

Population of Focus

Pernet Family Health Service works with a diverse population that includes mostly low-income families in the **Green Island and Canal Districts of Worcester**.

Pernet's approach to family stabilization requires that they serve all members of the family and community; from infants, teens, mothers, fathers to grandparents.

Pernet recognized a need in this neighborhood of Worcester in 1968 and has continued to build programs around the diverse and changing population.

Neighborhood Statistics:

- Median age is 37.2
- 35% renter occupied housing
- Average family size is 3.14
- 27% of families have a female householder without a father present
- Mean family income is \$61,694
- 56% of the population over 16 years are employed
- 20% below poverty level
- 25% on public assistance in the past 12 months

Service Project Overview

Initial assessment: Needs of the agency

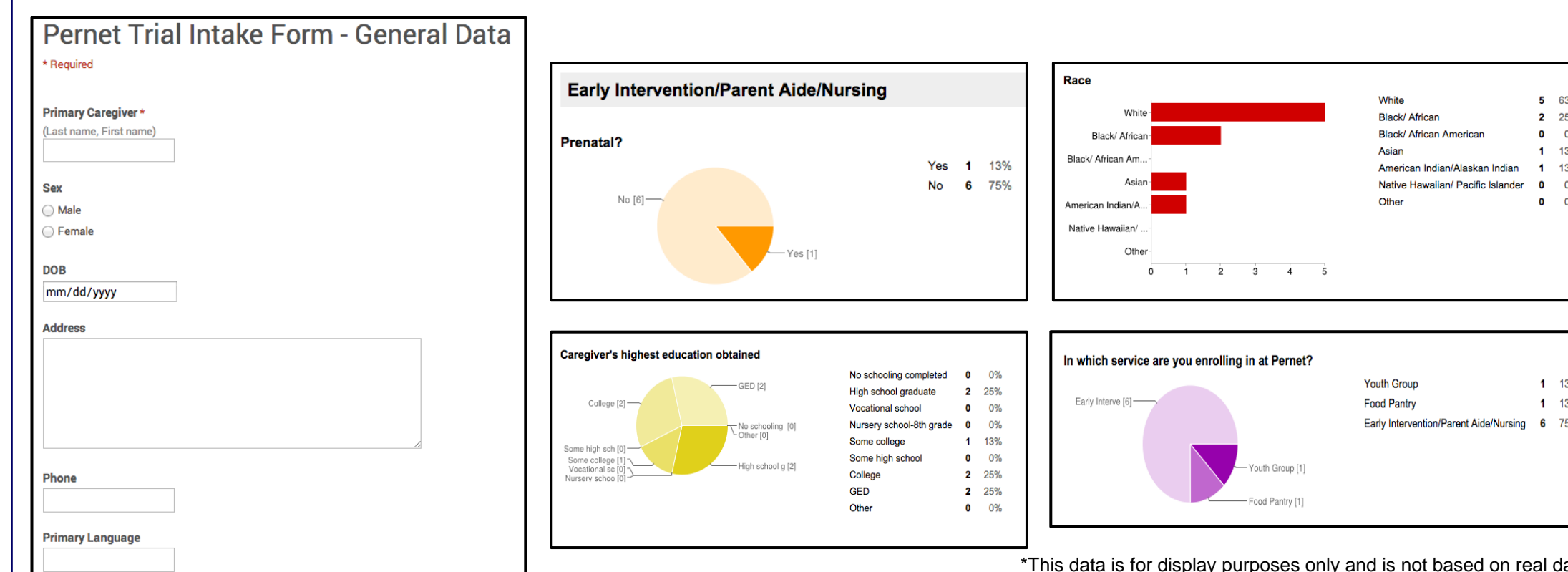
1. Intake form consolidation with program specific sections
2. Transition to centralized electronic case management to enable follow up and tracking capability
3. Develop training document to ease transition

Previously, the agency has utilized unique intake forms for each program's clientele. This causes redundancies between departments, makes it difficult to analyze patterns in the populations served, and is a burden for grant writing and applications. Our first goal was to consolidate these into a comprehensive framework allowing essential general data collection as well as program identified demographics.

Updated Intake Form

Client Database

Our newly developed preliminary database for centralized tracking matches the modified intake form to make it as user-friendly as possible. This was accomplished using a google document platform that has extensive reporting capability which is critical for grant applications to secure funding for future development of Pernet. A comprehensive training document was given to staff for both intake and database transition.



Project Outcomes & Future Directions

Project Outcomes

1. Created a single comprehensive intake form for all of Pernet's programs
2. Created a centralized database for data collected from intake form
3. Recommended platforms that could become permanent data solutions
4. Created a presentation about the new system and future recommendations that can be presented to the staff for clarity
5. Created a training manual for using the new data system

Future Directions

1. Training of new intake form use prior to the 2015 calendar year
2. Clearly define staff responsibilities
3. Accuracy validation via secondary checks of entered data by supervisors
4. "Go Live" date of January 2015 for the entire organization
5. Invest in a long term data collection and storage platform
6. Translate intake forms into multiple languages
7. Incentivize timely and accurate data entry by the staff

Key Take-Away Points

1. Caring for an underserved population requires a strong organizational framework
2. Standardized and efficient data management enables development and growth for all programs
3. Individuals require diverse and comprehensive care and support

Acknowledgements and Special Thanks

We would like to thank the all the staff at Pernet Family Health Service, the Population Health Clerkship leadership, and the people of the Green Island and Canal districts of Worcester. Special thanks to Sheilah Dooley, Chris Nelson, Emily Barnett, Maggie Curran-Early and Johanna Lolax for their support and guidance.

References

Pernet Family Health Service. (2014). <http://pernetfamilyhealth.org>
 Massachusetts Department of Children and Families. (2014). <http://www.mass.gov/eohhs/researcher/family-services/>
 United States Census Bureau (2012). http://factfinder2.census.gov/faces/nav/jsf/pages/community_facts.xhtml

Family Health and Stability Services

Programs and Interprofessional Networks

