



# Directory of HRSA Health Care for the Homeless Grantees

## HCH Directory - Massachusetts

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### Boston Health Care for the Homeless Program

780 Albany Street

Boston, MA 02118

**Phone:** (857) 654-1000

**Fax:** (617) 414-7776

**Email:** [bbock@bhchp.org](mailto:bbock@bhchp.org)

**Web:** [www.bhchp.org](http://www.bhchp.org)

**Director:** Robert Taube, PhD

**HCH Coordinator:** Barry Bock, RN

**Medical Director:** Monica Bharel, MD

**UDS Number:** 011210

### Project Description

Boston Health Care for the Homeless Program (BHCHP) provides comprehensive health care services at more than 80 sites throughout Boston, including shelters, motels, soup kitchens, day centers, street outreach, detoxification units, transitional programs, and clinics on the campuses of three major teaching hospitals.

#### **Services**

BHCHP provides primary and episodic care at more than 80 sites in greater Boston. These sites include hospitals, CHCs, and adult, family and domestic violence shelters, as well as the streets of Boston. In addition, BHCHP provides dental and behavioral health care. BHCHP also operates the Barbara McInnis House, a 104-bed medical respite program.

#### **Linkages**

Linkages include Boston Public Health Commission, Massachusetts Housing and Shelter Alliance, Homes for Families, Massachusetts Coalition for the Homeless, Boston's Emergency Shelter Commission, Boston Health Net, Massachusetts League of CHC, and the State Departments of Transitional Assistance, Public Health, and Mental Health.

#### **Statistics**

Estimated homeless population: 25,000 Patients served: 13,021

#### **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  
Email: MMcGovern@CHAlliance.org

***Mass General Hospital***

Wang 108, Medical Walk In Unit  
Boston, MA  
Phone: (617) 726-2707  
Fax: (617) 724-0189

***South End Community Health Center***

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

**Community Healthlink - Homeless Outreach and Advocacy Project**

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72 Jaques Avenue  
Worcester, MA 01610-2480  
**Phone:** (508) 860-1057  
**Fax:** (508) 860-1046  
**Email:** bdoyle@communityhealthlink.org  
**Web:** www.communityhealthlink.org  
**Director:** Brooke Doyle  
**Medical Director:** Erik Garcia, MD  
**UDS Number:** 010180

**Project Description**

Community Healthlink's Homeless Outreach and Advocacy Project (HOAP) provides direct services to individuals who are homeless. Services include an array of outpatient primary care and urgent care, behavioral health-individual and group mental health and addiction treatment, psychopharmacology, case management services-assistance with applications for: health and financial benefits, housing, referral to detox and recovery programs, etc., access to emergency assessment for homeless crisis, transitional housing and permanent supportive housing.

**Services**

HOAP operates a primary clinic site at 72 Jaques Ave. and also operates clinics at PIP emergency shelter, St. John's Church-Soup Kitchen, and Oasis program. HOAP subcontracts services for families through Family Health Center in Worcester. HOAP also subcontracts services at Great Brook Valley. Dental services are provided via contract agreement at Family Health and Great Brook Valley.

**Linkages**

Family Health Center; Great Brook Valley; People In Peril Shelter; Abby's Shelter for Women; Rachel's Table-emergency food

**Statistics**

Estimated homeless population: 2,500 Patients served: 3,256

**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

***The Worcester People in Peril Shelter***

701 Main Street  
Worcester, MA 01610  
Contact: David McCloskey  
Phone: (508) 757-0103  
Fax: (508) 753-2271

**Community Health Connections, Inc.**

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ACTION Health Services

275 Nichols Road  
Fitchburg, MA 01420

**Phone:**(978) 665-5940

**Fax:** (978) 665-6212

**Email:** sauger@chcfhc.org

**Web:** www.chcfhc.org/action

**Director:** Nicholas Apostoleris, PhD

**Medical Director:** Beth Mazyck, MD

**HCH Coordinator:** Martha Rivera

**UDS Number:** 13900

**Project Description**

Community Health Connections, Inc. (CHC) operates Federally Qualified Health Centers (FQHC) in north central Massachusetts. To better serve the homeless and publicly housed in the area, CHC Inc. has established ACTION Health Services, a 330h/i Healthcare for the Homeless/Public Housing Primary Care Health Center. ACTION (Accessible Comprehensive Treatment In Our Neighborhoods) Health Services offers a decentralized, regional approach to addressing the unmet healthcare needs of the area through the use of mobile health services and co-location of services with existing social service agencies.

**Services**

ACTION Health Services, a Community Health Connections Healthcare for the Homeless/Public Housing Primary Care health center, combines a land-based and mobile clinic strategy designed to provide services to the most underserved people in the area, the homeless, doubled-up, and those receiving public housing. This

blend of land and mobile services is used as a way to provide care for vulnerable people in the region who have not been able to adequately access other CHC, Inc. services. ACTION is designed to provide access to services which include medical, dental, and behavioral health in this area of north central Massachusetts. A mobile medical service makes regular visits to sites in Fitchburg, Leominster, Gardner, and Winchendon, which are the major towns and cities in the area. In addition to the mobile medical service, a mobile dental unit has also been put into service in the town of Winchendon which has a shortage of dental services. Case management services, health care enrollment assistance, and appropriate referrals to other agencies are also provided. The quote from Arthur Ashe, "Start where you are, use what you have, do what you can" is a saying Community Health Connections, Inc. keeps in mind as they move forward in achieving improved health for their community.

### **Linkages**

Gardner Visiting Nurse Association; HealthAlliance Hospital; Henry Heywood Hospital; Faith United Parish; Fitchburg Housing Authority; Olde English Village; Ginny's Thrift Store; Our Father's House; the WP Clark Memorial YMCA; Leominster Housing Authority; Spanish American Center; and Montachusett Addiction Council.

### **Statistics**

Estimated homeless population: 3,500

## **Duffy Health Center**

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105 Park Street

Hyannis, MA 02601

**Phone:** (508) 771-7517

**Fax:** (508) 771-7514

**Email:** [jdeg@duffyhealthcenter.org](mailto:jdeg@duffyhealthcenter.org)

**Website:** <http://www.duffyhealthcenter.org/>

**Director:** Claire F. Goyer 508-771-7517 x 103

**HCH Coordinator:** Claire F. Goyer

**Medical Director:** Lisa Zandonella-Huhta, MD

**UDS Number:** 011720

### **Project Description**

The Duffy Health Center provides comprehensive services to homeless adults and those at risk of homelessness at its Hyannis site and through its Mobile Health Clinic. Duffy uses a transdisciplinary approach, integrating primary and preventive care with on-site mental health and substance abuse services, intensive case management, benefits enrollment, and housing.

### **Services**

Duffy Health Center's integrated care model includes the following: primary and preventive care integrated with on-site behavioral health services, treatment and support; intensive case management, benefits enrollment, and housing. Behavioral health services include medication management, psychiatric services, individual and group therapy, targeted services for ex-offenders, and an Office Based Opioid Treatment (OBOT) program with concurrent medical and behavioral components for up to 100 patients. Duffy also provides volunteer chiropractic services, nutrition education and counseling; laboratory work and medications; HIV/hepatitis C prevention and education; assistance with daily needs; and medical transportation. Duffy has formal referral arrangements for pediatric care and for concurrent obstetrics care for its pregnant clients and refers to a nearby CHC for dental services. Duffy has provided permanent housing with intensive case management for over 100 chronically homeless persons through its Housing

First program and also offers HUD program vouchers. Duffy works closely as part of the Regional Network to End Homelessness to implement homeless prevention and rapid re-housing services. Its Mobile Health Clinic traverses Cape Cod to provide primary care, mental health, and case management services and connects people to community resources. Staff include 2 physicians, 5 NPs, a P.A., 3 RNs, 6 behavioral health clinicians, and 11 case managers.

### **Linkages**

Key linkages are with housing partners that support Duffy's Housing First program (including private landlords, local housing authorities, and a non-profit housing corporation). Duffy has a leadership role in the local Continuum of Care and works closely with town and regional agencies to pursue funding for local solutions to end homelessness on the Cape. The Mass. Behavioral Health Partnership provides support for intensive case management services for Duffy's Housing First program. Duffy has oversight of the countywide "Operation in From the Streets," which provides short term motel subsidies and case management to homeless individuals. It implemented and co-manages a modified therapeutic community site, Pilot House, for persons in recovery. A cooperative agreement with SAMHSA provides intensive case management for persons with addictions. Duffy is a member of the informal Cape CHC network and is directing a regional CHC initiative to replicate its Office Based Opioid Treatment programs.

### **Statistics**

Estimated homeless population: 6,800 in Barnstable County Patients served: 1,800

## **Greater Lawrence Family Health Center, Inc.**

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34 Haverhill Street

Lawrence, MA 01841-2884

**Phone:** (978) 725-7400

**Fax:** (978) 687-3726

**Email:** cnoyes@glfhc.org

**Web:** www.glfhc.org

**Director:** Robert J. Ingala

**HCH Coordinator:**

**Medical Director:** Elane Lee, NP and Vince Waite, MD

**UDS Number:** 012160

### **Project Description**

The Greater Lawrence Family Health Center (GLFHC) provides medical care at 14 sites in Lawrence, Haverhill, and Tewksbury to individuals and families who are homeless. 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 primary care assessment and treatment, 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 --podiatrists, dermatologists, ophthalmologists, dentists -- see homeless clients on a pro bono basis. Access to emergency room and inpatient care is available through off-site resources.

## **Linkages**

GLFHC's HCH program networks with local and State agencies that provide services for individuals who are homeless living in the Merrimack Valley. The Massachusetts State Departments of Mental Health, Public Health, Social Services, 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 to a collaborative initiative with CAB Health and Recovery Services, which provides a continuum of substance abuse prevention and treatment services outside the traditional health care system.

## **Statistics**

Estimated homeless population: 4,500 Patients served: 1,230

## **Health Services for the Homeless**

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95 State Street, Suite 201

Springfield, MA 01103

**Phone:** (413) 787-6737

**Fax:** (412) 787-6458

**Email:** [hcaulton@springfieldcityhall.com](mailto:hcaulton@springfieldcityhall.com)

**Web:** [www.springfieldcityhall.com](http://www.springfieldcityhall.com)

**Director:** Helen R. Caulton-Harris

**Medical Director:** Brenda Collins, RN, FNP

**HCH Coordinator:** Linda Franklin

**UDS Number:** 010120

## **Project Description**

The Springfield Health and Human Services Department participates in an interagency program to deliver health care and social services in settings covering more than 1,800 miles. The main agencies are Springfield Health and Human Services Department, Mercy Medical Center/HCH, 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 augments these services. Services are provided at soup kitchens, shelters, recovery programs, an education and job training program, and through street outreach. Mercy Medical Center/HCH uses a nursing model to provide primary 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 the City of Springfield, Health and Human Services Department staff, and Mercy Medical Center/HCH through a medical director, 4 nurse practitioners, 7 RNs, and 4.5 case managers. Additional services are provided by Open Pantry Community Services/Open Door program staff.

## **Linkages**

Mercy Medical Center/HCH provides emergency, lab, x-ray, and inpatient medical/surgical services. Extensive social services are available through service providers in the community who 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: 1,728 Patients served: 3,729

**Subcontractor(s):**

***City of Springfield, Worthington House, Dental Clinic***

769 Worthington Street

Springfield, MA 01103

Contact: Deborah Burns, RDH

Phone: (413) 787-6741

Fax: (413) 787-6458

E.Mail dburns@Springfieldcityhall.com

***Health Care for the Homeless / Mercy Medical Center***

271 Carew 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, PO Box 5127

Springfield, MA 01101

Contact: Theresa O'Connor

Phone: (413) 737-4167

Fax: (413) 737-6811

Email: toconnor@openpantry.org