



## St. Vincent de Paul of Milwaukee Explanation of Services

### SVDP has Modified our Services During the Covid-19 Health Crisis

The St. Vincent de Paul Society of Milwaukee (SVDP) is dedicated to the elimination of poverty and hunger in our community. We have been part of the community since 1849, over 170 years, and rely on volunteers and donations from 45 Catholic churches throughout the city to provide the services we offer.

We have 3 primary programs: Neighbors Helping Neighbors, a Meal Program and Thrift Stores.

#### **NEIGHBORS HELPING NEIGHBORS**

To place a request for assistance, leave a message on the Intake Line:

414-462-7837 ext 110 Monday-Friday 9:00AM-3:00PM

Trained volunteers, called Vincentians, make home visits to individuals and families, typically, within a service area in their church neighborhoods. During this time of the COVID 19 pandemic, Vincentians are following safe distance practices by making 'phone visits' rather than entering homes. They provide for basic needs of those experiencing economic distress, including food, clothing, furniture, new beds, some appliances, household items and other critical needs. Due to funding limitations, Vincentians may be unable to meet all requests, especially when financial assistance for utilities or rent is needed. They provide resource contacts for other possible assistance information. 40 of our 45 SVDP groups remain active at this time and are providing assistance to neighbors in need; 11 of them run food pantries that have all stayed open, providing much needed food to families and individuals.

If you are aware of someone in need, encourage that person to call our intake line so that we can assess if service is available. After dialing, (414) 462-7837 ext. 110, a caller will be instructed to clearly state name, address, phone number and if possible the type of assistance needed. Intake workers will return calls in the order received, usually within 2-3 days.

After an intake is completed, the request is referred to a local conference. A conference is a group of lay persons formed in a community, usually at a parish with the intent of enriching their spirituality through service to others in need. Members of the conference will make contact with the person(s) in need. Vincentians always make home visits in pairs, whereas, a phone visit is likely to be by individual contact. They offer information about the services of the St. Vincent de Paul Society and explain how to redeem the gift certificates that may be given. Normally, some form of identification to verify the information provided at intake will be needed when redeeming gift certificates.

Whenever possible, we prefer to process the request for assistance by speaking with the person in need. We do not provide gift certificates to agencies or parishes for redemption. Rather, it is the individual outreach of neighbor to neighbor which is the catalyst of our worldwide organization. Monetary and in-kind donations received by the conference are used for the works of the Society only and not shared with other organizations. The conference maintains monetary accounts and recordkeeping separate from the parish accounting. Typical financial support is received through collection envelopes from parishioners, the Poor Box, 5<sup>th</sup> Sunday collection and the like.

#### **MEAL PROGRAM**

SVDP operates a free meal program at two locations, serving evening meals 6 nights per week. The South location (Cross Roads Kitchen) also operates the "Healing Waters" program, which provides a hot

6/8/2020

shower, clean clothing, support and resources for the homeless. The Healing Waters Shower Program is currently suspended until further notice.

**SOUTH: CROSS ROADS KITCHEN**

931 W. Madison St. 414-649-9555  
Meals served: Sunday- Friday 4:00PM-6:15PM  
No indoor sit- down service until further notice

**NORTH: HARAMBEE KITCHEN** - located in lower level of All Peoples Church

2600 N. 2<sup>nd</sup> St. 414-374-4095  
Meals served: Monday – Friday 4:00PM – 6:15PM  
No indoor sit - down service until further notice

Both meal sites are providing hot, boxed to-go meals by staff only while supplies last. All recommended CDC guidelines and social distancing are being strictly followed to ensure the safety and health of all involved. Financial donations and Meijer or Gordon Food Service gift cards are appreciated so that menu items can be purchased.

\*When the situation allows for the safety of volunteer presence, volunteers are welcome to assist with serving the evening meals.

**THRIFT STORES**

Two stores in Milwaukee County honor gift certificates issued by SVDP conference members that provide people in need with clothing, household goods and furniture including new beds. Contactless deliveries are being done. Income generated from the stores is used to support the Neighbors Helping Neighbors and Meal Programs. Store and donation hours have been limited due to Covid-19 until further notice.

**STORE LOCATIONS:**

2320 W. Lincoln Ave. Milwaukee 414-672-2040  
Hours of Operation: Monday-Saturday 12:00PM - 5:00PM

4476 S. 108 St. Greenfield 414-377-9077  
Hours of Operation: Sunday-Saturday 11:00AM - 6:00PM

Donations are accepted at the Greenfield location only on Mondays, Wednesdays, Fridays from 12:00pm – 4:00 pm (or until capacity is reached.) Furniture donations are accepted by appointment only. Donations of gently used items in sealed boxes or bags only are welcome.

**ADMINISTRATIVE OFFICE:**

9601 W. Silver Spring Dr., Milwaukee, WI 53225 (414) 462-7837

Council staff are working remotely at this time and providing all services.