

# PARISH OUTREACH

## RESOURCES

**Carol Engstrom**

**Char Poisall**

**St. Mary, Tampa**

Emergency Assistance  
Disaster Relief  
Utility Assistance  
District Thrift Stores  
Food Center  
Food Pantries  
Homeless/Shelters  
Housing  
Prison Ministry  
Center of Hope  
Soup Kitchens



# St. Vincent de Paul Society

## SVDP

**DON'T HAVE ONE GET ONE**

Central Council of the Diocese of St. Petersburg      813-831-5100

Upper Pinellas District      727-447-6165

South Pinellas District      727-823-2516

Pasco District      727-845-8283

Hernando-Citrus District      352-688-3331

East Hillsborough District      813-645-5255



West Hillsborough District      813-977-7843

# CATHOLIC CHARITIES



**Catholic Charities**

*Diocese of St. Petersburg, Inc.*

-   **Catholic Charities**  
*Diocese of St. Petersburg, Inc.*
- 727-893-1314
- [www.ccdosp.org](http://www.ccdosp.org)
- Homeless, Housing, Financial Assistance, Immigration, Refugee Resettlement, Disaster Relief, Pregnancy Centers, Veteran Assistance, and more

Serves Citrus, Hernando, Hillsborough, Pasco and Pinellas Counties

# CRISIS CENTER OF TAMPA BAY



813-964-1964 or 211

Referrals for Community Resources

Trauma Counseling

Travelers Aid

Suicide Prevention Services

Domestic Violence/Abuse

Financial Assistance

Food Banks

Homeless

Housing

# DIOCESE OF ST. PETERSBURG

## DOSP

- Website is an invaluable source of resources.

[www.dosp.org](http://www.dosp.org)

727-344-1611

- Social & Health Care Services
- Housing
- Immigration
- Shelters
- Prison Ministry
- Project Rachel (post abortion)
- Victim Assistance
- Food & Clothing Ministries
- Financial Assistance- see utility assistance

# FINANCIAL ASSISTANCE

- SVDP see list of District phone numbers
- Catholic Charities 727-893-1314
- Counties' Neighborhood Service Centers
- Salvation Army Divisional Headquarters 813-962-6611
- Diocesan Web site [www.dosp.org](http://www.dosp.org)
- Various County Websites
- Crisis Center near you or 211

# RENTAL ASSISTANCE/HOUSING

- Catholic Charities 727-893-1314
- SVDP 813-962-6611 (Headquarters)
- DOSP 727-344-1611
- Family Support Services 813-269-9949
- Various Counties' Human Services Assistance Programs found on Counties' Web sites
- Neighborhood Service Centers



# UTILITY ASSISTANCE

- SVDP
- DOSP                      727-344-1611
- Check with area Electric Company
- Salvation Army   813-962-6611 (District Headquarters)
- Check with County Web site and Social Services Departments

Citrus County                      352-577-5200

Hernando County                352-296-1425

Hillsborough County        813-301-7341

Pasco County                      727-834-3297

727-352-521-5173

Pinellas County                727-825-0442

# FOOD

- SVDP Food Pantries
- Food Pantries within the county and at various churches
- Meals on Wheels
- Tampa Bay Area Network to End Hunger  
([www.NetworktoEndHunger.org](http://www.NetworktoEndHunger.org))
- Missions in your area (Santa Maria Mission, Tampa)
- Soup Kitchens in area
- Metropolitan Ministries
- Salvation Army

# HOMELESS

- Salvation Army Emergency Shelters      Women    813-226-0055  
Men      813-221-4440
- Pinellas Hope      727-556-6397
- Metropolitan Ministries      813-232-3808
- Catholic Charities      727-893-1314
- SVDP in your area
- Pasco County Homeless Coalition      727-842-8605
- Citrus County      352-344 1001
- Hernando County      352-754-4160
- Hillsborough County      813-223-6115
- DOSP website      [www.dosp.org](http://www.dosp.org)

# VETERANS

- VA Hospitals
- CARES SVDP Program for Homeless Veterans 727-433-1660
- DOSP website
- Catholic Charities 727-893-1314
- Florida Veterans Support Line 1-800-693-5838
- Individual Counties have Veteran Assistance group on websites.

# BEHAVIORAL AND MENTAL HEALTH



- Abuse Hotline 800-962-2873
- Crisis Centers
- Foundation of Life Pregnancy Center (CC)
  - Abuse/Abortion
- Guiding Star Pregnancy Ctr. (Tampa)
  - In the Wildflower Women Retreat for Sexual Abuse 813-843-8969
- Catholic Charities
- DOSP
- Life Path Hospice
- Legal Aid

# OTHER OUTREACH PROGRAMS

- Different Counties and churches have various programs
  - Bereavement
  - Prison Ministry
- Legal Aid
- Spiritual Guidance
  - Franciscan Center, Tampa
  - House of Prayer,
  - St. Leo Abbey, St. Leo, FL

# Citrus County Reference Guide

352-527-5900

- Housing 352-527-7520
- Shelters
- Veterans
- Community Legal Aid 352-726-8512
- Mental Health Crisis Line 352-726-8512
- Resource Center 352-527-5900
  - Housing, Veteran Services, Senior Care

# Hernando County Reference Guide

352-523-6958

- SVDP 352-688-3331
- Food Banks
- Salvation Army 352-796-1186
- Clothing



# Hillsborough County Reference Guide

813-631-4320

• Salvation Army	813-221-4440
• TECO	813-272-9650
• Family Support Services	813-264-9949
• Tampa Homeless Initiative	813-223-6115
• Metropolitan Ministries	813-299-1000
• Meals on Wheels	813-238-8410
• Crisis Center	813-964-1964
• SVDP Food Pantry/Thrift Store	813-977-7057
• Santa Maria Mission Food/Meals	813-910-3575

# Pasco County Reference Guide

352-523-6958

- Housing 352-527-7520
- Financial Assistance 855-643-3527
- Community Legal Services 352-726-8512
- Mental Health Crisis Line 352-726-7156
- Coalition of the Homeless 727-842-8605 ext. 7003
- Metropolitan Ministries 727-937-3268
- Electric & Utilities (check website for West and East Pasco numbers)
- Resource Center 352-527-5900
  - Housing, Veteran Services, Senior Care

# Pinellas County Reference Guide

727-464-3000

- Housing Finance Authority 727-223-6419
- Family Housing Assistance Program 727-464-4200
- Metropolitan Ministries Clearwater & Pinellas Park
- Salvation Army 727-466-4177
- Human Services 727-210-4211
  - Financial Assistance, Veterans, Homelessness, Health Care
  - Utilities- various sites on website

# BEST PRACTICES

- Greet everyone pleasantly, you never know their situation
- Just be a listener
- Be ready to assist those with numbers for resources that are not in your area or church boundaries.
- Have a printed list of Food Pantries ready in your area to give to walk-ins needing food immediately if you do not have a food pantry at your church.
- Keep bags of canned foods in the office for walk-ins.
- Do not keep money in the office area.
- Everything is done by phone (SVDP). Keeps walk-ins to a minimum.

- When a person calls or stops in that is not in your area, have a list of Church, Diocesan, and Community resources on a bulletin board or in a book for ease of finding needed information .

SVDP Societies with zip codes

County Financial Assistance Sites

Crisis Centers in your County

Food Pantries

Church numbers in surrounding area

DOSP number

Catholic Charities number

# Aggressive or Belligerent Behaviors

- Remain Calm
- Stay pleasant
- Give a listening ear
- Keep even tone of voice
- Watch body language
- Repeat what you need to say, keep repeating in calm voice
  - I cannot assist you, but here are some resources...
  - I did not say..., I said.....
  - I understand you are upset about.....Let me give you some numbers to call.
  - No, I am not yelling at you.
  - No, I am not being rude, I am trying to give you information.
  - If you continue to use profanity, I am going to need to hang up now.

# SAFETY

- Walk-ins who will not leave until they get what they want
  - Have plan for another staff member to be near by and able to hear what is going on so they can alert other staff if necessary or call the Sheriff or police.
  - Wait them out as long as possible. Most eventually leave. Every so often remind them that you have given them resources to use.
- Threatening Phone Calls

If belligerent caller continues to threaten to come to the office, alert necessary staff thru a pager system or some other predetermined method that someone may be coming on the grounds, to lock all outside doors. Have a safety plan.