



Helping Our Women

Newsletter July 2021

CONTACT US

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Visit our website for
news, events and
more:

**www.helpingour
women.org**

HOW Services

In addition to the rides
and stipends we
provide as our core
services, **HOW has a
food and personal
care products pantry;**
and we continue to
provide **free tablets
and internet to
anyone in the
community without
reliable internet.**

Face masks remain
available for pick-up
or delivery.

Greetings,

I hope this message finds you well and finding ways to stay cool!
We have a few updates to share with you about re-opening and
some staffing shifts as HOW continues to grow the strength of our
team and the services we provide.

In May, the Board approved the creation of a new Client Services
Manager position that is 100% focused on addressing client needs.
In small non-profits like HOW, most staff wear many hats, yet we
recognized that it was time for HOW to have at least one person
focused solely on client support. Previously, Mary, and her
predecessors, have been responsible not only for Client Services,
but for general office management. As we've grown the number of
clients served and the programs offered, the Board agreed that it
was time to add this new position.

We're excited to welcome Ella Hunt as our new Client Services



What does this mean for you? Our
team works collaboratively to respond
to your questions, needs, or
concerns. Here's a brief summary of
who to call for what:

- Stipend Program or Tablet Program call Mary as she will continue to administer these programs.
- Transportation to Healthcare Appointments call Lisa as she will continue as our Volunteer & Transportation Coordinator.
- All other requests for

Re-Opening Policies & Procedures

While we are meeting with clients in the HOW office (or outside on the patio if you prefer), we are maintaining the following procedures:

- Masks will continue to be worn inside the HOW office unless you are in a room with a staff member and both parties agree to meet without masks.
- When you arrive at HOW please knock and someone will: greet you and ask you how you are feeling today; then ask you to complete the sign-in sheet, and offer you assistance.

**HERE 4 U on the 3rd
Wednesday of the
month at 12:30**

**Need Help Signing up
for SNAP?**

Call (508) 487-4357 to
request help applying
for SNAP benefits.

**HOW's Herb Garden is
back!**

Call (508) 487-4357
for more info.

**Eviction Prevention
Program**

Call 211 or visit
www.mass.gov/covid-19-getting-help-with-housing-costs to
receive help applying
for rental assistance.

The Team at HOW

Mary Berry
Office Manager

Gwynne Guzneau
Executive Director

Ella Hunt
Client Services
Manager

Lisa Phillips
Transportation &
Volunteer Coordinator

Food & Personal Products Pantry Is Open For Shopping

Please stop by to check out what products are on the shelves and to let us know what products you would like to see! Masks & Sign-In Required.

Transportation Update

As the pandemic protocols are lifted, more people are returning to medical appointments and we want to help you get there! Call Lisa for help and she will do her best to find a volunteer, or arrange for a paid driver or a taxi. She will also help you connect with some of the following rides:

- For Boston appointments, the Hospital bus is running again and we will pay for your ride, as well as a taxi to the bus stop in Wellfleet.
- For residents over 60, the COAs are providing rides on the following days:
 - Provincetown is running their in-town shuttle on Tuesdays, so call by Monday afternoon to arrange a pick-up.
 - Truro is providing transportation to appointments in Barnstable County on Mondays & Thursdays.

Stipend Program Update

HOW's stipend program was created to offset the economic burden of living with a chronic or life-threatening health condition. This program provides low-income women a total grant of \$780 which is paid out in a monthly stipend of \$65. Stipends are paid directly to a third party for: an alternative healthcare treatment, a utility bill, additional food expenses, or other non-rent expenses that support your daily needs. We require annual income verification, and after a few months of requests, we will start suspending stipend payments in July for anyone for whom we did not receive income verification. Please call Mary if you have any questions about your stipend.

Please Return Updated Intake Forms

If you haven't already, please return your updated intake forms that were sent with the April newsletter to our office using the pre-stamped envelope or by dropping them off. Ella or another staff member will be reaching out to confirm our receipt of these forms or to set-up a time to complete an updated intake form.

Our goal is to confirm and update the following required information: contact information including current phone, and home & mailing address; insurance information; name of your primary care provider or specialist; waiver form allowing us to contact your primary care provider or medical professional to confirm your current health diagnosis; as well as some general information about your health insurance, and any benefit programs you're already enrolled in. In order to be sure that we are creating a welcoming and inclusive support community for all of HOW's members we are also asking you to provide demographic information about your ethnicity/racial identity, your gender identity, and your sexual orientation.

Please call Gwynne if you have any questions, comments or concerns about the updated client intake forms. Thank you!
