

## How to get help

People experiencing homelessness often feel ashamed and embarrassed about their circumstances, and they may not know where to turn. At St. Francis House, we understand those feelings, and we provide all of the information and services people need to rebuild their lives.

**If you need a fresh start, or know someone who does, we'd like to help. You can call our main number, 617-542-4211, or come to 39 Boylston Street and speak with a staff member at the Mary C. Abegg Hospitality Desk in our Day Center, which is on the Mezzanine floor. There, you'll find all the information you need and have your questions answered. You can also get a St. Francis House ID, which will help you access the services marked with an asterisk below.**

Homelessness is an experience, not an identity. You can have a new, satisfying life.

- **If you need a nourishing meal:** We serve breakfast from 7:30 a.m. to 9 a.m., and lunch from 11:30 a.m. to 1 p.m. in our first-floor dining room every day, 365 days a year. Meals are free, no questions asked. We also provide emergency sandwiches at 2:45 p.m. for those who are hungry or want something to eat that night.
- **If you need clothing\*:** Come to Fresh Threads, the Clothing Distribution Center located on the 2nd floor between 9AM – 10:45 AM, Monday through Friday. See the attendant at the door by the elevators to book yourself a clothing appointment. You will be eligible to receive a new 'head-to-toe' outfit, outerwear, footwear, and other seasonal items for your clothing appointment. Please note some restrictions apply.
  - If you have a clothing emergency or have questions about your appointment, speak with the Clothing Program Supervisor.
- **If you need a shower, toothbrush, or toiletries:** Go to the Day Center, located on our Mezzanine floor. You can also sign up to use a phone or computer.
- **If you need to establish a mailing address\*:** Go to the mailroom, on our first floor, and say that you'd like to receive mail here. Mail is distributed six days a week.

- **If you need a MA ID, birth certificate, emergency transportation funds, or moving assistance\*.** Speak to a counselor at the Hospitality Desk in the Day Center for assistance.
  
- **If you need a case manager or mental health counselor\*:** Go to the Day Center, on our Mezzanine floor, and ask to make an appointment with a member of our Counseling and Mental Health Department.
  
- **If you'd like to paint, draw, or express yourself through visual art:** Go to the Margaret Stewart Lindsay Art Studio on the Mezzanine floor. Hours are 9 a.m. to 11:30 a.m. Monday through Friday and 1 to 3 p.m. Tuesday through Thursday. There is also a group schedule, which is posted in the Day Center.
  
- **If you are a female and would like assistance from our women's counselor\*:** Go to the Carolyn Connors Women's Center on our second floor.
  
- **If you need medical care:** Go to the Marie L. Arky Medical Clinic, run by Boston Healthcare for the Homeless, on our second floor. Walk-ins are welcome from 8:30 a.m. to 11:30 a.m. Monday through Friday. Primary care appointments are available 1 to 2:30 p.m. on Monday, Wednesday and Thursday. HIV testing and counseling and women's health care are every other Thursday.
  
- **If you need help finding housing\*:** Go to our Housing Resource Center, on our third floor. Walk-in hours are available most afternoons.
  
- **If you need food stamps\*:** Go to room 321, on the third floor, on Tuesday morning or all day Wednesday and Thursday and ask for Harvey. He'll help you fill out an application.
  
- **If you'd like to enroll in our First Step Program (to explore goals and prepare for change)\*:** Ask for an application in the Day Center.

- **If you'd like to learn about our Moving Ahead Program, a 14-week job-readiness program):** Attend an information session any Tuesday or Thursday at 10:30 a.m. on our fourth floor. You can also call our Admissions Coordinator at (617) 654-1262 or (617) 654-1257. Applications for MAP are available on the fourth floor.
- **If you'd like to apply for Next Step Housing:** Ask for an application in the Day Center.