



# OUTREACH & PREVENTION SERVICES

## FOOD HP

Our emergency food assistance program allows clients to shop in the Metro Market to meet their immediate needs:

- Clients can access food services up to three times per year
- The Metro Market is filled with nutritious foods and will feed a family for three days
- Food is distributed according to household size
- Families or individuals living with someone else need a note from the person they live with stating they can safely cook at the verified address along with a copy of that person's utility bill, lease agreement or rental receipt.

## CLOTHING HP

Clothing is available through Metro Outfitters to individuals and families that are homeless OR have been authorized through an assessment and evaluation process. The clothing area may be revisited once a week.

- Individuals/families that do not have a permanent physical and verifiable address are still eligible for clothing services



Service location.

**H - Hillsborough**  
**P - Pasco**

## FINANCIAL SPECIAL ASSISTANCE HP

Special assistance with rent and utilities may be provided to individuals and families as a last resort. To determine the amount of assistance offered, a financial assessment is conducted for all members of the household. Proof of ownership is required if rent is paid to an individual homeowner rather than an apartment complex. Funding for these services are on a first come first serve basis and is limited on staff availability.

## FLORIDA STATE ID CARD HP

Homeless Verification document for assistance in obtaining a Florida State ID card with required documentation outlined by the Department of Motor Vehicles. Two post marked items as proof of mailing address with original birth certificate and social security card are required. Max 3 times per year.

## METROMIN ID CARD H

Available for those in need of immediate identification with a new or existing UNITY account. A database used by many Hillsborough County Social Service Agencies (Maximum three IDs in a lifetime).

## GED PROGRAM HP

In partnership with Hillsborough County School District, Pearson Education and McGraw Hill Education (Pasco County), we offer ABE (Adult Basic Education) and GED (General Equivalency Diploma) classes so that adults can finish high school.

**HILLSBOROUGH:** Monday - Friday 8:00am - 1:30pm

**PASCO:** Monday & Wednesday 9:00am - 3:00pm  
Tuesday, Thursday & Friday 9:00am - 12:00pm

## OUR PARTNERS P

Additional services our partners offer:

**Employment/Career Counseling**  
Provided by Connections Job Development Corporation

**Mid-Florida-Electric Assistance**  
Hernando, Pasco, Sumter and Citrus County

## TRAVEL SPECIAL ASSISTANCE HP

Special assistance with travel may be provided for reuniting families in a time of crisis. Up to 25% of assistance may be offered after confirming with the family. We may assist in reuniting immediate family. Limited and based on availability.

## FLORIDA STATE BENEFITS HP

Immediate assistance with online applications for Florida State benefits:

- Food assistance
- Cash assistance
- Medicaid

Hillsborough: 10:00am-2:00pm Monday – Thursday  
Pasco: 9:00am - 4:00pm Monday- Friday

## EMPLOYMENT SERVICES H

We offer employment services for:

- Resume writing
- Employment searching
- Interview skills
- Other employment counseling

Computers and other office equipment, including free Internet access and limited copying and printing are available for employment search purposes to aid in the job search process.

Hours: 10:00am - 2:00pm Monday - Thursday

## FINANCIAL EDUCATION & BUDGETING CLASSES: H

We offer education and empowerment for individuals to improve their financial state and capability over time. We offer personalized and group classes to help one develop and balance budgets, manage finances, use credit wisely, handle debt and start a savings program. (Required for financial special assistance)

## REFERRALS HP

We partner with many agencies and organizations in the Tampa Bay area. If we cannot provide you with a service, we may refer you to another agency. Please remember that a referral is not a guarantee of service. Each organization has its own guidelines and requirements.

## PROJECT HELP H

Free legal guidance, appointments are suggested Tuesday 6:00pm - 7:00pm

## FREE INCOME TAX SERVICE HP

Through the County Prosperity Campaign, we provide free tax-filing services for clients who have a household income of \$50 - \$60K or less. *Seasonal availability.*

## HOLIDAY ASSISTANCE HP

During the holidays, families and individuals in need are provided with a full meal, including a turkey or chicken. In addition, families with children can apply for Christmas toys. Pre-registration for holiday assistance is required.

## FREE CULINARY SCHOOL H

Students are taught to prepare, cook and serve food in a personalized learning environment. Upon completion, our graduates are ready for jobs in the food industry. Call our instructor at 813.209.2019 for more information.

## MEAL SITE PARTNERS HP

We have a number of partner organizations in the Tampa Bay area that offer nutritious meals for families and singles that do not have a kitchen or are experiencing hunger. "Meal Site Partners," a brochure, is available at the front desk. All meals are prepared in our state of the art kitchens and distributed to individual sites each day.

## HOUSING

We help determine which housing resources best meet a family's need and offer services as available.

## Support and Guidance HP

We provide housing search and assistance for families. Some of these options require income.

## Uplift U® (52 Units) H

A long-term residency program designed for families with children under 18 and single women.

## Hope Hall (48 Units) H

A short-term residency program designed for families with children under 18 and single women.

## Pasco Residential Program (24 Units) P

A replicate model of the Uplift U® program designed for families with children under 18 and single women.

## First Hug (Mobile Case Management) H

A program for homeless families with children 8 and under. We provide key services that will help your family overcome the issues and trauma you have experienced. Services will be focused on your young children. Income is required. For details, visit: [metromin.org/firsthug](http://metromin.org/firsthug)

## DO YOU NEED HELP?

For more than 40 years, individuals and families have depended on Metropolitan Ministries to provide help and hope in their time of need.

This brochure outlines some of the many services offered through Metropolitan Ministries. Some documentation is required in order to receive services. Assistance is based on availability.

## GUIDELINES & CRITERIA FOR SERVICES

So that we may serve you quickly and efficiently, you must bring the following items with you:

- Photo ID
- Unity ID (if you have one)
- Social Security Card  
All members of your family and other household members
- Proof of Address  
Current residential rental agreement or utility bill

You may also want to bring a combination of applicable documents based on your situation: past due or eviction notice, proof of income, pay check stubs, workers compensation statement, social security award letter, food stamps award letter and/or cash assistance award letter. Special assistance will require these additional documents.

For more information visit:  
[metromin.org/i-need-help](http://metromin.org/i-need-help)



## OUR MISSION

Metropolitan Ministries' mission is to care for the homeless and those at risk of becoming homeless in our community through services that alleviate suffering, promote dignity and instill self-sufficiency... as an expression of the ongoing ministry of Jesus Christ.

Thank you to our partners who help make these programs possible:



Wild Florida Community Services, Inc.

## Contact INFORMATION

### ADDRESSES & PHONE NUMBERS

#### HILLSBOROUGH COUNTY

2301 North Tampa Street  
Tampa, Florida 33602

813.209.1200

#### PASCO COUNTY

3214 US Highway 19 North  
Holiday, FL 34691

727.937.3268

### HOURS OF OPERATION

#### HILLSBOROUGH COUNTY

Monday, Wednesday, Thursday & Friday 9:00am – 5:00pm

Tuesday 9:00am – 7:30pm

Saturday, Sunday CLOSED

#### PASCO COUNTY

Monday - Friday 9:00am – 5:00pm

Saturday & Sunday CLOSED

### TAMPA BUS ROUTES

We are located just north of downtown Tampa between Florida Avenue and Tampa Street. Bus Route Numbers 1, 5, 6 and 18 will bring you near our location.

### PASCO BUS ROUTES

Our Holiday campus is located on US Highway 19 North, just south of Moog Road on bus route 19.



## OUTREACH & PREVENTION SERVICES

HELPING YOU WALK THROUGH CRISIS

