



City of Worcester Health & Human Services

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BACKGROUND

The City of Worcester Department of Health & Human Services oversees all the city's public health and social services available to the public. The organization's mission is to maximize access to the city's programs and services for all residents of Worcester regardless of their age, sex, race or disability.

Target Populations

- Homeless
- Elders
- Veterans
- Individuals with disabilities
- Alcohol/Substance use disorder
- Mental health disorders

The Department oversees the Hub Initiative, which is the strategic program that I took a position with. The Hub consists of a network of multidisciplinary public health professionals throughout the city with the common goal of connecting the most vulnerable, at-risk populations to services in order to reduce their risk of negative health outcomes.

Dr. Mark Wagner, director of the WSU Binienda Center for Civic Engagement, introduced me to the city of Worcester's Health Commissioner, Dr. Matilde Castiel, who offered me the position.

SITE ROLE

- Attend weekly Hub meetings and present ideas to the group
- Data collection, visualization, and analysis of Hub Reports for years 2018-2021
- Update events and agency listings on the Stigma-Free Worcester App
- Provide support to HHS Social Worker with tracking health outcomes
- Streamlining the Release of Information (ROI) form used by the department to obtain consent for cases presented to the Hub
- Observe the Homeless Outreach team and Quality of Life Taskforce during homeless outreach
- Attend the Governance Council on Children, Youth, and Families

HUB REPORTS 2018-2021

I was given the task of creating a presentation on Hub-related data for the years 2018-2021 to be reviewed by Hub partners.

The 2018-2021 Hub Report is intended to review the following datapoints of each year since the program has been implemented, such as:

- Ages of Cases
- Case Types
- Number of Cases
- Number of Times Discussed
- Top Originating Agencies
- Top Lead Agencies
- Top Assisting Agencies
- Top Risk Factors

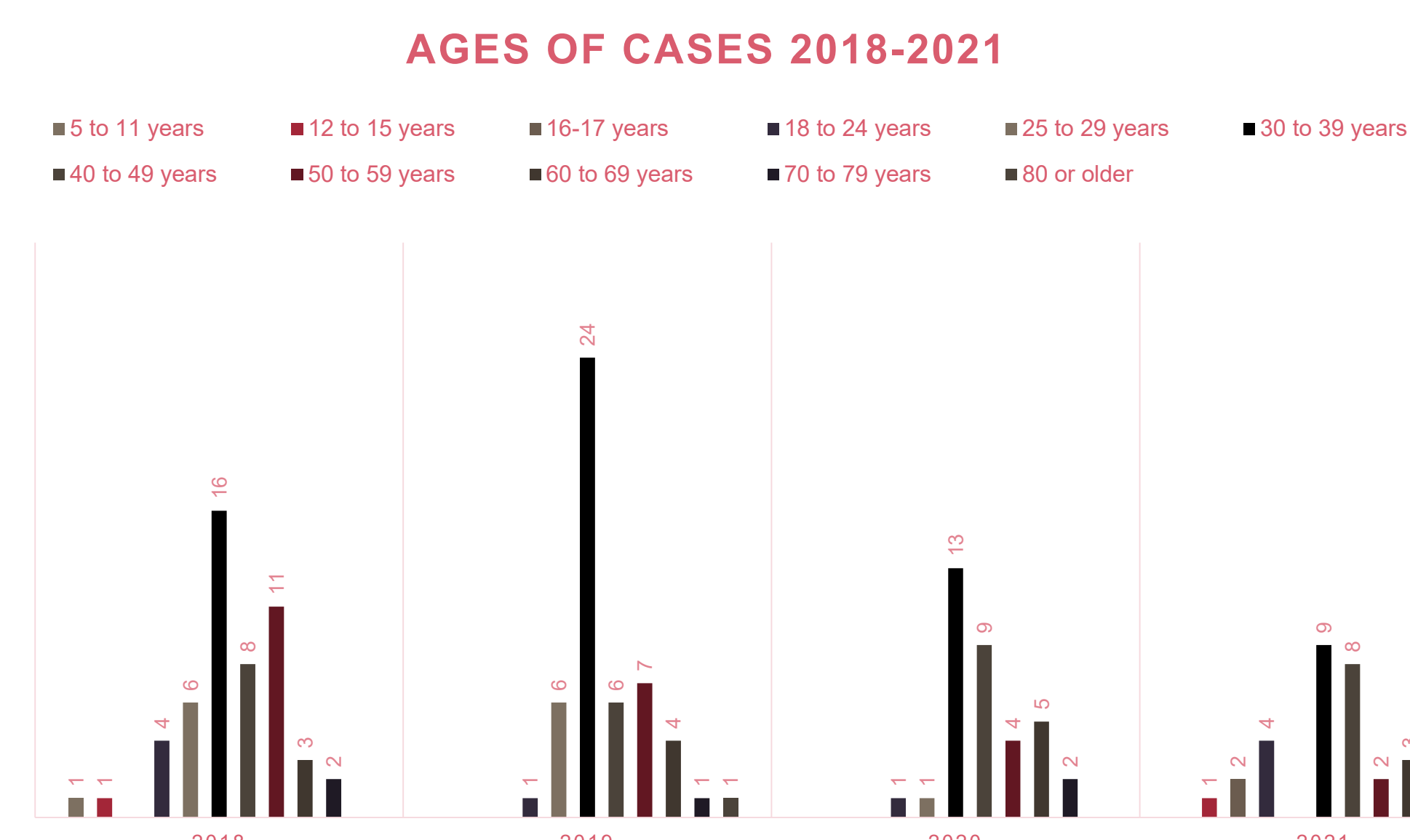
Methods

- Compile data from provided zip files on Microsoft Excel spreadsheet
- Used Excel to create charts displaying data in an appropriate manner
- Used Microsoft PowerPoint to arrange and display charts
- Reviewed and analyzed the data, providing report insights to the presenter Leah Serafin who is the Coordinator of Community Initiatives as well as my internship supervisor.

Project Outcome

Hub Reports 2018-2021 was presented at a meeting with all Hub partners to discuss how we can improve the Hub's effectiveness in connecting at-risk individuals with supports and services.

Figure 1: Ages of Cases 2018-2021



STIGMA-FREE WORCESTER

Responsible for maintaining the Stigma-Free Worcester App, available in IOS and Android App Stores by:

- Updating events calendar
- Adding new events
 - Free COVID-19 Vaccination Clinics
 - Trauma Training Tuesdays
- Updating listings of public health agencies around the city
- Adding new agencies
 - LUK, Inc., TIL Services
 - Parent Professional Advocacy League (PPAL)

Methods

- Reviewed Expansion Plan of Stigma-Free Worcester, a report by WPI students
- Used a Google Forms survey to reach out to Hub partners to obtain updated information regarding each of their organizations' listings.
- used City's municipal website and Facebook page to search for upcoming health-related events to include in events calendar

Project Outcome

By updating the events and agency listings on the Stigma-Free Worcester App, app users can easily sort through up-to-date information regarding various services, such as:

- Narcan Training
- Substance use
- Housing & Shelter
- Mental Health & Support
- Food & Clothing
- Events Calendar

QR Code: Stigma-Free Worcester App



LESSONS LEARNED

-Learned how to work within an interdisciplinary team to provide at-risk individuals with wraparound services

-Learned how to collect data, create charts using Excel, and analyze data regarding hub cases from 2018-2021 and how to create a professional report

-Learned vital information about public health services provided by various agencies that are available in Worcester for the city's residents

-Learned about how policies and systems changes develop



REFERENCES

City of Worcester, M. A. (2022). Health & Human Services | City of Worcester, MA. Retrieved 2 April 2022, from <https://www.worcesterma.gov/hhs>

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