PROJECT HOMELESS CONNECT

WE'RE MOVING

OUR OFFICE SPACE FROM OUR 25 VAN OFFICE LOCATION TO:

PROJECT HOMELESS CONNECT

1031 FRANKLIN
SAN FRANCISCO,94102

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FOR MORE INFORMATION, PLEASE VISIT OUR WEBSITE HTTPS://WWW.PROJECTHOMELESSCONNECT.ORG/

OUR NEW LOCATION

About The Neighborhood

Established in 1855, the Western Addition originally extended from Larkin Street to Divisadero Street and signified the western border of the 1851 San Francisco charter. The Western Addition, sometimes referred to as the “Jazz District”, has been enriched by the diverse communities that reside within the neighborhood.

Today, the Western Addition is the home of many local businesses, residents, nonprofits, and spiritual organizations that work to better San Francisco and cultivate a sense of community. We are especially proud to join a community of nonprofits and service providers, such as the Coming Home Project, The Western Addition Family Resources Center, Catholic Charities, Lava Mae, and many more to serve our neighbors in need.

History of Building

After 1957, as a means to revitalize the neighborhood, the then-Pastor of St. Mark's Lutheran church initiated plans to construct the Urban Life Center. This project showcased an auditorium, meeting rooms, and offices; all with the intention of creating a space to bring the community together. In the late 1960’s, the remainder of St. Mark’s Square would be established, thus finalizing the community center originally envisioned.

Today, the Urban Life Center hosts workshops, discussions, support groups, and community gatherings. The space has often served as the meeting place for neighbors seeking resources and community. We are excited to continue that mission through our programs!

FOR MORE INFORMATION, PLEASE VISIT OUR WEBSITE HTTPS://WWW.PROJECTHOMELESSCONNECT.ORG/

PROJECT HOMELESS CONNECT

Mission: The mission of Project Homeless Connect is to connect San Franciscans with the care they need to move forward, to offer basic needs and immediate supportive services, and to be a resource to the entire community.

Who We Are:

Project Homeless Connect works directly with those seeking services as well as with case managers and staff from other agencies to make connections to hard-to-access resources, services, and goods. Our team is available to refer people to social, medical, and supportive services throughout San Francisco.

Our offices are largely used for administrative purposes and direct services offered at external locations, however we also provide services during our weekly same day appointment style "drop in days". We also provide Vision, Hearing, and Dental Programs through our Core Senses Program.

As we stride forward, PHC envisions a day when all San Franciscans are cared for and housed. To this end, our core purposes are to provide connections and care that help our neighbors in need move forward and lead toward an end of homelessness.

History of PHC

In 2004, then-Mayor, current Governor, Gavin Newsom and the San Francisco Department of Public Health created Project Homeless Connect (PHC) as a way to bring necessary services to people experiencing homelessness or at risk of homelessness. In one day at a Community Day of Service event, a person experiencing homelessness can find services that would otherwise take months to secure. In 2012, we launched Every Day Connect, our weekly resource and services program. Every Day Connect is a program within PHC that builds on the success of our large-scale service events.

Today, PHC has partnered with city leaders, community-based organizations, and volunteers from across the Bay Area to bring essential and otherwise hard to access services to people living on the streets. These collaborations are at the heart of what we do. By leveraging the power of thousands of Bay Area volunteers and hundreds of local nonprofits and government agencies, we work to build a more compassionate San Francisco.

FOR MORE INFORMATION, PLEASE VISIT OUR WEBSITE HTTPS://WWW.PROJECTHOMELESSCONNECT.ORG/

HOW TO FIND US

Directions

Project Homeless Connect's new office is conveniently located at the intersection of Franklin and O'Farrell. The best public transportation option is MUNI. Our office can also be reached by walking, biking, or driving — please note that PHC does not provide parking spaces.

DIRECTIONS WALKING

(16 MIN WALK)

- Head north on Van Ness Ave toward Hickory St.

- Make a left onto Turk St. (Peet's Coffee on the corner)

-Make a right onto Franklin St.

-Head north toward O'Farrell

-When you reach the intersection of Franklin and O'Farrell, make a left.

-You will enter the building on the O'Farrell side of the building.

PUBLIC TRANSIT LINES

(12 MIN RIDE)

MUNI COST: $2.75

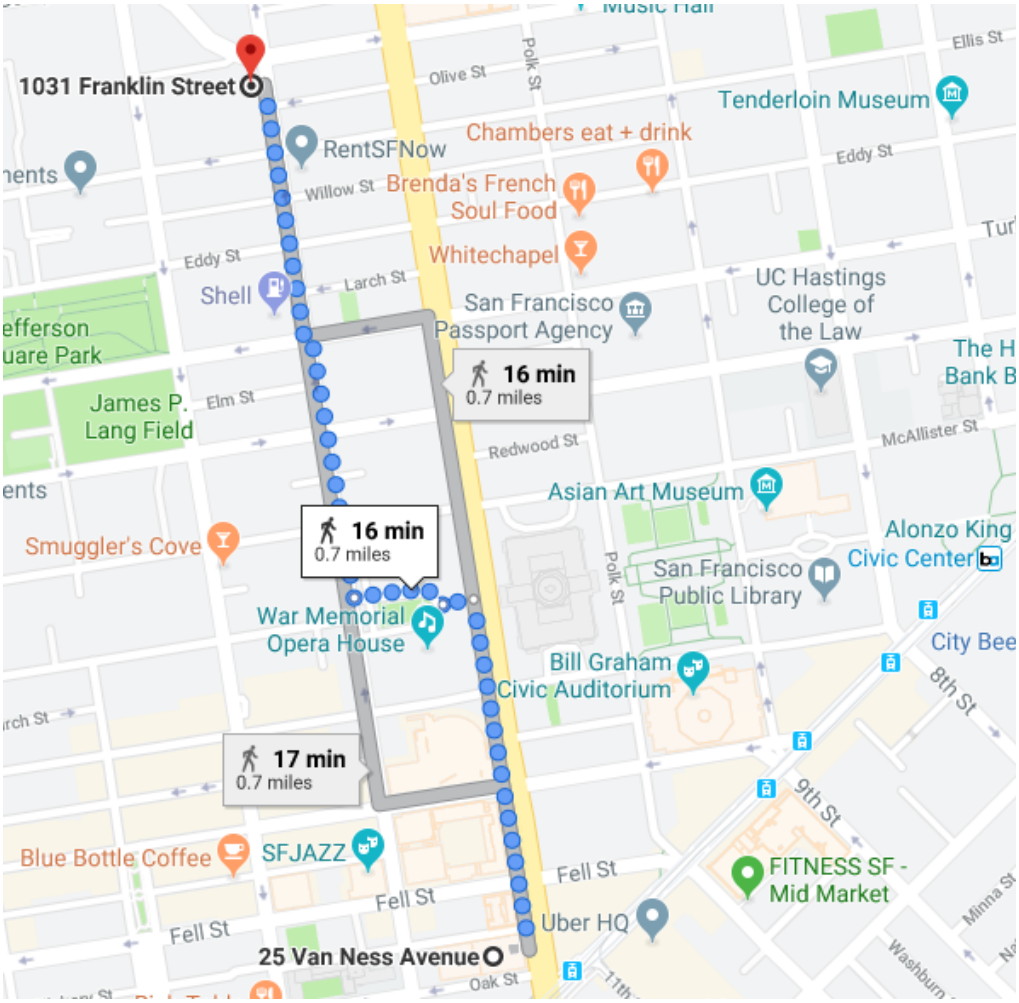
- Walk 3 minutes to the corner of Market St. & South Van Ness Ave.

- Take the **47** or **49** MUNI for three stops and get off at O'Farrell & Van Ness Ave.

- Head West on O'Farrell St.

- When you get to Franklin St, cross the street.

- Make a left to enter the building on the O'Farrell side of the building.



Service & Visitor Entry & Door Policy

At the corner of Franklin and O'Farrell, you will see two sets of double glass doors to the right of the "St. Mark's Square" sign.

Walk down the sidewalk and make a left toward the double glass doors.

Enter the building on through the left hand side of the double glass doors (on the O'Farrell side of the building), where a Service Coordinator will greet you and check you in.

*NOTE: You cannot enter the building on the Franklin side of the building. You must enter on the O'Farrell side of the building.

FOR MORE INFORMATION, PLEASE VISIT OUR WEBSITE HTTPS://WWW.PROJECTHOMELESSCONNECT.ORG/

ON SITE ACTIVITIES

**** Limited Services**

As we adjust to this move, we will have limited Services for the month of September. Please refer to the calendar below to learn about the services that will be available and where.

For any questions about our services please speak with a Service Coordinator.

SEPTEMBER CALENDAR

MON	TUE	WED	THURS	FRI
2	3 **Mail & Glasses Pick Up Only** 1031 Franklin 9:00 - 11:00am	4 **Mail & Glasses Pick Up Only** 1031 Franklin 9:00 - 11:00am	5	6
9	10 **Mail & Glasses Pick Up Only** 1031 Franklin 9:00 - 11:00am	11 **Mail & Glasses Pick Up Only** 1031 Franklin 9:00 - 11:00am	12	13
16	17 FULL DROP IN SERVICES RESUME **Drop In** 9:00am - 1:00pm **Prescheduled Appointments** 2:00pm - 4:00pm	18 **Drop In** 9:00am - 1:00pm **Prescheduled Appointments** 2:00pm - 4:00pm	19 **Off Site Services** San Francisco Public Library 100 Larkin St, San Francisco, CA 94102	20 **Off Site Services** The Richmond District 4301 Geary Blvd, San Francisco, CA 94118
23	24 **Drop In** 9:00am - 1:00pm **Prescheduled Appointments** 2:00pm - 4:00pm	25 **Drop In** 9:00am - 1:00pm **Prescheduled Appointments** 2:00pm - 4:00pm	26	27

** Project Homeless Connect will not hold Optical Day or a Community Day of Service event in September 2019.

FOR MORE INFORMATION, PLEASE VISIT OUR WEBSITE HTTPS://WWW.PROJECTHOMELESSCONNECT.ORG/

DROP IN PROGRAM

- Problem Solving Support with a Resource Specialists
- Hygiene Products
- Resources & Referrals
- Identification Support.
- Mail
- Free Haircut Vouchers, etc.
- Readers (non-prescription glasses)
- HandUp Campaigns
- Additional Services and care, as needed.

CORE SENSES PROGRAMS

DENTAL PROGRAM | **DENTURE PROGRAM** | **VISION PROGRAM** | **HEARING PROGRAM**

BEGINNING IN OCTOBER & ONGOING SERVICE CALENDAR

MON	TUE	WED	THURS	FRI
	Drop In 9:00am - 1:00pm	**Drop In** 9:00am - 1:00pm	**Off Site Services** San Francisco Public Library **9:30am - 1:00pm** 100 Larkin St, San Francisco, CA 94102	**Dental** *By Appointment Only
	Drop In 9:00am - 1:00pm	**Drop In** 9:00am - 1:00pm	**Off Site Services** Martin de Porres **12:00 - 2:00pm** 225 Potrero Ave, San Francisco, CA 94103	
Optical Day	**Drop In** 9:00am - 1:00pm	**Drop In** 9:00am - 1:00pm	**Off Site Services** San Francisco Public Library **9:30am - 1:00pm** 100 Larkin St, San Francisco, CA 94102	
Hearing Screening	**Drop In** 9:00am - 1:00pm	**Drop In** 9:00am - 1:00pm		

APPOINTMENTS

If you are unable to attend Drop In hours, or a service coordinator determines that more time is needed- an appointment can be scheduled. Appointments **MUST** be requested through a Service Coordinator. If you are interested, please attend Drop In or leave a voicemail with our Resource Line, **1-855-588-7968**. Requests do not guarantee an appointment.

FOR MORE INFORMATION, PLEASE VISIT OUR WEBSITE HTTPS://WWW.PROJECTHOMELESSCONNECT.ORG/

COMMUNITY AGREEMENTS

To ensure a safe, welcoming, and peaceful environment, we ask that you respect our community expectations and agreements below:

EXPECTATIONS

- Commitment to treat each other with dignity and respect
- Safety for everyone within PHC and the surrounding facilities
- Care and cleanliness at PHC, within the facility, and neighborhood
- Promotion of a safe and welcoming community

AGREEMENTS

WE AGREE THAT THE FOLLOWING BEHAVIORS ARE NOT ALLOWED AT PHC:

- Violence or threats of violence
- Destruction of property and/or theft from staff, participants, and community members
- Possession or display of weapons
- Using or selling of alcohol and/or illicit drugs within or near the PHC facilities
- Verbal harassment or intimidation of staff, participants, or other community members
- Discrimination or mistreatment based on race, ethnicity, language, sexual orientation, HIV/AIDS status, gender identity, sexual health status, mental health status, physical health status or disability, history of drug use, age, occupation, immigration, or economic status
- Other inappropriate behaviors that create an unsafe or inhospitable environment

ADHERENCE TO SURROUNDING COMMUNITY SAFETY STANDARDS AND POLICIES INCLUDE:

- Smoking is strictly prohibited on premises, including courtyard
- Do not leave behind belongings or garbage
- Please respect the surrounding businesses, schools, and communities by keeping noise levels to a minimum
- When waiting to receive services, Participants should be in the proper line designated for PHC services only to receive entry wristband, or waiting indoors in the auditorium to meet with PHC Staff. Participants should not wait in undisclosed areas of the facilities, including the courtyard, private properties, or offices.

Any refusal to adhere to the above agreements, PHC staff will enforce consequences, including but not limited to dismissal of services from PHC.

Thank you for helping to make this a safe, welcoming, and peaceful community.

FOR MORE INFORMATION, PLEASE VISIT OUR WEBSITE HTTPS://WWW.PROJECTHOMELESSCONNECT.ORG/

VOLUNTEER OPPORTUNITIES

WE HAVE A VARIETY OF OPPORTUNITIES FOR THE COMMUNITY TO BE INVOLVED!

All volunteer opportunities require registration and/or RSVP. Please visit the volunteer page on our website for up to date information and to Sign Up:

PROJECTHOMELESSCONNECT.ORG/VOLUNTEER

- **OUTREACH WALKS**

Beginning at our office, Outreach Walks include a brief training followed by directly connecting with our neighbors on the street to offer resources and provide information about PHC! To register for an outreach walk, please visit the volunteer page on our website.

Please visit the website for scheduling.

- **HOSPITALITY / OFFICE VOLUNTEERS**

Hospitality and Office Volunteers help to create a warm and welcoming environment for our Participants and support our administrative processes behind the scenes. Hospitality volunteers help to greet our Participants during our Drop In days and Office Volunteers assist staff and help to amplify our impact in the community. To become a Hospitality or Office Volunteer, please attend one of our Volunteer Orientations! (see below)

VOLUNTEER ORIENTATION

We host Volunteer Orientations on the 4th Wednesday of every month from 6:00 - 8:00pm at our office. If you would like to become a regular PHC volunteer, come learn about who we are, what we do, and how to get involved! In order to attend, please visit the volunteer page on our website to RSVP and hold your spot (space is limited).

Looking to Volunteer as a group? Email volunteer@projecthomelessconnect.org

FOR MORE INFORMATION, PLEASE VISIT OUR WEBSITE HTTPS://WWW.PROJECTHOMELESSCONNECT.ORG/

PLEASE JOIN US FOR A

"GET TO KNOW OUR NEIGHBORS"

SERVICE DAY

MONDAY, SEPTEMBER 16TH | 10AM-12PM

Following a presentation from PHC CEO, Meghan Freebeck, we will be packing healthy lunches and hygiene kits for Participants to receive the next day.

RSVP REQUIRED, SPACE IS LIMITED.

HTTPS://GETTOKNOWPHC.EVENTBRITE.COM

OFFICE FUNDRAISER

Unfortunately, the change in office location also means a loss of all our previously loaned IT and furnishings. As such, we need to acquire furniture, computers, copy machine, IT infrastructure, phones, and office supplies. While we are receiving many items donated in-kind, there is still a great cost to our organization in the remaining items. You can help us cover the costs of the move by making a contribution to our Moving Campaign! For more information, please visit:

PROJECTHOMELESSCONNECT.ORG/DONATE

FOR MORE INFORMATION, PLEASE VISIT OUR WEBSITE HTTPS://WWW.PROJECTHOMELESSCONNECT.ORG/

COMMONLY ASKED QUESTIONS

Q: What should I do if I see someone in need?

A: Project Homeless Connect is not a 24/7 program. Therefore, if you see someone in immediate need of support, please call San Francisco's 3-1-1 line to be connected to someone immediately.

Q: Is Project Homeless Connect a shelter?

A: No, Project Homeless Connect offers resources and referrals during the week. We are not a shelter. To access information about the San Francisco shelter system, please call 3-1-1 or visit the SF Homelessness and Supportive Housing website.

Q: What is the difference between Project Homeless Connect and the San Francisco Homelessness & Supportive Housing Department?

A: Project Homeless Connect is a nonprofit organization that provides services to people experiencing homelessness or at risk of homelessness. The San Francisco Homelessness Department is a city-department that is working to provide shelter and housing to people experencing homelessness.

Q: How do I refer people in need to Project Homeless Connect?

A: We have a messaging service that you may call, 1-855-588-7968 or refer to our website to see about upcoming drop-in service days (commonly on Tuesdays and Wednesdays) and off-site service days (commonly Thursday and/or Friday).

Q: Does Project Homeless Connect accept donations?

A: Absolutely! We rely on the support and generosity of the community to care for our neighbors. Please visit us at:

www.projecthomelessconnect.org/donate

to learn more about our needs and protocol around donation drop offs.

Q: Can I volunteer?

A: Absolutely! We have a number of volunteer roles, including a Hospitality Role for our drop in program and neighborhood Outreach Walks. Email **volunteer@projecthomelessconnect.org** to learn about our upcoming Volunteer Onboarding.

Q: Does Project Homeless Connect have a safety protocol?

A: Yes! We believe in safety and respect as core components of our service provisions. As such, we have on-site security support while we are providing services. Additionally, our staff is trained in de-escalation techniques. We are not available outside of services hours. If you see someone who is in an emergency, please call 9-1-1.

FOR MORE INFORMATION, PLEASE VISIT OUR WEBSITE HTTPS://WWW.PROJECTHOMELESSCONNECT.ORG/

CONTACT INFORMATION

RESOURCE LINE: 1-855-588-7968

COMPASSION | COLLABORATION | COMMUNITY

For more information on our programs, please email:
EDC@PROJECTHOMELESSCONNECT.ORG

For more information on how to Volunteer with Project Homeless Connect, please email:
VOLUNTEER@PROJECTHOMELESSCONNECT.ORG

For more information regarding donations, donating In-kind items, & community engagement to, please email:
DEVELOPMENT@PROJECTHOMELESSCONNECT.ORG

For general inquiries, questions, or more information, Please email:
INFO@PROJECTHOMELESSCONNECT.ORG

@PHCSF

FOR MORE INFORMATION, PLEASE VISIT OUR WEBSITE HTTPS://WWW.PROJECTHOMELESSCONNECT.ORG/