



**Homeless Services Bureau  
Client Update  
November 10, 2014**

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To Homeless Services Clients:

On October 8, the City of Boston announced the closure of the Long Island Bridge. The closure has resulted in the relocation of BPHC's Long Island Shelter, transitional and rehabilitation programs and a number of human-service agencies that aid vulnerable residents from across Greater Boston.

We thank you for your understanding and flexibility during this difficult transition. We realize that the bridge closure has brought many challenges to you, our clients. Please know that your safety and wellbeing are our top priority. We will continue to address issues and concerns as they arise as quickly as possible and will communicate regularly with you as plans develop for long term solutions for relocating both our emergency shelter and transitional programs.

Please refer to the information below for the most recent updates, including details on obtaining belongings left on Long Island.

- The **current locations** are temporary; long term facilities for the shelter and programs are being identified.
- **Boston Health Care for the Homeless** has clinic hours at all of the temporary facilities, including 7 days a week from 12pm-8pm at the South End Fitness Center (SEFC).
- **Case Management** is available at Woods Mullen Shelter and at the SEFC 6 days a week in the evenings. We encourage you to speak with case management with any questions you may have.
- **Client grievances** can be submitted at Woods Mullen Shelter or the SEFC and will be heard by the assigned Grievance Administrator.
- We take the retrieval of **client belongings** very seriously. We know that many of you have belongings on the Island that you would like to retrieve. The BPHC has developed a plan to assist with the recovery of personal items left on Long Island during the relocation. It is our priority to properly store your belongings and return them to you as quickly as possible. We appreciate your patience while we coordinate this project in a fair and organized way. Please review the following procedure for client belongings:
  - We understand that not everyone has a place to store their belongings left behind in lockers and/or rooms. Therefore, we are happy to hold your belongings on Long Island for up to 3 months in order to give you a chance to find appropriate storage.
  - Beginning Thursday, November 13<sup>th</sup>, any emergency shelter guest who has a locker on Long Island can call 617-823-7676 between the hours of 9am and 5pm to request their belongings be brought back to the mainland. We ask that you provide your name, locker number and a contact number so we can communicate with you regarding your personnel effects.
  - Staff will be sent out to Long Island to pack up and retrieve those items that have been requested by clients. All belongings will be packed and secured by two staff.
  - Once we have secured a date to collect your belongings, we call you at the above mentioned phone number and establish a date and time when your belongings can be picked up. Note that weather may affect the schedule for item collection.

- Client's belongings will be safely stored at Woods Mullen Shelter, and will only be available for pick up during designated times, which you will be informed of when you call. If you are unable during those times, please contact a staff member at 617-823-7676 to arrange alternative options.
- Once belongings are collected from the Island, BPHC will only be able to hold your belongings for 7 days after guests confirm the pickup time and location due to limited space. We apologize for this inconvenience. If you do not have appropriate storage at this time, items can be kept on the island.

Clients in the community are encouraged to remain in contact with staff to receive services and regular updates. The main number to the SEFC is 617-534-6100.

Homeless Services is dedicated to serving you, our clients, and ensuring you have access to the services and resources you need. Please know we are working as quickly and diligently as we can to solve this problem. We hope to update you on plans as soon as possible. Thank you for your continued cooperation as we work together through this transition.