutritious foods such as fresh produce.

THE SALVATION ARMY

Harbour House (24-Hour Emergency Shelter)

The Harbor House provides emergency shelter care to people experiencing homelessness. We offer this assistance in a manner that is both respectful and effective. We provide meals seven days a week to community residents, including daily Community Lunch, and residents participate in one or more of our three programs.

TRUE NORTH

Advocacy Services

We provide case management, housing advocacy, crisis intervention, counseling and domestic/sexual violence education to victims of domestic and sexual violence. These services work to improve the safety of survivors and their families, eliminate barriers to self-sustaining living and support survivors' healing.

TURNING POINT DAY CENTER

Homeless Drop-In Day Care

Our program assists homeless individuals in meeting basic and long-term needs relating to physical and mental health. Clients benefit from a safe environment and a variety of services, as well as regular meetings with outreach staff from VA, health, mental health and substance abuse agencies. Our staff also provides information and referral services to meet immediate needs daily.

VOLUNTARY ACTION CENTER

Basic Needs & Emergency Services

We offer services in the areas of health, education, employment, housing, basic needs, and information and referral. Supports include prescription co-pays, work uniforms, IDs, food, motel stays, rent assistance and hygiene products. VAC also provides comprehensive information and referrals regarding other services available in the community.