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 Manager! A graduate of Sturgis High School, in Hyannis, Ella has worked at Homeless Prevention Council and she is a student in Boston University’s Master of Social Work program.

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...
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.

The Team at HOW

Mary Berry
Office Manager

Gwynne Guzzeau
Executive Director

Ella Hunt
Client Services Manager

Lisa Phillips
Transportation & Volunteer Coordinator
**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!