



HELP.



HOPE.



HOME.



*"Thanks to Pine Street, I have my life back."*



Pine Street Inn  
Ending Homelessness

*Help. Hope.*

# Home.

Sometimes a series of complicated life challenges causes people to go from stability and a home to homelessness. It might be a combination of mental illness, drug addiction, loss of a job, a family dispute, illness or an accident. Other times, life can change dramatically with just one major event, like a catastrophic illness.

However someone arrives at Pine Street, our goal is to move men and women beyond homelessness as quickly as possible, then provide the support needed to ensure long-term stability and success.

With a 90% retention rate, we know that our own housing, with support services that connect people back to the community, is a successful model. At the same time, we are also exploring new alternatives that hold great promise.



**Pine Street Inn**  
Ending Homelessness

# New Initiatives

## Prevention and Reunification

The best possible outcome is for someone not to enter our shelter and the shelter system in the first place. Staff literally meet people at the door, and quickly assess their situation to determine if there is a better alternative to shelter. In a number of cases, people can be reunited with family or friends, preventing a stay in shelter.



## Rapid Rehousing

This program targets those who have been displaced and are homeless, but are capable of paying rent, and are able to live independently after short-term support and financial assistance. We will help tenants with first and last month's rent and security deposits, because we know how difficult it can be to come up with those funds, even if you're working. Once someone moves into an apartment, we continue communication with both the tenant and landlord, if needed.



## Moving On

After tenants become stable in Pine Street's housing, they may be ready to move on to more independent living. Pine Street staff help people find an apartment as well as assist with furnishings, move-in, and continue contact with tenants as they settle into their new homes.

# Jeanne and Barbara

*a chance reunion, a shared bond*



Pine Street guests Jeanne (left) and Barbara (right) have found an apartment together with the support of Alexandra (Ally) Fiske, Housing Placement and Stabilization Specialist.

Pine Street Inn was the last place Barbara ever expected to find herself—never mind run into an old friend. But that is just what happened when Barbara saw Jeanne walking across the lobby of the Women’s Inn one day.

Knowing that Jeanne was an alcohol and drug counselor, Barbara figured Jeanne was applying for a job at Pine Street. Although she recalls feeling a combination of dread and shame because of her own homelessness, Barbara caught Jeanne’s eye and waved. “Did you get the job?” Barbara asked when Jeanne came over. “What job?” Jeanne asked. “I’m here about a bed.”

*"Thanks to Pine Street, I have my life back. It's given me a sense of self-respect, dignity and security." - Jeanne*



*"When I first came to the Women's Inn, I felt scared and hopeless. Now I have courage. I feel reborn." - Barbara*

"Then Barbara said to me, 'I'm not happy you're here, but I'm happy you're here,'" says Jeanne, picking up the story.

The two knew each other—they had traveled in some of the same social circles over the past 20 years. And the story of how they came to Pine Street is remarkably similar. Both grew up in New York, came to Boston in the 1990s, and had worked and lived independently here. Barbara was a union construction worker and master carpenter, and Jeanne was a licensed alcohol and drug counselor.

Recently, both became ill, dealing with health crises which included multiple hospitalizations and surgeries. They lost their jobs, then their housing. Finding new employment with their health challenges proved difficult for Barbara, 56, and Jeanne, 61. Both stayed with friends, which was workable in the short-term, but not a long-term solution.

"Becoming homeless was like having the rug snatched from under my feet," says Barbara. "I'll never forget the day I came to the Women's Inn. It was a Sunday afternoon in May. It was pouring rain. I walked in and couldn't even talk, I was crying so hard. I remember thinking, 'I can't believe I let this happen to me. This can't be my life.'"

"I had sent clients to Pine Street over the years," adds Jeanne, the addiction counselor who arrived in July. "I never thought I'd end up here myself. I had never been in a shelter. I felt ashamed, lost and scared."

In reconnecting, the two felt a shared bond. They encouraged each other as they searched for apartments in Boston's notoriously competitive rental market. "We were on a parallel path, both looking for places of our own," Jeanne explains. "But housing in the Boston area is just so expensive. We kept getting discouraged, feeling like we'd never get out of here. Finally, it dawned on us: why don't we share an apartment and split the cost?"

Pooling their resources made the goal much more achievable, according to Ally Fiske, a housing placement specialist with Pine Street's Rapid Rehousing program. A creative response to the problem of homelessness, Rapid Rehousing provides start-up funds for expenses such as first- and last-month's rent and security deposits. Counselors like Ally help guests secure necessary paperwork and can assist with apartment hunting.

Thanks to Rapid Rehousing, Barbara and Jeanne just signed a lease to move into an apartment in Chelsea. "They worked hard to make it happen," Ally says.

"Every day, I am amazed by the resilience I see here—with Barbara and Jeanne and others," Ally concludes. "It's humbling. It reinforces that so many of us are just a paycheck away from being homeless. The flexibility we have with our new initiatives like Rapid Rehousing is imperative in unlocking success stories like Barbara and Jeanne's."

# Edward

## *a veteran moves forward*



At only 27 years old, Edward C. has already faced more challenges than many people do in a lifetime. You can see it in his eyes.

But that is not the first thing you notice: at 6-feet-4-inches tall, you are immediately struck by his presence. With his broad shoulders and close-cropped hair, Edward looks every bit the Marine he once was. But the years he spent in the Marine Corps took their toll. A bomb blast in Iraq left him with a traumatic brain injury.

Then, he had to contend with several personal tragedies: in a single month, Edward lost three people who were very close to him, including his father.

Overwhelmed, Edward struggled with anxiety and depression. As his symptoms worsened, he turned to drugs and alcohol to numb the pain. Suffering from post-traumatic stress disorder (PTSD) in addition to his brain injury, Edward was unable to maintain stable housing. He then was arrested for disorderly conduct.

After being placed on probation, Edward connected with Pine Street Inn, moving into Pine Street's veterans' home in Dorchester, where he began to put his life back together.

Now, he has moved into his own place and is a student at UMass Boston, majoring in biology. He also volunteers with Pets for Vets, an organization that trains service animals for veterans.

Most of all, he is grateful for the support he found at Pine Street Inn. "If I could personally talk to Pine Street supporters, I would say just one thing: 'Thank you!'"



Edward moved into Pine Street's residence for homeless veterans, where he began to rebuild his life. He has since moved on to more independent living.



Edward's fully furnished bedroom.

# Lakiya

*a home at last*

Lakiya is a resident at Pine Street's newly opened Kuehn House in Dorchester. At 25 years old, she had been homeless for almost seven years, moving out of her mother's home at age 18 because of a difficult relationship.

Couch-surfing with friends and relatives over the years, Lakiya lived out of a suitcase. She managed to complete a program in computer science but had a hard time applying for jobs because she did not have a stable place to live.

She made the decision to stay at a shelter and was placed on a long waiting list for housing. She was then able to apply for jobs and now works two retail positions.

When she got a call from Pine Street that an apartment was available, she had a hard time believing it! "I didn't believe it was really mine until I looked at the mailbox and saw my name there. Now I can come and go as I please, go to work, stay in if I want—all the simple things I couldn't do before when I was homeless," says Lakiya.

"The staff here is great and this place was furnished down to pots and pans and toothpaste, so I have everything I need."

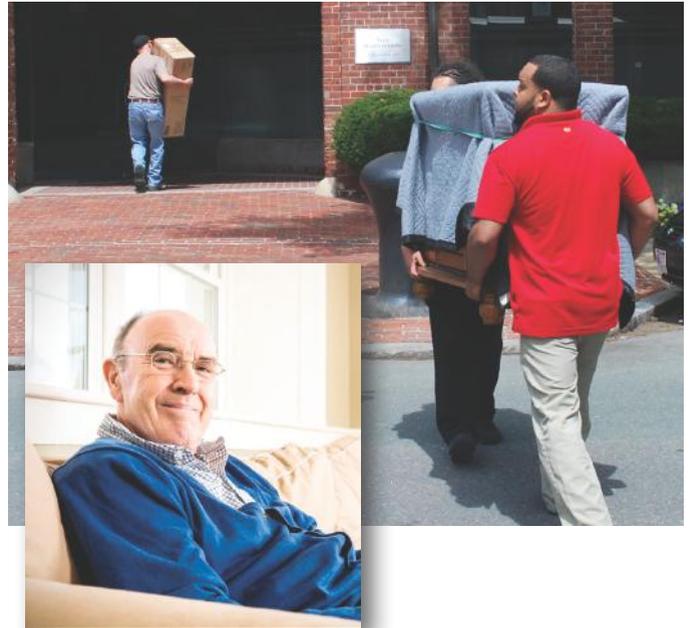
"I'm happier than I've been in a long, long time."



Pine Street's newly opened Kuehn House in Dorchester

# Ken

*life comes full circle*



Tenants who move to independent housing are provided with furnishings needed to begin their new life.

Ken sits on his new couch in his new living room in his Charlestown apartment.

"I keep staring out the window," he says to his Pine Street case manager. "I still can't believe it. I grew up down the street, and now here I am. I've really come full circle."

"I took the long way around," he continued. "But I made it."

Happily, some once homeless people find they no longer need the same level of services that they once did, and are ready to move to a more independent living situation. But another important lesson we have learned is that people, even successful ones, often need a hand with transition.

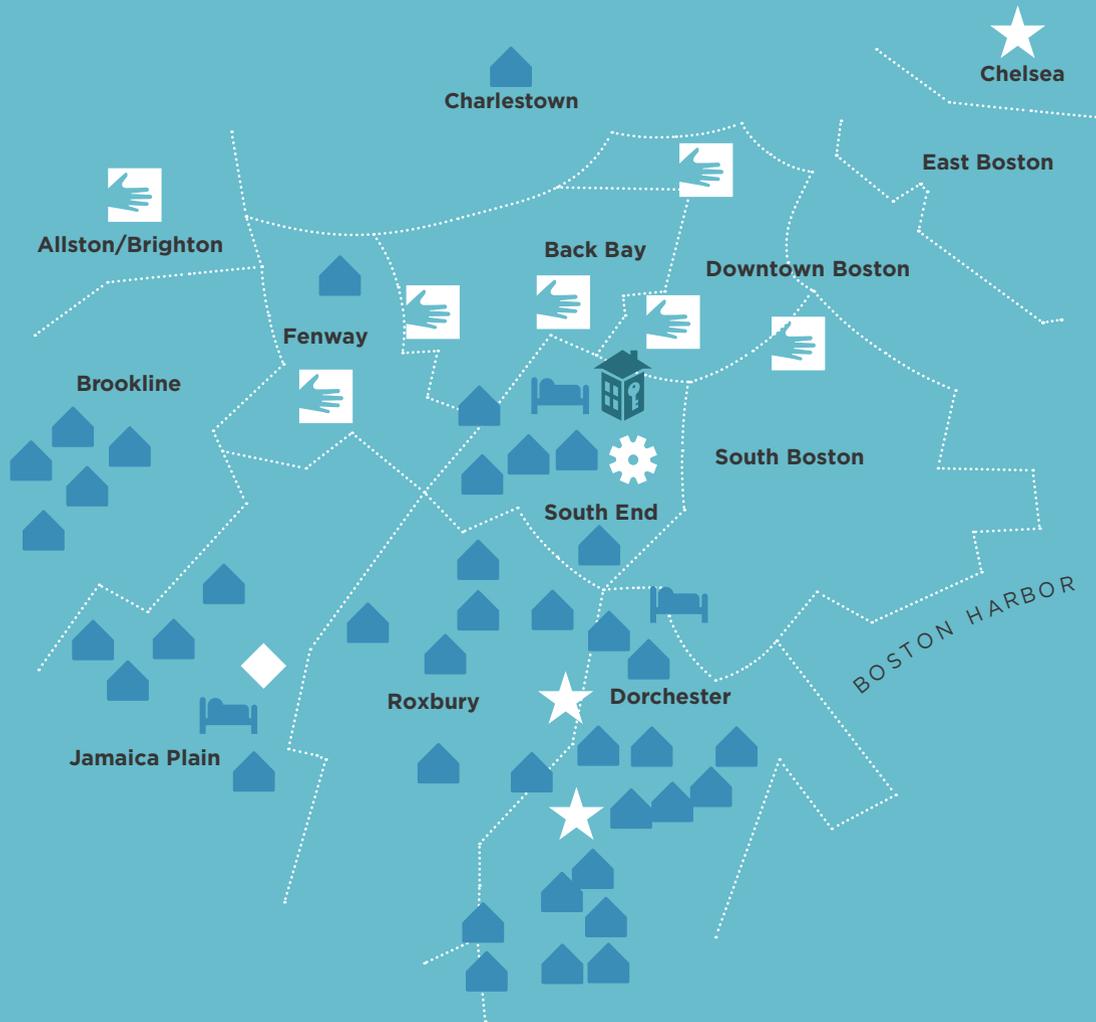
Pine Street continues to provide case management services to Ken and others to ensure that they remain stable and housed.

The "Moving On" initiative gives people living in Pine Street's housing the tools and support they need to move on to more independent housing.



# Pine Street Inn

*Reaching close to 2,000 men and women each day*



-  Pine Street Inn Headquarters, 444 Harrison Ave., Boston, MA
-  Permanent Supportive Housing
-  Emergency Shelter
-  Street Outreach
-  Job Training
-  Recovery Program
-  Veterans' Program

