



THE PROPOSED RESOURCE INFORMATION PAMPHLET

JAYLIN LOPEZ

WORCESTER STATE UNIVERSITY
DEPARTMENT OF HEALTH SCIENCES



HOST ORGANIZATION

The City of Worcester's Department of Health & Human Services

- Quality-of-Life Task Force
- Worcester's homeless population
 - Connecting individuals to social services and resources based on the individuals needs
 - Help people on their journey out of homelessness



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RESPONSIBILITIES

Familiarize myself with local services & resources

- Used Helpsteps.com & Stigma Free app

Shadow Outreach Workers on Homeless Outreach

- Outreach team: HHS workers, Crisis Intervention Officers, and community health workers from organizations that aid the homeless
 - Going to predetermined locations
 - Connect homeless individuals to resources and services

Attend Intern Learning Series

- Between City of Worcester & WDPH interns/staff
- Public health workers speaking on their internship experiences and current work

PROJECT INSPIRATION

Society's ever-growing reliance on technology for information on resources

Observations on outreach:

- People reporting phones stolen/lost/dead, or non-smartphone usage
 - Creates barrier to online informational resources like Google, Helpsteps.com, and Stigma Free app
- Those coming from out of town aren't familiar with local services

Limited public charging-port access & limited library computer operation hours

Unsheltered individuals not having access to a shelter's on-site resources

DATA ON PHONE OWNERSHIP TURNOVER

The study *No Digital Divide? Technology Use Among Homeless Adults* found:

- 56% of 421 participants report 2+ phones in 3 months & only 58% owned smartphones, (Rhoades et al., 2017).
- Time in-between phones creates another barrier to informational resources

Mobile Phone, Computer, and Internet Use Among Older Homeless Adults : Results from the HOPE HOME Cohort Study:

- Those who aren't sheltered showed to be less likely to own a phone
- Mental health & substance abuse found to affect the acquisition and maintenance of phones, (Raven et al., 2018).



THE PAMPHLET

Hygiene & Showers (Not including shower/bathrooms inside shelters)

Sally's Place (Salvation Army):
10-1:30pm Monday-Friday at 640 Main St, Worcester, MA, (508) 756-7191
offers laundry services

Joshua's Shower Trailer: 7-11am Monday-Friday
44 Temple St Worcester, MA (St. John's Church) *offers personal general hygiene products*

Health Services

Homeless Outreach & Advocacy Project (HOAP) Community Healthlink:
Mon/Wed/Fri 1-3pm
(508) 860-1080, 162 Chandler St, Worcester, MA

*offers shower facilities on site, provides primary care, screenings, substance abuse, counseling, and sexual reproductive health *

Washburn House: Open 24/7 at 1183 Main St, Worcester, MA, (844) 908-8238
Detox treatments with Medicaid & Medicaid Managed Care Plans

Spectrum Health systems: * offers medication for substance abuse & outpatient counseling*

475 Pleasant St, 8-6pm Mon/Wed, Tue/Thur 8-4pm Friday 8-2pm (774) 314-4761.

105 Merrimack St Mon-Fri 6am-8pm Sat/Sun 6-11am, (Dispensing hours Mon-Fri 5:30-10:30 am, Sat/Sun 5:30-10am) (508) 797-6100.

585 Lincoln St Mon-Fri 5:30 am-8pm, Sat/Sun 5:30- 1pm (Dispensing hours Mon-Fri 5:30am-5:30pm, Sat/Sun 5:30-1pm) (508) 854-3320

Homeless Outreach

Weekly effort of Health & Human Services Workers, and organizations that work with the homeless, come together to connect individuals to resources.

Outreach members can help connect you to services that maybe be more difficult for an individual to do alone like:

- Process of intake to identify the individual as homeless or chronically homeless
- Help finding open beds in shelters & help getting into process of potential housing
- Connecting people with detox services & transpiration to these services
- Connections to recovery coaches
- Access to snacks, water, clean clothes, shoes, and Narcan passed out during outreach
- Provide information on local services and potential placement that would best fit the individuals needs



Shelters (Low barrier)

Low barrier: minimal entry requirements

SMQC: 9-5 pm Sunday-Saturday at 25 Queen St, Worcester, MA, (508)-872-2853, (women & men)

Veteran's Inc.: 9-6pm Monday -Friday at 69 Grove St, (800) 482-2565

Hotel Grace Ascension Church:
Seasonal Nov-March, opening/closing subject to change depending on weather
1st come-1st served at 1pm
44 Vernon St, Worcester, MA

Clothing

Grace Closet (Net of Compassion):
Wednesdays 1-4pm
674 Main St, Worcester, MA
(508) 322-1363

Meals & Food

St. John's Church (Soup Kitchen):
7-10am Monday -Friday at 20 Temple St, Worcester, MA, (508) 756-7165 *offers hot & to-go meals and food pantry services*

Salvation Army Citadel: 9-2pm Monday - Friday, Sunday 4:30-5:30 pm at 640 Main St, Worcester, MA (508) 756-7191

Net of Compassion: Saturdays 1-4pm Sidewalk of 674 Main St, Worcester, MA

Mustard Seed: 5-6:30pm Monday-Friday at 93 Piedmont St, Worcester, MA, (508) 754-7098,

Grace Pantry (Net of Compassion):
Thursday 1-5pm 674 Main St, Worcester MA (508) 322-1363

Veteran's Inc Pantry: 10-2pm at 69 Grove St, Worcester, MA, 800-482-2565, *3rd Thursday of the month


WORCESTER'S RESOURCES

An informational guide on the city's resources for food, clothing, hygiene, and shelter those dealing with homelessness



- Geared towards individual adults facing homelessness
 - Anyone can use, information on pregnancy care, families, and youth are not specifically included
- Information on local clothing, food, hygiene resources, health services, and what homeless outreach is and how outreach workers can help

WHY WAS IT PROPOSED?

- Targeted population of unsheltered individuals can be hard to reach
 - Unsheltered homeless people are often on the move, becoming hard to reach on a consistent basis
 - Professor's suggestions weren't aligned with student intern or site supervisor
 - Site supervisor suggested surveys at food pantry/ soup kitchen
 - Professor thought it would be best to do surveys on outreach
 - Time restriction for internship experience & project deadline
 - Insecurities in role of the intern & not wanting to take time away from outreach intended purpose
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**LESSONS
LEARNED**

Stepping out of your comfort zone is needed in order to help the community you are serving

Collaborative work is key in the field of public health as it brings a wide range of resources, outlooks, and knowledge to the effort at hand

It is important to be confident in your work or else it can be a hindrance!

REFERENCES:

- Raven, M. C., Kaplan, L. M., Rosenberg, M., Tieu, L., Guzman, D., & Kushel, M. (2018). Mobile phone, computer, and internet use among older homeless adults: Results from the Hope Home Cohort Study. *JMIR MHealth and UHealth*, 6(12). <https://doi.org/10.2196/10049>
- Rhoades, H., Wenzel, S., Rice, E., Winetrobe, H., & Henwood, B. (2017). *No Digital Divide? Technology Use among Homeless Adults*. *Journal of social distress and the homeless*, 26(1), 73–77. <https://doi.org/10.1080/10530789.2017.1305140>