

DISTRICT RESOURCE GUIDE

Congregations | Community | Connections | Compassion



RESOURCING CENTER STARTER KIT

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District letterhead

Dear District __ Congregations,

First and foremost, thank you for all the vital work that you are doing in the community and for Our City. San Antonio would not be San Antonio without you! As we work together for a stronger San Antonio, we are wondering here in the District __ City Office if you...

- **Know about the San Antonio Faith-Based Initiative within the COSA Department of Human Services?**
<https://www.sanantonio.gov/humanservices/FaithBased>
- **Wish to be engaged in meaningful change in 2019, within your community and Our City?**
- **Are concerned about your immediate community, especially in terms of homelessness and hunger?**
- **Might honor your congregation, your community and Our City by bringing your insights, expertise and voice to an upcoming gathering of all the congregations in Council District __?**

If you answered Yes to any or all of the above, please join the District __ Team, the Homeless & Hunger Action Team of the Faith-Based Initiative along with the other ~__ congregations in District __ by sending 1-2 congregational representatives to:

City Council District __ Congregational Resourcing Meeting

Date

Time

Location

Address

Light refreshments will be available

Please R.S.V.P. for planning purposes to (210) 207-____ or ____ email ____

We are looking forward to seen you there!

Signature

Councilperson's name

District __ City Council

SAMPLE

Resourcing Centers in Congregations

1. What is a Resourcing Center?

Simply put, a Resourcing Center is a place where people find resources to meet their particular needs. Some resources will be found in the congregation itself, others in the near community. Resourcing Center volunteers who know what's available and where act as navigators and connectors.

2. Why are Resourcing Centers needed when there are already many organizations and agencies to help the needy, as well as hotlines like 211 to connect them?

Most social welfare agencies and organizations are high-volume and staffed by professionals, not neighbors. Hotlines are not face-to-face. Help is mostly *transactional* in nature. Resourcing Centers bring people together on more equal footing, they are more *relational*. Neither approach is enough in itself; both are needed.

3. What does a Resourcing Center look like? Is there a standard format?

No, every Resourcing Center is different, depending on the needs of the immediate community and the host congregation's gifts, resources, and energy.

4. Does it need to be called a Resourcing Center?

No, Resourcing Center is a general descriptor. Call yours anything you like.

5. How does a congregation qualify to become a Resourcing Center?

Congratulations! You are pre-qualified. The greatest resource in every congregation, whether a motley handful or 10,000 strong, is its people, who's combined gifts, experience, connections, and love are pure gold.

6. Who runs the Resourcing Center?

Most often congregation staff and laity take the lead, but volunteers from other congregations or the near community may round out the team. Especially valuable will be those who have shared life experiences (homelessness, food insecurity, mental health, substance abuse issues, etc.) with those seeking help. The more people who get involved, the more opportunity for on-going relationships.

7. How do Resourcing Center volunteers know where to refer people for services not provided at that location?

The San Antonio Community Resource Directory (SACRD.org) is an interactive online mapping of about 90 services, categorized under 10 headings, and discoverable by zip code. Centers also share details of new community resources they discover, which get added to SACRD. Centers aren't limited to this directory, of course, but it's a great tool for those who are just getting started.

8. How often are Resourcing Centers open?

This is entirely up to the host congregation, those who staff it, the volunteers, and the congregation's capacity. Perhaps a combination of walk-in and appointment hours.

10 Things We're Learning

1. Start here...

In his book *The Hole in Our Gospel*, Richard Stearns, U.S. president of the international humanitarian aid agency World Vision, spends over a hundred pages helping the reader understand the magnitude and root causes of extreme poverty, suffering and injustice in our world.¹ The statistics he quotes are mind-boggling, and the stories he relates are heartbreaking. A person can feel overwhelmed. What's the use of even trying?

But Stearns keeps coming back to these three truths:

- Every one of these hurting people is created in God's image and loved by God.
- Every one of these challenges has a solution.
- Every one of us can make a difference.

Believe those three foundational truths and do your best to live them out day by day, and anything is possible. You *will* make a difference.

2. Change happens at the speed of relationship.

Services and programs can help meet people's immediate material needs, but only other people—relationships, community—can satisfy their spiritual needs and provide the long-term support they need to truly succeed in life, to become all they can be.

This is where the faith community comes in. This is where *you* come in.

Something marvelous happens when ordinary people reach out to others who are hurting, when they take time to get to know them, take them into their hearts, welcome them into their faith communities, and draw them into their circles of friends: those hurting people feel loved and validated, they gain a sense of belonging, they heal, and they blossom.

3. Help responsibly.

Before helping people who come to you for assistance (and continually during the process, should you decide to help) it's important to discern whether the situation calls for relief, rehabilitation, or development. Fail to distinguish among these situations, and even the best-intentioned efforts will likely do more harm than good.

Relief can be defined as temporary provision of emergency aid to alleviate a crisis situation. There is a need to stop the free fall, to "stop the bleeding," and this is what relief attempts to do. The key feature of relief is a provider-receiver dynamic in which providers give assistance—often material—to receivers, who are largely incapable of helping themselves at that time.

Rehabilitation seeks to restore people to the positive elements of their pre-crisis conditions. Rehabilitation should begin as soon as possible after the immediate crisis is averted. The key feature of rehabilitation is a dynamic of working *with* people, rather than doing *for* them.

Development is a process of ongoing change that moves both the helpers and the helped closer to being in right relationship with God, self, others, and the rest of creation. Like rehabilitation, development is not done *to* or *for* but *with* people. The key dynamic of development is growth.

At each phase, supporting an individual means focusing on that person's unique set of personal qualities, values, strengths, capacities, preferences, needs and goals—not what *you* want for them or think they need.ⁱⁱ

“Effective service among the less privileged requires a significant degree of awareness and delicacy. Sometimes even the most innocent and well-meaning attempts to help, inflict pain. Made in the image of God, we are created with intrinsic worth. And anything that erodes a rightful sense of pride and self-respect diminishes that image. ... The poor, no matter how destitute, have enormous untapped capacity; find it, be inspired by it, and build upon it.”ⁱⁱⁱ

4. The homeless and the food-insecure are two populations with different needs.

Food pantries are not for the transient homeless population. Those people do not have a way to store groceries, cook, or prepare fresh produce. They need emergency rations on a daily basis. (A food bag might include: Vienna sausages or other protein in a pop-top can, crackers, breakfast bar, juice or protein drink; pudding or other snack cup, towelette, and fork; cost \$2-3 each.)

There are several good models to address the needs of people who are housed but struggle to have sufficient nutritious food, including Client Choice Food Pantries (See, for example, <https://www.endhungerinamerica.org/getting-started/client-choice-food-pantries/>), Children's Hunger Fund (<http://childrenshungerfund.org/get-involved-church/>), and Daily Bread Ministries (<http://www.dbmsa.org/>).

Whether serving those who are homeless or those who are food-insecure, think in terms of transitioning through relief and recovery to development. Look for ways to use each food delivery as an opportunity to get to know the person and understand his or her underlying issues and God-given potential—to move the relationship beyond provider-receiver.

For help setting up or transitioning to a Client Choice Food Pantry, contact Baptist Temple Church's Pastor Jorge Zayasbazan at rev.jorge@yahoo.com.

For information on how to assist your food-insecure neighbors through a program that combines food assistance with sustained relationship and mentorship, contact Daily Bread Ministries of San Antonio Program Director Marcus Walker at 210-223-4707 or marcus@dbmsa.org.

5. “To change the fruit, change the root.”

Perhaps the biggest contribution congregations can make toward the personal growth and sustained success of their neighbors in need is to provide empowerment classes and support groups (e.g., GED, financial literacy, job readiness, marriage, parenting, anger management, resiliency, AA, mental health, grief and loss) that remove barriers and get to the root causes of poverty and homelessness. Often qualified professions are available to teach or facilitate, often pro bono, but lack opportunities and an appropriate space. If you would like to know more, contact Elevate Ministries' Pastor Alex Lara at PastorAlexLara@ElevateMinistriesSa.com.

6. ID recovery is often the all-important first step.

Many people experiencing homelessness are stuck there because they have no valid identification. Without a valid ID it is impossible to get a legitimate job; rent a room or apartment; receive medical treatment; or qualify for Social Security, public assistance or VA benefits, etc.—and obtaining all the required documentation can take weeks or months. SAPD's H.O.P.E. Team has developed an ID-recovery process that gets around much of the red tape, but they are only two police officers and the need is gargantuan. Volunteers have learned to help with triage, and several congregations now serve as ID recovery centers, but more are needed. Working on ID recovery with a seasoned team is also an excellent opportunity to get to know the homeless population in a safe, structured environment. Those interested can contact Brookhill Baptist Church's Ginger Treanor, at aaron_treanor@hotmail.com.

7. Establish healthy boundaries.

Well-thought-out boundaries are especially important when any endeavor brings together people from vastly different backgrounds or circumstances. Before your congregation initiates or expands services to your homeless or otherwise needy neighbors, discuss and agree on boundaries. Here's a starter list of considerations:

Confidentiality. Those who come to you for assistance will often be at their most humbled and vulnerable. Don't betray their trust; always get explicit permission before sharing details of anyone's situation with third parties.

Safety and security. How can you create and maintain a welcoming environment without putting people, property, or entity at risk?

Availability. In practical terms, what can and can't each of you do for those you plan to serve, within the context of your overall lives, schedules, and other responsibilities?

Access. How will you stay connected to people with whom you enter into relationship, and what stipulations may apply (e.g., no evening or weekend calls, except in an emergency)?

Self-determination. How can you ensure that those you assist continue to set their own goals and remain personally accountable?

Over-dependence. How can you ensure that those you assist don't become overly reliant on you?

8. Peer Power

Peer support is distinct from other forms of social support in that the source of support is a *peer*—someone who has life experiences similar to those of the person needing support. A peer has "been there, done that," so can relate to others who are now in a similar situation.^{iv}

The San Antonio Faith-based Initiative's Homelessness and Hunger Action Team is working with Haven for Hope and others to identify and recruit peer leaders in the community. If your congregation wants to assist those on the margins but lacks team members who can relate to this population as peers, contact Keith Wideman at keith.wideman@havenforhope.org.

9. Panhandling

Panhandling is a lose-lose situation: the panhandler receives momentary help that does nothing to resolve deeper issues, and those being solicited are forced to choose between turning a blind eye to a fellow human's plight or encouraging the dead-end behavior—then often feeling guilty either way.

How much better to use that spare change to direct the panhandler to services that can bring about long-term solutions and change? One way to do that is to paste directions to those services to a nutritious snack bar. That turns a lose-lose into a win-win: the panhandler gets fed, feels “seen,” and is lovingly pointed to professional help, while the giver conveys compassion and concern in an appropriate, effective manner.

Direct panhandlers to Haven for Hope or another agency whose services span the relief/rehabilitation/development spectrum. (The enclosed sheet with Haven intake info, repeated ten times, has been formatted for 2”x4” self-adhesive labels for pasting onto nutrition bars. Or print on plain paper and put in snack or sandwich bags.)

10. Little is much.

Don't wait until you think you have it all figured out; build prayerfully on the foundation you already have. One pastor, when asked how he might better serve his needy neighbors, said his church was too small and understaffed, and his congregation unmotivated. But a quick tour of his church revealed that they were, in fact, already providing 15 services to church members and the near community, from a tiny food pantry to a clothing “free store” and support groups for veterans and the elderly. Several months later, those services are expanding, others have been added, and over 30 of the church's 200 members want to volunteer in some capacity. “Do not despise these small beginnings” (Zech. 4:10 NLT).

ⁱ Richard Stearns, *The Hole in Our Gospel*, (Nashville: Thomas Nelson, 2010).

ⁱⁱ Adapted from Steve Corbett and Brian Fikkert, *When Helping Hurts*, (Chicago: Moody Publishers, 2009, 2012), pp. 99–100.

ⁱⁱⁱ Robert D. Lupton, *Toxic Charity*, (New York, Harper One, 2011), p. 147, 191.

^{iv} https://en.wikipedia.org/wiki/Peer_support

SACRD.ORG

The San Antonio Community Resource Directory
Compassion ● Service ● Connection

Here are just a few problems that need solutions:

- You need some help, or you want to help a friend - maybe help finding food, or dealing with a loss of a loved one, or some education on how to make the most of your paycheck. **Where do you turn?**
- Maybe your organization wants to start a new community service out of your building. What is needed around you? What other services are already being offered? How can you **be the most effective** with your new program?
- Or maybe your group has the will to serve, but not the space. How can you identify what is being offered in your neighborhood and be effective in **using the resources you have** to help improve those programs?

SACRD.ORG - The San Antonio Community Resource Directory - addresses these needs by collecting, maintaining, and sharing information about community services being offered by congregations, nonprofits, and compassionate communities in San Antonio.

SACRD.ORG is **freely available** to everyone and will **integrate** with existing directories of nonprofit agencies and government services. Combined, these data sources will be the **most complete collection** of community and public services being offered in San Antonio.

If you want to be a part of this, join today at SACRD.ORG/join.

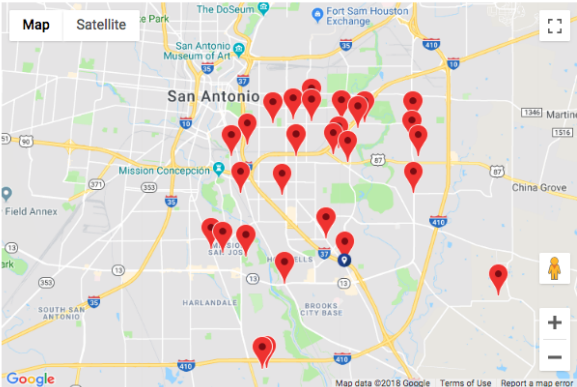
Bill Neely, (210) 279-0586, info@sacrd.org

San Antonio Community Resource Directory
Compassion ● Service ● Connection

Places Join In About Us 78223

Care Education Food Goods Health Housing Legal Money Transit Work

Food Pantry near 78223



1 2 3 4 5 6 7

Free Clothing and Food Pantry

by Highland Hills Seventh Day Adventist Church

0.08 miles away 2526 GOLIAD RD, SAN ANTONIO, TX, 78223-3912

D3

Blankets, Clothing, Food Pantry, Furniture, Personal Care Items

Good Shepherd Lutheran Church

(Christian / Lutheran / ELCA)

0.88 miles away 1630 GOLIAD RD, SAN ANTONIO, TX, 78223-2722

D3

Temporary Shelter, Food Pantry, Senior Center, Clothing, Free Meals

Crestholme Food Pantry

by Crestholme Presbyterian Church

0.89 miles away 1602 GOLIAD RD, SAN ANTONIO, TX, 78223-2722

D3

Emergency Food, Food Pantry

Church Of God Vida Abundante

(Christian / Church of God)

1.64 miles away 7431 S PRESA ST, SAN ANTONIO, TX, 78223-3535

D3

Food Pantry

Tell Us About the Organization

SACRD.org is conducting a survey of organizations and the outreach ministries they provide in order to build and maintain sacrd.org, a database of congregations, nonprofits, and other service providers in San Antonio that are working to help their neighbors and make San Antonio a more compassionate city.

If you want to be included in this resource directory, complete this questionnaire and return to: Bill Neely - info@sacrd.org

Complete this questionnaire online: sacrd.org/join.

Name of Person Completing Form

Date:

Organization Name

Street Address

City

State

Zip

Phone Number

Office hours:

Monday

**Tuesday
Wednesday
Thursday
Friday**

Saturday

Sunday

If you are faith affiliated, what is your affiliation?

Website address

Tell Us About the Organization

Primary Contact

Name

Role

Email Address

Phone Number

Secondary Contact

Name

Role

Email Address

Phone Number

Tell us about the organization: _____

Please provide a brief description of the types of programs, ministries, and outreach your organization engages

in: _____

Tell Us About Your Programs, Ministries, and Outreach

(please complete separate form for each program/ministry)

SACRD.org is conducting a survey of organizations and the programs, ministries, and outreach they engage in order to build and maintain sacrd.org, a database of congregations, nonprofits, and service providers in San Antonio that are working to help their neighbors and make San Antonio a more compassionate city.

If you want to be included in this resource directory, complete this **questionnaire** and return to: Bill Neely - info@sacrd.org.

Complete this questionnaire online: sacrd.org/join

Name of Person Completing Form

Date:

Organization Name

Program/Ministry/Outreach Name

Tell us about the program/ministry/outreach: _____

Where is the program/ministry/outreach located:

Address

City

State

Zip

Hours of Operation

Website address

Primary Contact Name

Role

Email Address

Phone Number

What are the eligibility requirements for those you serve? _____

Tell Us About Your Programs, Ministries, and Outreach

(please complete separate form for each program/ministry)

Please describe any client fees (if any): _____

If the program/ministry/outreach is temporary, when will it end? _____

Mark all the categories that apply to this program/ministry/outreach:

<p>Emergency Needs</p> <p><input type="checkbox"/> Disaster Response</p> <p><input type="checkbox"/> Emergency Food</p> <p><input type="checkbox"/> Help Escape Violence</p> <p><input type="checkbox"/> Temporary Shelter</p> <p>Goods Provided</p> <p><input type="checkbox"/> Baby Supplies</p> <p><input type="checkbox"/> Blankets</p> <p><input type="checkbox"/> Fans</p> <p><input type="checkbox"/> Clothing</p> <p><input type="checkbox"/> Furniture</p> <p><input type="checkbox"/> Personal Care Items</p> <p>Health Needs:</p> <p><input type="checkbox"/> Addiction & Recovery</p> <p><input type="checkbox"/> Anger Management</p> <p><input type="checkbox"/> Bathroom/Shower</p> <p><input type="checkbox"/> Bereavement Counseling</p> <p><input type="checkbox"/> Dental Care</p> <p><input type="checkbox"/> Exercise & Fitness</p> <p><input type="checkbox"/> Health Education</p> <p><input type="checkbox"/> Hearing Tests</p> <p><input type="checkbox"/> Help Pay for Healthcare</p> <p><input type="checkbox"/> Maternity Care</p> <p><input type="checkbox"/> Medical Supplies</p> <p><input type="checkbox"/> Mental Health Care</p> <p><input type="checkbox"/> Personal Hygiene</p> <p><input type="checkbox"/> Pregnancy Tests</p> <p><input type="checkbox"/> Prescription Assistance</p> <p><input type="checkbox"/> Vaccinations</p> <p><input type="checkbox"/> Vision Care</p>	<p>Food Needs</p> <p><input type="checkbox"/> Community Gardens</p> <p><input type="checkbox"/> Emergency Food</p> <p><input type="checkbox"/> Food Delivery</p> <p><input type="checkbox"/> Food Pantry</p> <p><input type="checkbox"/> Free Meals</p> <p><input type="checkbox"/> Help Pay for Food</p> <p><input type="checkbox"/> Nutrition Education</p> <p>Transit Needs</p> <p><input type="checkbox"/> Bus Passes</p> <p><input type="checkbox"/> Help Pay for Gas</p> <p><input type="checkbox"/> Help Pay for Transit</p> <p><input type="checkbox"/> Transportation for Healthcare</p> <p><input type="checkbox"/> Transportation for School</p> <p>Education Needs</p> <p><input type="checkbox"/> Basic Literacy</p> <p><input type="checkbox"/> Citizenship & Immigration</p> <p><input type="checkbox"/> Computer Skills</p> <p><input type="checkbox"/> English as a Second Language</p> <p><input type="checkbox"/> GED/High-School Equivalency</p> <p><input type="checkbox"/> Help Find School/Preschool</p> <p><input type="checkbox"/> Supplies for School</p> <p><input type="checkbox"/> Tutoring</p> <p>Money Needs</p> <p><input type="checkbox"/> Credit Counseling</p> <p><input type="checkbox"/> Financial Education</p> <p><input type="checkbox"/> Tax Preparation</p>	<p>Housing Needs</p> <p><input type="checkbox"/> Assisted Living</p> <p><input type="checkbox"/> Help Find Housing</p> <p><input type="checkbox"/> Help Pay for Housing</p> <p><input type="checkbox"/> Help Pay for Phone</p> <p><input type="checkbox"/> Help Pay for Utilities</p> <p><input type="checkbox"/> Homebuyer Education</p> <p><input type="checkbox"/> Independent Living</p> <p><input type="checkbox"/> Maintenance & Repairs</p> <p><input type="checkbox"/> Nursing Home Short-Term</p> <p><input type="checkbox"/> Housing Sober Living</p> <p><input type="checkbox"/> Temporary Shelter</p> <p>Work Needs</p> <p><input type="checkbox"/> Help Find Work</p> <p><input type="checkbox"/> Interview Training</p> <p><input type="checkbox"/> Resume Development</p> <p><input type="checkbox"/> Skills & Training</p> <p>Legal Needs</p> <p><input type="checkbox"/> Adoption & Foster Care</p> <p><input type="checkbox"/> Advocacy & Legal Aid</p> <p><input type="checkbox"/> Identification Recovery</p> <p><input type="checkbox"/> Translation & Interpretation</p> <p>Other</p> <p>_____</p> <p>_____</p> <p>_____</p>
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Congregation-Based Resourcing Center

New Resource Discernment Guide



Action Guide for Establishing a Congregation-based Resourcing Center

Congregation: _____

Date: _____

Overarching Mission

Broadly stated, what is the anticipated function of your Resourcing Center?

Our mission is to _____

_____.

Specific Goal

What measurable goals has your team set to support your mission?

Our goal is to _____

_____.

Action Plan

What action will your team initiate, facilitate, or coordinate to reach or approach your goal?

Our action plan is to _____

_____.

* On the back, you will find an Action Steps table to help your team break your Action Plan into manageable steps, including when the step should occur and who will take the lead.

Measurement Plan

How will you measure the effectiveness of your action plan? You can distinguish between outputs (how much of something you did) and outcomes (what those efforts produced). Be sure to specify how you plan to measure those outputs (i.e., counting something) and outcomes (i.e., survey instrument, focus group, etc.).

We plan to measure progress by _____

_____.

Qualitative Observations

We can also measure progress through qualitative observations and anecdotal details. Combining quantitative assessment (i.e., counting) with qualitative description will help you better understand the impact you are having. Record any relevant stories, anecdotes, productive collaborations, and interesting connections being made, along with when they occurred and who was involved.

Action Steps

Use the table below to outline the specific steps needed to make your action plan a reality.

Step Number	What Description of Action Step	Who Action Step Lead (and possibly team)	When Deadline or Target Date
1.	Complete the <i>Tell Us About the Congregation</i> survey, as well as the <i>Tell Us About Your Programs, Ministries, and Outreach</i> survey (one form for each program).		
2.			
3.			
4.			
5.			
6.			
7.			
8.			
9.			
10.			

New Resource Action Guide

“Great ideas need landing gear as well as wings.” — C.D. Jackson

As you discuss how your congregation will stretch to provide an additional resource to your neighbors in need, break the project into clearly defined and manageable steps, assign a point person for each, and establish a realistic timeline for getting the project up and running.

Step Number	What Description of Action Step	Who Point Person or Action Step Lead	When Deadline or Target Date
1.			
2.			
3.			
4.			
5.			
6.			
7.			
8.			
9.			
10.			

Want to help neighbors in need but not sure where or when to start?
Let the San Antonio Faith-Based Initiative **ALERT** you!



Urgent Action Alert System

*Turn your **Compassion** into **Action!***

Make a Difference in San Antonio

Get detailed information about
how to help with urgent needs in
San Antonio

Join by texting
Compassion to 55000

It's Easy as 1-2-3

- 1. Join Urgent Action Alert System by texting Compassion to 55000**
- 2. Receive about one text per month detailing an urgent need**
- 3. Take action and make a difference in San Antonio**

And It Works!

June 2018 -- **\$10,000** donated to purchase box fans following an Urgent Action Alert about the need to help San Antonio's senior citizens stay cool during the very hot summer months.

November 2017 -- **37,000 pounds** of cold weather gear donated following an Urgent Action Alert asking for coats and blankets to keep our neighbors warm for the upcoming winter.

Contact Us

- For past Urgent Action Alerts, visit sacompassion.net/city-of-san-antonio-interfaith-initiative
- For more about the Faith-Based Initiative, visit sanantonio.gov/humanservices/FaithBased
- For Urgent Action Alert media and graphics to include in your bulletins, handouts, and websites, contact Ann Helmke, Faith-Based Initiative Liaison, at ann.helmke@sanantonio.gov

A compassionate response to panhandling

Panhandling is a lose-lose situation: the panhandler receives momentary help that does nothing to resolve deeper issues, and those being solicited are forced to choose between turning a blind eye to a fellow human's plight or encouraging the dead-end behavior—then often feeling guilty either way.

How much better to use that spare change to direct the panhandler to services that can bring about long-term solutions and change? One way to do that is to paste directions to those services to a nutritious snack bar. That turns a lose-lose into a win-win: the panhandler gets fed, feels “seen,” and is lovingly pointed to professional help, while the giver conveys compassion and concern in an appropriate, effective manner.

Direct panhandlers to Haven for Hope or another agency whose services span the relief/rehabilitation/development spectrum.

Food pantries are not for the transient homeless population. Those people do not have a way to store groceries, cook, or prepare fresh produce. They need emergency rations on a daily basis. (A food bag might include: Vienna sausages or other protein in a pop-top can, crackers, breakfast bar, juice or protein drink; pudding or other snack cup, towelette, and fork; cost \$2-3 each.)

The back of this page has 10 “stickers” with Haven intake info - formatted to fit 2”x4” self-adhesive labels.

Stick these onto nutrition bars or print on plain paper and put in snack or sandwich bags.



1 Haven for Hope Way San Antonio, Texas 78207
www.havenforhope.org

How Do I Gain Entry to Haven for Hope?

Intake Office Hours:

Monday - Friday: 8:00 a.m. - 3:00 p.m.
Office closed every 2nd and 4th Thursday from 8:00 a.m. - 9:30 a.m.
(210) 220-2357

Transformational Campus:

Campus hours: Sunday - Thursday 6:00 a.m. - 10:00 p.m. Friday - Saturday 6:00 a.m. - 11:00 p.m.

All applicants **MUST** have all the appropriate documents before seeing an Intake Specialist. You will be asked to return with all required documents, if not presented, which may delay services.

Requirements for the Transformational Campus:

- Must be a Bexar County resident for 9 months, and must provide proof of residency.
- Must be at least 18 years of age and be able to physically care for one self.
- Must be homeless and can provide verification of homelessness.
- Must have a government issued ID with photo.
- Must be considered homeless by HUD definition. ("Lacks a fixed, regular, and adequate nighttime residence").
- Must adhere to zero tolerance drug and alcohol free campus policies.
- Must be motivated to actively participate in a program that will lead to independence and sustainable housing.
- **Cannot be a convicted or registered sex offender.**

Families:

- Meet all listed requirements above.
- Must be legal custodian(s) of children.

The following documents may be needed for enrollment:

- Birth Certificate
- Social Security Card
- Government issued ID with photo
- SSI Award Letter
- Food Stamp Award Letter
- Child Support Award Letter
- Pay Check Stub (most recent 30 days)

Services Available: Job Skills/ Development, Housing, Meals, Mental Health and Behavioral Services, Substance Abuse Services, Educational Services, and pet kennels (limited availability).

* HAVEN FOR HOPE does not provide medical services in the campus dorms and all members are required to be self-sufficient.



1 Haven for Hope Way San Antonio, Texas 78207
www.havenforhope.org

How Do I Gain Entry to the Courtyard?

Intake Office Hours:

Monday - Friday: 8:00 a.m. - 3:00 p.m.

Office closed every 2nd and 4th Thursday from 8:00 a.m. - 9:30 a.m.

(210) 220-2357

Courtyard: Entrance on Martin Street:

All homeless single men and women are welcome. Entry begins at Haven for Hope Intake Department (hours listed above).

Entrance to the Courtyard is located at 1300 W. Martin St. San Antonio, TX 78207. Call (210) 220-2100 for more information.

Requirements for the Courtyard:

- Does not have to be a Bexar County resident (unless seeking placement on the Transformational Campus).
- Must be **18 years of age** and be able to physically care for one self.
- Does not need to have a government issued ID with photo (but will be accepted).
- Must comply with searches, drug and alcohol analysis when requested.
- May enter "under the influence" but **must not** have drug or alcohol paraphernalia in possession at entry.
- Courtyard guests are required to follow campus service protocols.
- Can be a registered sex offender but must adhere to all sex offender regulations and ordinances, and present Registration Card (blue card) at time of enrollment and after every registration.

Services Available: No fees 24/7 Outdoor Courtyard; restrooms with hot showers, a safe sleeping area provided with floor mats and clean linen, limited storage, indoor day-room access with television, three (3) meals a day, and limited social services.



HOW YOU CAN HELP

1 GIVE

Help Haven for Hope provide life-saving programs and services with a monetary donation. No donation is too small to make a lasting impact!

Visit: www.Havenforhope.org/donate to make a donation today!

2 DONATE

Help us provide for the basic needs of individuals and families being served by Haven for Hope by donating in-kind items such as clothing, bedding, hygiene and other needed items.

Visit: www.Havenforhope.org/donate for a complete list of in-kind needs.

3 VOLUNTEER

Haven for Hope relies on volunteers to help us provide programs and services to individuals and families who are experiencing homelessness. Volunteers assist with a variety of projects and can be on-going or one-time service opportunities.

Visit: www.havenforhope.org/volunteer to learn more about giving your time to Haven for Hope.



VISIT US



The best way to learn more about Haven for Hope and our unique approach is to come and take a tour of our campus.

To schedule a tour. Please visit Havenforhope.org/tour



1 Haven for Hope Way, San Antonio, TX 78207
www.havenforhope.org



Photo Credit: © Marie Langmore Photography



RADICAL COMPASSION

SERVANT LEADERSHIP

DRIVEN BY HOPE

PURSUIT OF EXCELLENCE

1 Haven for Hope Way
San Antonio, TX 78207
210-220-2100

www.havenforhope.org



WHO WE ARE

Our mission is to offer a place of hope and new beginnings. We do this by providing, coordinating and delivering an efficient system of care for people experiencing homelessness in Bexar County.

- In 2006, business and civic leader Bill Greehey along with City leaders, began the effort to create Haven for Hope.
- The Haven for Hope “one stop” design was born after 18 months of research of over 200 homeless shelters across the country.
- Haven for Hope is a 22-acre campus for people who are experiencing homelessness.
- Our one of a kind approach brings multiple service providers to a single location thus increasing accessibility and efficiency of resources.
- The Haven for Hope campus has been in full operation since June 2010.



WHAT WE DO

- Approximately 1,700 people are served daily on our campus.
- Haven for Hope serves over 700 people daily through our low barrier, emergency shelter program, The Courtyard.
- The Courtyard offers guests a safe place to sleep, hot meals, a place to shower, laundry services, and outreach services such as mental health care and housing services.
- Our Transformational Campus provides more intensive services for single men, women and families with children.

Services on our Transformational Campus include:

- Short-term residential housing on-campus
- Substance abuse and mental health treatment
- Employment Services
- Education Services
- Life-Skills Training
- Legal Services
- Childcare
- Health Care
- Animal Kennel
- Housing
- And much more!



HOW WE DO IT

- The individual is at the center of all our services. We meet them where they are.
- **We are Trauma Informed.** We recognize and understand the role trauma plays in the lives of those we serve.
- **We are Recovery Oriented.** We work with our clients to help them recover from conditions associated with mental health, substance abuse and trauma.
- **We are Peer Supported.** We recognize the importance of lived experience in those we serve.
- **We Collaborate.** We work with 140 partner organizations to provide over 300 comprehensive services.



LET US HELP YOU COMPLETE YOUR APPLICATION



SNAP (Food Stamps)

CHIP/Children's Medicaid

Adult Medicaid

Women Infants & Children (WIC)

Women's Health Program

Long Term Care

TANF

Medicaid for the Elderly and People with Disabilities (MEPD)

Other Services Offered:

Food Assistance

Partner Agencies assist with distributing food in the community

Seniors Programs

Project HOPE - Provides Free Groceries to qualified Seniors age 60 and over

Farmer's Market – Provides fresh produce to seniors during the harvest season

Kids Cafe

Child Nutrition Program - Partners with After-School Programs to provide meals to children and a Summer Food Service Program which offers free lunches for children in the Community

Culinary Training Program

A 16 week Culinary Arts Program providing job-skills training for individuals requiring training or who are unemployed

Nutrition Education Program

Provides classes on nutrition education, cooking demonstrations, and a variety of other health related topics

Employment Services

Provides services that prepare clients for today's job market

Call us today!

Help Center 210-431-8326

Toll Free: 1-800-246-9121

Help Center hours: Monday-Friday 8:00am–8:00pm Saturday 9:00-3:00pm

Our Lobby hours Monday-Friday 8:00am – 5:00pm

Visit us on the web: www.safoodbank.org

*This institution is an equal opportunity provider and employer
in partnership with the U.S. Department of Agriculture.*

PERMÍTENOS AYUDARLE A COMPLETAR SU APLICACIÓN



SNAP (estampillas de comida)

CHIP/Medicaid para niños

Medicaid para adultos

Ayuda financiera temporal
para familias (TANF)

Programa de salud para mujer

Medicaid para atención a largo plazo

Programa de mujeres, bebés y niños (W.I.C.)

Medicaid para personas mayores y discapacitadas (MEPD)

Otros servicios ofrecidos:

Asistencia Alimenticia

Agencias colaboradoras que ayudan con la distribución de alimentos en las comunidades

Programas para personas mayores

Project HOPE – Productos alimenticios para personas de 60 años o mayores

Farmer's Market – Provee vegetales frescos a las personas mayores durante la temporada de cosecha

Kids Cafe

Child Nutrition Program – Programa Después de la Escuela y Programa de Servicios Alimenticios de Verano que ofrece comida gratis para los niños en la comunidad

Programa de culinaria

Programa de Artes Culinarias de 16 semanas para individuales que requieren una formación o que están desempleados

Programa de educación nutricional

Clases de educación sobre nutrición, demostraciones de cocina, y una variedad de temas relacionados con la salud

Servicios de empleo

Proporciona servicios que ayudan a personas encontrar empleo

¡Llámenos hoy!

Servicios del cliente

210-431-8326

Número gratuito: 1-800-246-9121

De lunes a viernes, de 8 a.m. a 8 p.m., y sábados 9 a.m. a 3 p.m.

Nuestro horario de lobby Lunes-Viernes 8:00am-5:00pm

Vaya al sitio web: www.safoodbank.org

Esta institución es un proveedor e empleador de igualdad de oportunidades en colaboración con el departamento de agricultura de los Estados Unidos.

TWELVE MOST WANTED

PEANUT BUTTER

CEREAL

TUNA

BEANS

RICE

MAC & CHEESE

CHILI

CANNED STEWS

CANNED SOUPS

CANNED LUNCHEON MEATS

FULL MEALS CAN/BOX

POP TOP FOOD ITEMS

FOODS



San Antonio Food Bank • 5200 Enrique M. Barrera Pkwy • San Antonio, TX 78227 • 210-337-3663

www.safoodbank.org

SARAH – South Alamo Regional Alliance for the Homeless

A current guide of helpful San Antonio resources and organizations can be accessed and printed at:

<https://www.sarahomeless.org/resource-guide/>

