

## Community Resource Assessment

Community resources clearly vary state by state. Thus, there can be no reference manual of services that would apply to all states and localities. The following attempts to suggest potential resources for each category of need. In most areas, listed first are nationwide agencies followed by state or local agencies or departments. In some categories we can unfortunately only give local (Massachusetts) listings but it is likely that each state will have a similarly named agency or department to which one could refer. Alternatively one could consult the 800 numbers listed here in an attempt to get state specific information or referrals. The Human Services Yellow Pages is an annual publication of George D. Hall Publishers (617-523-3745). Hall publishes this guide for Massachusetts and one for Rhode Island. These types of directories are becoming available via other publishers for other states.

We suggest that each program develop its own abbreviated "Yellow Pages" of appropriate community resources for its particular locale. This resource material can then be made available to all residents. We suggest that programs use our outline as a model to flesh out their own Community Resource Guide. It is our experience that providing trainees with such a concrete tool greatly contributes to a sense of empowerment and of competence in their ability to assist poor patients. Residents are much more likely to ask about difficult, vexing social problems if they know about organizations which can and will offer assistance to the patient sitting in their office in need of aid.

### Knowledge

#### General needs assessment

- Needs experience by families

- Resources available

- Determine when clients' cannot be met by their own resources

#### Government mandates

- Human needs (housing, food)

- Immunization

- Protection against abuse/neglect

- Guarantee of education

- Government ordered services for Public Health, for Handicapped

- Family Resource and Support Grant Program: to assist in

forming networks of family support groups

Resources

General - National Clearinghouse on Family Resource and Support

By Need:

1. Housing

Nationwide

U.S. Department of Housing and Urban Development (HUD) 617-565-5256

Programs of HUD--120 page publication available listing programs such as Finders-Keepers, Section 8 Housing Certification Program, for very low income

U.S. National Office of Fair Housing, Washington, DC 800-424-8590.

State

Department of Public Welfare Emergency Assistance, 800-844-2900

Executive Office of Communities and Development, 617-727-7127

Local

Housing Finance Agency (loans for first time buyers)

Housing Authority (public housing projects, subsidies attached to clients and to privately owned housing)

Neighborhood Housing Services (for low income homeowner rehabilitation)

Community Development Corporations (non-profit organization that rehabs buildings for rent/sale to low income)

Coalition for the Homeless

2. Food

Nationwide

WIC, 800-WIC-1007

Food Stamp/Hunger Hotline, 800-645-8333

Local

School meal programs. Telephone calls directly to school for a malnourished child may get him one good meal/day

Child Care Food Programs (reimbursement to daycare providers)

Food pantries/Emergency groceries

Food Purchasing Programs

Gardening Programs

3. Heat

State

Emergency Assistance Program (Department  
Public Works), 800-841-2900  
Executive Office of Communities and

Development

Office of Fuel Assistance, 800-632-8175  
Fuel Assistance "Hotline" Weatherization  
Assistance Programs  
Heating Energy Assistance Retrofit Task Force  
Weatherization Assistance Program  
Fuel co-ops

4. Health Care

Nationwide

National Health Information Clearing House,  
800-336-4797  
National AIDS hotline, 800-222-2719

State

Department of Public Health - Office of  
Community Health Advocacy Office, 800-462-5531  
Maternal and Infant Care (MIC)/Children and  
Youth (C&Y) Programs, 800-462-5531  
WIC, 800-WIC-1007  
Healthy Start, 800-531-BABY

Local

Neighborhood Health Centers  
Services for Runaways, Homeless  
Health care for the Homeless Project,  
617-424-5096

5. Disabilities, special needs

Nationwide

Department of Public Health-Guide to Service  
for Handicapped Children, 800-882-1435

Early intervention programs  
Developmental evaluation services  
Pediatric nursing homes

State

Department of Public Welfare  
Common Health (for disabled children not  
covered by other source), 800-841-2900  
Kaleigh Mulligan Home Care for Disabled Children,  
617-727-7600  
Executive Office of Human Services (EOHS)

Office of Handicapped Affairs, 800-322-2020  
Mass State Respite Care Services,  
800-222-2719

6. Substance Abuse

Nationwide

Office of Substance Abuse Prevention  
National Institute on Drug Abuse Hotline,  
800-661-HELP  
National Clearinghouse for Alcohol and Drug  
Information, 301-468-2600  
National Cocaine Hotline, 800-COCAINE

State

Alcohol and Drug Hotline (DPW)  
Statewide Drug and Alcohol Information and  
Referral Hotline, 800-327-5050

7. Child Abuse and Neglect

Nationwide

Prevention and Crisis Intervention  
National Child Abuse HOTLINE, 800-4A-CHILD  
800-422-4453  
Parental Stress Line, 800-632-8188  
Parents Anonymous, 800-882-1250  
Educational Resources-Variied Directions, Inc.  
Educational videos, 800-888-5236

State

Department of Social Services

Local

Hospitals with Crisis Intervention Services  
Peer Assisted Telephone Network,  
800-882-1250

8. Domestic Violence

Nationwide

Publications: "For Shelter and Beyond",  
"A Women's Guide to the Abuse Prevention  
Act", available from the Mass. Coalition for  
Battered Women Service Groups for \$5 and \$4  
respectively

State

Mass. Coalition of Battered Women Service  
Groups, 617-426-8492

9. Child Care

State

Office for Children (OFC), 617-727-8900

Corporate Child Care Programs - The Exec  
Office for Economic Affairs, 617-727-8380  
Publicly Funded Child Care (DSS),  
617-727-1900

10. Parent Support

State

Project Good Start (Mass. Society for the  
Prevention of Cruelty to Children),  
617-848-0553

11. Foster Care

State

Office for Children (OFC), 617-727-8900  
Department of Social Service

Local

Project IMPACT, 800-882-1177

12. Family Planning

State

Department of Public Health  
Maternal and Child Health, 617-727-0941

Local

Healthy Start, 800-631-BABY

13. Employment Assistance/Training

State

Department of Employment and Training,  
617-727-2252

Employee Assistance Program  
Job Training Partnership Act  
Community Action Agencies  
CHOICES (DPW)

Bay State Skills Corp, 800-462-3282

14. Legal and Mediation Services

Nationwide

American Bar Association's Center for  
Children and the Law, 800-392-6164

National Center for Youth Law, 415-543-3379

National Consumer Law Center, INC,  
617-523-8010

National Lawyers Guild, 617-227-7001

State

Legal Advocacy and Resource Center,  
617-484-1580

Mass. Assoc. of Mediation (alternative to attorneys)  
Program (MAMP), 617-484-1580

15. Immigrants

Nationwide

Refugees International, Executive Office of  
Human Services, 220 Eye St., Washington, DC  
Office of Refugees and Immigrants Pamphlet:  
"State Services for Immigrants and Refugees:  
A Guide for Agency Workers"

16. Education

Educational Opportunity Center (EOC)  
federally funded program providing  
educational counseling to low income  
adults, 617-536-0200

17. Youth Development

Nationwide

Department of Youth Services (DYS)  
Girl/Boy Scouts  
Campfire  
Boy's/Girls Clubs  
YMCA/YWCA  
Adult/Child Matching Programs  
Big Brother/Sister  
Camp Services

Local

City Year (Boston program of advisors to inner  
city adolescents)

Skills

Ability to establish trust; to communicate the need to know in  
order to help and/or to protect (rather than to  
judge or to report)

Ability to accept and to offer assistance within acceptable  
boundaries

Knowledge of resources, referral

Persistence to continue to make phone calls until one  
succeeds in finding someone who knows where a service  
is offered

Ability to access attorneys, social service, child or family  
advocates, interpreters; i.e., "know who to call"

Ability to use Department of Social Services (DSS) not only as  
"reporting" but to gain information, assistance

Attitudes

Appreciation of human needs and community resources in  
dynamic relation to each other

Maintain a non accusing, non blaming, non pitying manner  
Maintain optimistic approach to accessing services, to avoid  
"burnout" and get self satisfaction out of helping  
even in small ways

### Barriers

Parent/family resistance to help, i.e., pride, denial of a  
problem, "heresay" about DSS, agencies, etc.  
Fear of deportation or notification of immigration authorities if  
in the country illegally  
Financial cutbacks; DSS now essentially straight "protective"  
rather than "assisting"  
Inequity of access, quality and quantity of services  
Judges often make decisions without fully knowing what  
help and services could be used in the community to avoid out  
of home placement  
Child serving agencies often don't provide descriptions of  
services

### Advocacy

Advocate for the implementation and expansion of the  
Family Resource and Support Grant (to help states build  
networks of local family resource and support service)  
Support Family Preservation Service Programs, e.g., intensive  
family based crisis intervention services to prevent out of  
home placements  
Support the allocation of funding for the Child Welfare  
Service Program (Title IV-B) and the Social Services  
Block Grant (Title XX) for child protection activities  
Willingness to write letters to housing authority, to  
telephone gas, electric companies; to sign for special  
telephone, transportation requests  
Careful logging of data may lead to changes if trend is seen  
Reporting to public health and political officials any  
research data or even trends seen, injustices or  
inadequacies witnessed  
Supporting legislation which improves the financial base  
of services to children

### References

1990 Human Services Yellow Pages, Thorndike Press, Boston, MA.  
Wexler Vigilante F, Mailick, MD. Needs-Resource Evaluation in the  
Assessment Process. Social Work. 1988; 33:101.

Krist MW, Integrating children's services, EdSource April:1-8, 1991.

Levine MD, Crocker A, Carey WB. Developmental-Behavioral Pediatrics, Chapter 93, p. 165, WB Saunders, Phila. 1992.