



Community Voice Mail  
is a program of



### Imagine everyday life without a phone

Most of us take phone service for granted. Can you envision dealing with your day-to-day responsibilities without one?

### How could you...

- Find a job?
- Get information from your doctor?
- Receive messages from school or day care?
- Stay in touch with family?

For thousands of homeless and low-income people in Seattle and across King County, this unimaginable situation is a stark reality. Community Voice Mail is the solution.

People with no phones receive a personal voice mailbox that gives them easy, 24-hour access to confidential messages they can retrieve from any borrowed phone or pay phone. Mailbox numbers are available with area codes 206, 253 and 425. CVM gives people a direct line to opportunity.

*Connect your clients to a better life. For more information or to order CVM service, contact us at:*

**206.694.6771**

### We believe...

- Our community has the resources, will and ability to end poverty.
- All people have the right to food, shelter, social justice and opportunities.
- Racism perpetuates poverty. To end poverty, we must undo racism.

We believe that together, we can build a community free from poverty, prejudice and neglect in which all members stand on Solid Ground with the skills and confidence needed to achieve their dreams.

#### MAILING ADDRESS

1501 North 45th Street, Seattle, WA 98103-6708

#### PHONE

206.694.6771

#### EMAIL

cvm@solid-ground.org

#### FAX

206.694.6777

#### TTY

206.694.6710

#### WEB

[solid-ground.org/Programs/Housing/CVM](http://solid-ground.org/Programs/Housing/CVM)

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*Connecting people to jobs,  
housing & opportunity in  
Seattle & King County*

# Community Voice Mail... a direct line to opportunity

CVM offers phoneless individuals and families a crucial communications link to the outside world through a service that respects privacy and dignity. Callers who connect to a CVM mailbox — potential employers, landlords, human service

providers, family members — hear a personally recorded message that sounds just like a home answering machine.



## About CVM

Since Solid Ground initiated the program in 1991, CVM has made a profound impact on our community, helping low-income King County residents become more self-sufficient. A survey of CVM clients shows they achieve goals such as securing housing, employment, health care and access to other human services in one-third the time it takes those who have no voice mail.

## Link your clients to CVM

Any human service agency or program that serves people who have no phones can subscribe to Community Voice Mail:

- Emergency & transitional housing
- Domestic violence shelters
- Multi-service centers
- Employment & training programs
- Health care clinics

CVM staff provide a group of phone numbers to each subscribing agency and train direct service staff how to connect clients and to recycle/reassign voice mailboxes. Subscribing agencies pay a small monthly fee of \$1.50 a month per mailbox to offset program expenses.

A wallet card provides clients with simple instructions for retrieving messages from any touch-tone phone, 24 hours a day. Voice mailboxes also are available with instructions in Spanish.

## Get connected with CVM

CVM is free to clients of many local social service agencies (see map on our website). Individuals not receiving services through an agency can get a voice mailbox directly through Solid Ground — free for six months, and then \$10 every three months after that.

*"When I received my personal phone number from Community Voice Mail, I could see the difference it made right away. I was able to secure affordable housing, and my children's teachers and daycare providers now have a way to reach me."*

CVM client, mother of three

## Staying in touch with resources

About three times a month, all CVM clients receive broadcast voice messages on social service topics such as community resources, services, events and opportunities. Clients who provide us with email addresses also receive occasional emails with more in-depth information on social services. Through these messages, we efficiently transmit important information to all CVM users in King County.

## Free CVM payphones

There are 71 payphones in King County where CVM clients can check their messages for free. For an interactive Google map and printable PDF maps of all free CVM payphones in King County, go to: [www.solid-ground.org/Programs/Housing/CVM](http://www.solid-ground.org/Programs/Housing/CVM).