Population Health Clerkship: Pernet Family Health Service
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Introduction to the Population
Low income inner-city families with risk factors for abuse and neglect.
- 50% of single mothers live in poverty in Worcester. (2010)
- 60% of families living in poverty have related children < 5 years old. (2010)

Pernet Family Health Service
Pernet Family Health Service supports the physical, social, psychological, and spiritual development of individuals and families, promoting long-term strengthening and enhancement of family and community life. Services include:
- Family & Community Development
- Emergency Assistance
- Information and Referrals
- Holiday Program
- Community Organizing
- Neighborhood Leadership
- Development
- Youth Activities
- Homework Club
- Spiritual Life Program
- Green Island Gardens
- Early Intervention
- Maternal and child nursing
- Family support services
  - Young Parent Support
  - Parent Aides
  - Fathers and Family Program
  - Homemakers Program
  - Parenting Classes
  - Worcester Healthy Start Initiative

Interprofessional Network Relationships

Key:
- Size of hexagon corresponds to relative role of the individual/agency in the health of the population
  - Weak relationship
  - Intermediate relationship
  - Strong relationship

Project Summary
Goals
To create a comprehensive family assessment tool for parent aides to assist in developing rapport with clientele and determining areas of need.

Progress
- Combined 2 previous screening tools
- Worked with Parent Aides to fit tool to practice
- Reduced redundancies in paperwork
- Defined organizational purpose of the tool
- Established need to identify indices of program outcomes

Projected Outcomes
The tool will:
- Give Parent Aides a snapshot about family needs at a particular time
- Provide good information for writing grants
- Be used to break the ice for reluctant clients
- Fill in the gaps when initially meeting the client
- Provide ready to use information if new employees, DCF, or other agencies need to know more about the client

Lessons Learned
- More support needed for men for food security, parenting, and job opportunities
- Better communication needed between DCF and families
- Transportation problem in Worcester
- Families have limited resources for obtaining correct information about current news
- Safety issues: unsafe environment due to crime and drugs
- Cycle of poverty and abuse continues generation to generation

Lessons Learned as Future Clinicians
- Understand the challenges that face our patients which would include:
  - Missed appointments because of lack of transportation
  - Poor nutrition because of family stressors and insufficient funds
  - Poor compliance because patients cannot afford medication or understand the consequences for themselves and their children.
  - No support network
  - Learn what resources are available for at risk patients and have the information readily available.
  - Develop a relationship with the local organizations to refer at risk patients

Recommendations
- Parent Aide could provide updated information (a flier with phone numbers) on resources in the community for shelters, food pantries, soup kitchens, transportation, health insurance
- Partner with neighboring colleges to start a volunteer program where students can volunteer a couple of hours a week to take clients to get groceries, go to doctor appointments, and/or pick up prescriptions.
- Provide information about Pernet and its services to area clinics and hospitals so that nurses and physicians can pass on the information to their patients.
- Advertise/Provide information to local schools for students and their parents.
- Invite DCF representatives to Pernet support groups for clients to express their frustrations directly to DCF.

References

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