

SURVIVE-TO-THRIVE: COMMUNICATION

As participants search for jobs and set up appointments, a reliable phone, email address, and mailing address is a must.

FREEDOMPHONE PLANS

Smartphones become an invaluable part of Survive-to-Thrive services as more agencies move to online services, applications, and video call interviews. Participants may qualify for free or discounted service plans and smartphones through the Lifeline program. An applicant can see if they are eligible for Lifeline through an online or drop-off/mail-in application. Or, they need to stop by a Cellular One location. After approval, the participant must go to a covered carrier with the required documents.

EMAIL ADDRESS

Many participants will have an established email address. Those who do may need assistance recovering their password. If your participant does not have an email address, we recommend guiding them through the process. Participants who were incarcerated for several years may be unfamiliar with the process. We recommend setting up a Gmail account so they can access the benefits of Google's free online office suite. Google Suite provides free online file storage, document editors, spreadsheets, calendars, and more. In addition, Google Docs can create resumes and cover letters.

MAILING ADDRESS

Securing a mailing address for participants staying at homeless shelters, transitional housing, or motels may be a frustrating process. If your participant has the funds, we recommend walking them through securing a PO Box at the local post office. A participant may be able to secure the smallest box for \$25-\$30 for three months or a full year for \$90-\$100. When a participant cannot acquire a mailing address, please reach out to the RE:center staff for guidance or ask the post office about their general mailing process for transient people.

Participants are always welcome to use RE:center phones, wifi, and computers during business hours! A local library is another option.

:-D



GENERAL MAILING @ POST OFFICE

Some post offices accept general mail. General Delivery is a mail service for those without a permanent address, often used as a temporary mailing address. The participant will need to call the local post office locations and ask if they provide these services. Here is some information provided by usps.com:

"How do I address a mailpiece sent to General Delivery?"

NAME

GENERAL DELIVERY

CITY STATE ZIP



What are the restrictions on the use of the General Delivery service?

General delivery is normally available at only one facility under the administration of a Post Office with multiple facilities. A postmaster may authorize more than one facility to offer general delivery service in accordance with customer and operational needs. A customer may use only one such location.

Postmasters may restrict the use of General Delivery if a customer:

- Cannot present suitable identification
- Has mail volume or service level (e.g., mail accumulation) that cannot be reasonably accommodated.

Additional information regarding General Delivery:

- No application is required for General Delivery.
- Persons interested in General Delivery should speak with the postmaster.
- Limitations on the amount of time you are able to use General Delivery, if any, are determined by the postmaster.
- Each piece of General Delivery mail is held for no more than 30 days, unless the sender requests a shorter period.
- General Delivery mail may be held for longer periods if requested by sender or addressee and approved by postmaster.
- Mail without a specific address or instructions from the sender is held for:
 - 10 days if for General Delivery at an office with letter-carrier service.
 - 15 days if for General Delivery at an office without letter-carrier service."

CELLULAR ONE LOCATIONS

Many community members choose to use Cellular One for FreedomFone services.

SHOW LOW

1350 S White Mountain Rd
Show Low, AZ 85901
HOURS: Monday - Friday
8:00am - 5:00pm
928-537-7567
1-800-730-2351

HOPI

373 AZ-264
Kykotsmovi Village, AZ 86039
HOURS: Monday - Friday
8:00am - 5:00pm
Lunch 1:00 pm - 2:00 pm
1-800-730-2351

KAYENTA (Navajo Nation)

HWY 160 & 163
Kayenta, AZ 86033
HOURS: Monday - Friday
8:00 am - 5:00 pm
1-800-730-2351

WHITERIVER

1017 E. Chief Ave.
Whiteriver, AZ 85941
HOURS: Call to verify.
1-800-730-2351

HOLBROOK

252 Navajo Blvd
Holbrook, AZ 86025
HOURS: Monday - Friday
8:00 am - 5:00 pm
Lunch 1:00 pm - 2:00 pm
1-800-730-2351

Always ask your participant if they know how to pay for their bills online, in-person, or over the phone. They may need help.
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HELPFUL LINKS

Helpful links that explain more about the options your participant has to communication systems.



[FreedomFones- Cellular One](#)



[Print Lifeline Application & Requirements](#)



[Online Lifeline Application for FreedomFone](#)



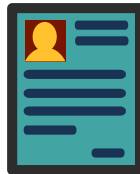
[Create a Gmail Account](#)



[How to Set Up a Gmail Account Video](#)



[How To Use Google Docs Video](#)



[How to Build a Resume in Google Docs](#)



[How to Use General Mail Delivery](#)



[How to Apply For a PO Box](#)