

Coming In From the Cold

Part I

The Grandson

The context of this brief piece is laid out in the following series of emails.

**11/28/16**

Hi Jim,

Please call Tom A. at 781-XXX-XXXX and introduce yourself and thank him for his 2 generous, unrestricted gifts that he made this month.

\$\_\_\_\_\_ check on 11/10/16

\$\_\_\_\_\_ stock gift on 11/18/16

Tom came to the front door on 11/10 and met briefly with Francoise and she told him about SMOC's breadth of services. Tom's grandson is a SMOC client. They haven't been in touch for some time. I believe the grandson is homeless. Tom had us deliver a letter to his grandson regarding his social security benefits application. We were able to deliver it.

Please let me know how the call goes.

Thanks,

Heidi

**12/6/16**

From: Heidi Eagles

Hi- just a reminder to please call this guy and say thanks.

Thanks.

**12/9/16**

From: Heidi Eagles

TO: Joe Fletcher

Hi Joe,

Jim C. is asking for the name of Paul's case manager. Can you please let me know?

Thanks,

Heidi

**12/9/16**

From: Joe Fletcher  
TO: Heidi Eagles

Sure, It's Amy O'Dell.

**12/9/16**

From: Heidi Eagles  
TO: Jim Cuddy  
Tom at (781) XXX-XXXX  
His grandson is Paul.

**12/13/16**

From: Heidi Eagles  
TO: Jim Cuddy  
Did you call Tom to update him about his grandson? Thanks.

**12/13/16**

From: Jim Cuddy  
TO: Heidi Eagles  
Yes, had a nice talk with him.

**12/14/16**

From: Heidi Eagles  
To: Jim Cuddy  
Great. Thanks.

**Friday Morning, 12/9/16 Conversation with Grandfather**

I spoke with Paul's Grandfather on the phone with Heidi sitting across from me thanking him profusely for his generosity.

Mr. A. expressed gratitude for our work with his grandson, calling our staff dedicated and amazing. He mentioned that Paul

had stayed at the Turning Point but wasn't sure he was there any more. Mr. A. was afraid that his 20 year old grandson was back outside, sleeping rough. He had lost touch with Paul and was afraid for his safety.

"Mr. A., let me find out if he's still in our system. I will get back to you by next Tuesday. I'm sure we're working to keep him safe. I can't promise you that he is safe. I can tell you I've seen a lot of young people make it through what Paul is experiencing. We'll do anything we can."

"Thank you Mr. Cuddy. I'm a patient man."

**Friday Afternoon, 12/9/16 Conversation with Case Manager Amy O'Dell**

"Paul's doing great. In fact I'm taking him to a lawyer this afternoon to clear up some legal issues he has."

"He's living at 73 Hollis Street (CSPECH Unit). he's a good kid and really seems to like his room. I really like working with him."

Paul had been sleeping rough, staying in a large tent, with several other guys. The tent was set up in "the weeds." We got to know him when he started coming to our Drop-In Center on Kendall Street. That's where we connected with him and succeeded in helping him come in from the cold.

**Friday Evening, 12/9/16 Voice Mail Message to Grandfather**

"Hi Mr. A. I wanted to let you know that your grandson is safe and not living outside. In fact he has his own room and his case manager told me he's doing very well. I will call you on Monday, but thought you'd like to know."

**Monday Evening, 12/12/16 Follow-up Conversation with Grandfather**

Obviously Mr. A. was very grateful.

"Mr. A., we have a really good team. They care, work hard and really help people get to a different place in their lives. How about if I ask Paul's case manager to reach out to you and give you an update on your grandson."

"Thank you. Paul's lost his phone and I'd like to get him another one so he could call his mom or me."

"I'm sure Amy can make that happen. I hope you have a good holiday Mr. A."

"I will now Mr. Cuddy."