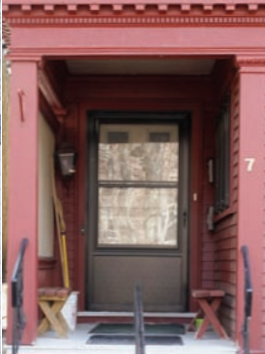




Pine Street Inn
Ending Homelessness



Opening the door to
Hope





Closing the door on

Homelessness

- ✎ Strategies to get men and women off the streets, out of shelter and into supportive, permanent housing have led to a **30% decrease in individual homelessness** in Boston over the past five years.
- ✎ Pine Street's ratio of housing beds to shelter beds is now about 50:50. Over the next few years, we are working toward a **70:30 housing to shelter ratio**.
- ✎ Our housing program has a **retention rate of close to 90%** — even for those who had been homeless for many years.
- ✎ There will continue to be a need for emergency shelter, but housing not only offers a better quality of life, it also **saves close to \$10,000 per person/ per year** in emergency room visits and hospital stays; public safety and other costs.

Opening the door to *A Better Life*

- ✧ Doors welcome you in. When open, they admit ventilation and light. When closed, they offer security and privacy.
- ✧ Doors — and keys — are important symbols at Pine Street Inn, representing access to a new life for homeless men and women.
- ✧ The people we serve may come off the streets through the doors of our Outreach van or our emergency shelter; or they may enter through the door of one of our job training classrooms.
- ✧ Our ultimate goal is to help men and women open the door to a permanent home and to reach their highest level of independence.

✧ Please unfold this brochure for a full-size poster of the “Doors of Pine Street.”



Find out more about Pine Street's doors
at www.pinestreetinn.org/doors



Opening the Door to POSSIBILITY

For 25 years, Pine Street's Outreach teams have crisscrossed Boston by van and by foot, offering the city's most vulnerable residents warm clothing and blankets, food and water, medical assistance and a friendly face. Their goal is to build relationships with these men and women, encouraging them to come in off the streets and begin to rebuild their lives.

Nelson

As winter's chill descended on Boston, a homeless woman asked Nelson Bennett, a Pine Street Outreach worker, for a blanket. Opening the door to the van, Nelson pulled out a warm, gray wool blanket. The woman's fingers were tucked under her shirt to fend off the cold, so Nelson pulled the blanket up under her chin and tucked it around her legs.

"We could have just given her the blanket, but I thought about how she was warming her hands, and I didn't want her to have to pull them out," he recalls. "I know she appreciated it."

Acts of kindness and empathy come naturally to Nelson, who has been on the Outreach staff for 10 years. His inspiration to do this work comes from his grandmother, a midwife who dedicated her life to helping people.

Nelson continues that legacy five nights per week on the Outreach vans. He knows the



alleyways and street corners where men and women will be waiting for the basic necessities the vans provide.

Nelson and the other Outreach team members talk with the men and women to build trust and to try to convince them to come to the shelter or apply for housing.

"Any of us could end up on the street."

Nelson goes out night after night because he knows these conversations can make a difference. He has seen people living on the streets for years finally decide they don't want to be homeless any more. When they make that decision, they often ask the Outreach team for help.

"There are people who you think will never come inside, but we won't give up asking them," he says. "Eventually, they will say 'yes.'"





Opening the Door to POTENTIAL

Since its founding in 1969, Pine Street Inn's Emergency Shelters have served thousands of men and women each year. In addition to food and shelter, the Men's and Women's Inns provide a full spectrum of services, including counseling, recovery programs and healthcare, helping guests break the pattern of homelessness.

Dwayne

Dwayne arrived in South Station with all his possessions stuffed in two bags and no place to go. A security guard suggested Pine Street Inn.

Dwayne had experienced periods of homelessness since he was 14 years old. He is also disabled, making it even more difficult for him to keep a job and a roof over his head. At the Men's Inn, Dwayne not only found shelter, but also a support system that has helped him open the door to a better life.

"I was suffering, but Pine Street offered me counseling - life-saving counseling. The case managers worked really hard to help me achieve my potential, and they taught me how to be honest and respectful."



"He has overcome every challenge thrown at him with such focus and good humor."

— Bill, Case Manager

"I see great things for my future."

— Dwayne

During his 18 months at the Men's Inn, Dwayne has gotten sober, started a job cleaning airplanes at Logan Airport, and is getting ready to move into one of Pine Street's permanent supportive housing locations.

"Dwayne took advantage of all we had to offer," says Bill, his case manager, "and we will continue to support him after he moves into housing to help him adjust to his new life and surroundings."

Dwayne's determination and spirit, guided by Pine Street's support, have helped him realize his goals for a life off the streets.

"I have traveled down a long, dark road, but I can finally see the light."





Opening the Door to STABILITY

For more than 25 years, Pine Street Inn has offered permanent housing with on-site support staff for homeless men and women. Staff connect individuals with community resources including healthcare, counseling and job training, helping them to maintain stability and prevent a return to homelessness. Pine Street has 34 locations with close to 650 tenants throughout Boston and in Brookline.

Rachael

Over the years, Rachael had struggled with an abusive relationship and addiction, leaving her with nowhere to turn. She wound up on the street and was referred to Pine Street by staff at the Salvation Army.

Once at Pine Street, Rachael continued to struggle. “For my first three months in the Women’s Inn, I wasted my days sitting in the park, drinking and doing nothing to help myself,” she recalls.

“I knew that life had to be better,” Rachael says. She decided to commit herself to doing something positive every day – often that involved filling out applications for housing.



“Since I’ve moved into my own place, I feel like part of a community.”

Rachael learned to advocate for herself and to work with the counselors at the Women’s Inn. “The wonderful staff were like the mothers I never had, and they were always in my corner.”

When Rachael finally got news of an opening in a Pine Street apartment, she was on top of the world. She surrounded herself with photos of her two daughters to help her remember who she was before her addiction and homelessness. Little by little, the apartment started to feel like home.

Now Rachael hopes to help others. “I’d like to try to be an inspiration for other women experiencing what I went through,” she says. “Finding housing was the start of my journey, and I am excited to see where it takes me.”





Opening the Door to SELF-SUFFICIENCY

Each year, more than 100 homeless men and women graduate from Pine Street’s job training programs in building maintenance and food services. Participants learn both the job skills and life skills needed to find and maintain employment – with the ultimate goal of moving on to permanent housing and a self-sufficient life.

Peter

“I found out I really like hands-on work,” Peter says. “I did a little bit of everything: built closets, hung storm doors, stained a deck and did some landscaping. I also learned about integrity, character and responsibility,” he continues, commenting on his participation in Pine Street’s Building Maintenance Training Program (BMTP).

From there, Peter worked with Boston HandyWorks, Pine Street’s social enterprise program that offers high-quality maintenance services while giving homeless individuals a chance to learn marketable skills and move into the workforce.

Peter is grateful for the opportunity the program gave him. “HandyWorks taught me useful skills,” he says. “When I started, I didn’t even know how to read a tape measure, but they worked with me.”



For Peter and the others in the program, “HandyWorks opens doors; it’s a way to ease back into the working world,” Nick Pieri, Boston HandyWorks’ director, says. “It gives them the chance to work, to see that they’re valued employees and to gain some confidence.”

Earlier this year, Peter interned at the YMCA of Greater Boston doing general maintenance, giving him the experience and confidence to secure a permanent job. He recently began a full-time position working in maintenance at Rosie’s Place, a women’s shelter in Boston.

“I love it,” Peter says of his work. “Every day, I get to be part of a team and meet different people. I’m thankful to Pine Street for giving me a chance.”

“Today, I’m a responsible person and a productive member of society.”





Our Mission

- ☞ To be a community of respect and hope for each guest we serve;
- ☞ To be a resource through which neighbors and friends can help meet the basic needs of others; and
- ☞ To serve as a national leader in the fight to end homelessness.



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