“Loving/ Caring:

A Guide to Loving Our Homeless Neighbors”

LoveCaring Team
from New Frontier Church in NYC

“From the LoveCaring Team,
to all of our neighbors.”

Preface

We started gathering information to make this e-book almost two years ago when we realized we wanted to do something more for our community and for our homeless friends out on the streets. We started our ministry back in 2010, when we first started sharing food, water, and the gospel with the homeless. As we met with them regularly and heard their stories, sometimes reciprocating with our own, they became our friends and neighbors, not just strangers in need.

We cannot fully comprehend what each of the homeless is going through and we never will, as we live different lives. What do you say to them when they ask you why 'God made the world so unfair'? How do you respond when they tell you that 'We will never understand'? What can you do? Or maybe (knowing this divide of two worlds), the better question is 'What *will* you do?'

Although we cannot solve the homeless crisis, there are many organizations in the city that have the capacity to help our homeless neighbors. We gathered as much data as we can in our city so that helpful resources can be consolidated into a single book. Our hope is that this e-book will constantly be evolving with more information over time, so that it can ultimately lead to helping and serving the homeless in every capacity.

This endeavor is a result of stories told, tears shed, hearts broken (as well as lifted), and friendships made. Through our relationships, we have learned that the most important thing is to listen and to be next to them as a friend. We live in a fallen world. But we know that at the end of the day, more smiles will be won — because hope is obvious to us.

About COVID-19

Many organizations are fighting to stop the spread of Coronavirus (COVID-19) and to keep our neighbors healthy, housed, and safe. If you would like to help or donate to organizations during this pandemic, please visit websites of the organizations listed in this book.

For more information related to COVID-19, please visit *here*.

If you are in need of assistance, please call:

NYS COVID-19 HOTLINE
☎ (888) 364-3065
Call for a test appointment.

COVID-19 EMOTIONAL SUPPORT HELPLINE
☎ (844) 863-9314
Hours: Every day 8AM-10PM

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CHAPTER 01.

Who We Are *and* What We Do

LoveCaring of **New Frontier Church**, a Christian organization driven to share the truth of the gospel of Christ, is dedicated to helping the homeless living in New York City by empowering them with the necessary resources needed to end the cycle of poverty and homelessness.

Government | Non-Profit Organizations | Religious Organzations | Grassroots Organizations

↓ ↑

LoveCaring Team

↓ ↑

Homeless

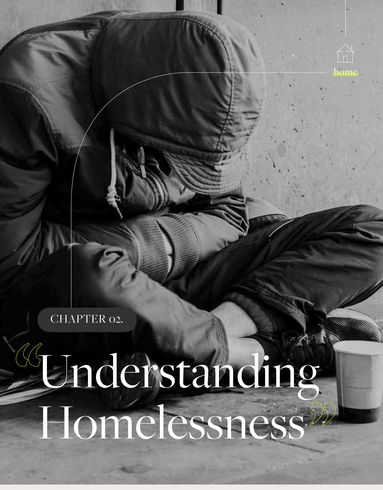
LoveCaring researches necessary, practical resources and mediates between homeless individuals and homeless service providers.
Contact: *lovecaring.nfc@gmail.com*

LoveSharing Team

LoveSharing is a sister organization that provides the homeless in New York City with the most urgent needs (food, water, etc.) 2-3 times each month and shares the Gospel with them.
Contact: *lovesharing.nfc@gmail.com*

JOHN 13:34 A new command I give you: Love one another. As I have loved you, so you must love one another.

1 JOHN 3:16-18 This is how we know what love is: Jesus Christ laid down his life for us. And we ought to lay down our lives for our brothers and sisters. If anyone has material possessions and sees a brother or sister in need but has no pity on them, how can the love of God be in that person? Dear children, let us not love with words or speech but with actions and in truth.



CHAPTER 02.

"Understanding Homelessness"

MYTH:

Homelessness is a permanent problem. We will never solve it.

FACT:

Homelessness is not permanent but often cyclical. Complications and widespread systematic inadequacies in areas such as affordable housing, mental health, substance abuse, race, and class further perpetuate this myth.

However, there are many effective solutions, many pioneered in NYC, being implemented locally and internationally. **Permanent supportive housing** which has been proven to reduce homelessness AND save taxpayer dollars otherwise spent on costly shelters and hospitalizations, combines affordable housing with support services for those living with mental illness and other disabilities. **Other support services that provide childcare, health care, and access to living wage jobs,** help the vulnerable maintain housing thus avoiding homelessness. These solutions, while effective and implementable, require cooperation between systems and government.

By tackling the issues that cause and perpetuate homelessness, we can make a more lasting difference to our most vulnerable neighbors.

MYTH:

Homelessness is a choice.

FACT:

People become homeless for a myriad of reasons: loss of a job, lowered wages, health care crisis, increased rent, natural disasters, a family emergency, or even landlord bullying. Surveys at the central intake center for homeless families in NYC show roughly 1/5 seek shelter fleeing domestic violence. Once homeless, hygiene, disabilities, lack of permanent address, and reliable access to the internet are all factors that make it harder for our homeless neighbors to escape the situation. Those that succeed in gaining housing often remain vulnerable to losing it again.

MYTH:

The homeless are criminals, violent, unstable, uneducated, unemployed.

FACT:

The difficult reality of living on the streets often casts a great burden on both the physical and mental states of the homeless without assistance of other factors, while the shame that accompanies homelessness also causes many to hide their plight. Assumptions, both positive and negative, can often lead to uncomfortable situations and appearances can be deceiving. Bloodshot eyes, shakiness, clumsiness, and an inability to concentrate are often symptoms of sleep deprivation rather than substance abuse on the streets; in fact, 74% of the homeless population are not addicted to drugs. Neither education nor employment guarantees housing security. **While it is wise to approach unfamiliar homeless individuals with caution, this is something that applies to strangers in general.**

Learn More

CHAPTER 03.

"The ABC's of Helping Our Homeless Neighbors"

Approach in a friendly, respectful manner and keep a safe distance between you and the individual. This way you can protect yourself and also be respectful of the individuals personal boundaries. An arm's length is a good distance and if the person is sitting, try to be eye level with him or her. Always be aware of your surroundings.

Build a friendship with the person if possible. Ask for permission to chat first and then learn his or her name. Ask if he or she would like to get small snacks such as energy bars and sandwiches with coffee or a bottle of water. Then, ask if he or she would like you to pray for anything specific. Recognize that each individual has a unique story—simply listening can be a big relief and encouragement. Our LoveSharing team goes out on a bi-weekly basis to mitigate immediate needs and most importantly, prayers to serve and get to know our neighbors better.

Check in with your friends to determine effective ways of improving the situation of each individual in a lasting way. Giving money directly is ultimately ineffective, and can counteract the relationship you are building—instead, ask if he or she could use information on places to sleep indoors, any assistance with benefits, or connections to other resources. Socks, a metrocard, hand wipes, and toiletries are also common daily needs you can help provide in lieu of cash.

The next chapter will guide you through specific ways we can help our neighbors experiencing homelessness.

CHAPTER 04.

"Need-based Resources"

TAP TO LEARN MORE

a. Identity

b. Free Phone Services

c. Shelter & Housing

d. Meal, Shower, Clothing

e. Worship Services

f. Health Care

g. Employment

h. Legal Services

Identity

Having an ID is the most fundamental requirement to receiving care and benefit. Although it is easily taken for granted, without an ID people can be restricted from receiving basic health care, housing, food stamps, etc. Many of the homeless population lack an ID for various reasons and this may be a large part of what keeps them on the streets.

Listed below are **different types of ID** one may need:

- SSN (Social Security Card/ Number)
- State ID (Driver License, IDNYC, Passport, Visa, Greencard, etc)
- Medicaid Card
- Birth Certificate

Unfortunately, restoring these lost forms of ID is usually costly and complicated. (The steps to restoring the ID's listed above and more can be found *here*.) For example, to receive a new birth certificate, one must not only pay a fee but also present another form of valid ID to even start the process. Therefore, we recommend *ID NYC* as a starter, which is a program designed to help people who don't have the documents required to get a state ID. A homeless applicant may prove residency by providing a letter from a City agency, nonprofit organization, religious institution, hospital, or health clinic, establishing that they live in New York City.

Here is a list of organizations that individuals can use for a temporary mailing address when receiving their ID's through their mailing programs:

* **Coalition for the Homeless** *Learn More*
* **All Angels' Church** *Learn More*

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Free Phone Services

A cell phone provides help with basic communication needs that are essential to recovering from homelessness. It allows our homeless neighbors to reach out to others in an emergency, make medical appointments, have phone interviews for a job, and access the internet.

1. Check if the homeless individuals qualify for the Obama Phone program.

Enrollment in this government benefit program is available to individuals who qualify based on federal or state-specific eligibility criteria, by participating in any of the following government programs:

- Medicaid
- Food Stamps/ Supplemental Nutrition Assistance Program (SNAP)
- Supplemental Security Income (SSI)
- National School Free Lunch Program (NSLP)
- Temporary Assistance for Needy Families (TANF)
- Section8/ Federal Public Housing Assistance
- Low Income Home Energy Assistance Program (LIHEAP)
- Veterans Pension Benefit or Survivors Pension

More Details

2. Apply through phone companies

* **Access Wireless** Learn More
* **Assurance Wireless** Learn More
* List of More Service Providers Learn More

Useful Numbers

Listed below are some useful numbers to know that could provide help to our homeless neighbors:

1. NYC 311

311 is a non-emergency phone number that serves the public and handles all requests for government and non-emergency services.

When you meet a homeless person, the best way to help is to call 311 and request homeless outreach services.

You can also download the 311 app and submit a request for help.

- Information on accessing shelter services including directions to family and single adult intake centers, or
- Mobile street outreach services to request that an outreach team visit an individual in need
- Locate adult drop-in centers, including 24-hour drop-In centers and those open from 7:30am-8:30pm

For homeless outreach info, visit the link.

2. Hunger Hotline 866-888-8777

For a nearby meal or food pantry

3. Human Resources Administration Infoline 718-557-1399

- Food Stamps and emergency food programs
- Public health insurance (Medicaid)
- Temporary cash assistance and benefits
- Domestic Violence Support

Shelter & Housing

Shelter and Housing programs can help address the root causes of homelessness through a range of essential recovery support services, including mental and substance use, disorder treatment, employment, and mainstream benefits. ~~Learn More~~

• **Emergency/ Drop-in shelters** offer social services and a one night temporary stay. Services include:

- hot meals and clothing
- counseling and medical care
- showers and laundry facilities
- help finding a job or applying for benefits

There are drop-in centers in the Bronx, Brooklyn, Manhattan, and Staten Island. For locations, ~~visit here~~.

• **Transitional housing** typically involves a temporary residence of up to 24 months with wrap-around services to help people stabilize their lives and are often the first step to permanent housing.

• **Permanent supportive housing** offers safe and stable housing environments with voluntary and flexible services to help people manage serious, chronic issues such as mental and substance use disorders.

Entering a Homeless Shelter

CASE A:

Are they willing to go to a shelter?

1. Intake Shelter

Homeless individuals and families have **a right to shelter** in the City of New York. If you are currently homeless, you can seek assistance at the intake shelters which are open 24 hours a day, 7 days a week. ~~Learn More~~

a. Recommended Forms of ID:

- Any form of ID with a picture and proof of age, such as a driver's license, state ID, Passport or visa, welfare card or green card
- Social Security card
- Medicaid card
- If working, your most recent pay stub

b. List of intake shelters

- 30th Street Men's Shelter ~~Learn More~~
- Brooklyn Women's Shelter ~~Learn More~~
- Franklin Women's Shelter ~~Learn More~~

c. Shelter transfers

A homeless individual may ask to transfer shelters (voluntarily transfer).

In the case a shelter moves a resident to a different shelter (involuntary transfer), they must provide a 48 hour prior notice.

If a resident does not agree with the reason for transfer, a resident can choose to challenge a transfer. For more information, refer to page 4 of this booklet ~~link~~.

CASE B:

What are other housing options?

1. Emergency Shelter

Emergency / Drop-in shelters offer social services and a one night temporary stay.

List of drop-in shelters in Manhattan:

- **Mainchance**
  120 East 32nd Street (between Park Avenue and Lexington Avenue)
  By Subway: 6 train to 33rd Street
- **Olivieri Center for Homeless**
  257 West 30th Street (between 7th Avenue and 8th Avenue)
  By Subway: A, C, E, 1, 2, or 3 train to 34th Street-Penn Station ~~Learn More~~
- **Other Drop-In Shelters in Manhattan** ~~Learn More~~

2. Government Housing Programs

Housing in NYC has become more expensive due to gentrification, but there are several programs to help make housing affordable to individuals and families. Listed below are some available housing options:

- Supportive Housing
- FHEPS
- Home TBRA
- Pathway Home
- SOTA
- Housing Lotteries
- Other Housing Assistance

~~Learn More~~

3. Safe Havens

Safe Havens (funded by the DHS) have a different model than traditional shelters. They are targeted for people who are chronically homeless. People in Safe Havens may share a room with 3-4 individuals, or single rooms may be eligible for only those that have medical conditions.

One can only enter a Safe Haven through application by a case worker on a street outreach team. Outreach team must be able to have repeatedly checked in with the homeless individual (to prove their homelessness). If this requirement is met the homeless individual will be placed on the case load and be assigned a case manager.

Once in Safe Havens, case workers will work with their client on various life skills to ready them for permanent housing.

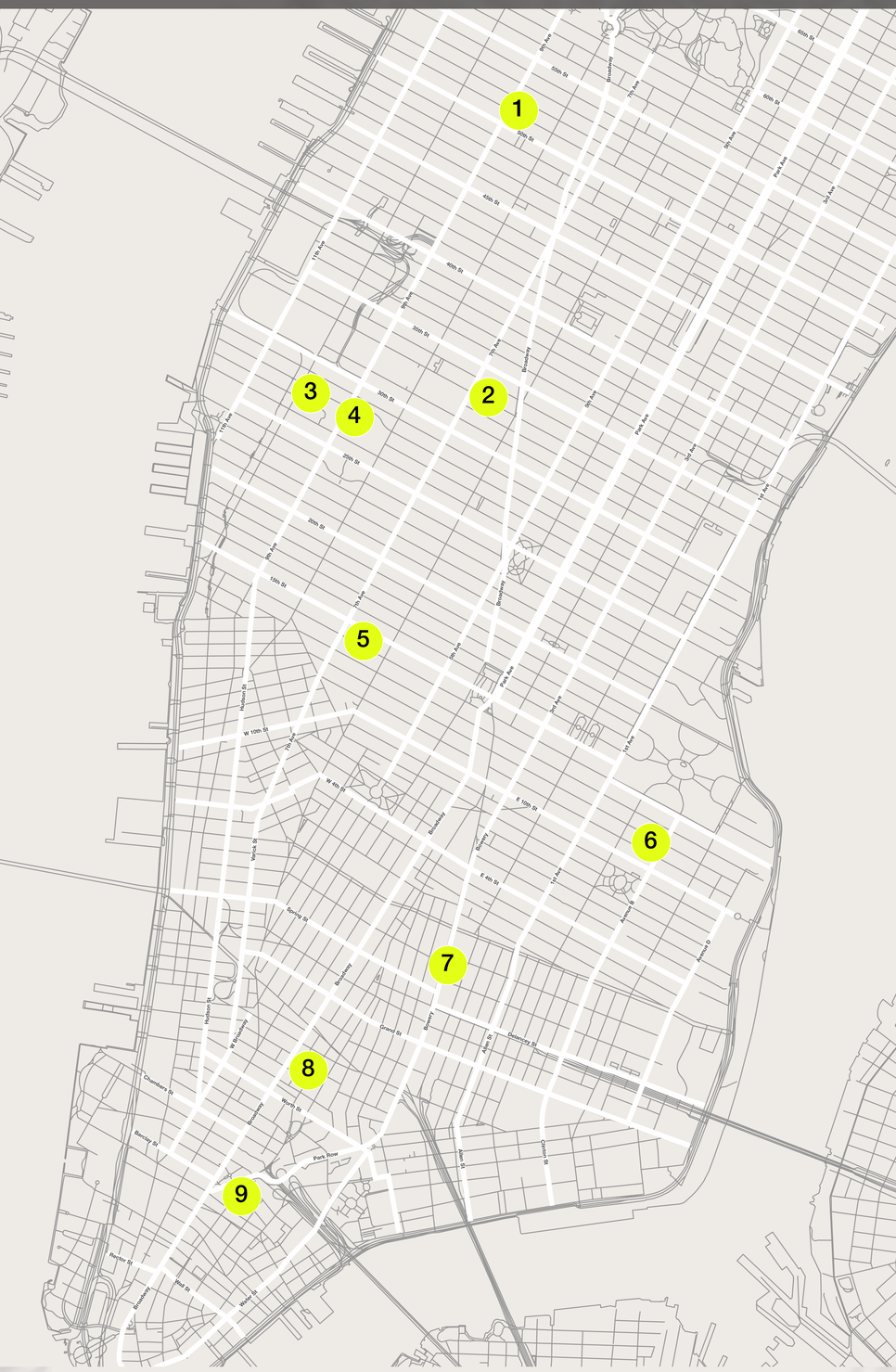
To help a homeless individual, call 311 so that the person can be assigned a case worker.

List of Safe Havens in Manhattan:

- BRC ~~Learn More~~
- CUCS ~~Learn More~~
- The Bowery Mission ~~Learn More~~
- Urban Pathways ~~Learn More~~
- Breaking Ground ~~Learn More~~

Meal, Shower, Clothing

home



1. St. Paul's House
335 W 51st St
New York, NY 10019
(212) 924-0167 *Website*

2. St. Francis of Assisi Church
135 W 31st St
New York, NY 10001
(212) 736-8500 *Website*

3. New York City Relief Chelsea Park Outreach
28th St. Btwn 9th & 10th Ave
New York, NY 10001
(212) 639-9675 *Website*

4. Holy Apostles Soup Kitchen
296 9th Ave
New York, NY 10001
(212) 924-0167 *Website*

5. New York City Relief 14th Street Outreach
Salvation Army
132 14th St
Btwn 6th & 7th Ave
New York, NY 10001
(800) 736-2773 *Website*

6. The Father's Heart Ministries
545 E 11th St
New York, NY 10009
(212) 375-1765 *Website*

7. The Bowery Mission
227 Bowery
New York, NY 10002
(212) 674-3456 *Website*

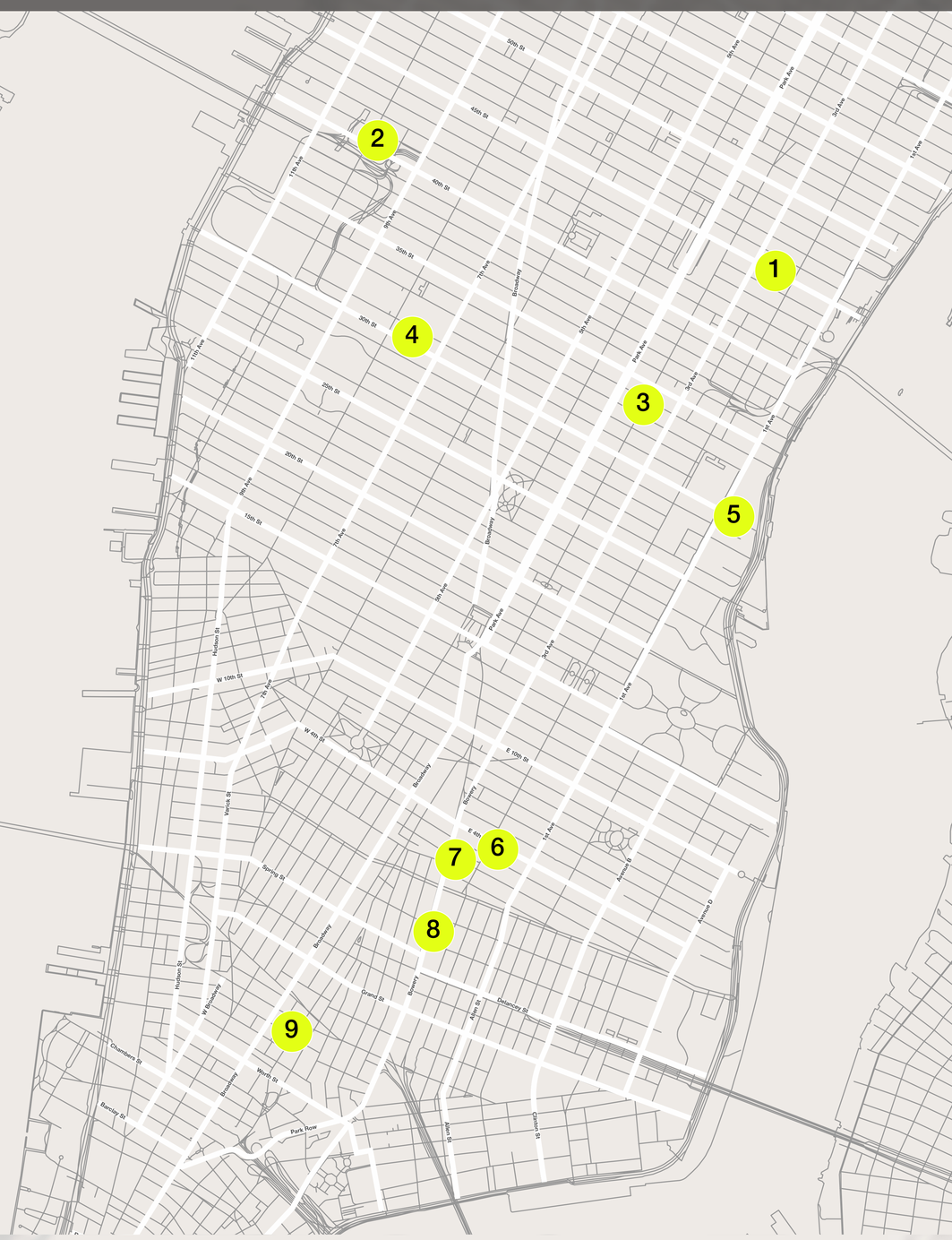
8. New York City Rescue Mission
90 Lafayette St
New York, NY 10013
(212) 226-6214 *Website*

9. Coalition for the Homeless
129 Fulton St
New York, NY 10038
(212) 375-1765 *Website*

Food pantry
Job training
Hair cut
Emergency Shelter
Meal
Legal Assistance
Housing Assistance
Mail
Hygiene Kits
Clothing
ID

home

Emergency Shelter



1. Project Renewal
New Providence
Women's Shelter
255 E 45th St
New York, NY 10017
(212) 661- 8934 *Website*

2. Covenant House
New York's Crisis Shelter
460 W 41st St
New York, NY 10036
(212) 613- 0300 *Website*

3. Mainchance Drop-In Center
120 E 32nd St
New York, NY 10016
(212) 883-0680 *Website*

4. Antonio Olivieri Center
257 W 30th St
New York, NY 10001
(212) 947-3211 *Website*

5. HRA Men's Shelter
400 E 30th St
New York, NY 10016
(718) 557-1399 *Website*

6. Project Renewal
Third Street Men's Shelter
8 E 3rd St #8908
New York, NY 10003
(212) 533-8400 *Website*

7. Project Renewal Kenton Hall
Men's Shelter
333 Bowery
New York, NY 10003
(212) 473-1140 *Website*

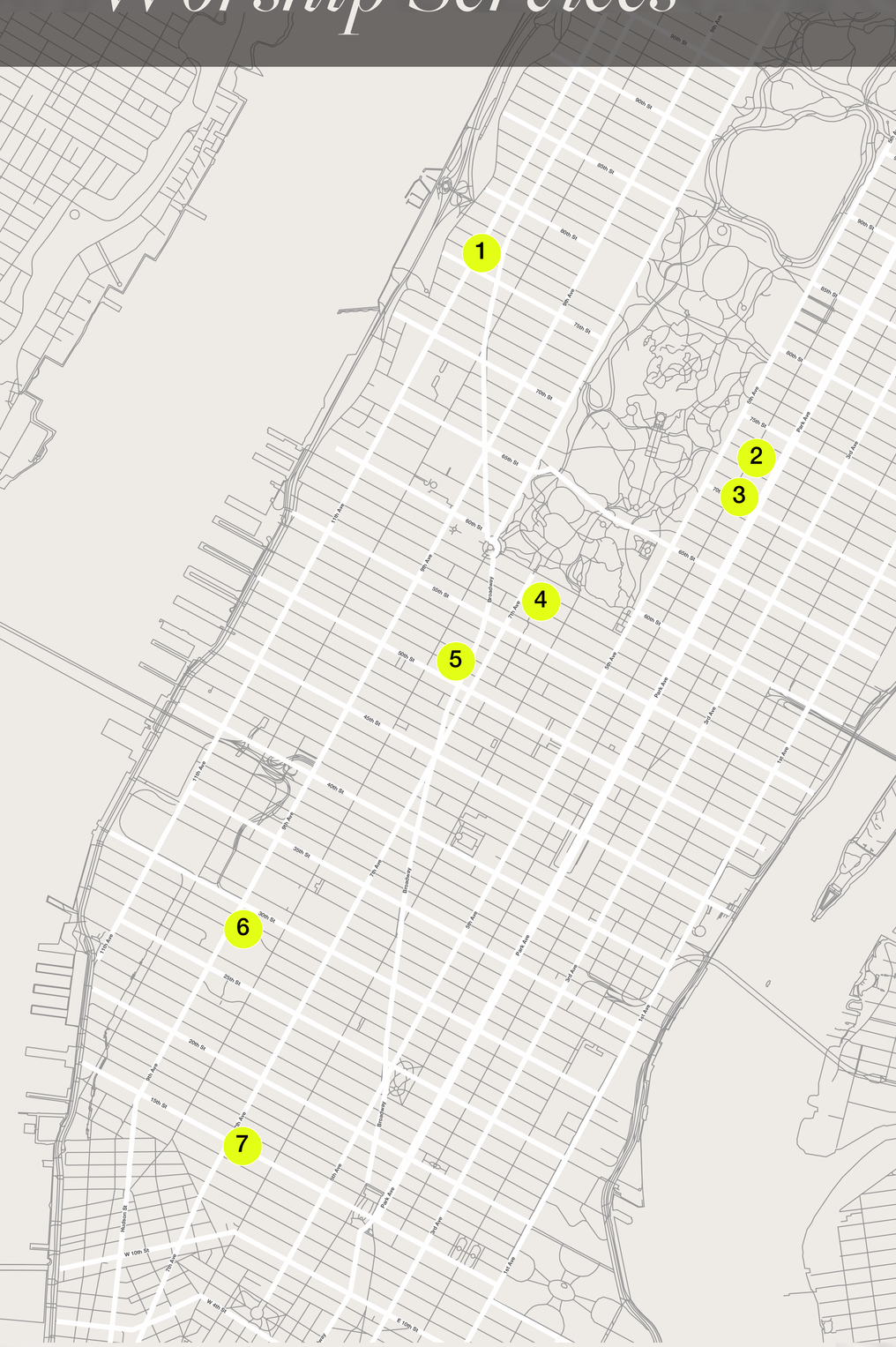
8. The Bowery Mission
227 Bowery
New York, NY 10002
(212) 674-3456 *Website*

9. New York City Rescue Mission
90 Lafayette St
New York, NY 10013
(212) 226-6214 *Website*

Mental Health
Drug Substance Abuse
Primary Health
Dental
Meal
Pediatric
Job training
Clothing

home

Worship Services



1. All Angels' Church
251 W 80th St
New York, NY 10024
(212) 362-9300 *Website*

2. Madison Avenue Presbyterian
921 Madison Ave
New York, NY 10021
(212) 288-8920 *Website*

3. St James' Church
865 Madison Ave
New York, NY 10021
(212) 288-4100 *Website*

4. Calvary Baptist Church
123 W 57th St #3
New York, NY 10019
(212) 975-0170 *Website*

5. Times Square Church
237 W 51st St
New York, NY 10019
(212) 541-6300 *Website*

6. Church of the Holy Apostles
296 9th Ave
New York, NY 10001
(212) 807-6799 *Website*

7. Redeemer Presbyterian Downtown Church
120 W 14th St
New York, NY 10011
(212) 808-4460 *Website*

- Mental Health
- Meal
- Women Health
- Legal Assistance
- Emergency Shelter
- Hair cut
- Primary Health
- Housing Assistance
- Mail

Health Care

home

1. Emergency

Simply walk with them to the **ER** or call **911**

- Everyone has the right to be treated regardless of their status.
- They will not be charged if they cannot afford it.
- Everyone has the right to refuse treatment.

It is always good to ask homeless individuals if they want or need treatment and about specifics of their condition. When the ambulance comes and the patient is conscious, the patient has a right to refuse trasnfer to a medical facility via ambulance. **Even if it is an emergency, still make the call.**

2. General care

List of Health Care Providers in Manhattan:

- **Bellevue** *Visit Website*
- **Charles B Wang Community Health Center** *Visit Website*
- **Columbia-Harlem Homeless Medical Partnership (CHHMP)** *Visit Website*
- **Gouverneur Hospital** *Visit Website*
- **Metropolitan Hospital Center** *Visit Website*
- **NYC Free Clinic (NYCFC)** *Visit Website*
- **Callen Lorde** *Visit Website*
- **Institute for Family Health** *Visit Website*
- **Covenant House New York** *Visit Website*

Mental Health · Drug Substance Abuse · Women Health · Dental · Primary Health · HIV/STI · Pediatric

3. Medicaid Insurance

Most of the vulnerable population, whether homeless or at risk of it, have various pathways of eligibility towards Medicaid. Access to health care is a key component to combating homesslessness. Medicaid can serve as an ID of sorts, allowing individuals to enroll in free phone or housing programs. Those who qualify can often continue to receive Medicaid services even after they secure jobs.

Medicaid Enrollment Guide

Employment

home

* ACE (Association of Community Employment Programs for the Homeless) *Visit Website*

* Coalition for the Homeless *Visit Website*

* Jericho Project *Visit Website*

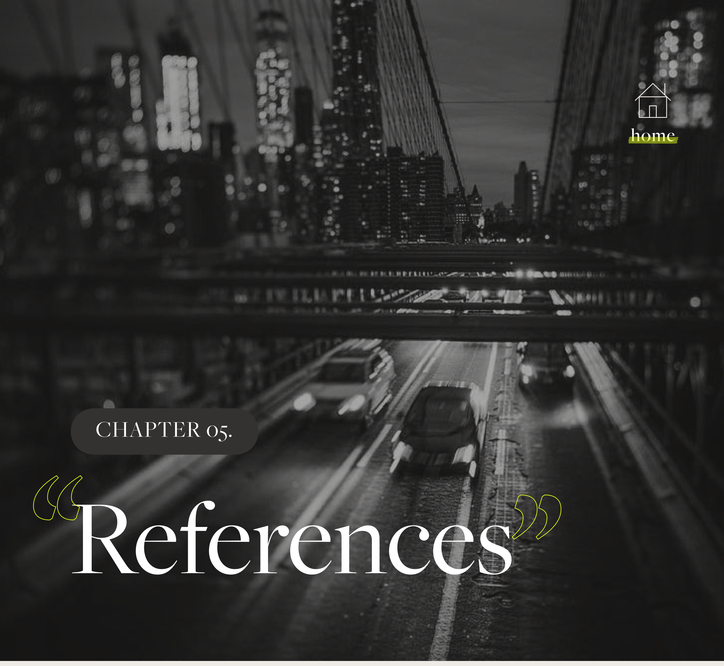
* Project Renewal *Visit Website*

Mental Health
Dental
Housing Assistance
Drug Substance Abuse
Legal Assistance
Meal
Mail

Legal Services

* Covenant House New York
  Visit Website
* Goddard Riverside Visit Website
* Open Hands Legal Services
  Visit Website
* The Bowery Mission's Community Hope Resource Center Visit Website
* Coalition for the Homeless Visit Website
* Good Call Visit Website
* Her Justice Legal Helpline Visit Website
* Legal Aid Society Visit Website
* Mobilization for Justice Visit Website

Mental Health
Job training
Primary Health
Housing Assistance
Mail
Meal



CHAPTER 05.

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If your organization is looking to be included in this booklet or would like to collaborate with New Frontier Church, please contact: lovecaring.nfc@gmail.com