

Pernet Family Health Service: Parenting & Family Stability



Lisa Cioffari-Bailliff, Michael Leeson, Sarah Palmer, Lucy Xu
 Team Leader: Sheilah Dooley, RN, MS
 University of Massachusetts Medical School, Worcester, MA

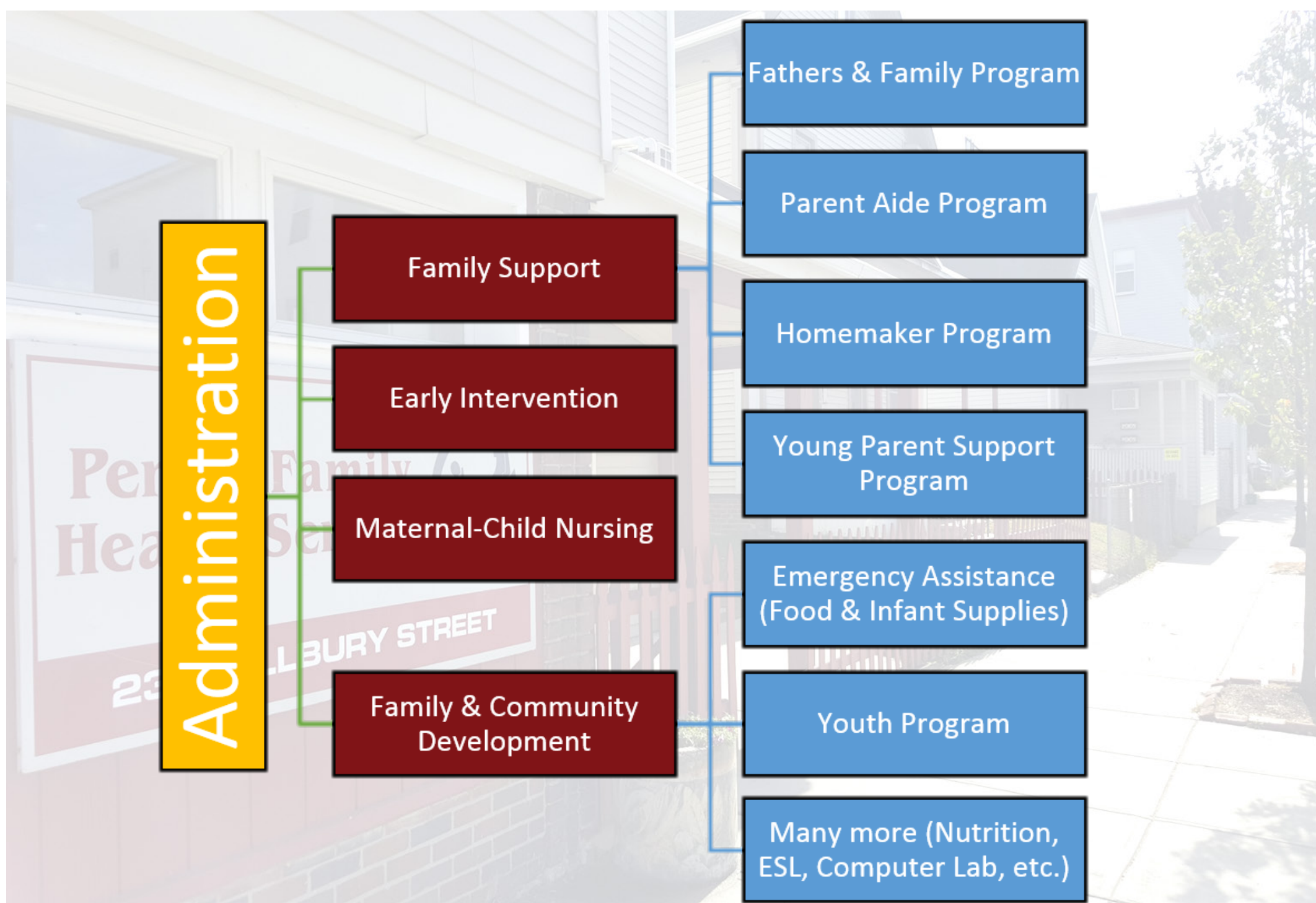
Population of Focus

- 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, teens, 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.

Neighborhood statistics

	Worcester	Green Island
Median age	(M) 28.5 (F) 34.5	(M) 28.5 (F) 34.5
Median family income	\$45,011	\$24,568
% of households run by single mother	14.30%	8.9%
Population Density (per square mile)	4,860	6,979
% poor or non-English speaking	8%	27.20%
% below poverty level	25.70%	44.80%
% of foreign born residents	23.40%	36.20%

Pernet Family Health Programs



Service Project Overview

Project Summary

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.

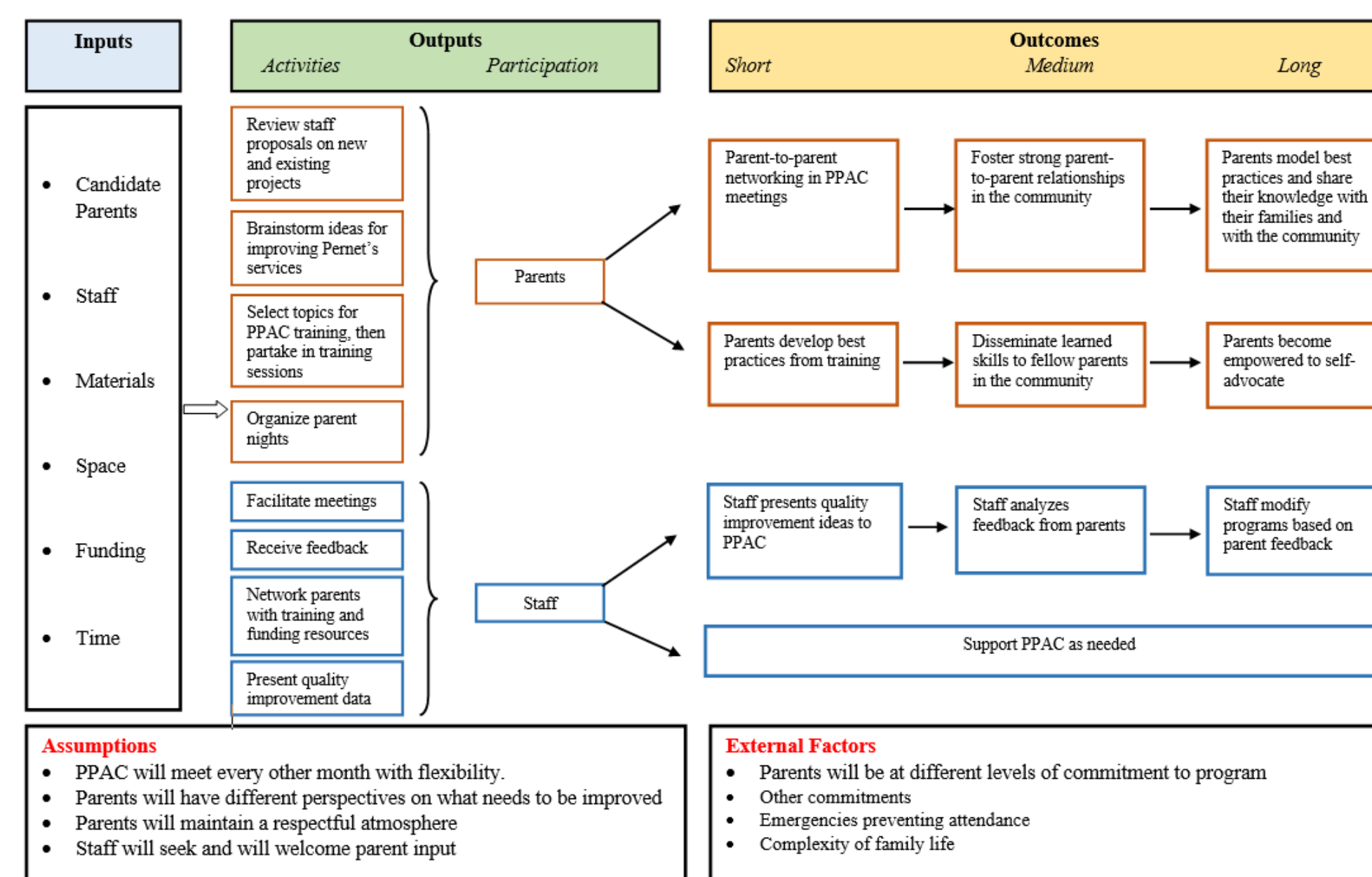
Progress: Team contribution to develop Pernet's goals

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: Pernet Parent Advisory Committee (PPAC) Logic Model

Situation: The Pernet Health Center provides multiple services for families through its departments of Family Support, Early Intervention, Nursing, and Family & Community Development. Parents coming to Pernet for these services, however, also need a voice to speak freely about their concerns. The Pernet Parent Advisory Committee (PPAC) will provide a direct platform for parents to impact the services they receive. This committee will also serve to unify the departments at Pernet to help the organization streamline its services. Altogether, the PPAC will ensure that Pernet's services are in tune with the needs of its community.



Assumptions

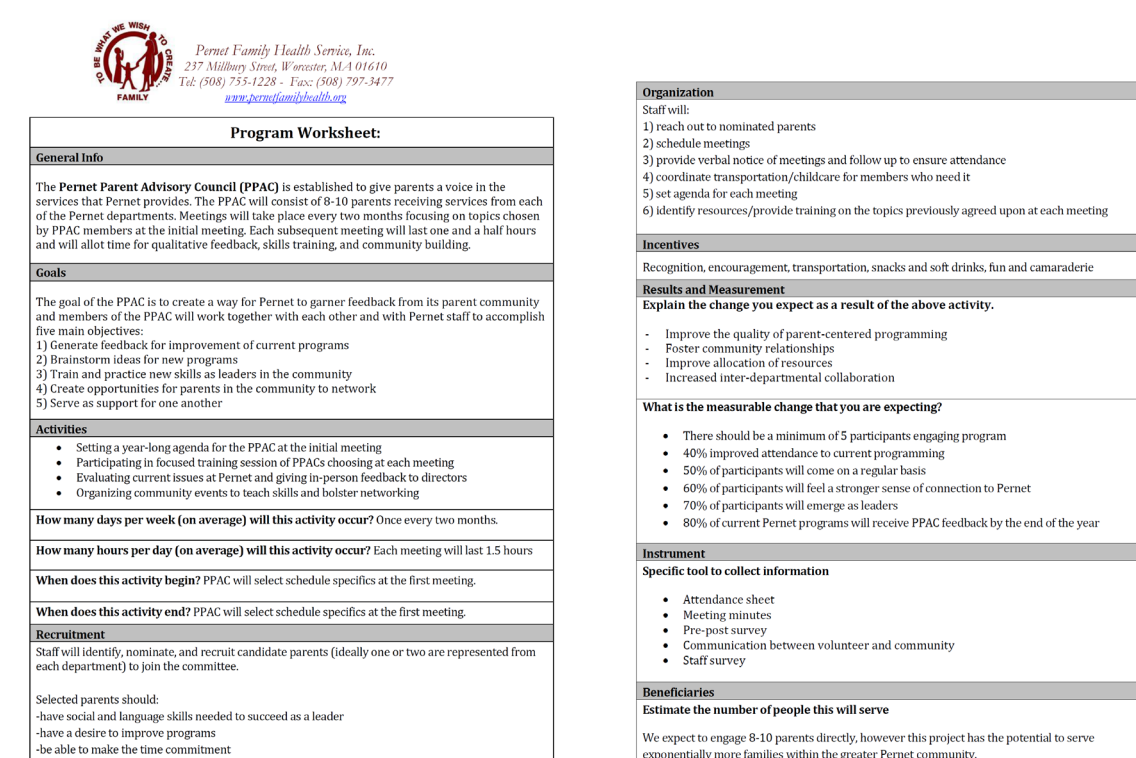
- PPAC will meet every other month with flexibility.
- Parents will have different perspectives on what needs to be improved
- Parents will maintain a respectful atmosphere
- Staff will seek and will welcome parent input

External Factors

- Parents will be at different levels of commitment to program
- Other commitments
- Emergencies preventing attendance
- Complexity of family life

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.



Project Outcomes & Future Directions

Project Outcomes

- Created a Logic Model about establishing the Pernet Parent Advisory Council (PPAC) for in-house reference and future grant proposals
- Created a Program Worksheet for distribution to PPAC members and Pernet staff
- 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

Stage	Timeline
Stage 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
Stage 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)
Stage 3 PPAC short-term goals	3-6 months: Directors bring quality improvement ideas to PPAC for input. Members of PPAC partake in selected skills sessions. Networking among group members develops
Stage 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.

Key Take-Away Points

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

Acknowledgements

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