



WHITMAN-WALKER HEALTH

We see you.

SUPPORTIVE SERVICES GUIDE



Whitman-Walker Health’s mission is to be the highest quality, culturally competent community health center serving greater Washington’s diverse urban community, including individuals who face barriers to accessing care, and with a special expertise in LGBTQ and HIV care.

We aim to provide you with direct referrals to and contact information for service providers in the community that share our values. We rely on this network of outsiders because of their skilled support in areas we don’t have expertise in, such as food and meal service, general case management, housing, and financial assistance.

We put a lot of energy into maintaining relationships with the partners listed below. We trust the quality of services provided because of past clients’ experiences and the strength of these connections. However, it is important to us to hear about your individual experience. If you would like to provide feedback on the services received at one of the sites in this guide, please reach out to our Senior Manager of Retention and Engagement at **202.797.4457**.

Did you know...?

Whitman-Walker Health offers wellness services. Most of these services require a referral from one of our medical team members (e.g. a doctor, nurse practitioner or physician assistant).

Please contact our Wellness Coordinator at **202.745.6130** for more information on our Wellness Services.

In this guide you’ll find information on the services below (note: several organizations provide services in multiple areas so they are listed in different locations). For any site noting “Referral Required” you’ll need to ask any Whitman-Walker Health staff person to write a letter on your behalf.

HOUSING IN DC

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We know that, for many, DC offers little to no affordable housing. These are some additional resources available to assist with finding the right housing for you.

FINANCIAL ASSISTANCE

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Sometimes limited funding is available for certain populations (dependent on HIV status or income) to provide short-term assistance with utilities, rent, or other expenses. Funding is not guaranteed.

SHELTERS (Emergency Housing)

pg. 7-8

For when a person needs a place to stay that night or in the immediate future. Housing is often separated by gender.

CASE MANAGEMENT & COMMUNITY RESOURCES

pg. 9-10

These are community-based organizations that have the capacity to help with housing searches, goal-setting, obtaining documents, food referrals, or drop-in activities during the day. Many offer supportive environments to people living with mental illness.

HIV-SPECIFIC CASE MANAGEMENT

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These organizations provide medical case management to DC residents living with HIV. Specific services differ from agency to agency.

MEALS, FOOD PANTRIES, & FARMERS MARKETS

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Organizations listed include options for food pick-up/pantry services (like groceries) available on a monthly basis or hot meals/scheduled meals on a daily basis. NOTE: You can call the Hunger Lifeline to locate services nearest to you: 202.644.9807, Monday – Friday 9 am – 5 pm.

DC SERVICE CENTER

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Additional resources and services.

HOUSING IN DC

We know that, for many, DC offers little to no affordable housing. At Whitman-Walker, we strive to identify resources and maintain partnerships where staff possess the skills and knowledge to make progress in your housing needs. We refer to organizations that assist with setting a realistic budget or financial management plan; creating long-term housing goals; identifying immediate housing options (the only emergency options are shelters); or describing options for long-term financial support.

We find that the best success comes when patients are willing and able to work with someone over time, towards a housing goal. The staff at Whitman-Walker Health are not housing experts, nor do we provide legal support for housing crises, yet we will work with you to identify an outside resource—starting with these case management agencies listed in this guide. Additionally, we try to stay at the table in some of the bigger picture conversations around housing for vulnerable populations. We are committed to remaining a partner in your health care and supporting your housing work with an outside agency.

DC's Coordinated Entry and Housing Placement program is often the first step in starting the sometimes lengthy and complicated process to access housing services. For more information on this DC government program, please call the Interagency Council on Homelessness at **202.724.1338** or go online to:

www.coordinatedentry.com/about

Many local, social service organizations function as points of entry for assessment and outreach for Coordinated Entry, including Miriam's Kitchen, Friendship Place, SOME, and others. Their contact information can be found in this guide in the Case Management & Community Resources section.



















FINANCIAL ASSISTANCE

RESOURCE	FIRST MONTH'S RENT	EMERGENCY RENTAL ASSISTANCE	EVICTON PREVENTION SERVICES	EMERGENCY UTILITY ASSISTANCE
Housing Counseling Services 2410 17th St. NW, Suite 100 202.667.7006				
Catholic Charities at Southeast Family Center 2812 Pennsylvania Ave. SE 202.338.3100				
Community Partnership at the Family Resource Center (ERAP Dept.) 920 Rhode Island Ave. NE 202.312.5510				
Salvation Army 3335 Sherman Ave. NW 202.829.0100				
Salvation Army 2300 Martin Luther King Jr. Ave. SE 202.678.9770				
Salvation Army 1434 Harvard St. NW, Unit AE 202.756.2600				
SHARE Food Network 3222 Hubbard Road, Landover, MD 20785 301.864.3115				
Economic Security Administration 2100 Martin Luther King Ave. SE 202.645.4614				
Economic Security Administration 4001 S Capitol St. SW 202.645.4525				
Economic Security Administration 3851 Alabama Ave. SE 202.645.4500				
Economic Security Administration 645 H St. SE 202.698.4350				
Economic Security Administration 1207 Taylor St. NW 202.576.8000				

 Whitman-Walker logo means an approved/accessible service

*Please note that the information listed for resources in this chart may change at any time, without notice. We recommend calling the service providers to ask about resources to get further information about walk-in schedules, intake schedules, required documentation to receive services, and standard hours of operation.

FINANCIAL ASSISTANCE


UTILITY PREVENTION SERVICES	GROCERIES	SNAP, DISABILITY AND/OR TANF BENEFITS	FOOD & HYGIENE ASSISTANCE	MOVING ASSISTANCE	TELEPHONE ASSISTANCE	CHILD CARE ASSISTANCE
						
						
						
						
						
						
						
						
						


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*Please note that the information listed for resources in this chart may change at any time, without notice. We recommend calling the service providers to ask about resources to get further information about walk-in schedules, intake schedules, required documentation to receive services, and standard hours of operation.

MEN'S SHELTERS (EMERGENCY HOUSING)


Catholic Charities Housing Assistance Center


 801 East Building 2700 MLK Blvd., SE

 202.561.4014

- Open 5 pm – 7 am
- Hot meal served nightly
- Program: 24-hour transitional rehabilitation program
- For intake, call **202.561.4014x130**
- Emergency hypothermia shelter November – March

Community for Creative Non-Violence


 425 2nd St. NW

 202.393.1909

- Open 12 am – 6 pm (Monday - Friday)
- Hot meal for residents only, served by DC Central Kitchen
- 24 hour shelter: First come / First serve

Emery Work Bed Program


 1725 Lincoln Rd, NE

 202.635.1041

- Transitional Program
- Applications are accepted Monday-Friday (9 am - 5 pm) Intakes Wednesday 10 am
- No Walk- In's
- 24-hour Shelter
- Open to men who are working at least 20 hours a week and who meet other qualifications: including three recent pay-stubs, active bank account, letter from current employer, police clearance, and negative TB test.

New York Avenue Men's Emergency Shelter


 1355-57 New York Ave. NE


 202.832.2359

- Open 5 pm – 7 am
- Dinner and morning snack served
- New York Avenue Shelter Work Program
- Intake any day of week at 5:00 pm (Ask to see case manager)

WOMEN'S SHELTERS (EMERGENCY HOUSING)


Harriet Tubman Women's Shelter (including trans women)

 1910 Mass Ave. SE, Building #27

 202.795.9966

- Check in 5 pm
- Check out 9 am
- Dinner and shower access
- Program: Daytime (10 am - 4 pm) working on self-esteem, job search, housing assistance

N Street Village (including trans women)


 1333 N St. NW

 202.939.2076 | Fax: 202.939.1380

- Case management, rehab, shelter, health and wellness services
- Call for more info on specific programs and availability including transitional housing for women and families/domestic violence survivors/women 55+
- "Welcome Sessions" are offered at 9 am Monday– Friday at Bethany Women's Center that go over housing/shelter opportunities and to schedule intakes
- **Luther Place Night Shelter** - Open Monday – Friday (4 pm – 7:30 am); Sat/Sun (4 pm – 9 am) with dinner served nightly
- **Miriam's House** serves homeless women living with HIV who are in care, program supporting self-sufficiency goals, rent is 1/3 of a resident's income (intake required)

New Endeavors by Women (including trans women)

 611 N St. NW

 202.682.5825

- 24-Hour Transitional Housing
- For additional information, please go to www.nebw.org

CASE MANAGEMENT & COMMUNITY RESOURCES

Bread for the City (NW)

📍 1525 7th St. NW
📞 202.265.2400
🕒 Tuesday | 9 am - 11 am

- Housing (Coordinated Entry)
- Legal Services
- Case Management
- Drop-in Center (Clothing)

Bread for the City (SE)

📍 1640 Good Hope Road SE
📞 202.561.8587
🕒 Mon. - Th. | 9:30 am - 11:30 am

- Housing (Coordinated Entry)
- Legal Services
- Case Management
- Drop-in Center (Clothing)

Catholic Charities

📍 Multiple Locations (call for specific programs)
📞 202.939.2400
🕒 Mon. - Fri. | 8:30 am - 5 pm

- Social Services Hub (referrals)
- Mental Health Case Management
- Legal & Immigration Services
- Transitional Housing & Shelter
- Employment Services

DC Department of Employment Services (DC DOES)

📍 4058 Minnesota Ave. NE, Suite 100
📞 202.724.7000
🕒 Mon.- Th. | 8:30 am - 4:30 pm
Friday | 9:30 am - 4:30 pm

- Employment & Unemployment Services (Public Benefits, Social Security & Disability Enrollment)

DC Office of Returned Citizens Affairs (DC ORCA)

📍 2100 MLK Jr. Ave.
📞 202.715.7670
🕒 Mon. - Fri. | 9 am - 5 pm

- Workforce placement and resume assistance
- CDL training
- Voucher for Birth Certificate and ID
- Case management
- Note: These services are for individuals formerly incarcerated ONLY

Friendship Place

📍 4713 Wisconsin Ave. NW
📞 202.364.1419
🕒 Monday | 8:30 am - 11:30 am | 1 pm - 4 pm
Wed. - Th. | 8:30 am - 11:30 am | 1 pm - 3 pm

- Housing (Coordinated Entry)
- Employment Services
- ID Replacement Assistance
- Veterans Services
- Welcome Center (shower, laundry, supplies and food)

Miriam's Kitchen

📍 Virginia Ave. NW
📞 202.452.8926
🕒 Mon. - Fri. | 6:30 am - 9:45 am | 2:30 pm - 5:45 pm

- Case Management
- Drop-in Center (Clothing & Toiletries)
- Referrals (Info Hub)
- Meals | Breakfast: 6:30 am - 8 am
Dinner: 2:30 pm - 4:15 pm

N Street Village

📍 1333 N St. NW
📞 202.939.2076
🕒 Mon. - Fri. | 7 am - 4 pm
Sat., Sun. and Holidays | 9 am - 4 pm

- Residential and Transitional Housing Program for Women and Transgender females
- Case Management
- Drop-in Center
Shower, Health Services, Clothing and Activities
- SPI-DAT housing appointments
- Bethany Women's Day service

So Others Might Eat (SOME)

📍 71 O St. NW | 60 O St. NW
📞 202.797.8806
🕒 Mon. - Fri. | 8 am - 4 pm

- Case Management (Mental Health Services)
- Legal Services (Tuesdays only)
- Employment & Vocational Services
- Housing (Intake and Transitional)
- Drop-in Center | Tues. & Fri. | 8:30 am - 11:30 am
Clothing & Showers (Please bring ID)

THRIVE DC

📍 1525 Newton St. NW
📞 202.737.9311
🕒 Mon. - Fri. | 8:30 am - 5 pm

- Social Services Hub (referrals)
- Case Management
- Legal Services
- Employment Services
- Transportation Assistance
- Drop-in Center (Showers)



HIV-SPECIFIC CASE MANAGEMENT

Casa Ruby

📍 7530 Georgia Ave. NW
📞 202.355.5155
🕒 Mon. - Sat. | 12 pm - 8 pm

- Non-medical Case Management (HIV+)
- Support Groups (Transgender & HIV+)
- Legal Services
- Drop in Center (Clothing)
- Shelter

Damien Ministries

📍 2200 Rhode Island Ave. NE
📞 202.526.3020
🕒 Monday - Friday | 10 am - 5 pm

- Medical Case Management (HIV+)
- Tokens
- Food Bank

HIPS

📍 906 H St. NE
📞 202.232.8150
🕒 Monday - Friday | 10:30 am - 4 pm

- Non-medical Case Management (HIV+)
- Housing Services
- Legal Services
- Social Services Hub (referrals)
- Syringe Exchange
- Counseling Services & Support Groups
- Drop in Center (Clothing, Showers, Laundry)

24-Hour Hotline 1.800.676.4477

Homes for Hope

📍 3003 G St., Apt. A, SE
📞 202.582.0169
🕒 Monday - Friday | 9 am - 5 pm

- Non-medical Case Management (HIV+)
- Transitional Housing Program
- Employment Services
- Support Groups

Us Helping Us

📍 3636 Georgia Ave NW
📞 202.446.1100
🕒 Monday - Friday | 9 am - 6 pm

- Non-medical/Social Services Case Management (Youth in Maryland site)
- Mental Health Support Groups (Transgender, HIV specific and/or regardless of status)

The Women's Collective (TWC)

📍 3230 Pennsylvania Ave., SE #200
📞 202.483.7003
🕒 Monday - Friday | 9 am - 5 pm

- Medical Case Management (HIV+)
- Social Services Hub (referrals)
- Mental Health Support Services

MEALS, FOOD PANTRIES, & FARMERS MARKETS

MEALS

Miriam's Kitchen

📍 2401 Virginia Ave. (basement of Western Presbyterian Church at 24th & G St. NW)
📞 202.452.8926

- Monday – Friday, all year long (no matter the holiday or weather emergency)
- Breakfast: 6:30 am – 8 am
- Dinner: 2:30 pm - 4:15 pm

So Others Might Eat (SOME)

📍 71 O St. NW
📞 202.797.8806

- Every day of the year
- Breakfast: 7 am – 8:30 am
- Lunch: 11:00 am – 1:00 pm

Thrive DC

📍 1340 U St. NW
📞 202.737.9311

- Daily Bread/Daily Needs: Breakfast for men, women, families; lunch to go, emergency grocery bags, fresh fruits and vegetables
- Mon. - Wed. - Fri. | Hot Breakfast, Tues. - Thurs. | Sandwiches
- Fresh Food Fridays - Every Friday 1 pm - 2 pm
- Dinner Program: Nightly nutritious dinner for women and children (safe, peer-supported) Starts at 3 pm, Doors open at 2 pm

FOOD PANTRIES

If you're in need of an immediate referral to a local food bank/pantry for services, please ask any Whitman-Walker staff person and they can assist you.

Bread For The City Food Pantry - NW

📍 1525 7th Street, NW
📞 202.265.2400
🕒 Monday - Thursday | 8:30 am - 5 pm (Closed 12 pm - 1 pm)
Friday | 8 am - 12 pm

MEALS, FOOD PANTRIES, & FARMERS MARKETS

FOOD PANTRIES (CONTINUED)

Bread For The City Food Pantry - SE

📍 1640 Good Hope Road, SE

☎️ 202.561.8587

🕒 Monday - Thursday | 9 am - 5 pm (Closed 12 pm - 1 pm)
Friday | 9 am - 12 pm

DC Food Finder (formerly tied to Capital Area Food Bank)

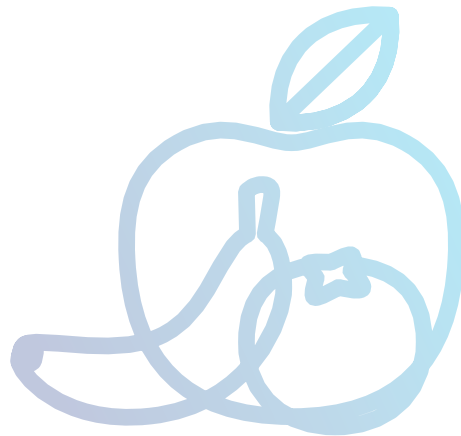
- Enter your zip code at the following website - cafb.auntbertha.com - to search for any of the services in food, healthcare, housing, job training and more.
- Call the Hunger Lifeline for personalized recommendations to community food resources over the phone: 202.644.9807 (Monday –Friday 9:00 am – 5:00 pm)

FARMERS MARKETS

Fresh Farm

☎️ 202.362.8889

- Promotes sustainable agriculture and improves food access and equity in the Mid-Atlantic Region
- Please call for more information on weekly farmers markets in and around DC, MD, and VA
- SNAP/WIC accepted at several farmers markets
- When customers use their nutrition benefits (like SNAP/WIC), FreshFarm will match up to \$10 per customer per day
- Any DC resident who is enrolled in a qualifying program (SNAP/Food Stamps, WIC, Senior Grocery Plus/SFMNP, Medicaid/QMB, SSI Disability, or TANF) is eligible to receive an additional \$10 in produce vouchers every week at participating farmers markets.



DC SERVICE CENTER

In the case of an emergency when immediate services are needed from the police, EMS and/or fire department, call:

Emergency/Police	911
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In non-emergency services are needed from the Metropolitan Police Department, call:

Non-emergency	202.727.9099
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Contact the DC Department of Mental Health when and/or if you or someone you know experiences a crisis situation by calling:

Mental Health Crisis	202.673.9300
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If you or someone you know is the victim of a hate crime, contact the DC Hate Crimes Hotline or any of the other resources listed below:

Victim of Hate Crimes	202.727.0500
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DASH Hotline (District Alliance for Safe Housing)	202.462.3274
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National Center for Victims of Crime	800.394.2255
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If you or someone you know is the victim of sexual assault, contact the DC Rape Crisis Center or any of the other resources listed below:

DC Rape Crisis Center	202.333.7273
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National Sexual Violence Resource Center	877.739.3895
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RAINN (Rape, Abuse and Incest National Network)	800.656.4673
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National Domestic Violence Hotline	800.799.7233
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Men Can Stop Rape Hotline	202.265.6530
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DC Crime Victims Compensation Program Hotline	202.879.4216
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The Department of Behavioral Health (DBH) certifies a network of community based providers in the public behavioral health system to provide substance use disorder services including detoxification, residential and outpatient services based on the level of need. It also provides a range of prevention and recovery services. DC APRA Hours of Operation: 7am - 6pm. For same day service, arrive before 3:30pm.

DC Addiction Prevention and Recovery Administration (APRA)	202.727.8857
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Disability Services

DC Department of Disability Services	202.730.1700
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WMATA Transportation Services

DC MetroAccess	202.962.2700
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Parks & Recreation

DC Department of Parks and Recreation	202.673.7647
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Public Information

DC Public Information Office	202.727.4383
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@whitmanwalker