

## It begins with a connection.

### How do you get back on your feet without being connected?

Springwire reduces the isolation of poverty and homelessness by offering communication tools and resources for people to reconnect with their community.

*“When you feed someone, you are keeping them alive. When you’re communicating with them, you are giving them hope and a chance.”*

— Springwire participant



By providing free access to tailored communication tools and resources, Springwire restores a sense of hope and dignity, enabling people in transition to stabilize their lives and get access to the help they need to move out of crisis.

Springwire weaves together the support community, so agencies are better able to coordinate housing, medical care and employment services for their participants—enhancing the efficiency of the whole system. By empowering participants to communicate with the right resources, no matter their personal situation, Springwire reduces the isolation of homelessness, allowing people to re-integrate into the community faster.

### Our programs and projects:

- **Community Voice Mail:** A phone number is something most of us take for granted. But imagine living without one. Community Voice Mail is a local phone number with voice mail that makes the connections that help people turn their lives around.
- **Resource Broadcasting:** Resource Broadcasting is a unique Springwire program that enables social service agencies to efficiently send valuable resources and information via voice and email messages to Springwire participants who might otherwise be unreachable.
- **“Communication Hubs”:** Rather than focusing on any single technology as a one-size-fits-all solution, Springwire is working to help communities coordinate effective resources and send them to people via the communication tools that work best to connect them.
- **Digital Documents (Pilot):** To secure access to benefits and services, people who are homeless need a way to produce, manage and store personal documentation. Springwire is working on a pilot project in Seattle, WA and Tulsa, OK that offers participants a way to scan, manage and store copies of important documents and photos to their email or “the cloud” and gives agencies a way to scan, store and share documents within HMIS.
- **Veterans Duffel Bag:** The Duffel Bag is a weekly email and blog newsletter aimed at connecting veterans to the opportunities, services and support they are seeking. It is currently being rolled out in Western Washington State with the hope to expand it nationwide.



## Expanding a community's capacity to care.

Together with our partners, we use technology to build human connections between people in crisis and the people and services that can help.

### Our partners:



We partner with over 1,400 social service agencies in 322 cities across North America.

Partners, provider organizations, social service agencies and volunteers all play a critical role in helping us meet our participants' needs. Working together in an efficient, integrated, coordinated way, we are expanding a community's capacity to care.

### What do our community partners say?

“Springwire is working well for us in regards to the **100,000 Homes Campaign**. The best use for us has been distribution during registry so that now we can call our most vulnerable clients. It really helps to relocate people. We are using resource broadcasting to keep people engaged so that when housing becomes available, we still have an active connection with them. We are also able to quickly re-appropriate numbers that aren't being used using the reset feature.”

– Dennis Plummer, Metropolitan Homelessness Project, Albuquerque, NM

“We automatically enrolled everyone who qualified for **HPRP** with Springwire services. This reliable connection benefitted both the recipient and us. We used it to stay in touch with our clients, to provide follow-up case management, and to deliver relevant information, via the resource broadcast feature, about services and resources that could assist them. Clients were very appreciative of the service and used their numbers to help them land back on their feet.”

– Lori Morton, Program Manager, Tulsa Day Center for the Homeless, Tulsa OK

### Contact us

To find out more about our services and to bring Springwire to your community, contact:

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