



# Engagement Center

September 13, 2017

# Background

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## Collaborative Community Approach

- ❑ Working group, feedback from outreach, individuals living on the street and/or in the emergency shelters, businesses & residents
- ❑ 6-month pilot

# Community Involvement

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- Community partners have been supportive and continue to support Engagement Center efforts
  - ▣ Donations
  
- BPHC hosted Open Houses
  - ▣ BPHC Staff
  - ▣ Community Providers
  - ▣ Elected Officials
  - ▣ Media Outlets

# What is the Engagement Center?

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- ❑ The Center is a welcoming environment for individuals in need of a space to spend time during the day.
  - Opened on August 2<sup>nd</sup>
- ❑ The Center serves as a space for participants to get connected to the many homeless and recovery services offered by the City of Boston and partners in Newmarket Square.
- ❑ The Center offers a range of items including portable toilets, hand washing station, water, coffee, and light snacks.

# What is Engagement Center continued

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- Amenities include recreational space for socialization, access to TV, phone chargers, quiet space for reading, and workstations available to participants.
- Programming calendar includes substance use recovery services, housing, and mental and behavioral health services offered by BPHC and partner service providers.
- Currently Monday-Sunday 7:00am-4:00pm

# What does staffing currently look like?

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- 1 Full Time Program Manager
- 2 Program Coordinators
- 3 Full Time Public Health Advocates II
- 3 Part Time Public Health Advocates II
- 1 BHCHP Nurse

# Engagement Center

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- Improved relationships with clients

# of client contacts = 7425+

# of syringes collected= 61

# of provider referrals= 29

# of shelter referrals=11

# of BHCHP referrals= 115

# What are the goals of the Engagement Center?

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The Engagement Center pilot aims to:

- Create a comfortable space for individuals to begin or continue engagement in services;
- Provide a safe, coed space for neighborhood residents to spend time during the day;
- Address neighborhood concerns regarding sidewalk congestion; and
- Offer BPD and street outreach workers a place to guide individuals in need of services and support.



# Where is the Engagement Center located?



# What is the criteria for entering the Engagement Center?

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- The Center is open to all residents in the community over the age of 18 who are looking for a space to spend time during the day in Newmarket Square.
- Illegal activity and acts of violence will not be tolerated in this space.

# Outside of the Engagement Center

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# Inside of the Center



# For questions and/or tours

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