

Client Resource Guide

www.asgcc.org

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This manual is dedicated to those who have died from
HIV/AIDS.

The Great Book is a compilation of all of the names of those Cape residents who have passed
away each year since 1980.

The Great Book is on display for public viewing in the
Great Room of the ASGCC, Provincetown location.

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Introduction & History

Founded in 1983, the Provincetown AIDS Support Group (PASG) has filled a vital role in serving the needs of people infected and affected with HIV and AIDS on Cape Cod which maintains and enhances their quality of life. In 1995, the PASG began construction on the Cape's first housing facility for people with AIDS, Foley House. In 1996, PASG expanded across the Cape, opening up two satellite offices in South Yarmouth and Falmouth to provide services to people with HIV. These affiliate offices operated under the PASG as the Upper Cape AIDS Network ("U"CAN) in Falmouth, and Cape AIDS Resources Exchange and Services (CARES) in Yarmouth. In June of 2002, the Falmouth and South Yarmouth offices were moved into one location in Hyannis, and to reflect the continued commitment to provide quality services across the Cape, the organization changed its name to the AIDS Support Group of Cape Cod (ASGCC). In July of 2005, ASGCC began providing Client Services to Martha's Vineyard.

The ASGCC is the lead agency for the Cape & Islands Service Coordination Collaborative (SCC), which includes all of Cape Cod (Barnstable County), Martha's Vineyard (Dukes County) and Nantucket (Nantucket County). The ASGCC is funded primarily through the Massachusetts Department of Public Health AIDS Bureau and private fundraising sources.

The mission of the ASGCC is to provide services to that maintain and enhance the quality of life of persons living with HIV and AIDS within Cape Cod and Martha's Vineyard's communities, and provides health education/prevention/harm reduction outreach to Barnstable County in timely and accurate information about HIV/AIDS, STDs, and Viral Hepatitis. The services are client driven and family centered, however family is defined. Whenever possible, efforts will be made to address the global epidemic.

The ASGCC, through its services, has consistently addressed the needs and challenges of the ever-changing face of HIV/AIDS. This manual is your link to entitlement and social services available, and assists you to make the best personal decision about your care, treatment and services. All clients are eligible for all services unless otherwise noted. If you have any questions about the services listed in this manual, please call your case manager.

YOU have an important role to play. As a client of the ASGCC, your needs and goals are vital. Your involvement in all aspects of what we can do make a profound difference in what we do and how well we do it. Client involvement reminds us that we are at our best when we have autonomy over the decisions affecting our lives. Client participation at the ASGCC is based on the belief that the experience, knowledge and perspective of the very individuals directly affected by HIV, are essential to any work we try to do to address this epidemic. Your voice must be heard to make sure that your needs are truly being met. Your voice is heard within the ASGCC in two different ways: Client representation on the Board of Directors and the Client Advisory Board. They are here to represent and address your needs and you can consider consulting with these Boards and/or becoming part of these groups.

Client Advisory Board

The mission of the ASGCC Client Advisory Board (CAB) is to provide advice to the staff and management of the ASGCC, Outer Cape Health Services, and the Infectious Disease Clinical Services of Cape Cod Hospital and to work collaboratively on a range of strategies, policies and programmatic issues affecting the lives of people living with and/or affected by HIV/AIDS.

As a diverse group of people living with HIV/AIDS, ASGCC CAB operates under the belief that the opinions, experience, and expertise of individuals directly affected by HIV/AIDS are essential for developing strategies to effectively address issues raised by the HIV/AIDS epidemic.

ASGCC CAB currently meets on the first Friday of each month, alternating between the Hyannis and Provincetown offices. Months when Service Coordination Collaborative (SCC) meetings occur, the CAB meets before these meetings on the Cape Cod Hospital campus. Every client is welcomed to attend the meetings, and they are open to the public as well. Minutes are taken at each meeting and published in the ASGCC Monthly Newsletter (in abbreviated form called "CAB Highlights"). A file of CAB documents is kept by the CAB-Co-Chairs for anyone interested in reviewing CAB literature. CAB files contain the following:

- CAB Mission Statement, By-Laws/Code of Conduct Statement and all Meeting Minutes
- Memos sent to the CAB from various organizations
- Minutes of the Provincetown Gay Men's AIDS Prevention Project (PGMAPP)
- Minutes of the Service Coordination Collaborative (SCC) General Membership meetings
- Statewide Consumer Advisory Board (SWCAB) Bylaws, Mission and Vision Statements and Goals

If you are interested in joining ASGCC CAB or finding out more about us, please call 508-487-9445 and ask for Voice Mail Box #43 and someone will contact you to answer your questions.

CAB By-Laws/Code of Conduct:

ASGCC CAB operates in an environment of mutual respect and collaboration. The following are guidelines to facilitate the conduct of ASGCC CAB business.

1. The ASGCC CAB operates its general meetings according to a modified Robert's Rules of Order. Therefore:
 - a) Resolutions and other measures are addressed through a process that includes a proposal, a second, a period of discussion, and the vote of determination or consensus.

- b) Individuals are recognized by the Co-Chair facilitating the meeting when they wish to speak;
 - c) Speakers are expected to be concise in their presentation so that all viewpoints may be heard;
 - d) Members are encouraged to refrain from speaking, hand raising, laughing or otherwise interrupting one another when someone has the floor.
 - e) All committee and other reports should be submitted in writing if requested by the CAB.
2. In order to assure an atmosphere of trust, members are expected to:
 - a) Maintain confidentiality about the nature of conversations that go on in the CAB general and committee meetings;
 - b) Transmit information they receive to the field in a way that reflects a respectful partnership with one another and with their state and local agency colleagues.
 3. Comments which reflect homophobia, racism, and sexism, or are of a personal, non-CAB related nature are unacceptable in the context of CAB interactions and discussions and can be grounds for status review by the members.
 4. No person shall partake of CAB meetings or discussions who are under the influence of alcohol and/or illegal substances.

Client Representation on the Board of Directors:

The Board of Directors (BOD) of the ASGCC is drawn from all segments of the Cape community. Representation includes clients, and the ASGCC is specifically required to have clients as full and equal members of the BOD. Ask your case manager for the names of the clients who currently sit on the BOD. Clients who sit on the BOD provide direct input concerning any and all programs the agency is considering. The BOD is the final decision maker concerning all aspects of what the ASGCC provides. Simply put, the BOD determines what the ASGCC is all about, and this cannot be done well without your voice being heard. Talk with these representatives to let them know what your experiences have been and what you see as your needs. Also, the CAB reports monthly to the BOD, so attending CAB meetings will also ensure your voice is being heard. Membership on the BOD is by election. You might also want to consider running for the BOD yourself. Annual elections are in June and vacancies occur periodically. Notices of such are public information, and a letter of intent to run for a vacant seat must be submitted to the President of the BOD or the Executive Director.

Cape & Islands Service Coordination Collaborative

The Purpose of the Service Coordination Collaborative (SCC):

The purpose of the Cape & Islands Service Coordination Collaborative (SCC) is to improve and facilitate access to medical care and support services for individuals living with HIV/AIDS on the Cape, Martha's Vineyard and Nantucket. Coordination among care and service providers, with input from clients, will be the basis for the SCC's work.

Scope of SCC's Work:

The scope of the SCC's work will be defined by the goals established by the Massachusetts Department of Public Health (MDPH) HIV/AIDS Bureau for SCCs. In particular, the Cape & Islands SCC will focus its efforts on addressing the needs of homeless injection drug users and Portuguese speaking people living with HIV/AIDS on Cape Cod & the Islands. The SCC's goals are:

1. Improve the referral network of existing resources;
2. Access service system quality;
3. Identify and address service gaps;
4. Maximize access to services while minimizing inefficiencies.

The SCC will have three categories for membership:

1. **Required Provider Members:** Any provider agency that holds a client services, residential support services, enhanced medical management, comprehensive home health, or correctional health contract with the HIV/AIDS Bureau is required to be a member and participate in the SCC. Those agencies are the AIDS Support Group of Cape Cod (ASGCC); Foley House (a residential program of ASGCC); Cape Cod Hospital; Outer Cape Health Services; Barnstable County Sheriff's Department; and the Town of Provincetown.
2. **Clients:** Any individual living with HIV/AIDS, or the parent or guardian of a minor living with HIV/AIDS, who lives or receives services on Cape Cod & Islands, may be a member of the SCC. Clients must account for at least 25% of the SCC membership.
3. **Voluntary Provider Members:** Any other provider agency that would like to participate in the SCC may become a member. To become a member, the agency must contact the ASGCC (the SCC's convening agency) and make a commitment to participation in the SCC's work.

Participation by Non-Members:

Individuals or entities that are not official members of the SCC may participate in one of three ways:

1. Non-members may attend and observe meetings without actively participating;
2. Non-members may choose to participate in certain activities or on particular ad hoc committees that are of interest to them without making a full commitment to membership; or

3. The SCC membership may invite non-members to participate in specific meetings to provide information on a designated topic.

Communication Among Members and Meeting Attendees:

In order to facilitate an open and collaborative discussion, meeting attendees agree to the following rules:

1. Only one person will speak at a time and no one will interrupt when another person is speaking.
2. Each person will express his or her own views rather than speaking for others at the table.
3. No one will make personal attacks or issue statements blaming others for specific actions or outcomes.
4. Each person will make every effort to stay on track with the agenda and to move the discussion forward.
5. Each person is expected to communicate concerns, interests, and ideas openly and to make the reasons or their disagreements clear.
6. In order to encourage open, frank, and informal dialogue, meetings will not be tape recorded or videotaped by the facilitators. However, given that meetings will be open to the public, members must understand that others (including the media) may wish to tape record and/or videotape meetings, as long as they notify the group of such action publicly and clearly prior to taping.
7. When speaking with others outside the SCC, members will be clear that they are representing their views and concerns as an individual or as an organizational representative and cannot speak for the SCC as a whole.
8. Members will abide by these ground rules when communicating with one another on SCC business whether via phone, email or other means.

Meeting Minutes, Notification, and Frequency:

The facilitator (ASGCC) will prepare minutes of each meeting, including input offered, action items, next steps, and key issues. The meeting minutes will be distributed in draft form to the SCC members for review and approval within 15 days of the meeting. Notice of SCC meetings will be made via email, regular mail, and/or by posting meeting dates in area publications. The Cape & Islands SCC will meet five times per year at Cape Cod Hospital in Hyannis. Times and locations of meetings may vary and will be communicated to members by the facilitator at least 10 days before each meeting.

Public Attendance, the Media, and Confidentiality:

All SCC meetings will be open to the public and the media. As a result, meeting participants should take great care not to disclose information that is of a sensitive or personal nature. If a discussion about a particular person or agency is necessary, the group should say “this person” or “the agency in question” or some other neutral designation in lieu of the person’s or agency’s name. If a participant is unsure about how to discuss an issue without revealing personal information, the participant should

POLICIES

Pledge of Confidentiality

The ASGCC maintains confidentiality of information, charts, and records pertaining to the client and services received by the client-except as otherwise required by law (the following information must be disclosed: Harming oneself, harming another person, and the abuse and/or neglect of a child, a disabled person, and/or an elderly person). Release of any information requires the client to sign a release of such information. This information does not apply to statistical data, which may be required by funding sources such as Massachusetts Department of Public Health, HIV/AIDS Bureau. In such cases, the client's identity is not made known to the funding source.

As a client, you understand that in the course of your experience with the ASGCC, you may learn certain facts about fellow clients using services that are of a highly personal and confidential nature. Information includes, but is not limited to, a person's physical and mental health condition, medical treatment, finances, living arrangements, employment, sexual orientation, relations with family members, and use of ASGCC services.

In addition, you understand that you may learn certain facts about the ASGCC and its operations that are of a confidential nature and/or are not to be disclosed with anyone other than the party or parties involved. Information includes, but is not limited to, finances and policies, donor information, operating policies and procedures, personal and professional information regarding staff, employment records and status, salary information, staff and departmental meetings, and anything that may transpire in the natural course of the business of the ASGCC.

You understand that all such information must be treated as confidential. You agree not to disclose any such information to any person not employed with ASGCC, unless authorized by the ASGCC and the appropriate party has signed a consent form releasing the specified information to the specified person(s) for a specified period of time.

The Pledge of Confidentiality will be maintained while you receive services and even after services have ended with the ASGCC.

You understand that violation of this confidentiality policy may result in termination of you services or volunteer status and may be grounds for legal liability.

Membership Rights and Responsibilities

The following statements have been designed to protect and to ensure the safety of the ASGCC's clients, volunteers, and staff. This policy has grown out of a desire to provide an environment in which all persons are treated with respect; where they will experience hospitality and respite from the stresses of their lives, and where they will receive help in addressing issues relating to living with HIV/AIDS.

I agree to contribute to:

1. A confidential environment...

Who I see here, what I hear here, let it stay here.

2. A supportive environment...

I will conduct myself appropriately at all times, be helpful and respectful to others, and refrain from abusive language or behavior.

3. A physically and emotionally safe environment...

I understand that this is a shared environment. I will leave my personal agenda regarding race, sexual identity, ethnicity, or religion outside the ASGCC.

4. A neat and clean environment...

I agree to eat only in the dining area, and to clean up after myself.

5. A smoke free environment...

I understand this is a smoke free building. I agree to respect the smoke free environment.

6. An alcohol and drug free environment...

I agree not to exhibit or encourage behavior that promotes alcohol and drug abuse while at the ASGCC or any ASGCC activity/event.

I am part of a community with a common goal.

I want to be a part of the ASGCC. By coming to the ASGCC and taking part in the programs and activities here, I agree with the above Rights and Responsibilities and, therefore, agree to contribute to the empowerment of the ASGCC community.

I understand that if ever my behavior does not comply with the above Rights and Responsibilities, my membership in this community can be suspended and/or revoked according to established guidelines.

Suspension Guidelines

Breach of Confidentiality:

Any client who breaches the confidentiality of another client about his/her membership at the ASGCC or issues relating to HIV/AIDS status will be issued a verbal warning. A client found breaking confidentiality a second time would be automatically suspended from the ASGCC premises for thirty days. If he/she wants to come back to ASGCC after suspension/probation he/she must meet with ASGCC Management to review the Rights and Responsibilities and Pledge of Confidentiality.

If a client's guest breaks confidentiality in any way, the client will lose the right to bring guests to ASGCC for thirty days and the guest will not be allowed to return to ASGCC.

Alcohol and Drug Use:

Alcohol and drugs are not allowed at the ASGCC.

If any client is seen selling drugs or alcohol at the ASGCC, the staff will notify the police immediately.

He/she will be automatically suspended from the ASGCC premises until ASGCC Management can review the client's case to decide on appropriate terms.

Any client coming into the ASGCC who is in possession of or judged to be under the influence of alcohol or drugs or who appears overmedicated will be asked to leave by ASGCC staff; ASGCC management may give the client a written warning. The written warning begins a probationary period of six months. If a client comes into the ASGCC during his/her probationary period under the influence of alcohol or drugs, the client will automatically be suspended for thirty days from ASGCC premises including transportation services. After the client's suspension, he/she must meet with ASGCC management for review.

The police will be called if a client who is asked to leave refuses to or causes disruptive behavior and he/she will be automatically suspended until ASGCC management can review the client's case to decide on appropriate action.

If a client's guest comes to the ASGCC under the influence of alcohol and drugs, the client will lose his/her guest privileges for thirty days and the guest will not be allowed to return to ASGCC.

Inappropriate Behavior:

Inappropriate behavior is defined as any incident where physical action and/or verbal comments are made by a client that threatens the well-being and safety of others. This includes, but is not limited to: sexual harassment, indecent exposure, sexually explicit behavior, physical violence or violent acts, and verbal abuse.

When an incident occurs the following steps will be taken:

1. The police will be called when physical or verbal actions threaten the safety of others and/or self, i.e. suicide.
2. The staff will document the incident. A copy will go in the client's file and a copy given to the ASGCC Management.
3. Management will speak to the client regarding the incident. The specific behavior will be brought to the attention of the client and the reason it is inappropriate.
4. After the meeting if further action is warranted, the client may be suspended and will be notified in writing by Management. The client will be informed as soon as possible regarding possible change in their penalty.

If a client's guest is involved in this type of incident, the client will lose their right to bring guests to ASGCC for thirty days and receive a letter about the incident. The guest will not be allowed to return to ASGCC.

Continued infractions of this nature may result in loss of client services at ASGCC.

Theft:

Clients are encouraged to report all acts of theft they witness to a staff member. "Theft" can be of ASGCC property or any personal property of a person inside the ASGCC and the police may be called.

Theft will not be tolerated at ASGCC. Any client or guest caught stealing by staff may be subjected to automatic suspension of services. The client caught stealing will be suspended from the ASGCC premises for thirty days and will be on probation for six months thereafter. Probation will start when the client is notified by the ASGCC Management. Guests will not be allowed to return to ASGCC.

If a client reports that they have observed a theft by another client, ASGCC Management will review the complaint. Management will inform the accused client of the nature of the complaint made against him/her. He/she will be offered the opportunity to respond to the complaint. After the meeting if further action is warranted, the client may be suspended and will be notified in writing by ASGCC Management.

Multiple Infractions:

- 1st infraction a client may receive a written warning or suspension depending on the severity of the infraction.

- 2nd infraction a client may receive a 30-day loss of in-house services and transportation privileges.
- 3rd infraction a client may receive a 60-day loss of in-house services and transportation privileges.
- 4th infraction a client may receive a 90-day loss of in-house services and transportation privileges.
- The length of probation and/or loss of privileges may be dependent upon the severity of the infraction.
- ASGCC has the right to refuse service to anyone.

If a client breaks two or more of the Rights and Responsibilities during an incident, the client will be penalized on all of his/her actions. Suspensions will be applied cumulatively. While on probation if a client has another infraction against the Rights and Responsibilities the information will be reviewed and he/she may have additional penalties ranging from additional probation to suspension of client privileges.

Appeals:

After a decision has been made by the ASGCC Management, clients have the right to appeal the decision. After a client has been informed of his/her suspension or loss of privileges, he/she has ten days to submit an appeal to the Executive Director. The request must be in writing.

The Executive Director will inform the client of the date and time the appeal will be heard at least three days in advance. After the client presents his/her case, the Executive Director will decide whether the penalty is suitable. If the Executive Director decides that the penalty is suitable, the original decision will stand. If the Executive Director decides that the penalty is not suitable, he/she can decide to lessen or drop the penalty. The client will be informed as soon as possible regarding possible change in the penalty.

The ASGCC has the right to refuse service to anyone.

Guests are held to the same standards of conduct as consumers of ASGCC.

Non-residency Program or Staff Grievances:

A client may express a complaint with a non-residency program or staff member through the following procedure. This procedure is intended to protect the rights of the client and the rights of the staff, as well as the rights of the ASGCC as an AIDS Service Organization (ASO).

1. The client should first inform the case manager of the complaint unless the case manager is the subject of the complaint, in which case the client should begin with Step 3. The complaint should be made in writing. A written complaint is strongly

- recommended as it allows the client the opportunity to identify the specific nature of the complaint.
2. The client's case manager is responsible for taking steps to address the complaint. If the client is dissatisfied with this outcome, a complaint may then be registered with the Client Services Director/ASGCC Management.
 3. The Director is then responsible for taking steps to address the complaint. The Director will interview the parties involved and attempt to arrive at an informal resolution to address the nature of the complaint. The Director will also inform the CAB of the general nature of the complaint and how it is being addressed without divulging the client's identity.
 4. If an informal resolution has been reached which the client does not believe resolves the initial complaint, the client may then approach the Executive Director for a formal case review. The Executive Director will then call a meeting of the client, the Client Services/Management Director, the case manager, as well as other involved parties. The purpose of the meeting is to discuss the concerns of the client and determine a solution that is satisfactory to all AND respects the rights of the involved parties, including that of the individual programs and the organization as a whole.
 5. The client will then receive written notification of the formal resolution of the complaint within 5 working days.
 6. If the matter has not been resolved to the client's satisfaction, the consumer may then take the opportunity to refer the matter to the Client Advisory Board who can either agree with the decision reached, or disagree with it and make their own recommendation to the Board of Directors (BoD).
 7. If the matter has not been resolved to the client's satisfaction by the ASGCC BoD, then the consumer may take the complaint to the Consumer/Client Office of the MDPH HIV/AIDS Bureau to Sophie Lewis, Director (617-624-5366)

Residential Case Review:

The Foley House has specific procedures for conflicts or grievances within Foley House. Please refer to the Resident's Program Guide to Foley House Policies and Procedures for details.

Office/Holiday Hours

- The ASGCC, Provincetown office is opened daily Monday through Friday from 9am – 5pm, except Holidays.
- The ASGCC, Hyannis office is opened daily Monday through Friday from 8:30am – 4:30pm, except Holidays.
- The ASGCC will be closed in observance of the following days:

New Year's Day	Labor Day
Martin Luther King's Birthday	Columbus Day
President's Day	Veteran's Day
Patriot's Day	Thanksgiving Day
Memorial Day	Day after Thanksgiving
Independence Day	Christmas Day

Office Locations

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96-98 Bradford Street
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800-905-1170
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ASGCC, Hyannis
428 South Street
Hyannis, MA 02601
Phone: 508-778-1954
866-990-2437
Fax: 508-778-4501

Foley House
PO Box 1522
Provincetown, MA 02657
Phone: 508-487-6440
Fax: 508-487-6409

Prevention & Education & Needle Exchange
336 Commercial St. Unit # 10
Provincetown, MA 02657
Phone: 508-487-8311
Fax: 508-487-5914

Inclement Weather Policy

The safety of our client, volunteers, and staff is of paramount importance to us. If a state of emergency is declared due to inclement weather, then the ASGCC offices will be closed. If the local school system is closed due to snow/inclement weather, then all volunteer rides are also cancelled, again for the safety of both the client and the volunteer. In the event of a potential closing, ASGCC will attempt to anticipate the needs of our clients and meet these needs before the closing occurs.

If an emergency arises, please call 911 for assistance.

SERVICES

Case Management

Case management is one of the first programs consumers are introduced to at the ASGCC. The case manager's primary function is to link the consumer to the appropriate services, including other agencies such as Social Security and MassHealth, or to many of the in-house services such as lunches or the volunteer program. The case manager assists the consumer in prioritizing his/her needs. This program is based on a relationship model; therefore, each consumer is assigned to his/her own case manager. If for some reason, your case manager is out of the office, another case manager will be made available to assist you. Appointments made in advance are strongly encouraged. This allows for the case manager to be available for you, and if necessary, gather the appropriate paperwork, thus saving time.

For many years, the backbone of the case management team has been our Wednesday morning Interagency Case Management meetings, which have always been sponsored by the ASGCC. We gather other health care providers to discuss specific issues in order to help enhance our consumers' lives. Due to this meeting, case managers are not available on Wednesday mornings from 10:00 a.m. - 12:30 p.m. However, if there is a crisis, the front desk can always locate a case manager. If you are having a medical emergency, please contact 911 and/or your health care provider.

ASGCC staff and consumers met over several months and defined a set of principles, goals and responsibilities to describe case management, which is the basis for the ASGCC/Consumer relationship. The principles are as follows:

1. The case manager is the client's primary link to social and other services available. Knowledge of the system is a prime requirement for the case manager so that he/she can advocate for clients and insure that each is receiving the maximum assistance he/she needs and is entitled to.
2. Case Management is a two-way street, which involves honesty on the part of case manager and client alike. Each has his/her role in the case management process and access to services described in this document.

Services and the time of the case manager are allocated first to those with greatest need, and to those needs that are most pressing at a given time. Not all needs are equally pressing. Clients understand that the case manager works with a large number of clients with very different needs and at different levels of physical, emotional, mental, and economic well-being.

- The case manager understands that the values, goals, and wishes of the client are primary; and any productive working relationship requires that the case manager and client alike create an atmosphere where the client does not feel that he/she is being judged and is free to express his/her personal needs and wishes.
3. The role of the case manager is to help the client improve quality of life; to empower clients so they can and will make the best personal decisions about their care, treatment and services.
 4. Clients come to the ASGCC with varying degrees of need; with varying degrees of HIV awareness; with varying degrees of empowerment; and with varying familiarity of resources. Successful case management will accurately assess this situation and bring the client into the case management process in a way that best addresses his/her needs. Because clients do not always know: a) all the services that are available; b) how to advocate for themselves; c) how to access service systems; or d) how to evaluate if the treatment they are receiving is appropriate; the case manager is able to guide and teach the client how to navigate the public and private service system if the client's skills physical and mental, health and well-being permit it.

Food Programs

Provincetown- This service consists of several components. One is the daily lunch program that is available in two ways, through home delivery or served in-house at the ASGCC, Provincetown office. Meals are offered Monday through Friday (except holidays when the office is closed), served in-house between the hours of 11:00 a.m.-1:00 p.m. and delivered within this time frame. Home delivery of meals is available upon request; please call your Case Manager and for one week, lunches will be delivered. If you wish for the lunches to continue, then you will need a referral from your primary care physician, explaining why delivery is needed, a time frame of how long lunch delivery is to last and if there are any special dietary needs. Guests and volunteers are welcome to eat after 12:30 p.m.

Second, every Tuesday night is our Local Flavor Dinner, which offers a complete meal prepared by volunteers with varied culinary talents and starts at 6:30 pm. Local Flavor is free to clients and volunteers who are helping with the dinner; guests are welcomed, although we ask for a \$5 donation to help offset the cost of the program. In addition to a great meal, Local Flavor has become a great way to meet new folks and share all sorts of information in an informal atmosphere ranging from medical concerns to your favorite TV program. Also, stay for games after dinner!

The final component is the Emergency Food Pantry, which is located at the ASGCC, Provincetown office, and is available Monday through Friday, during normal office hours. Please check-in with the Front Desk Coordinator before accessing the pantry. The food pantry can be accessed twice a month, with no more than 30 items taken in one month.

Hyannis- This service consists of several components. First, is the Monthly Food Distribution that is available by reserving a box in advance with your case manager the first week of every month. Delivery of Food Pantry Boxes is contingent on the availability of volunteer drivers.

Finally, the Emergency Food Pantry, which is located at the ASGCC, Hyannis office is available Monday through Friday, during regular business hours.

Transportation Programs

Transportation to medical and social service appointments is available both on Cape and in the Boston area. Rides for shopping and other errands are also available on Cape. While we strive to fill all requests, rides cannot be guaranteed, i.e. no volunteers available, etc.; therefore, please also explore other options so you are not left without a ride to a needed appointment. Also, medical appointments are prioritized. Services are available in three ways, first through local volunteers; second rides to Boston through Cape Cod Regional Transit Authority (CCRTA); and third ASGCC transportation funds. Please note: Rides to court for criminal cases, probation/parole appointments, and other such reasons are NOT provided by the ASGCC.

Local Rides:

To book a local or on-Cape ride, please call your case manager with the necessary information including the date, time, estimated length of and place of appointment. All ride requests should be scheduled at least two business days in advance to allow time for locating a volunteer driver. Again, these rides are available through our volunteers, and if a volunteer is not available, we will not be able to provide you with this ride. So, please explore other options, such as family and friends.

Cape Cod Regional Transit Authority (CCRTA) Bus to Boston:

The ASGCC has teamed up with CCRTA to transport clients to medical appointments in the Boston area. You can book rides by calling the Provincetown office's front desk at 508-487-9445 with your time and place of appointment and your doctor's name and telephone number. We cannot book rides without ALL information.

An Easy Guide to the CCRTA Bus to Boston

ASGCC has partnered with CCRTA to provide transportation to ASGCC clients to Boston medical appointments. The rides are free of charge to the clients. Caregivers (i.e. family/friends) are welcomed to accompany ill clients.

The CCRTA bus travels to Boston Monday- Friday year round. The earliest arrival in Boston is 10:00 am. Medical appointments need to begin no earlier than 10:00 a.m. and to end no later than 3:00 p.m. It is the client's responsibility to be at the agreed departure location on time. No smoking is allowed in the bus. No illegal drugs (non-prescription), abuse of

prescription medications, and/or alcohol are permitted. Anyone under the influence of illegal drugs or alcohol will not be allowed on the bus. Please remove all belongings and trash when you leave the van.

Booking Rides:

Call the ASGCC, Provincetown Office 508-487-9445 or 1-800-905-1170 or Edward Prete in the Hyannis office at (508) 778-1954 or 1-866-990-2437 with your appointment before **11:00 a.m. the business day before the appointment.**

Bookings must include: Your name, your phone number, time of appointment, place of pick-up on Cape, hospital name, doctor's name and telephone number, and if you are going round-trip or one way. **Rides cannot be booked if information is missing. The ASGCC reserves the right to confirm appointments with the doctor's office.**

Cancellations:

Anyone booked on the van needing to cancel a ride should call the ASGCC Provincetown Office **before 11:00 a.m.** the business day before his/her scheduled ride. During the winter months, the bus may be canceled due to inclement weather and clients will be notified as soon as possible. We apologize in advance for any inconvenience, but the safety of all is our first priority! And this should be a very rare occasion.

Confirmation:

By 3:00 p.m. of each business day, all clients for the next scheduled ride are called to confirm the bus pick-up time and pick-up location. **If you are unreachable (no phone/answering machine), it is your responsibility to confirm your ride with the ASGCC office.** If you have not heard from us by 3:00 p.m., please call us at 508-487-9445 to make sure you are booked on the bus.

Riding the Boston Bus:

Clients living in Provincetown and Truro will be picked up at their homes by a taxi and brought to the Wellfleet Outer Cape Health Services (OCHS) location on Route 6.

Clients living beyond Truro (Wellfleet to Sagamore) will be picked up at six locations:

1. Wellfleet OCHS
2. Eastham Superette, Route 6
3. Star Market in Orleans – Skaket Corner
4. Exit 10 Harwich Park & Ride, Route 124
5. Exit 6 Barnstable Park & Ride, Route 132
6. Sagamore Park & Ride

You will be driven to your scheduled appointments at Boston area hospitals and health clinics. Once you are done with your appointment, you need to call the bus. The driver will inform you of your pick up time. **PLEASE NOTE: The bus leaves Boston no later than 3:00pm;** it is your responsibility to be done on time.

ASGCC Transportation Program Policy:

The goal of the ASGCC's Transportation Program is to provide transportation to and from identified services for clients in need when it is not available from family, friends, volunteers, MassHealth Prescription for Transportation (PT-1), or other means. *This service's availability is dependent on funding availability.*

Transportation authorized in advance* by a case manager for the following categories:

- Medical reasons, including doctor and hospital appointments, psychotherapy, alternative therapies
- Substance abuse and recovery appointments (not AA/NA meetings)
- Medication pick-ups (when pharmacies with delivery service unavailable)
- Entitlements/benefits/social and human services appointments

*48 hours notice is required except in medical emergencies. Requests may be denied if adequate notice is not given to make arrangements.

Transportation Mode Guidelines:

Because of the very limited funds, the least expensive transportation mode should be considered first whenever possible. Modes include:

- Volunteer, friends, family
- Volunteers available through ASGCC
- CCRTA Ride through ASGCC
- MassHealth PT-1 prescription for transportation
- Public transportation-Buses, B-buses, trolleys
- Private transportation-Individuals, car pooling
- Taxis

Case manager preauthorization is required except in emergencies. The least expensive transportation mode is to be used whenever possible. Private transportation will be reimbursed at .38 cents per mile. If public transportation is available, and the situation is not an emergency, alternative means of transportation will not be reimbursed.

Volunteer Program

Here at the ASGCC the volunteers are the heart, body and soul to the HIV/AIDS infected and affected communities. Year after year volunteers continue to dedicate countless hours of quality services, from homemaking services to driving our clients to medical appointments. If you are in need of a volunteer, please call your case manager to make arrangements. Also, clients are encouraged and welcomed to become volunteers.

Second only to clients, volunteers are our priority; we provide our volunteers with opportunities best suited for our volunteer needs. By volunteering for ASGCC, you can meet new people, build new skills and make a difference. The ASGCC offers a variety of services that are all volunteered based such as Speaker Bureau to Local Flavor Dinners, our weekly congregate meal. All staff and volunteers are required to attend our basic volunteer training.

There are many volunteer opportunities for all people with or without specialized skills. Here are just a few examples:

- Transport a client to a doctor's appointment
- Deliver meals – weekday lunches
- Answer phones, greet clients & assist with mailings/office duties
- Provide respite care for a caregiver
- Help cook/serve lunch
- Cook for Local Flavor, our Tuesday night community dinner
- Grocery shop for someone homebound
- Pick-up prescriptions or run an errand for a client
- Join an event committee: Auction, Chef's Table, Cabaret, and more
- Provide hope and make new friends

Volunteer Training:

Becoming a volunteer at the ASGCC may be one of your most rewarding experiences. The ASGCC volunteer training offers a wide variety of skills that will be taught to you, which you may use throughout your life and careers. The ASGCC typically offers two volunteer trainings a year, in the fall and spring.

Some skills taught at our training are:

Confidentiality

Learn what confidentiality is, its importance and how to keep confidentiality

Active listening

What is active listening, are you a good listener, and what are good listening skills

Diversity, difference and prejudices

Understanding the cultural diversities, complexities and effects

Helping vs. rescuing

Learning to leave your baggage at the door

Introduction to HIV/AIDS

Understanding HIV/AIDS and its complexities, drug regimes, and health issues

How do I join the Volunteer Program? Simply talk with the Volunteer Coordinator at either the Provincetown or Hyannis office to complete an application and screening to match you to the most appropriate volunteering opportunity.

Housing

Case Managers work closely with various Cape and Boston housing assistance agencies in order to access different housing vouchers and rental assistance programs. There are several different types of housing vouchers or certificates available to people, and some qualifying factors are living with HIV/AIDS, income, homelessness, and/or being disabled. Case managers are available to assist clients through the housing process and with the paperwork. However, it is up to the individual client to locate his/her own housing.

Tips for Finding an Apartment to Rent with Section 8 or Similar Voucher

1. *Word of Mouth:* Most people find an apartment through someone they know – a friend from AA or NA, an ex, someone from a church, or a friend whose landlord might have an apartment available. Let people know you're looking!
2. *Stay in Touch with your case manager:* Regular calls to check in with us let us know that you're okay and still looking for an apartment. We might be able to help you get more time on your Section 8, money for security deposit, or moving assistance when you need it.
3. *Look around, look some more, and keep looking:* Be open-minded about where you are willing to live. Every week, get The Provincetown Banner (www.provincetownbanner.com), The Cape Codder (www.capecodder.com), and the Cape Cod Times (www.capecodtimes.com). Call a lot! Keep calling realtors or landlords because they might not call you back. Post notices at local stores, libraries, and organizations. Keep lists of where you call, when you called, and to whom you spoke. This makes follow-up easier and can help you if you need to get an extension on your voucher.
4. *Think about how to present yourself:* You have to sell yourself to landlords and realtors. Let them know you are responsible. Try to rest up the night before, dress nicely, and pull out your best manners. If alcohol or drugs are a part of your life, try to be sober when you see places. You do not have to tell a landlord about your personal things like your HIV status, your medical condition, or if you are in recovery.

5. *Think long-term:* When you sign a lease, you are going to live there for at least a year. It might be a relief to find a place, but really think about if you'll be okay living there. If you're in recovery, is it somewhere you can stay clean? Do you feel comfortable with the landlord? Not every apartment will be perfect, but taking your time to choose the right apartment can save you from having to do this all over again next year.

6. *Don't stop looking too soon:* Realtors might promise you a place and not follow through or they might rent it to someone else. Even if you find a place, keep looking at other apartments and have a back-up plan ready. Remember: The apartment is not yours until the lease is signed!

7. *Be patient:* Once you find a place you like, call your case manager, and do a request for lease approval form. Next, the place will be inspected, repairs might have to be done, and it may need to be inspected again. After all of this, you sign a lease. Calling the housing authority won't always speed things up. Try not to worry, and talk with your case manager while this is all happening.

8. *Try to stay hopeful:* Apartment hunting is very hard in this market, even if you have lots of money. It is even harder with a housing voucher. But people do find apartments, and if you keep at it, you will too. Just keep looking. Having your own home is worth all the work it takes!

Foley House:

The Foley House is a residential program of the ASGCC and is located in Provincetown. It is a 10-room residence with supportive services, is a clean and sober environment, and is available to people who are HIV+, low income, homeless, over the age of 18, willing to manage their substance abuse and/or other issues, and willing to participate in the Program of Foley House. The rooms are single-room occupancy only. Foley House is considered permanent housing, and takes about 4-6 weeks to get into when there is an opening. If you are interested in the Foley House and think you qualify, please talk with your case manager.

Financial Assistance

ASGCC Emergency Assistance Fund

The ASGCC Emergency Assistance Fund provides emergency and temporary financial assistance to clients of the ASGCC whose annual income is within 200% of the federal poverty guidelines and who are financially unable to meet their basic obligations for the necessities of life. Through payments made directly to the service provider, grants are made to help with rent and utilities. This fund is the “charity of last resort”; prior to accessing this fund, your case manager will work with you to determine if there is assistance available outside of the ASGCC. If you think you qualify and are in need of this emergency assistance, please contact your case manager. Please note that a client cannot receive this assistance more than one time per calendar year.

Coalition Arts Project (CAP)

The Coalition Art Project is founded on the belief that creativity enhances the body’s immune system. It is designed to encourage people living with HIV/AIDS to explore their creativity by maintaining a fund to which people living with HIV/AIDS can apply monthly to reimburse them for materials needed to create art. Originally founded by Provincetown Positive/People With AIDS Coalition, CAP is now run by the AIDS Support Group of Cape Cod. It allows registered CAP participants to be reimbursed up to \$20 a month for art supplies. Applications and reimbursement forms are available at through the ASGCC Provincetown’s Front Desk.

Mental Health Services:

Time-limited individual mental health services are available to clients of the ASGCC who have no mental health coverage. Certified mental health providers can provide up to six sessions of counseling, with the cost to the client being a \$5 co-pay per session. The ASGCC pays the mental health providers a set fee. Due to limited funds, this service is a last-resort and clients who have coverage through their health insurance are not eligible.

Support groups are also available to clients free of charge. These groups are facilitated by licensed mental health providers, and are closed, weekly groups. Groups close out at eight people and require a minimum eight-week commitment.

Support Groups are one of the ASGCC’s most popular services, and clients have found it empowering to be able to speak openly in a safe environment with others who are having similar life experiences. Please ask your Case Manager for the most up-to-date list of groups. If you have interest in joining a group or have an idea for a group, please contact your Case Manager.

Ryan White Programs:

Some services are available to clients through funding through the Ryan White Care Act.

- Acupuncture – Client needs a doctor’s referral and annual income to fall within 300% of the federal poverty line. Clients pay a \$15 co-pay and the ASGCC pays a set fee per visit. Currently, two vouchers per month are available.
- HIV Dental Ombudsperson Program that refers clients to dentists both on and off Cape (see Area Resource Section of this Resource Guide).

Availability of all Ryan White programs is dependent on funding so check with your case manager for specifics when accessing these services.

Newsletter:

The ASGCC Newsletter is produced on a monthly basis and mailed to all clients. The newsletter is a key way of communicating changes, issues, and new services that are important for clients to know. For this reason, ASGCC strongly encourage clients to read the newsletter. Though space is limited, input is welcomed. The newsletter contains a calendar with reminders of important dates and events.

Needle Exchange & Harm Reduction Services:

Needle Exchange is a free and anonymous service available to anyone over the age of 18. The ASGCC Harm Reduction Services office in Provincetown (336 Commercial St, Suit 10, Provincetown) is one of only four needle exchange sites in Massachusetts. The other sites are located in Boston, Cambridge, and Northampton. Harm Reduction Services also has a satellite office located at ASGCC Hyannis office (310 Barnstable Road, Hyannis) which offers the same services as the Ptown office, except for needle distribution. The program offers; HIV counseling and testing, sexually transmitted disease and hepatitis screening, clean needles in exchange for used ones, safer injection and safer sex supplies and referrals to primary medical care, HIV case management, mental health and substance abuse treatment.

Provincetown hours: Tuesday, Wednesday, Friday: 10am -6pm, Thursday & Saturday: 12pm-8pm. Call 508.487.8311 or toll free 866.668.6448 for more info.

For services in Hyannis call: 508.274.5428 or toll free 866.990.2437.

Childcare Respite Program Policy

The goal of the Childcare Respite Program is to assist eligible families with childcare needs.

Eligibility:

Any HIV+ parent or guardians (caretakers) with physical custody of children under 18 years of age is eligible for the Childcare Respite Program, and any parents or guardians with physical custody of HIV+ children under 18 years of age.

Coverage:

- Childcare for children under 18 during hospitalization.
- Childcare for children 16 and under during homebound illnesses.
- Childcare for respite and/or HIV appointments of any kind for children 14 and under. During school holidays, or when children are not in school, different arrangements may be considered on a case-by-case basis.

Providers:

The parents or guardians will choose childcare providers for this program. Household family members and partners are not eligible for reimbursement under this program. (It is assumed that they would give as much help as they can without compensation except in extraordinary circumstances.)

Financial Guidelines:

These guidelines are based upon availability of funds for hospitalization and homebound illnesses.

- \$50 per day during hospitalization (hospitalization cap- 3 weeks plus 1 week immediate post-hospital stay per year, for a total of 4 weeks per year)
- \$45 per day for homebound illnesses (homebound illness cap is not to exceed 3 weeks per year)
- Respite Care pays \$6 per hour for up to 20 hours per month, unless special circumstances arise

Reimbursement from the above two categories cannot be requested for the same day from the same client.

Childcare Respite Invoice forms will be returned to the case manager for approval. The case manager will forward the approved form to ASGCC for payment. Submission for provider payment must be received by the ASGCC by the fifth day of the following month for which services were provided. The provider is responsible for insuring the accuracy of all invoices submitted to the ASGCC. The ASGCC may consider as cause for termination of this subcontract the submission of falsified invoices or otherwise falsified documentation which the provider knew or should have known were falsified. The ASGCC may, with the consent of the provider, adjust any invoice of the subcontract. A copy of any adjusted invoice shall be promptly sent to the provider. If the ASGCC expects payment to be delayed beyond any specified payment period herein, it shall promptly notify the provider.

Additional Services

Art Wall:

The Art Wall located in the Great Room of the ASGCC office, is available for clients to have their work on display for one month. If you would like to display your work simply call the front desk at the ASGCC and you will be added to the Art Wall schedule for a showing.

Books & Magazines:

We receive new selections of books and magazines on a regular basis. Free books and magazines are made available to clients in the Great Room of the ASGCC offices.

Computer Access:

The ASGCC has a computer with word processing, and is available to all clients of ASGCC.

Events List & Theater Tickets:

If you are interested in receiving free tickets, simply call the front desk at ASGCC, have your name and telephone number added to the Events List. Often tickets are donated for clients of ASGCC for the theater or special events. We will call you when free tickets for are made available.

Local Discounts:

The Provincetown community is always ready to help support the needs of the ASGCC and it's clients. Here is a list of some of the local business that offers discounted rates to clients of ASGCC.

- The Provincetown Gym 508-487-2776
81 Shankpainter Rd., Provincetown
- Mussel Beach Health Club 508-487-0001
35 Bradford St., Provincetown
- Waves Hair Salon 508-487-1206
81 Shankpainter Rd., Provincetown
- Robin Reid, Attorney at Law 508-487-7445
PO Box 1713, Provincetown

Workshops, lectures, art classes, etc.:

Periodically the ASGCC sponsors free workshops, lectures, art classes, journal writing and other courses. Information regarding any of these courses can be found in the ASGCC Newsletter or by calling the front desk at the ASGCC.

AREA RESOURCES

Dental Services:

HIV Dental Ombudsperson Program - (617) 534-4717

Comprehensive dental access program that refers people to dentists who accept Ryan White funding to cover dental care costs. This program refers to dentists on Cape and in Boston. Quick telephone intake and minimal amount of paperwork is required.

Mid and Upper Cape Community Health Center- (508) 778-0300

One Elm Street, Hyannis; HIV Dental Case Manager available.

Ellen Jones Dental Center - (508) 430-7710

Located in Harwich, this dental clinic accepts referrals from the HIV Dental Ombudsperson Program. HIV Dental Case Manager available.

Outer Cape Dental Center – (508) 349-6300

Located in Wellfleet, this dental clinic accepts referrals from the HIV Dental Ombudsperson Program.

Domestic Violence Programs:

Gay Men's Domestic Violence Project—(800) 832-1901

Independence House, Inc. - (800) 439-6507; (508) 771-6507; (508) 487-6333 (Provincetown Office)

Safe Harbor - (508) 790-2933

Safe Place, Inc. - (508) 228-2111; (508) 228-0561; located on Nantucket

Women's Supportive Services - (508) 696-SAFE; (508) 693-7900; located on Martha's Vineyard

Mashpee Wampanoag Domestic Violence Education Program - (508) 477-3336

Certified Batterers Intervention Programs:

Brockton Family & Community Resources - (508) 583-2045

Martha's Vineyard Community Support Services - (508) 693-7900

Financial Assistance:

Cape Cod Times Needy Fund - (508) 778-5661

Department of Transitional Assistance (DTA)- 77 High School Rd. Ext; Hyannis (508) 862-6600

Applications for programs such as food stamps, emergency assistance for elders, disabled or children (EAEDC), and emergency MassHealth.

Lower Cape Outreach Council - (508) 240-0694; (866) 879-5262

Serves the residents of Brewster, Chatham, Harwich, Orleans, Eastham, Wellfleet, Truro and Provincetown. Provides emergency assistance of food, clothing, and financial support to individuals and families.

Social Security Administration (SSA) - (508) 775-7501; 259 North St. Bldg B; Hyannis
Located in Hyannis, applications for disability available. SSA comes to the Provincetown Council on Aging once a month; please call SSA to schedule an appointment for either location.

St. Vincent de Paul Society - (800) 675-2882

UU Life Ministry – (508) 487-9344

Limited financial assistance available for emergencies.

Veterans' Benefits - (800) 827-1000

Food Services:

*** LOCAL and CAPEWIDE FOOD and NUTRITION RESOURCES**

Cape Cod Food and Nutrition Resources				
Town or Group Served	Name	Hours/Services Availability	Location	Contact Info
All of Cape Cod	The Family Pantry	Tues. & Thurs. 10-12noon & 1:30-3:30pm; Sat. 10-12noon, food given every 21 days	133 Queen Anne Rd., Harwich Off Exit 10, Mid-Cape Highway (Rt.6)	508-432-6519
All Cape Cod Seniors	Elder Services of Cape Cod	Meals on Wheels, Senior Dining Centers Senior Nutrition Program, call for information	Various locations. Call for info	508-394-4630, 1-800-244-4630
All of Cape Cod	Salvation Army/Hyannis	By appointment only - call at least 1 day before. Food given once per month	100 North St., Hyannis	508-775-0364
All of Cape Cod	Damiens Food Pantry	Open Tues., Thurs. & Sat. 10-12noon	Red Brook Rd., Wareham	508-759-5245
All of Cape Cod	Local/Lunch and Dinner	Serving lunch Tues. 12 noon. Serving dinner Thurs. 6pm. Call for information and directions	63 Canal Rd., Orleans	508-255-1094
All Cape and Islands Veterans and their Families	Nam Vets Association of Cape & Islands, Food Pantry	Must furnish a DD214 Open Mon. & Thurs., 10am-2pm food given every 15 days	565 Main St., Hyannis	508-778-1590
All Clients of Independence House: Victims and Survivors of Domestic Violence	Independence House Cape Cod's Resource Center for Victims/Survivors of Domestic Violence	Food Pantry open daily M-F. Clients only. Call for info	160 Bassett Lane	508-771-6507
All of Cape Cod	SERVE New England	Food packages for a nominal fee	Various locations. Call for info	1-888-742-7363
<u>Bourne</u>	Bourne Friends Food Pantry	Thurs. 9-12noon; 3 rd Sat. of every month 9-12noon	6A-6B Colonial Drive, Bourne	508-759-3351

<u>Brewster</u>	Lower Cape Outreach Council	Food provided to clients who call and request. Food available every 15 days	Various. Call for info	1-866-240-0694 or 508-240-0694
	Our Lady of the Cape Church/St. Vincent de Paul	Call for info	Call for info	508-385-7582
<u>Chatham</u>	Lower Cape Outreach Council	Food provided to clients who call and request. Food available every 15 days	Various. Call for info	1-866-240-0694 or 508-240-0694
	St. Christopher's Episcopal Church	Call for information	Call for information	508-945-2832
<u>Dennis</u>	Hands of Hope Outreach Food Pantry	Food Pantry. Open: Mon.-Wed., 10am-3pm Thurs, 10-12:30pm	355 Main St., Dennisport	508-394-6361
	Our Lady of the Cape Church/St. Vincent de Paul	Call for info	Call for info	508-385-7582
<u>Eastham</u>	Lower Cape Outreach Council	Food provided to clients who call and request. Food available every 15 days	Various. Call for info	1-866-240-0694 or 508-240-0694
	St. Joan of Arc/St. Vincent de Paul	Pantry open 3rd Sat. of the month 9am to 11am	61 Canal Rd., Orleans	508-255-1094
<u>Falmouth</u>	The Falmouth Service Center	Falmouth and Mashpee Residents eligible for food every three weeks. Mon. 10am-6pm, Tues. & Thurs., 10-2pm, Wed. 5-7pm, Fri. 10-12noon	611 Gifford St., Falmouth	508-548-2794
	Around the Table	Meal program providing lunch Monday, Wednesday, and Friday	St. Barnabus Church Parish House, 91 Main Street, Falmouth	508-548-3863
<u>Harwich</u>	The Family Pantry	Tues. & Thurs. 10-12noon & 1:30-3:30pm; Sat. 10-12noon, food given every 21 days	133 Queen Anne Rd., Harwich Off Exit 10, Mid-Cape	508-432-6519

			Highway (Rt.6)	
	Lower Cape Outreach Council	Food provided to clients who call and request. Food available every 15 days	Various. Call for info	1-866-240-0694 or 508-240-0694
	Hands of Hope Outreach Food Pantry	Food Pantry. Open: Mon.-Wed., 10am-3pm Thurs, 10-12:30pm	355 Main St., Dennisport	508-394-6361
<u>Hyannis/Barnstable</u>	First Baptist Church	Food Pantry Tues. & Fri., 10-11:45am	Main Street, Hyannis	508-775-1846
	St. Francis Food Pantry	Food Pantry Tues. & Fri., 10-12noon	347 South St., Hyannis	508-775-3073
	AIDS Support Group of Cape Cod (ASGCC)	Food for ASGCC clients. Available monthly.	Call for info	508-778-1954, ask for Krystin St. Onge
	Hands of Hope Outreach Food Pantry	Food Pantry. Open: Mon.-Wed., 10am-3pm Thurs, 10-12:30pm	355 Main St., Dennisport	508-394-6361
	Salvation Army/Hyannis	By appointment only - call at least 1 day before. Food given once per month	100 North St., Hyannis	508-775-0364
	Nam Vets Association of Cape & Islands, Food Pantry	For veterans and their families. Must furnish a DD214. Open Mon. & Thurs., 10am-2pm food given every 15 days	565 Main St., Hyannis	508-778-1590
	Independence House Cape Cod's Resource Center for Victims and Survivors of Domestic Violence	Food Pantry open daily M-F. Clients only. Call for info	160 Bassett Lane	508-771-6507
<u>Mashpee</u>	St. Vincent de Paul/Christ the King Church Food Pantry	Wed. 10-12noon, food available once per month	Route 151 & Jobs Fishing Rd., Mashpee	508-477-7710
	The Falmouth Service Center	Falmouth and Mashpee Residents eligible for food every three weeks. Mon. 10am-6pm, Tues. &	611 Gifford St., Falmouth	508-548-2794

		Thurs., 10-2pm, Wed. 5-7pm, Fri. 10-12noon		
<u>Orleans</u>	St. Joan of Arc/St. Vincent de Paul	Pantry open 3rd Sat. of the month 9am to 11am	61 Canal Rd., Orleans	508-255-1094
	Lower Cape Outreach Council	Food provided to clients who call and request food available every 15 days	Various. Call for info	1-866-240-0694 or 508-240-0694
	Local/Lunch and Dinner	Serving lunch Tues. 12 noon. Serving dinner Thurs. 6pm call for information and directions	63 Canal Rd., Orleans	508-255-1094
<u>Provincetown</u>	Soup Kitchen in Provincetown (SKIP)	Hot nourishing meals to needy residents served Nov.-April, Mon.-Fri., 12:30-1:30pm	United Methodist Church, 24 Shank Painter Road	508-487-8331
	Lower Cape Outreach Council	Food provided to clients who call and request. Food available every 15 days	Provincetown pickup location by prior arrangement. Call for info	1-866-240-0694 or 508-240-0694
	AIDS Support Group of Cape Cod (ASGCC)	Daily lunch program and Pantry for clients. Monday-Friday. Call Jill Brookshire for more information.	96-98 Bradford Street	508-487-9445
<u>Sandwich</u>	Sandwich Food Pantry	Open every Wed. 10 to 12 noon, and last Wed. of every month 6-8pm	331 Cotuit Rd., Sandwich	508-888-3816
<u>Truro</u>	Lower Cape Outreach Council	Food provided to clients who call and request food available every 15 days	Various. Call for info	1-866-240-0694 or 508-240-0694
<u>Wellfleet</u>	Lower Cape Outreach Council	Food provided to clients who call and request food available every 15 days	Various. Call for info	1-866-240-0694 or 508-240-0694
<u>Yarmouth</u>	Hands of	Food Pantry. Open:	355 Main St.,	508-394-6361

	Hope Outreach Food Pantry	Mon.-Wed., 10am-3pm Thurs, 10-12:30pm	Dennisport	
	First Baptist Church	Food Pantry Tues. & Fri., 10-11:45am	Main Street, Hyannis	508-775-1846
	St. Francis Food Pantry	Food Pantry Tues. & Fri., 10-12noon	347 South St., Hyannis	508-775-3073

Mass-A-Peal - (508) 349-1173

Food bank service located in Wellfleet. Anyone is eligible, regardless of income or residency. Person must perform at least 4 hours/month of community service, wherever s/he chooses, and in return can buy a box of food for \$17. The food includes fresh vegetables, bread, poultry, etc.

Project Bread - (800) 645-8333

Soup Kitchen of Provincetown (SKiP) - (508) 487-8331

Serves lunch Monday - Friday during the months of November through April; located at the Methodist Church on Shankpainter Road.

Women, Infants, Children & Youth (WICY) - (800) 675-1188; (508) 349-3131

Health Providers/Services:

Beth Israel/Deaconess Medical Center - (800) 667-5356

Beth Israel Hospital (East Campus) - (617) 667-8000

Deaconess Hospital (West Campus) - (617) 754-2200

Boston Buyer's Club - (800) 435-5586; (617) 266-2223

Offers natural, non-pharmaceutical products and information on nutrition primarily for people living with HIV/AIDS and other chronic illnesses, at prices just over wholesale.

Boston Living Center - (617) 236-1012

The Boston Living Center is an AIDS Service Organization which provides many in-house and referral services. To become a member or for more information on how to become a member call 617-236-1012.

Habit Management Institute (HMI) - (508) 398-5155

The only methadone clinic on Cape Cod, located in South Yarmouth.

Hospice & Palliative Care of Cape Cod - (800) 642-2423

Part-time HIV Coordinator to ensure quality of care for patients infected with HIV/AIDS. Hospice also runs a home in Sandwich.

Infectious Disease Clinical Services (IDCS); Departments of Cape Cod Hospital and Falmouth Hospitals -

Locations: IDCS-CCHC; (508) 862-5650 34 Park St.; Hyannis

IDCS-Falmouth Hospital; (508) 495-7190 100 Ter Heun Drive; Falmouth

IDCS provides a variety of infectious disease related patient care services. Services include inpatient and outpatient consultations for all infectious disease diagnoses (e.g. Lyme Disease, post-operative infections, etc.); chronic disease management programs for individuals living with HIV/AIDS and/or Viral Hepatitis A, B and C; primary medical care for persons living with HIV/AIDS and their partners; HIV, Sexually Transmitted Disease, and Viral Hepatitis counseling and testing; RN medical case management, social work and nutrition counseling.

Outer Cape Health Services (OCHS) - The Provincetown office has an HIV Coordinator; OCHS is an affiliate of Beth Israel Deaconess Medical Center.

Provincetown: (508) 487-9395 49 Harry Kemp Way

Wellfleet: (508) 349-3131 3130 Route 6

Visiting Nurse Association (VNA) of Cape Cod - (800) 642-3900

Housing:

Barnstable Housing Authority (BHA) - (508) 771-7222; 146 South St; Hyannis

Oversees Housing First vouchers, which are specific to people living with HIV/AIDS on the Cape; must meet eligibility requirements.

Community Housing Resource, Inc. - (508) 487-2426

Builds and maintains affordable housing in Provincetown.

Emergency Housing/Shelter - Run by Housing Assistance Corporation

NOAH Shelter - (508) 778-5255; Dry shelter, located in Hyannis, first come, first serve.

Pilot House - (508) 778-8133; Wet Shelter, located in Hyannis, first come, first serve.

Housing Assistance Corporation, Inc. (HAC) - (508) 771-5400; 460 West Main St. Hyannis

HAC oversees vouchers specific to people living with HIV/AIDS. HAC also has a warehouse with some furniture, such as mattresses and refrigerators. Also available (depending on funding) is financial assistance to bring a rental unit up to code.

Interfaith Council for the Homeless - (508) 255-9667; (877) 349-6962

Services and financial assistance may be available for people who are homeless or in the process of becoming homeless.

Lower Cape Cod Community Development Corporation - (800) 220-6202; (508) 240-7873

Manages affordable rentals on Lower Cape.

Provincetown Housing Authority - (508) 487-0434

Landlord of Foley House residents; oversees Maushope Housing on Harry Kemp Way.

Legal Services:

AIDS Action - (617) 437-6200

ASGCC clients are eligible to join AIDS Action, which has in-house legal and financial specialists available to its clients.

Cape Cod Dispute Resolution Center - (800) 339-9957; (508) 775-8788

Consumer Credit Counseling - (800) 282-6196

Free information on filing for bankruptcy, credit questions, etc. Offices in Orleans and Hyannis.

Gay & Lesbian Advocates & Defenders (GLAD) - (800) 455-4523; (617) 426-1350

Free or reduced cost legal services. HIV specialist is available Monday through Friday from 1:30-4:30.

Legal Services for Cape, Plymouth & Islands, Inc. - (800) 742-4107; (508) 775-7020

Free legal services for low income residents.

NAACP - (508) 775-9306

Robin Reid, Attorney at Law - (508) 487-7445

Free or reduced cost legal services to clients of ASGCC.

Victim Witness Assistance Program - (508) 255-3782

Medical & Prescription Coverage:

Comprehensive Health Insurance Initiative (CHII) - (617) 778-5454; (800) 228-2714

This is offered through HDAP, for Massachusetts residents living with HIV/AIDS who are underinsured and have a gross annual income over 200% of the federal poverty line and below \$50,000. Several comprehensive HMOs are available and CHII pays the health insurance premium and co-pays on medications approved by HDAP. If someone has health insurance through employment, but pays a percentage of the coverage, CHII will reimburse the employer that percentage the person pays out of his/her paycheck. CHII will also pay COBRA payments for those individuals who have left employment, but are not applying for disability. Speak with your case manager if you think you are eligible.

Enhanced Medical Management Services (EMMS)

State program for people infected with HIV/AIDS that pays for primary care, basic dental services, and some complimentary therapies (nutritional counseling, etc.) at community health

centers, clinics and providers' offices. Outer Cape Health Services, Provincetown and Infectious Disease Clinical Services are EMMS site, and participants must apply at the site.

HIV Drug Assistance Program (HDAP) - (617) 778-5454; (800) 228-2714

Open formulary covers the cost of HIV medications, and some over the counter and prescription medications for side effects. Available to people infected with HIV/AIDS, Massachusetts resident, and with a gross annual income of \$50,000 or less (add \$2,900 per dependent).

Massachusetts Insurance Connection (MIC) - (617) 210-5320

MIC pays Cobra and private health insurance premiums for people infected with HIV/AIDS who are disabled or in the process of applying for disability. Must have a gross annual income that does not exceed 300% of the federal poverty level.

MassHealth/Medicaid - (800) 242-1340; (888) 665-9993 - Enrollment Center in Taunton

Available to people infected with HIV/AIDS, not disabled and working with annual earnings of less than 200% federal poverty line. Another plan is available to people who are disabled and receiving disability earnings of less than 133% federal poverty line. Covers many services: doctor visits, medications, lab tests, mental health services, substance abuse treatment services, hospital stays, etc. *Some restrictions may apply.

Mental Health Services:

Cape Cod Human Services - (800) 894-2247; (508) 790-3300

Offices available in Hyannis, Falmouth, Orleans and Provincetown. Mental health and substance abuse counseling for individuals, couples, families and groups.

Cape Psych Center - (800) 545-5014

Provides inpatient and outpatient treatment; located on the Cape Cod Hospital campus.

Psychiatric Assessment Team (PAT) - (800) 513-4728; provides 24-hour crisis assessments.

Urgent Medication Clinic - (508) 771-0642; M-F, 9-5, located at Cape Psych, first come, first serve.

Department of Mental Health - (800) 387-0222; (508) 775-1199

DMH Emergency Services - (800)322-1356

Gosnold-Thorne Counseling Centers - (800) 930-0006; Provincetown office - (508) 487-2449

Gosnold provides services within two service streams, Mental Health Services and Substance Abuse Services.

Lower Cape Human Services - (508) 255-2523

Located in Orleans, provides counseling services for children, adults, seniors, couples, families and groups.

Mashpee Mental Health Center - (800) 919-5488

Offices located in Provincetown, Orleans, Mashpee, and Waltham. Mission is to provide quality multi-specialty behavioral health care to individuals and families across the life span. Staff specializes in child, adolescent and geriatric issues, neuropsychological assessment and HIV/AIDS issues.

Psychiatric Collaborative

Provincetown (508) 487-0800

Chatham (508) 945-3995

Hyannis (508) 778-8580

Substance Abuse Assistance:

AdCare - 1-800-ALCOHOL (800-252-6465)

Alcoholics Anonymous - (800) 637-6237; (508) 775-7060

Al-Anon/Ala-Teen Service Center - (508) 394-4555

Andrew Detox - (617) 479-9320

Boston Detox - (617) 983-3710

Boston Medical Center - (617) 247-1001

Bournewood Hospital - (617) 469-0300

Casper - (617) 628-6300; located in Somerville

Catholic Charities - (800) 734-3444

Danvers Detox - (800) 323-2224

Dimmock - (617) 442-9661; located in Roxbury

Gosnold-Thorne Counseling Centers:

Inpatient Services - (800) 444-1554

Gosnold Treatment Center (508)540-6550

Emerson House (508)540-1554

The Miller House (508)540-5052

EIC	(508)778-2437
MICA Program	(508)564-5856
Outpatient Services - (800) 930-0006	
Falmouth	(508) 548-7118
Mashpee	(508) 539-1171
Pocasset	(508) 563-2262
Provincetown	(508) 487-2449

Habit Management Institute (HMI) - (508) 398-5155

The only methadone clinic on Cape Cod, located in South Yarmouth.

High Point Treatment Center - (800) 233-4478

McLean Hospital - (617) 855-2000; located in Belmont

Narcotics Anonymous - (508) 778-6166

Substance Abuse Information and Education Helpline - (800) 327-5050 ; TTY (617) 536-5872

The Massachusetts Substance Abuse Information and Education Helpline is a statewide resource providing callers with information, education and referrals for alcoholism, substance abuse, and other related concerns. The Helpline provides accurate and useful assistance by phone, treating all callers with respect and providing the highest quality of service based on a working knowledge of resources in the field.

Transportation:

Bay State Cruise Company—(508) 487-9284; (617) 748-1428
Boston to Provincetown ferry service, fast speed and slow boat.

Boston Harbor Cruises - (617) 748-1428
Fast ferry service to and from Boston and Provincetown

Cape Air - (800) 352-0714
Flights to and from Boston-Provincetown. Travelers can also enjoy frequent flights from their choice of Hyannis, Boston, Providence, Nantucket, New Bedford or Martha's Vineyard.

Cape Cod Regional Transit Authority (RTA)

b-bus - (800) 352-7155

A convenient, low-cost public transportation from rider's home on Cape Cod and back. It provides a door-to-door, ride by appointment service for people of all ages for trips of any purpose. **b-buses** carry 19 passengers and have two-way radios and hydraulic lifts to accommodate wheelchairs.

Bus to Boston – (800) 352-7155; www.TheBreeze.info

A minibus to take residents to Boston-area hospitals. This runs Monday-Friday, does pick-ups in Wellfleet, Orleans, Harwich, Barnstable, Hyannis & Sagamore, cost is \$25 per round trip.

The Shuttle– North Truro & Provincetown - (800) 352-7155

Shuttles travel from North Truro to Provincetown between 7:15 a.m. and 12:15 a.m. seven days a week during the summer (Sundays until 8:15 p.m.). Shuttles are handicapped accessible and have bike racks. Reduced fares for people with disabilities and/or Medicare cards.

The Flex Bus – (800) 352-7155

Bus transportation year-round between Harwich and Provincetown, with stops in all towns.

Cape Cod Wheelchair Transit - (800) 352-0716

Transportation to medical appointments only for people bound to wheelchairs. If MassHealth/Medicaid call 1/800-431-1713 to book ride, otherwise private pay, and rates based on mileage.

Council on Aging (COA) Vans:

- *Provincetown* - (508) 487-7080, Van travels to Hyannis on Mondays and Orleans on Tuesdays. Preference given to senior citizens, others welcomed, as space is available.
- *Truro* - (508) 487-2462, Van travels to Boston and Providence on Tuesdays. Van also available Monday -Friday for medical appointments or errands. Appointments required.
- *Eastham* - (508) 255-6164, For medical appointments to Boston, fee of \$45 for round trip. Preference given to senior citizens and residents of Eastham. Others accommodated as space allows.
- *Orleans* - (508) 255-6333, Boston Local Hospital Transportation (BLT) travels to Boston each Wednesday, senior citizens given preference, others as space allows. Stops in Wellfleet, Orleans, Harwich and Sagamore, leaving Wellfleet at 8:00 a.m. and Boston at 3:00 p.m. Fee is \$25 for round trip, and escorts ride for free.

Plymouth & Brockton Bus, schedule information - (508) 771-6191

Steamship Authority - (508) 477-8600

For ferry information for Woods Hole, Martha's Vineyard and Nantucket.

Disclaimer:

The information appearing in this directory is offered as an information tool and does not constitute an endorsement by the ASGCC.

October 2007