

Boston Health Care for the Homeless Program

729 Massachusetts Avenue
Boston, MA 02118
Phone: (617) 414-7779
Fax: (617) 414-7776
Email: bblock@bhchp.org
Website: www.bhchp.org



Director: Robert Taube, PhD
HCH Coordinator: Barry Bock, RN
Medical Director: Greg Wagoner, MD

UDS Number: 011210

Project Description

The Boston Health Care for the Homeless Program (BHCHP) provides health care and psychosocial services through direct care in the community and hospital based clinics. Services are provided at 83 sites, including adult and family shelters, motels, shelters for women in crisis, soup kitchens and day centers, street outreach, detoxification units, transitional programs for the chemically dependent and/or those diagnosed with chronic mental illness, and primary care and specialty clinics of four major teaching hospitals - Boston Medical Center, Massachusetts General Hospital, Cambridge Hospital, and Lemuel Shattuck Hospital. BHCHP has a respite site with a total of 90 beds: the Barbara M. McInnis House.

Services

BHCHP teams offer the following services: comprehensive health and dental care; social services with access to entitlement; substance abuse counseling and referral to detoxification and rehabilitation programs; maternal child health education; nutritional counseling and food items from BHCHP's food pantry; adult and family mental health and psychopharmacological evaluation, counseling, and referral; ready access to all medical and surgical specialties; assessment and treatment of ophthalmologic, podiatric, and dermatologic problems; and transportation and prescription services. In addition, BHCHP has a 90-bed medical respite unit providing recuperative care for men and women.

Linkages

BHCHP participates in a network of collaborative public and private agencies. Partnerships and linkages include the following: Boston Public Health Commission; TB Outreach and Control; Massachusetts Departments of Transitional Assistance, Social Services, Medical Assistance, Mental Health and Public Health; BMC Child Witness to Violence Program; Boston Healthy Start Initiative; Suffolk County House of Corrections; Homes for Families; Massachusetts Shelter Providers Association; Massachusetts Coalition for the Homeless; Boston Healthnet, a collaboration of community health centers; and Massachusetts League of CHC.

Statistics

Estimated homeless population: 12,000 Project users: 10,600

Subcontractor(s):

Cambridge Hospital, City of Cambridge - HCH Program

1493 Cambridge Street
Cambridge, MA 02139
Contact: Mark McGovern
Phone: (617) 498-1000
Fax: (617) 498-1682

South End Community Health Center

1601 Washington Street
Boston, MA 02118
Contact: Tristram Blake
Phone: (617) 424-8724
Fax: (617) 425-2043

Florence and Mary E. Duffy Health Center

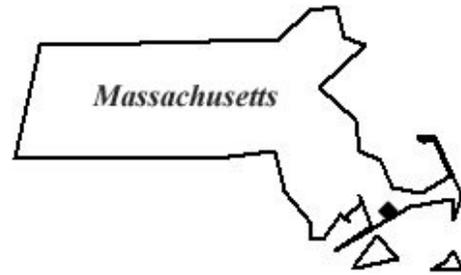
105 Park Street

Hyannis, MA 02601

Phone: (508) 771-9599

Fax: (508) 771-1986

Email: bestlju@yahoo.com



HCH Coordinator: Judy Lavigniac, RNC, MS, FNP

Medical Director: Artur Bickford, MD

UDS Number: 011720

Project Description

The O'Neill Health Center, d/b/a the Florence and Mary E. Duffy Health Center, operates two clinics for adults who are homeless and provides clinical management for a group of hard-to-reach, chronically homeless adults at an overnight shelter. The Duffy Health Center provides primary and episodic health care and outreach using a multi-disciplinary team approach with nurse practitioners, physicians, nurses, social workers, behavioral health counselors, and outreach workers.

Services

The Duffy Health Center delivers comprehensive health services and case management onsite at two clinics and through a demonstration project. The Winter Street site adjoins the sole emergency shelter for adults in Barnstable County, many of whom require onsite integrated mental health and substance abuse treatment and counseling in addition to primary care services and intensive case management. Clients at the Park Street site are individuals who are homeless who, as a result of Duffy's intensive case management and care, are transitioning to stability and re-integration into the wider community. Dental services are available at this site as well. In addition to outreach to homeless camps, Duffy provides clinical management at a community based, collaborative demonstration project, "Pilot House," a nightly shelter program for chronically homeless adults who have been turned away from other shelters due to behavioral issues. These adults receive health assessment services and intensive follow up care by Duffy providers and come together as a community working on substance abuse and mental health issues. In addition to outreach services, primary care, dental health, and integrated behavioral health services, respite care, nutrition counseling, and chiropractic services are available to all adults, with referral services for children. Culturally competent care is provided to immigrant clients by a trilingual nurse practitioner and bicultural, bilingual case managers.

Linkages

The Duffy Health Center is the regional provider for comprehensive health care for persons who are homeless and has a close partnership with the local Housing Assistance Corporation which manages the adult homeless shelter and offers other housing and case management services. Duffy also works closely with the local hospital system, specialty providers, human service agencies, and the criminal justice system to ensure continuity of care and wraparound services for clients. It is part of a collaborative, informal network of community health centers and other human service and advocacy agencies on Cape Cod dedicated to improving the regional health system to ensure a seamless continuum of care for all disadvantaged and underserved residents of Barnstable County.

Statistics

Estimated homeless population: 5,000-7,000 Project users: 2,400

Greater Lawrence Family Health Center, Inc.

34 Haverhill Street
Lawrence, MA 01841-2884
Phone: (978) 725-7400
Fax: (978) 687-3726
Email: lpatton@glfhc.org



Director: Robert J. Ingala
HCH Coordinator: Edward Scully, MD
Medical Director: Glennon O'Grady, MD

UDS Number: 012160

Project Description

The Greater Lawrence Family Health Center, Inc. (GLFHC), provides medical care to individuals who are homeless at various sites in Lawrence, Haverhill, and Tewksbury. A primary objective of GLFHC is to ease the transition into an already existing health care system, which includes outreach, health education, and case management.

Services

GLFHC's Health Care for the Homeless model is a comprehensive care model which includes the following: primary care assessment, treatment, follow-up and referral; disease prevention and health education; client-centered case management; substance abuse counseling; outreach assistance; and transportation for clients needing referral to/linkage with other support services. Mental health counseling is provided through a network of local programs, including CAB Health and Recovery Services. Those clients needing extensive assistance with substance abuse are linked to prevention, education, and counseling services offered locally. A small network of specialty care providers--providers, podiatrists, dermatologists, ophthalmologists, dentists--see homeless clients on a pro bono basis. Access to emergency room and inpatient care is available through offsite resources. GLFHC is expanding homeless access to primary health care through its Lawrence Family Practice Residency program. One night a week, residents provide clinical care at a local shelter as part of a multi-disciplinary team.

Linkages

GLFHC's HCH program networks with local and state agencies that provide services for individuals who are homeless living in the Merrimack Valley. State agencies include the Departments of Mental Health, Public Health, Social Security, and Transitional Assistance. Local agencies include shelters, drop-in centers, soup kitchens, detoxification sites, AIDS coalitions, community action councils, family social service agencies, mental health providers, boards of health, violence prevention programs, and community hospitals. Homeless services are also coordinated with GLFHC-sponsored programs, including Northeast Center for Healthy Communities, which provides consultation on health needs and interventions in 53 communities north of Boston. Expansion of GLFHC's services has led it to develop a collaborative initiative with CAB Health and Recovery Services, which provides a continuum of substance abuse prevention and treatment service outside the traditional health care system.

Statistics

Estimated homeless population: 4,500 Project users: 500

Homeless Outreach and Advocacy Project

72 Jacques Avenue
Worcester, MA 01610-2480
Phone: (508) 860-1057
Fax: (508) 860-1046
Email: lgottlieb@communityhealthlink.org



Director: Deborah Ekstrom
HCH Coordinator: Larry Gottlieb, MSW, MPA
Medical Director: Erik Garcia, MD
UDS Number: 010180

Project Description

The Homeless Outreach and Advocacy Project (HOAP) is a comprehensive community based program that provides an array of primary care, mental health, and support services to people who are homeless in Worcester.

Services

HOAP's services include primary medical care, psychiatric and mental health services, case management, substance abuse, supportive housing, transitional housing services for single adult men and women, homeless intervention services, and emergency assessment and response to homeless crisis.

Linkages

HOAP has linkages with Salvation Army, Abby's House (shelter), Mustard Seed (soup kitchen), Youville Shelter, and Daybreak Shelter for Women (domestic violence).

Statistics

Estimated homeless population: 3,000 Project users: 2,204

Subcontractor(s):

Family Health Center of Worcester

26 Queen Street
Worcester, MA 01610
Contact: Frances Anthes
Phone: (508) 860-7700
Fax: (508) 860-7990

Great Brook Valley Health Center

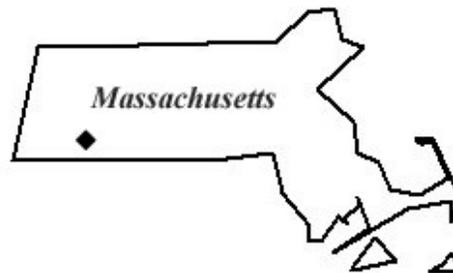
19 Tacoma Street
Worcester, MA 01605
Contact: Zoila Torres Feldman
Phone: (508) 852-1805
Fax: (508) 853-8593

Worcester Public Inebriate Program

P.O. Box 17078, Main Street Station
Worcester, MA 01601
Contact: Ed McCann
Phone: (508) 757-0103
Fax: (508) 753-2271

Springfield Health and Human Services Department

95 State Street, Suite 201
Springfield, MA 01103
Phone: (413) 787-6740
Fax: (412) 787-6458
Email: bstanley@springfieldcityhall.com



Director: Helen R. Caulton-Harris
HCH Coordinator: Barbara Stanley, MS, RN
UDS Number: 010120

Project Description

The Springfield Health and Human Services Department participates in an interagency program to deliver health care and social services to persons who are homeless in urban and rural settings covering more than 1,800 miles. The three main agencies are Springfield Health and Human Services Department, Mercy Medical Center/Health Care for the Homeless, and Open Pantry Community Services.

Services

Health Services for the Homeless provides health care, social services, and advocacy at 46 sites. An extensive referral network is also used to augment services. Services are provided at soup kitchens, adult and family shelters, recovery programs, an education and job training program, and street outreach services. Health Care for the Homeless/Mercy Medical Center uses a nursing model to provide primary health care, substance abuse/mental health assessment, and referral. Assistance with medication, developmental screening, immunizations, health education, and health-related support to shelter staff is also provided. Health care services are provided by a medical director, three nurse practitioners, seven RNs, and three case managers. Social services are provided by the Pantry/Open Door Community Services staff.

Linkages

The collaborative project uses community resources to provide health care to individuals who are homeless. Mercy Medical Center provides emergency, lab/x-ray, and inpatient medical/surgical services. Extensive social services are available through service providers in the community. The staff provide advocacy/outreach for entitlement benefits, housing placement, case management, bilingual services, mental health/substance abuse assessment and referral, and counseling.

Statistics

Estimated homeless population: 6,500 Project users: 3,520

Subcontractor(s):

City of Springfield, Worthington House, Dental Clinic

769 Worthington Street
Springfield, MA 01103
Contact: Barbara Stanley
Phone: (413) 787-6737
Fax: (413) 787-6458
Email: bes@largo.ci.springfield.ma.us

Health Care for the Homeless / Mercy Medical Center

271 Crew Street
Springfield, MA 01102
Contact: Doreen Fadus
Phone: (413) 748-9064
Fax: (413) 748-9049
Email: doreen.fadus@sphs.com

Open Pantry Community Services, Inc.

287 State Street, P.O. Box 5127
Springfield, MA 01101
Contact: Theresa O'Connor
Phone: (413) 737-4167
Fax: (413) 737-6811
Email: tcoconnor@charter.net