

COMMUNITY VOICE MAIL

The Crucial Bridge Back to Self-Sufficiency

Community Voice Mail is a nationwide organization that empowers people in crisis and transition by providing a critical tool they need to succeed: **a consistent telephone number**. When you lose your residence, you lose your phone number. When you lose your phone number, you lose your only reliable point of contact. Stability becomes impossible to maintain – potential employers have no way to reach you, potential landlords have no number to call, and support becomes sporadic at best.

Easy to Use

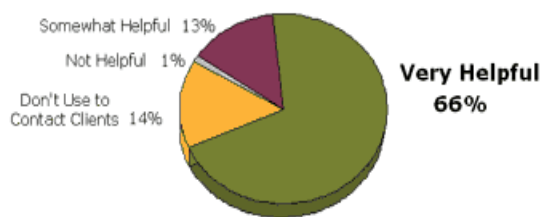
CVM Users receive a unique 10-digit telephone number that accepts messages 24/7. Greetings are recorded in the user's own voice and enrollment takes only 3 minutes. Users leave empowered with the crucial bridge back to a more stable life. CVM isn't a phone. But it *is* a cost-effective alternative that removes the stigma of being homeless or in transition. Users can retrieve messages from any phone or payphone **without paying any charges whatsoever.**

Leveraging Results

CVM numbers are distributed through existing social services – we don't reinvent the wheel. Instead, trained case workers distribute our numbers as early as possible, striving to avert a crisis as well as meet urgent needs. Case workers also utilize CVM to stay in consistent contact with clients, doubling the impact of our service.

What Social/Health Workers Say about CVM

"How Helpful is CVM to you for providing information to your clients?"



Source: 2001 CVM National Survey

Community Voice Mail Works - By eliminating **"phonelessness"** as a barrier to self-sufficiency, last year:

- **52% of CVM users located housing**
- **46% of CVM users secured employment**
- **86% of CVM users achieved "safe communication" (fleeing domestic abuse)**
- **65% of CVM users maintained contact with health/medical providers**

From Crisis to Self-Sufficiency

The isolation and disconnection of people without a phone number cannot be over estimated. Community Voice Mail re-opens doors often closed to those most in need, helping them regain lost ground and get back on track for good.

Completed Subscriber Outcomes

% of those seeking that objective

