Population of Focus

- Pernet Family Health Service works with a diverse population that includes mostly low-income families in the Green Island Neighborhood of Worcester.
- Pernet's approach to family stabilization requires that they serve all members of the family and community, from infants, parents, mothers, fathers, to grandparents.
- Pernet was founded by the Little Sisters of the Assumption in 1968 and has continued to build programs around Green Island’s diverse and changing population.

Pernet Family Health Programs

Service Project Overview

Goals
- Pernet Family Health Services provides a wide variety of services to families living in Worcester. While Pernet is an integral part of service and care coordination for these families, the organization still strives to incorporate the opinions of these families in the design and implementation of their programs.

Progress: Team contribution to develop Pernet’s goals
- Logic Model
  - In order to help accomplish this goal, our team focused on the design of a Parent Advisory Committee to serve as a resource for Pernet Family Health Services. As part of this effort, we created a Logic Model to assist in their fundraising efforts.
- Program Worksheet
  - A more detailed Program Worksheet was designed as a guide for staff and volunteers to assist in the implementation and maintenance of the PPAC.

Neighborhood statistics

<table>
<thead>
<tr>
<th></th>
<th>Worcester</th>
<th>Green Island</th>
</tr>
</thead>
<tbody>
<tr>
<td>Median age</td>
<td>(M) 28.5</td>
<td>(F) 34.5</td>
</tr>
<tr>
<td>Median family income</td>
<td>$45,021</td>
<td>$24,568</td>
</tr>
<tr>
<td>% of households run by single mother</td>
<td>14.30%</td>
<td>8.9%</td>
</tr>
<tr>
<td>Population Density (per square mile)</td>
<td>4,860</td>
<td>6,979</td>
</tr>
<tr>
<td>% poor or non-English speaking</td>
<td>25.70%</td>
<td>27.20%</td>
</tr>
<tr>
<td>% of foreign born residents</td>
<td>23.40%</td>
<td>36.20%</td>
</tr>
</tbody>
</table>

Project Summary

Key Take-Away Points

1. To affect change in a community, key players need to be identified and supported
2. Client feedback is integral to improving and creating effective programming
3. Parental ownership of the services improves compliance

Project Outcomes & Future Directions

1. Created a Logic Model about establishing the Pernet Parent Advisory Council (PPAC) for in-house reference and future grant proposals
2. Created a Program Worksheet for distribution to PPAC members and Pernet staff
3. Presented our materials and timeline to the Board of Directors at Pernet. The plan of action was well-received, with concrete plans to implement the PPAC

Future Directions & Timeline

1. Recruitment
   - 2 months: Directors and staff nominate and recruit 8-10 parents within the community to represent the range of services from each of the departments at Pernet
2. Initial meeting
   - Within 1 month of recruitment completion: Designated staff conduct initial meeting where parents select skill development workshops and set a schedule for the next year (6 meetings total)
3. PPAC short-term goals
   - 3-6 months: PPAC brings learned skills to the community. Fosters community development and strengthens the voice of parents at Pernet
4. PPAC long-term goals
   - 4-12 months: PPAC brings learned skills to the community. Fosters community development and strengthens the voice of parents at Pernet

Acknowledgements

We would like to thank all of the staff at Pernet Family Health Service, the Population Health Clerkship leadership, and the people of the Green Island neighborhood of Worcester. Special thanks to Sheilah Dooley, Johanna Lolas, Christopher Nelson, Donna Jaworek, Emily Linhares, Joani Verma, Kimberly Purvis, Mara Rentangle, Paul Mina, Will Pickens, Nancy Perea, Dora Cotto, and Yvette Roselund for their support and guidance.

References