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## Wood County Project Connect: Final Report for Event Held October 17, 2018

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# Wood County Project Connect

**Final Report for Event Held October 17, 2018**

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**July 2019**

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# Wood County, Ohio: Project Homeless Connect

## INTRODUCTION

Homelessness is a complex and dynamic issue, which is affected by social factors like addiction, mental illness, and familial causes as well as structural factors like poor economic conditions, absence of employment opportunities, inadequate low-cost housing, and deficient mental health services (Mago, Morden, & Fritz, et. al., 2013). To combat this dynamic and complex issue of homelessness, the response also needs to be dynamic and complex. The services need to target both social and structural factors and services need to be tailored to individual needs. Homelessness has been defined by Housing and Urban Development (2019) into four categories:

1. Individuals and families who lack a fixed, regular, and adequate nighttime residence and includes a subset for an individual who is exiting an institution where he or she resided for 90 days or less and who resided in an emergency shelter or a place not meant for human habitation immediately before entering that institution;
2. Individuals and families who will imminently lose their primary nighttime residence;
3. Unaccompanied youth and families with children and youth who are defined as homeless under other federal statutes who do not otherwise qualify as homeless under this definition; or
4. Individuals and families who are fleeing, or are attempting to flee, domestic violence, dating violence, sexual assault, stalking, or other dangerous or life-threatening conditions that relate to violence against the individual or a family member.

Each year in January, a comprehensive point-in-time data is collected across America in communities to count the number of individuals and families experiencing homelessness. In January 2018, 553,000 individuals were identified as homeless. Approximately 33% of these were families with children comprising of 56, 342 households and 180,413 people. Roughly, 24% of these homeless individuals were reported to be chronically homeless (State of Homelessness in America, 2018). In early 1980's it was estimated that nearly 250,000 to 3,000,000 people were homeless (Hombs & Snyder, 1982). These statistics indicate that since the 1980s there has been a significant increase in the homeless population in the United States. Demographic trends suggest that until 2013, the percentage of homeless persons increased consistently. From 2017 to 2018, there was a 1.5% increase in the homeless population in Ohio.

In 2018, there were 10,249 homeless people in Ohio and of these, approximately 700 were chronically homeless. This observation was a 69.7% decrease in the number of homeless persons between 2007 and 2018, yet there was 57% increase in veterans joining the homeless population between 2012-2013 (Coalition on Homelessness and Housing in Ohio, 2013). In Toledo/Lucas County, there were 900 individuals reported as homeless (Coalition on Homelessness and Housing in Ohio, 2018), which is the closest geographical area for which these statistics are available. Taken together, these statistics suggest that there are significant numbers of homeless people nationwide as well as in the region.

Initially, when the issue of homelessness was recognized, it was perceived as an urban issue. Existence of homelessness in rural America was recognized much later (Fitchen, 1992). It is

important to talk about this difference in urban and rural homelessness because the dynamics of urban and rural homelessness are a little dissimilar and hence, the social service agencies have to consider these factors in terms of making services available and services utilization. For instance, over the years, as average incomes diminished in rural areas, demand for affordable housing increased but the supply of affordable housing has not been consistent with the demand. Furthermore, adding to this caveat availability of low-income housing in marginal 4 employment opportunity areas, and the areas where public transportation is not available, sets the vicious cycle of unemployment, poverty, and homelessness in motion (Fitchen, 1992).

Project Homeless Connect (PHC) is designed to provide immediate goods and services to homeless individuals and those nearing homelessness. PHC provides basic needs and critical services in one day at one location. Along with providing valuable and necessary services to help alleviate homelessness, an additional positive outcome for service providers is the opportunity to network with different agency members, and reinforce relationships, collaborations, and partnerships. It originated in San Francisco and was later adopted and revised by the U.S. Interagency Council on Homelessness (USICH) to decrease homelessness in major American cities (Knetch & Martinez, 2009). PHC was created following the premises of the former President George W. Bush Administration's policy of compassionate conservatism and the "armies of compassion" model, which "sought to rebuild public-private relationships to address social problems and avoid increasing government spending" (Knetch & Martinez, 2009, p. 522). More than 170 cities in the United States, Canada, and Australia have adopted the PHC project.

On October 17, 2018, Wood County, Ohio held its sixth Project Connect (PC) event at St. Mark's Lutheran Church in Bowling Green, Ohio. Co-Chairs for PC 2018 were: Erin Hachtel and Felicia Otte. Planning for PC began in April of 2018. County Commissioner Doris Herringshaw served as Honorary Chair. Twelve sub-committees, two were added after PC 2014 and these are marked by \*, comprised the Steering Committee covering the following areas:

1. Logistics, chaired by Don Neifer and co-chaired by Robin Small
2. Publicity, co-chaired by Sue Clanton and Greg VanVorhis
3. Volunteers, co-chaired by Shannon Fisher, Jane Rosser, Mollie Tyrrell, and Ellen Wengel
4. Intake/Social Workers, chaired by Hannah Bor and co-chair Willa Thomas
5. Transportation, chaired by Jessica Ricker
6. Administration, chaired by Dr. Mamta Ojha and co-chair Marisa Hutchinson
7. Health and Wellness, chaired by Rhonda Stoner
8. Housing/Education/Social Service Providers, chaired by Kathy Mull and Clarrisa McDermitt
9. Hot Meal, co-chaired by Debbie Bockbrader and Debbie Hafner
10. Personal Care and Tangible Goods/Hair, chaired by Deanna Lamb and co-chaired by Jennifer Genson and Robert Grogan
11. \*Child Care, chaired by Erika Sleek
12. \*Fundraising, chaired by Genah Babcock

## GOALS

Below are the primary goals for the sixth annual event:

1. Serve individuals and families with hospitable, direct, event-day services.
2. Increase outreach and awareness of supportive services beyond Bowling Green
3. Understand how Project Connect lasts beyond the day of the event for our guests, providers and volunteers.
4. Address the challenges that bring guests to Project Connect.
5. Connect providers for ongoing collaboration to meet those challenges.
6. Help volunteers know more about how to help themselves, friends, and family if they are ever in need.

Each of the above-noted goals was fulfilled or exceeded expectations, to illustrate:

1. 487 adults and children attended the event with 48% attending first time this year
2. Data were gathered through intake forms at the event on 271 households. In addition, 224 guests completed all data collection forms designed for the event (i.e., intake, welcome sheet, and exit surveys). Guests were asked to provide their contact information if they consented to be contacted for follow up activities.
3. 49 providers were present.
4. 219 individuals served as volunteers during the planning stages and on the day of the event.
5. The successful execution of the sixth PC event in Wood County on October 17, 2018, like the four previous events, was contingent upon having numerous providers in one location. This was accomplished, thereby further expanding the reach and awareness of the mission of the Continuum of Care of Woody County. Additional evidence in support of this goal involved all parties to the event:
  - a. 92% of guests reported they were very satisfied with the services or programs available at PC 2017.
  - b. 91% of volunteers gained knowledge of where to turn to for help should they or something they know become at risk for homelessness and 99% would volunteer again for PC.
  - c. Approximately 80% of providers strongly agreed/agreed that the event increased provider membership and program coordination for Continuum of Care Wood County.
  - d. Of the guests who provided their zip code (224), 36.6% identified that they came from outside Bowling Green, OH location.
  - e. 89% of guests reported getting more than expected or as they expected at PC.
  - f. 96% (up 7% compared to last year) reported that they gained knowledge on where to turn for help, should they or someone they know be in need of essential services or at risk of experiencing homelessness.
  - g. 98% of the providers report they would participate in an event like PC in the future.

6. Follow-up survey results indicate that a little over 55.2% (n=29) of them reported that they received a referral at PC2018 and 72.4% of them reported that they were able to go to the referrals that were made and 13.8% were able to go to some of these services.

### EVENT PROMOTION

The event was promoted via posters and flyers displayed across Wood County and distributed to schools. Information about the event was also announced in various press releases and on Facebook and the Continuum of Care of Wood County's website. Main design of the flier is given below:

**WOOD COUNTY**  
Working Together to Prevent Homelessness

FIND HELP. FIND HOPE.  
**AT PROJECT CONNECT**  
IS A ONE-DAY, ONE-STOP EVENT WITH FREE **GOODS AND SERVICES** FOR WOOD COUNTY INDIVIDUALS, FAMILIES, ELDERS, AND VETERANS IN NEED.

Hot Meals	Vision Screenings
Haircuts	Health Screenings
Birth Certificates	Dental Care
Care Packs	Mental Health Services
Hygiene Kits	Housing Information
Winter Coats	Holiday Help
Clothing	Employment Assistance
Groceries	And much more!

\* Some resources may require documentation

WEDNESDAY, OCTOBER 17TH  
**9 AM - 3 PM**  
ST. MARK'S LUTHERAN CHURCH  
315 S. COLLEGE DR.  
**BOWLING GREEN**

PROJECT CONNECT IS A PROGRAM OF THE CONTINUUM OF CARE COALITION.  
[WWW.FACEBOOK.COM/WOODCOUNTYPROJECTCONNECT](http://WWW.FACEBOOK.COM/WOODCOUNTYPROJECTCONNECT)

### SUMMARY HIGHLIGHTS

The observations that follow details summary information on participants, volunteers, and providers served at the fifth Wood County Project Connect event held on October 17, 2018 at St. Mark's Church in Bowling Green, Ohio. A preliminary version of what is presented below was distributed to the Steering Committee members. The information presented below is based on data collected via Guest Welcome Forms, Intake Forms, and Exit Survey of guests, volunteers, and providers.

**GUESTS** (N = 271, does not include guests who did not go through Intake)

- 271 Adults and children attended with guests for a total of 477 coming through event
- Previous Project Connect Attendance (guests could check all years attended)
  - 6% attended in 2013



- 8% attended in 2014
  - 13% attended in 2015
  - 27% attended in 2016
  - 34% attended in 2017
  - 48% attended for first time 2018
- 271 Households (278 in 2017) completed Intake Forms
    - 672 adults and children reside in these households (773 in 2017)
    - 274 (275 in 2017) Welcome forms completed
    - 224 (239 in 2017) Exit surveys completed
- Benefits/ Services marked by guests to be received
    - 77% Clothing
    - 63% Food Assistance
    - 60% Mental Health
    - 60% Personal Hygiene
    - 55% Holiday Help
    - 37% Hair Cut
    - 28% Massages
    - 27% Dental Care
    - 26% Diapers
    - 25% Utilities
    - 25% Birth Certificate
    - 23% Eye Screen
    - 22% Housing/ Affordable Housing
    - 19% Car Check
    - 12% Stress Management
    - 12% Go Back to School/Education
    - 12% Email/Internet
    - 11% Employment
    - 10% Legal Aid/ Legal Issues
- 93% of guests reported getting more than expected or as they expected at PC
  - 92% were very satisfied with the services or programs available at PC event; 7% were somewhat satisfied with services
  - 95% found the information available at PC very helpful; 5 % reported somewhat helpful
  - 92% were very satisfied with the event overall; 7% were somewhat satisfied with the event

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**VOLUNTEERS (N = 152 completed exit survey)**

- 219 volunteers served at the event (including walk-ins and excluding no shows), 241 volunteers registered for the event
- Of the 152 volunteers who completed exit survey:
- 77% served as hosts with the rest divided between food service, greeters, and clean-up crew
  - Volunteers served an average of 4 hours
  - 98% reported being adequately trained to perform their duties
  - 58% felt fully prepared and 40% felt adequately prepared to carry out the responsibilities of their position

- 99% reported their experience as a volunteer very much so or mostly met their expectations
- Volunteer experience prior to PC
  - 35% A lot
  - 41% Some
  - 19% A little
  - 4% PC was their first volunteer experience
- 91% (down from last year's 96%) reported that they gained knowledge on where to turn for help, should they or someone they know be in need of essential services or at risk of experiencing homelessness.
- 98% would volunteer at PC again
- 99% thought the event was well-organized
- 99% reported receiving an appropriate level of assistance to carry out their duties
- 99% stated the volunteer experience gave them a sense of accomplishment
- 99% felt welcomed and appreciated for the work they did
- 95% agreed they had plenty to do and 98% agreed they were provided adequate resources to accomplish their tasks

#### PROVIDERS (N = 49 completed the exit survey)

- 49 Providers
  - 3 first time providers
  - 90 individuals represented their respective agencies
- Estimated monetary value of the goods/services agencies provided = \$17,745.10
- 47% of the providers reported that the event met their expectations with 23% reporting that the experience exceeded (down from last year's 27%) their expectations and 30% reported that it was better than expected (down from last year's 34%)
- 84% of the providers reported they would participate in an event like PC in the future
- Percent of providers rated the following aspects of PC 2018 as good or excellent
  - Location = 94%
  - Duration = 88%
  - Attendance by guests/clients = 87%
  - Participation by community providers = 96%
  - Level of support provided by PC organizers = 96%
  - Availability of event organizers and volunteers = 98%
  - Opportunities to interact with other providers at the event = 88%
  - Opportunities to interact with community members at the event = 86%
  - They felt welcome and appreciated for the goods/services provided = 96%
  - Providing goods/services at Project Connect was a good use of their agency's time = 93%
  - The event was well-organized = 96%
  - Providing goods/services today gives them a sense of accomplishment = 98%
  - As a result of this event, guests/clients were connected to supportive services they may not have accessed otherwise = 96%

## **PC PROCESS: DAY OF EVENT**

As occurred in 2017, guests entered the main door of St. Mark's Lutheran Church where the PC event was held. They were paired with a PC Host Volunteer who handed the guests a "Welcome Packet" that included information on what to expect at the event and a form where guests could indicate which services they would like to connect while at PC. This latter form is what the guests were instructed to complete while waiting for intake. At intake, guests met with a PC Intake Volunteer for about 10-15 minutes to complete a needs assessment and screening form. The purpose of the intake form was to help PC representatives understand guests' immediate needs so they could focus on these as they went through PC. Intake Volunteers were instructed to identify priority services, but guests could visit any provider they wished. Similar to 2015, Intake Volunteers highlighted these priority areas on a "Services At-A-Glance" sheet that listed the providers available under specific headings that best described the providers' services offered that day. As per guests suggestions and recommendations made in previous years reports, this year we also started educational sessions for guests. There were eight educational sessions organized from 10:00 am until 1:30 pm and each of these sessions lasted for half an hour. Topics of these educational sessions were stress management, budget friendly meal planning, financial planning, disability, and smoking cessation.

At any time over the course of the event, guests could eat a hot meal. After the guests connected to the providers and services, guests could visit the tangible good areas of the church and pick up clothes vouchers, personal care items, and a tote bag of groceries.

## **REPORT METHODOLOGY**

In 2013, Bowling Green State University researchers, Melissa W. Burek, Adam Watkins, and Mamta Ojha, hereinafter BGSU Research Team, developed two data collection instruments (see Appendix) to gather information on guest demographics, living situations, income sources, guest needs, and requests for services to connect with while in attendance at PC. These forms were utilized again this year in order to capture reliable comparisons over the past five years. These two forms were (1) Request for Services and Appointment form, also called the "Welcome form," which was slightly modified based on results from 2013 and 2014 reports. This form was completed by guests while they were waiting to enter the intake area with the assistance of their Host Volunteers and (2) Needs Assessment and Screening Intake form, which was completed by an Intake Volunteer with individual guests. Responses collected from three other survey instruments that had been used at other PHCs to gather feedback on the event from guests, volunteers, and providers were also analyzed (see Appendix). The Services At-A-Glance form was new in 2014 and was developed based on recommendations that came out of last year's written report and verbal communication with the 2013 Project Homeless Connect Steering Committee. The purpose of this form was to help the Host Volunteers better match guests with the three priority services and locating other services that were of interest to their guests.

In previous years, each PC guest was given a set of unique identification labels with a PC guest number that were placed on the above-noted guest instruments. To track confidentially the characteristics of guests connecting with specific agencies and services, guests were directed to place a label on designated sheets as they visited providers. After the event, all completed data collection instruments without any identifiers were given to the BGSU and University of Toledo Research Team for data entry and analyses. However, we learned year before last that the label process was not being followed so reliability and validity may have been compromised as not all respondents attending PC completed all three forms and if guests did not go through intake, they likely did not have the identification labels in hand to give to providers. As such, we omitted this part of the process and providers were asked to tally the number of individuals who visited their table. This year COC also decided to follow-up guests at three- and six-months'

time after the event to see whether they were able to connect to the referrals that were made to them or not and the challenges and barriers experienced in availing these services. Follow-up data was collect once from guests.

At the end of the event, we collected responses from 271 guest intake forms. In previous years guests were encouraged to pre-register but this year the guests were not pre-registered as the service to pre-register was not available. In 2017, 273 intake forms were completed. Complete packets (i.e., Intake, Welcome Forms, Services At-A-Glance, and Exit Survey) were available for analysis on 224 guests in 2018. This report presents findings based on the most complete data we were able to collate across the various instruments disseminated at the PC event. Results are reported according to group membership of guests, volunteers, and providers.

**RESULTS: GUESTS**

Findings from Request for Services and Appointment Form

As stated in the previous section, three primary data collection instruments were administered to guests over the course of the event. The first survey was a Request for Services and Appointment Form (RSAF), also known as the Welcome Form (see Appendix). Guests were asked to indicate with an “X” if they wanted to connect to eight general services and their subcategories that were present at the event. In addition, there were three questions on the form that asked guests about other services that were not available that day but were still of interest to them, how they found out about PC, and how they traveled to the event. Table 1 indicates the raw number of guests who indicated they wished to connect to a particular service in 2014, 2015, 2016, 2017, and 2018.

Since the event also strives to meet the needs of guests in the future, the RSAF also asked respondents to indicate what other services of interest to them, but were not available at the date of the event. Stress management and smoking cessation/quit smoking programs or services were the top two requests. Table 2 below displays the results for services not available but sought. The responses from one question on the RSAF and one question on the Exit Survey were combined to capture the total picture as to how guests found out about PC. The majority of respondents indicated that the top three ways by which guests found about PC were (1) Word of Mouth; (2) Saw Poster/Event Signage; and (3) Referrals from other agencies or service providers. Table 3 presents the distribution of these and other promotion types for the event.

**Table 1. Number of Guests Wishing to Connect To Services**

<b>Service</b>	<b>2014 (n=142)</b>	<b>2015 (n = 294)</b>	<b>2016 (n = 282)</b>	<b>2017 (n = 275)</b>	<b>2018 (n = 273)</b>
<b>Benefits &amp; Services</b>					
Email/Internet	14	n/a	21	35	33
Health Coverage	10	35	38	21	22
Legal Aid/Legal Issues	27	30	55	38	27
Veterans Services	7	6	5	5	6
Taxes	n/a	n/a	17	n/a	11
<b>Children &amp; Family</b>					
Budgeting	20	11	23	31	31
Domestic Violence Services	2	2	5	6	8
Holiday Help	76	133	130	155	151
Parenting Class	5	7	10	16	9

Resources for School-Aged Children	9	30	29	28	33
<b>Employment &amp; Education</b>					
Developmental Disabilities	5	7	n/a	n/a	n/a
Employment	28	49	39	46	31
Go Back to School	16	42	22	36	33
Pre-School	n/a	6	n/a	n/a	n/a
<b>Forms &amp; Documents</b>					
Birth Certificate	21	78	87	80	68
ID Information	6	18	23	n/a	18
Social Security Card	9	42	n/a	n/a	n/a
<b>Housing</b>					
Emergency Shelter	13	6	12	6	9
Housing/Afford. Rental	49	71	75	66	60
Utilities	47	72	69	72	68
Home Repair/Maintenance	n/a	34	75	41	31
<b>Medical Care</b>					
Blood Glucose	22	16	38	n/a	n/a
Blood Pressure	30	19	40	45	26
Dental Care	64	88	89	73	75
Eye Screening	53	79	64	65	62
Flu & Immunizations	37	54	63	57	45
Hearing	22	n/a	n/a	n/a	1
Health Screening	n/a	n/a	17	26	20
HIV/AIDS Screening	7	n/a	n/a	n/a	n/a
Medical/Healthcare Services	13	20	n/a	n/a	n/a
Medical Transportation	n/a	n/a	21	22	19
Prescription Drug Services	9	24	28	19	14
Breast Health	n/a	9	19	25	17
Podiatry/Foot Care	n/a	23	32	33	23
<b>Mental Health &amp; Addiction Services</b>					
Alcohol Addiction	1	1	2	1	0
Drug Addiction	3	2	2	6	1
Mental Health	10	23	20	32	16
<b>Personal Care</b>					
Clothing	110	207	213	215	211
Food Assistance	130	213	203	215	175
Diapers	n/a	n/a	n/a	59	73
Haircut	76	110	117	125	101
Massage	41	83	91	n/a	77

Spiritual Care	17	19	10	n/a	16
Nutrition/Healthy Eating	n/a	n/a	44	n/a	42
Personal Hygiene	n/a	4	177	199	164
Stress Management	n/a	49	28	36	n/a
<b>Other – Please Specify Below</b>					
Gas Assistance	n/a	10	5	1	1
Baby Care	2	6	67	n/a	n/a
Cell Phone	n/a	n/a	n/a	n/a	4
Other	n/a	8	12	21	9

Table 1 presents the services the guests were wishing to connect with while at PC. Most services increased in popularity in 2017 as compared to 2013, 2014 and 2015. However, in 2018, there was a trend in which most services decreased in popularity compared to previous years. To illustrate, only 4 guests wished to connect with resources for personal hygiene in 2015, in 2016 that number dramatically increased to 177 and increased again to 199 in 2017. Though in 2018, the number of guests that wished to connect with resources with personal hygiene lowered to 164. In that same regard, more guests wished to connect with employment, various forms and documents, health coverage, and legal aid in 2017 compared to 2018. Though most services guests were wishing to connect with while at PC decreased in popularity in 2018, still, tangible services such as clothing, food assistance, and haircuts, continued to remain in high demand. There were very few services that were more popular in 2018 but were not as popular among guest requests in 2017. Compared to 2017 the number of guests wishing to connect with diaper services increased in 2018 from 59 to 73 respectively. Guests wishing to connect with resources for school-aged children increased from 28 to 33 in 2018.

**Table 2. Question 2 Results from RSAF Survey (i.e., Welcome form)**

<b>Other Services Not Available at PC Day of Event</b>	<b>Number of Guests Indicating Interest 2014 (n = 142)</b>	<b>Number of Guests Indicating Interest 2015 (N = 294)</b>	<b>Number of Guests Indicating Interest 2016 (n = 282)</b>	<b>Number of Guests Indicating Interest in 2017 (n=144)</b>	<b>Number of Guests Indicating Interest in 2018 (n=129)</b>
Shower	1	1	4	4	0
Social Security	11	n/a	25	17	15
Pet Care	n/a	n/a	n/a	52	69
Smoking Cessation/Quit Smoking	17	24	26	27	19
Disability	10	n/a	24	19	21
Hearing Screening	n/a	23	n/a	n/a	1
Other	n/a	11	9	25	7

**Table 3. How Guests Heard about Project (Homeless) Connect**

Types	2014 (n = 142)	2015 (n=286)	2016 (n = 250)	2017 (n=286)	2018 (n=254)
Word of Mouth	55	112	115	110	109
Referred by Another Agency or Service Provider	47	67	40	72	70
Saw Poster, Event Signage	26	33	54	40	30
News (newspaper, TV, radio)	9	6	3	7	3
Social Media/Facebook	5	9	8	21	28
Attended in the Past	n/a	n/a	n/a	n/a	9
Other	n/a	59	44	36	n/a

The results for Table 3 are important to the future of Project Connect, because the findings demonstrate effective and non-effective ways of advertising this event to the community. The two most noteworthy changes were observed in the areas of word of mouth and agency or service provider referral. In 2018, 70 guests reported being referred by another agency or service provider. In 2017, 110 guests were informed of this event by talking with family, friends, and members of the community, while in 2018 that number remained stable at 109 guests hearing about the event from others. In 2017 and 2018 social media was identified by 21 and 28 participants from where they heard about the event. This information will be crucial for the continuation of Project Connect.

The majority of the guests used their own personal vehicle to travel to the Project Connect events in 2014, 2015, 2016, 2017, and 2018. The next most common mode of transportation was a family or friend providing a ride followed by walking. There was a PC sponsored shuttle with scheduled pickups and drop offs from a number of locations around Bowling Green, Ohio to the event. However, few guests indicated they used the service. Table 4 includes the totals for the modes of transportation taken by guests.



**Table 4. Modes of Guest Transportation to Event**

<b>Modes of Transportation</b>	<b>Number Guests 2014 (n = 137)</b>	<b>Number Guests 2015 (n = 267)</b>	<b>Number of Guests 2016 (n=236)</b>	<b>Number of Guests 2017 (n=248)</b>	<b>Number of Guests 2018 (n=207)</b>
Shuttle Stop	6	n/a	n/a	n/a	1
Walk	24	35	20	37	21
Personal Vehicle	58	129	137	115	114
Family/Friend	41	79	64	61	51
Bike/Scooter	5	4	5	4	6
Taxi	3	6	4	4	7
Other	n/a	14	6	27	17

### Findings from the Intake Form

The second instrument was the Intake Form, which is a needs assessment and screening form that was designed to help the PC volunteers best understand guests' needs and assist them at the event. A similar version of this form was used in 2014 and 2015. The form was completed by the Intake Volunteers in an interview format with the guests. The trained Intake Volunteers identified each guest's priority services on the "Services At-A-Glance" form (see Appendix). This at-a-glance form was used by the Volunteer Host as he/she escorted the guest around the event after the intake process. We were able to collect and report findings on 267 guests from the Intake Form in 2018, which continues to follow the downward trend, starting in 2015, of completed intake forms. Table 5 presents descriptive statistics of guests in 2014, 2015, 2016, 2017, and 2018.

**Table 5. Guest Descriptives**

<b>Attribute</b>	<b>2014 Percentage or Mean Value (sd) (n = 196)</b>	<b>2015 Percentage or Mean Value (sd) (n = 290)</b>	<b>2016 Percentage or Mean Value (sd) (n = 281)</b>	<b>2017 Percentage Or Mean Value (sd) (n = 275)</b>	<b>2018 Percentage Or Mean Value (sd) (n = 267)</b>
<b>Average Age</b>	44.16 (sd = 14.35)	42.39 (sd = 15.08)	46.41 (sd = 15.035)	44.94 (sd = 15.43)	44.58 (sd = 15.33)
<b>Average Number of Services Guests Wished to Connect With</b>	4.27	5.64	6.21	7.27	7.09
<b>Gender</b>					
<b>Females</b>	69.9	72.4	71.5	76.73	77.15
<b>Males</b>	29.6	27.6	28.1	22.91	22.47
<b>Transgender/Don't Know</b>	0.5	0	0	0	0.4
<b>Veterans</b>	6.6	4.5	6.4	4.4	4.15
<b>Marital Status</b>					
<b>Single</b>	38.2	45.4	38.4	45.6	45.7
<b>Married</b>	24.5	22.4	27.0	22.6	17.9
<b>Divorced or Separated</b>	33.1	26.8	28.5	25.9	28.8



<b>Widowed or Other</b>	4.1	5.4	5.7	5.8	9.4
<b>Type of Household</b>					
<b>Adult Only</b>	59.4	57.4	53.0	56.0	49.1
<b>Adults and Minor Children</b>	40.6	42.3	43.1	43.6	49.1
<b>Average Number of Children</b>	<i>1.32</i> <i>(sd = 1.29)</i>	<i>1.08</i> <i>(sd = 1.33)</i>	<i>.95</i> <i>(sd = 1.37)</i>	<i>1.4</i> <i>(sd=0.50)</i>	<i>1.3</i> <i>(sd=1.56)</i>
<b>Unaccompanied Minor</b>	0	0.3	0	.38	1.89
<b>Disabled Adults or Children In Home</b>	34.2	19.4	40.2	49	46.7
<b>Age Groups of Members in Guests' Household In Attendance</b>					
<b>Children 0-4 years of age</b>	7.6	6.4	10.8	9.8	16.1
<b>Children 5-12 years of age</b>	10.2	6.5	7.2	8.7	9.7
<b>Teens 13-17 years of age</b>	6.1	2.2	4.3	2.9	4.1
<b>Adults 18-34 years of age</b>	14.8	16.2	19.6	21.1	16.9
<b>Adults 35-51 years of age</b>	16.8	8.1	18.6	21.5	16.1
<b>Adults 52+ years of age</b>	11.2	11.7	14.3	21.8	13.5
<b>Race/Ethnicity</b>					
<b>White/Non-Hispanic</b>	74.8	73.3	83.3	85.6	82.3
<b>Other/Non-Hispanic</b>	10.9	7	7.8	4.8	
<b>Hispanic/Latino Ethnicity</b>	12.8	16.3	22.1	11.06	11.4
<b>Unknown</b>	1.5	2	.4	4.7	
<b>Guests Having Identification</b>	90.2	98	93.2		96.6
<b>Type of Identification</b>					
<b>State Identification</b> (Category included driver's license in 2013)	23	30	28.1	13.6	12.9
<b>Driver's License</b>	62.8	69.3	69.1	35.1	31.05
<b>Social Security</b>	35.7	40.6	51.2	27.8	30.2
<b>Birth Certificate</b>	33.2	34.6	45.7	23.5	25.8
<b>Have Criminal Record</b>	14.0	20.5	13.5	18.3	14.8
<b>Currently on Probation/Parole</b>	8.5	7.0	4.3	8.0	3.2
<b>Do Not Have Reliable Transportation</b>	32.6	27.4	71.5	21.9	21.7

<b>Barriers to Reliable Transportation</b>					(n=66)
<b>Driver's License Suspension</b>	14.8	14.9	5.0	23.0	12.1
<b>No Income/Cannot afford</b>	38.9	44.8	15.4	36.5	39.3
<b>Disability</b>	15.7	11.5	1.5	17.6	12.1
<b>Car Needs Repairs</b>	10.2	5.7	4.0	n/a	9.0
<b>No Car</b>	13	6.9	2.3	n/a	9.0
<b>No License (not suspended) or Don't Know How to Drive</b>	5.6	6.9	2.8	n/a	6.0
<b>Share Car with Family</b>	1.9	0	.4	n/a	0
<b>Other</b>	--	9.1	12.8	23.0	6.0

In 2017, there were a higher number of guests aged 35-51(21.5 percent) compared to the other age categories. In 2018, not only did the percentage of guests that identified being aged 35-51 decrease to 16.1 percent, but that demographic was also no longer the highest percentage of guests. The percentage of guests being between the ages of 18 and 34 was the highest at 16.9 percent in 2018. After increasing through years 2015 and 2017, the percentage of White/Non-Hispanic guests served decreased from 2017 to 2018. Meanwhile, after the near 50% decrease in the percent of Hispanic guests from 2016 to 2017, the percent of Hispanic guests served increased slightly in 2018 compared to 2017 with 11.4 percent Hispanic guests served. More guests in 2016 reported holding Social Security cards and birth certificates compared to 2014, 2015, 2017 and 2018. There was also a decrease in the percentage of guests possessing a state identification card/driver's license from 2017.

**Table 6. Residence Status Characteristics**

<b>Category</b>	<b>2014 Percentage or Mean Value (sd) (n = 196)</b>	<b>2015 Percentage or Mean Value (sd) (n = 290)</b>	<b>2016 Percentage or Mean Value (sd) (n = 281)</b>	<b>2017 Percentage Or Mean Value (sd) (n = 275)</b>	<b>2018 Percentage Or Mean Value (sd) (n = 262)</b>
<b>Current Homelessness Status</b>					
Not currently homeless	85.5	91	86.5	94.0	93.9
First time homeless and less than 1 year without home	9.3	5.5	4.6	3.4	3.0
Several times but for less than 1 year and not more than 4 times in 3 years	3.6	2.9	1.4	2.2	2.3

Long term for at least 1 year or at least 4 times in past 3 years	1.6	.6	1.4	0.4	.8
Have Previous Eviction	18.8	16	12.8	18.6	14.0
<b>Factors Affecting Ability to Keep Housing</b>					
<b>Alcohol/Drugs</b>	4.4	5.1	2.6	6.3	2.2
<b>HIV/AIDS</b>	0.0	0.0	0.0	0.0	0.0
<b>Mental Illness</b>	11.7	28.2	7.7	11.4	6.0
<b>Physical Disability</b>	7.7	26.2	10.8	14.9	5.6
<b>Criminal Record</b>	2.0	10.2	3.8	5.7	2.6
<b>Financial Obligations</b>	26	53.2	28.6	45.1	22.1
<b>Violence in Home</b>	3.6	76.9	1.9	7.4	7.1
<b>Loss of Job</b>	--	1.2	.8	--	.75
<b>Child Care Issues</b>	--	0.0	0.0	--	.37
<b>Other</b>	--	5.1	5.4	9.1	9.4
<b>None</b>	--	10.8	2.6	--	1.5
<b>Primary Reasons Reported for Becoming Homeless or Facing Eviction</b>					
<b>Abusive Situation/Domestic Violence</b>	13.0	8.1	1.1	21.6	4.9
<b>Abusive Situation/Other Trauma</b>	0.0	3.5	0.0	0.0	0.4
<b>Aged Out of Foster Care/Youth Services</b>	0.0	0.0	0.0	1.0	0.0
<b>Dispute with Relatives/Roommate</b>	5.5	5.8	3.2	3.9	0.4
<b>Foreclosure</b>	1.8	0.0	.4	2.9	0.0
<b>Hours at Work Cut</b>	5.5	4.7	0.0	5.9	1.1
<b>Illness/Injury</b>	12.8	12.8	1.1	6.9	3.0
<b>Loss of Job</b>	35.1	17.4	6.4	19.6	3.7
<b>Loss of Partner/Roommate</b>	0.0	5.8	1.8	2.9	1.9
<b>Loss of Transportation</b>	0.0	4.7	0.0	0.0	1.1

<b>Moved Here from Another Community</b>	1.8	4.7	1.4	2.0	0.4
<b>National Disaster or House Fire</b>	0.0	2.3	0.0	0.0	1.5
<b>Release from Jail or Prison</b>	1.8	2.3	.4	2.0	0.0
<b>Child Care Issues</b>	0.0	0.0	.8	--	0.0
<b>Financial Challenge</b>	11.1	9.3	2.0	--	0.0
<b>Violation of lease/house rules</b>	--	1.2	--	2.0	0.0
<b>Divorce</b>	--	3.5	--	--	0.4
<b>Other</b>	--	12.8	7.8	28.4	15.4
<b>Duration of Residency at Place Stayed Night Prior to PC</b>					
<b>3 Months or Less</b>	28.7	23.8	14.9	15.1	14.6
<b>More than 3 Months but Less than 1 year</b>	19.4	16.9	11.0	16.6	15.0
<b>1 year of Longer</b>	51.9	59.2	59.8	68.3	70.4
<b>Where Stayed Night Prior to PC</b>					
<b>Emergency Shelter</b>	4.5	1.1	.4	1.6	1.6
<b>Hotel/Motel (No Voucher)</b>	11.5	1.4		1.2	0
<b>House/Condo/Apartment Owned by Guest</b>	18.2	22.4	16.7	25.4	28.6
<b>Living with Family</b>	9.1	10.4	7.5	6.8	8.8
<b>Living with Friends</b>	10.3	4.8	2.1	1.2	3.3
<b>Place Not Meant for Habitation</b>	1.1	0.7	.7	0.00	1.3
<b>Psychiatric Hospital or Facility</b>	--	0.7	--	.4	0
<b>Rental House/Apartment</b>	42.5	55.4	43.1	52.3	53.3
<b>Transitional housing for homeless</b>	--	0.3	.7	.4	0
<b>Other</b>	--	1.4	6.4	6.4	8.3

Table 6 presents the residency struggles some guests were having. The percentage of non-homeless guests remained consistent from 94% in 2017 to 93.9% in 2018. The percent of first time homeless guests continued the descending trend of decreasing from 9.3% in 2014 to 5.5% in 2015, 4.6% in 2016, 3.4% in 2017, to 3.0 in 2018. Compared to 2017, the factors that affected the guests from keeping their houses decreased in every area – significantly in the areas of financial obligations and loss of job – except for one (the Other category). The areas that increased in 2018 from 2017, in regards to the primary reasons reported for becoming homeless or facing eviction, were abusive situation/domestic, loss of transportation, and natural disaster or house fire.

In 2018, 4.9% of guests reported that abusive situation/domestic violence was the primary reason for homelessness or eviction, while in 2017, 21.6% of guests reported the same – a clear significant difference. Table 6 also shows that 2018 guests reported staying in their residency longer than those attending in 2014, 2015, 2016, and 2017. More guests had reported staying in a rental property or property owned by guest in 2018 compared to 2017.

Regarding income and benefit assistance of guests, a general trend observed across the data collected from the three guest surveys is that lack of employment or being underemployed is a common characteristic of the guests who visited the PC event in 2018, which was a similar finding in 2014, 2015, 2016, and 2017. Close to thirteen percent of guests' income source was from a job in 2018, down from 27.3% in 2017 and the lowest it has been since 2014. The primary source of income (see Table 7) for 49% of guests in 2018 came from Social Security Disability Benefits. Table 7 displays the income and benefit assistance the guests received. Other benefits that were reported as being a source of financial assistance by guests in 2018 were government medical assistance and supplemental assistance program/electronic benefit card (SNAP/EBT). The percentage of guests receiving government medical assistance remained relatively stable from 2017 to 2018. Supplemental assistance program/electronic benefit card (SNAP/EBT) also remained relatively stable from 2017 to 2018.

In 2018 three new questions were included to explore the guests' challenges and barriers in receiving services. When asked whether they experienced any challenges in receiving any services, a little above 23% of them said yes. Some of the common problems identified were transportation, disability, unavailability of information, exceed income limit, unavailability of specific diet required, and high deductibles. Three most noted challenges guests identified were transportation, food, and rent/utilities/ house repair.

**Table 7. Income Characteristics**

<b>Source</b>	<b>2014 Percentage (n=196)</b>	<b>2015 Percentage (n=294)</b>	<b>2016 Percentage (n=281)</b>	<b>2017 Percentage (n=256)</b>	<b>2018 Percentage (n=262)</b>
<b>Employment/Job</b>					
<b>Yes</b>	22.0	35.7	24.2	27.3	12.98
<b>No</b>	78.0	63.0	60.1	72.7	87.2
<b>Receives Child Support</b>	9.3	12.4	6.4	8.8	11.98
<b>Receive Support from Other People</b>	10.8	8.5	3.6	9.7	11.95
<b>Yes</b>	10.8	8.5	3.6	9.7	11.95
<b>Ohio Works First (OWF)</b>					
<b>Yes</b>	1.7	4.3	4.3	2.0	2.97
<b>No</b>	98.3	93.8	74.7	97.6	96.2
<b>Unemployment Benefits</b>					
<b>Yes</b>	1.8	1.4	2.1	3.5	2.1
<b>No</b>	98.2	96.6	76.9	96.5	97.0
<b>Social Security Retirement Benefits</b>					
<b>Yes</b>	13.8	11.0	11.7	12.2	13.8
<b>No</b>	86.2	87.0	70.5	87.8	85.8
<b>Social Security Disability Benefits</b>					
<b>Yes</b>	44.0	49.2	45.6	49.0	49.0
<b>No</b>	56.0	48.8	42.7	51.0	49.4
<b>Supplemental Assistance Program/Electronic Benefit Card (SNAP/EBT)</b>					
<b>Yes</b>	55.1	56.8	58.7	58.9	60.8
<b>No</b>	44.9	42.5	35.9	41.1	38.8
<b>Government Medical Assistance</b>					
<b>Yes</b>	62.6	67.0	63.0	70.3	70.2
<b>No</b>	37.4	31.5	30.6	29.0	28.6
<b>Veteran Medical Assistance</b>					
<b>Yes</b>	2.2	4.6	3.2	3.6	3.9
<b>No</b>	97.8	94.9	80.4	96.0	96.0
<b>Section 8 Housing</b>					
<b>Yes</b>	14.3	8.7	12.1	16.3	15.1
<b>No</b>	85.7	89.0	74.0	83.3	84.5

<b>Rental Assistance</b>					
<b>Yes</b>	1.7	6.0	2.8	4.33	4.3
<b>No</b>	98.3	93.0	80.1	95.3	95.3
<b>Subsidized Housing</b>					
<b>Yes</b>	--	20.3	16.0	14.2	22.2
<b>No</b>	--	78.0	69.8	85.2	77.4
<b>Other</b>	--	15.8	2.5	2.0	31.2

### Findings from the Exit Interview

The final data collection instrument for guests was the Exit Interview. This document was a short questionnaire that could be completed either by the guest or in a brief interview format with the Host Volunteer asking the guest the questions. As indicated earlier, one of the questions asked guests to indicate how they heard about the PC event. Results from this question were combined with data collected on a similar question on the Request for Services and Appointment Form. The remaining questions on the Exit Interview asked guests to note their main reasons for attending PC and to provide feedback on the event. Of the 221 persons completing the exit forms, 23% of guests attended last year's Project Homeless Connect event in October 2017. The remaining were new in 2018. Table 8 presents the results of the Exit Interview.

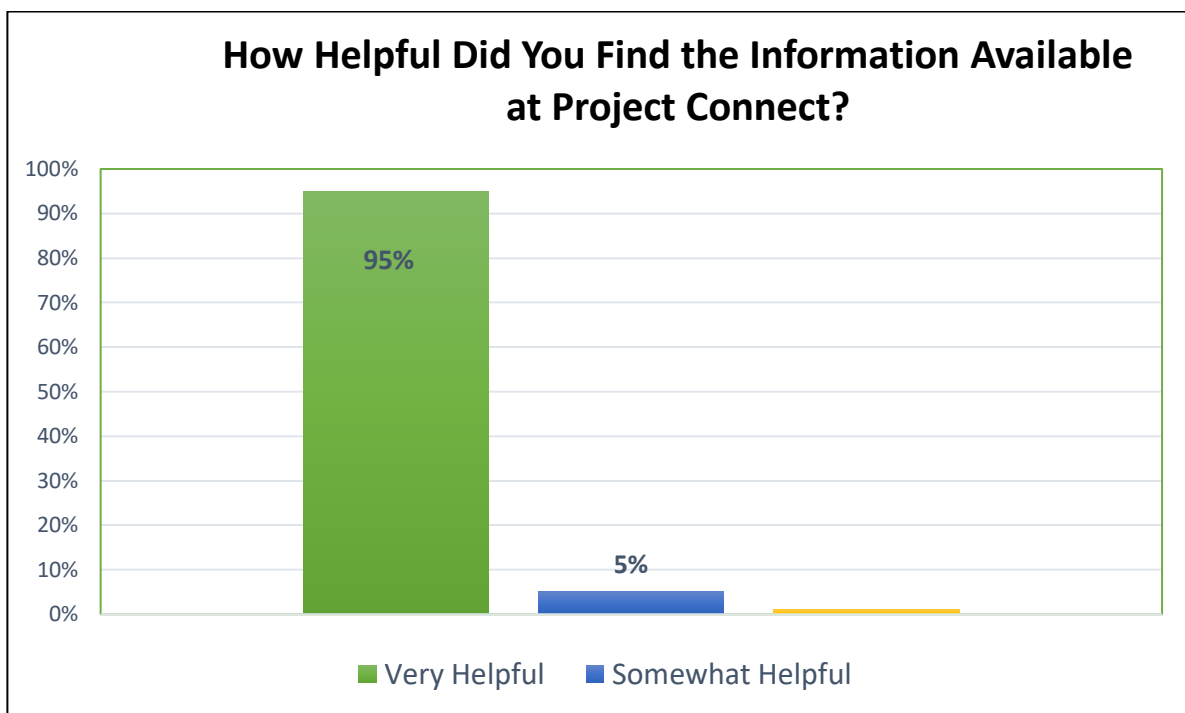
**Table 8. Reasons Reported by Guests for Attending Event**

<b>Question</b>	<b>2014 Percentage (n = 175)</b>	<b>2015 Percentage (n = 268)</b>	<b>2016 Percentage (n = 251)</b>	<b>2017 Percentage (n=239)</b>	<b>2018 Percentage (n=221)</b>
<b>Attended Project Homeless Connect Previous Year</b>					
Yes	30	30	37	47	66
No	70	70	63	53	34
<b>Reason for Attending PHC</b>					
Need Housing	20	16	15	5.3	13.1
Clothes/Coat	50.3	46	45	31.7	57.5
Hot Meal	18.3	16	18	9.9	18.6
Dental Care	20	19	15	7.6	13.6
Misc. Personal Items and Resources	20	24	n/a	n/a	n/a
Hair Cut	26.3	31	27	15.9	27.1
Medical Care, Physical and Mental Health	10.3	6	7	n/a	n/a
Rental Assistance	0	4	n/a	n/a	n/a
Food (other than hot meal)	8	8	9	n/a	n/a

Other	n/a	n/a	48.6	22.3	45.7
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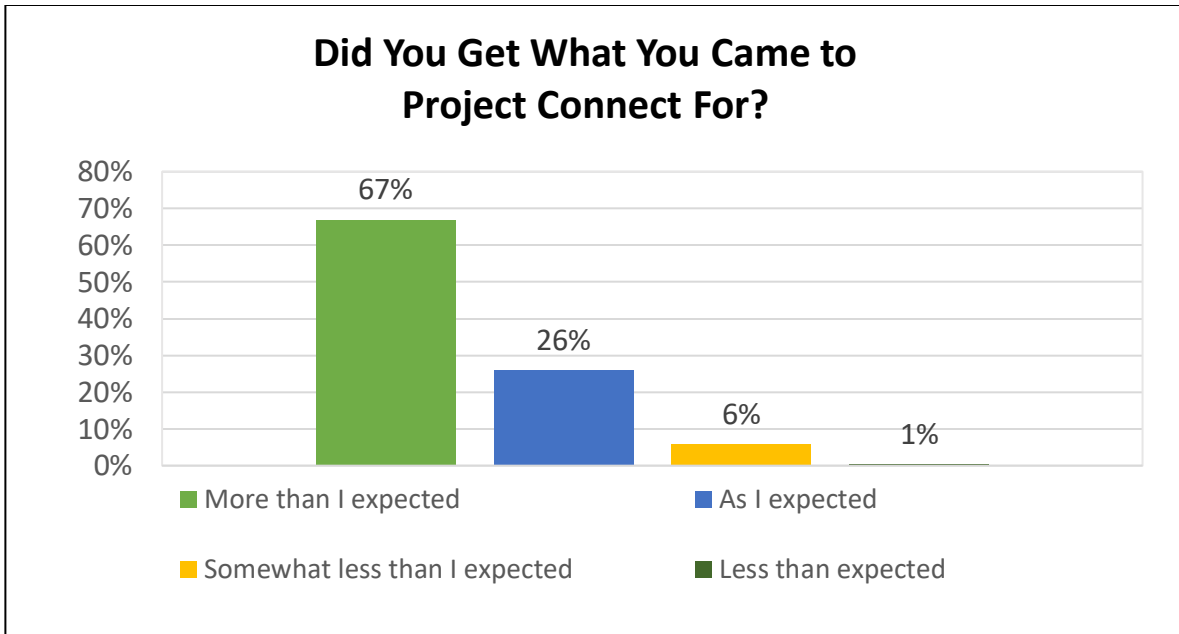
The percentages in Table 8 provides evidence that more guests were attending Project Connect in 2018 for tangible goods compared to previous years. In 2018, 13.1% of guests attended PC for housing, compared to the 5.3% that attended the previous year. The purpose of receiving clothes/coat increased in 2018 at 57.5%, compared to 2017 (31.7%, respectively). The need for a haircut increased from 15.9% in 2017 to 27.1% in 2018.

Guests who completed an Exit Interview that evaluated helpfulness of PC and expectation levels of guests they after receiving the services for which they came. Approximately 95% of the guests in 2018 found the information from PC very helpful and 67% of guests indicated that the PC event overall exceeded their expectations. Figures 1 and 2 present guest helpfulness and expectation ratings of PC 2018.

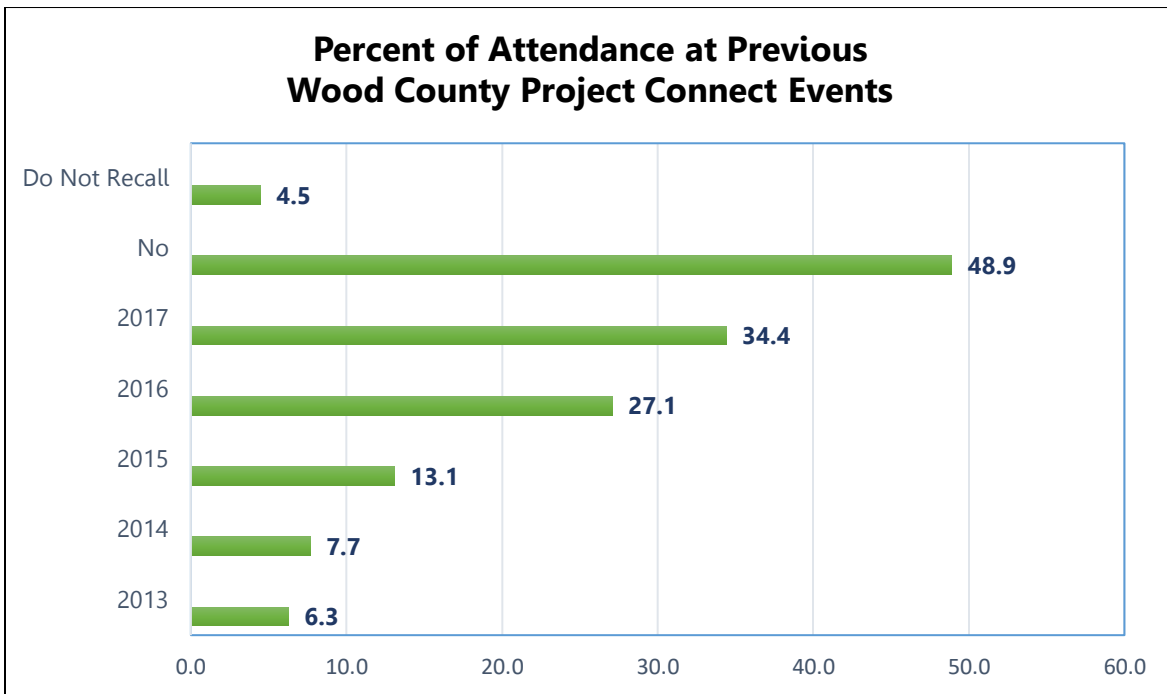


**Figure 1. How helpful guests found information at PC 2018**





**Figure 2. Guests' responses to getting what they came to PC 2018 for**



**Figure 3. Attendance PC 2018 and Previous Attendance**

In Figure 3, about a little over half of the guests had already visited PC in the previous four years it was held whereas a little less than half visited PC for the first time in 2018. Guests were asked to mark all years they attended in this question. Two questions on the Guests' Exit Survey inquired as to how the organizers of PC could serve them better and what guests would like to see at the next event. Similar to responses in 2017, many guests at the 2018 event noted

everything was great the way it was at the event, but a fair number of guests did offer specifics as to how the PC event could be improved. These were:

- More help with clothing, particularly children's clothing bigger size coats and clothing
- More food assistance\*, food available for specific dietary needs (e.g., diabetic, heart healthy, low carb)
- Specific help for adults and children with disabilities
- More pet services (food, animal care)
- Car repair program and gas help\*
- Healthcare services – Dental, Flu, vision, hearing screenings
- Transportation from other townships and overnight accommodation for homeless
- Shorter wait times and extend time to later in the day
- Information about documentations needed to apply for services

*\*Consistent comment from previous years*

Table 8 details the tangibles and takeaways from 2014 through 2018. In addition to these items, a number of new items were accounted for in 2017 that were either not available in previous years or were new to 2017.



RESULTS: VOLUNTEERS



Similar to the 2017 Project Homeless Connect event, there were many types of volunteers at PC 2018. In 2018, 219 individuals volunteered as Host Volunteers, Greeters, Intake Volunteers, Guest Coordinators, Floaters, Dining Area Hosts, Food Bussers, Food Service Runners, Food Servers, Food Prep Assistants, Exit Coordinator, and Clean-up Crew. At the end of their shift volunteers were asked to provide feedback in a self-report survey that was designed and used by PCs across the country with some minor modifications from the BGSU Research Team. One hundred and fifty-two volunteers completed their exit survey. Seventy-nine percent of the volunteers served as Hosts. On average, PC 2018 volunteers worked 4 hours to support the event. The following paragraphs present the combined quantitative and qualitative findings from the 152 completed surveys.



Table 9. 2018 Volunteers' Demographics (N = 152)

Characteristics	Percent
<b>Age</b>	
16-24 years of age	26.6
25-44 years of age	36.7
45-59 years of age	18.0
60-69 years of age	10.8
70 and older years of age	7.9
<b>Highest Education Level</b>	
Completed High School/GED	8.2
Trade/Technical School	1.5
Graduate degree	29.6
Some college	18.5
Associate degree	12.6
Bachelor's degree	29.6
<b>Employment</b>	
Employed for wages	48.5
Self-employed	3.7
Out of work less than 1 year	0.0
Homemaker	0.8
Student	32.1
Retired	14.9
Unable to work	0.0
<b>Gender</b>	
Male	17.4
Female	81.9
<b>Marital Status</b>	
Married	41.5
Divorced	7.4
Widowed	1.5
Single	46.7
Member of an unmarried couple	3.0

The majority of the volunteers were between the ages of 25 and 44 (36.7%), female (81.9%), and noted white (79.51%) as their race/ethnicity. There was a higher percentage of single volunteers (46.7%) compared to married volunteers (41.5%), and most had some college experience or a college/higher level degree (87.3%). Forty-five percent of the volunteers were

employed for wages of self-employed, followed by 30.6% students. A fair number of volunteers (14.9%) were retired.

As displayed in Figure 6, the majority of volunteers (98%) reported that they were adequately trained to perform their duties, which is up one percent over last year's 97% of volunteers indicating as such. The training for hosts was appreciated by some volunteers. Of the 2% who reported not being adequately trained, the major theme of their comments focused on the need to know what providers and services were present, where they could be found and some were of the opinion that the training was not terribly necessary instead they had a small briefing. Unlike PC 2017 where 80.45% percent of the volunteers had at least some experience volunteering and 78% had a lot or some volunteer experience prior to PC 2017; 35% of volunteers in 2018 reported that they had a lot of experience, 41% reported that they had some experience, and 19% reported that they had little volunteer experience prior to PC 2018. Ninety-eight percent of the volunteers would volunteer for PC again. Figure 8 details other aspects reported as positive experiences for the volunteers on the date of the event.

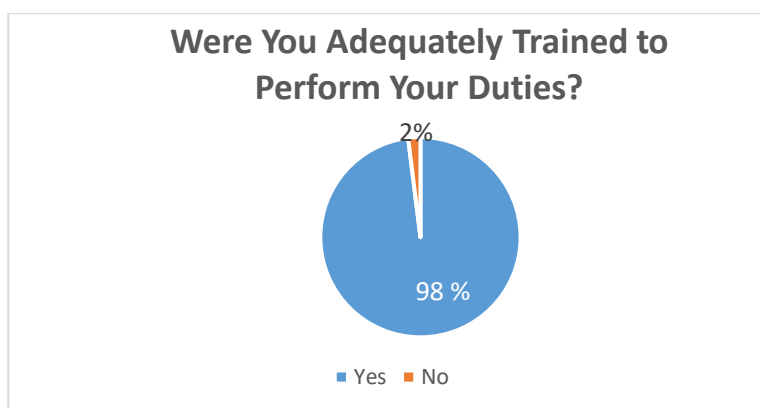


Figure 4. Volunteers' assessment of being adequately trained to perform

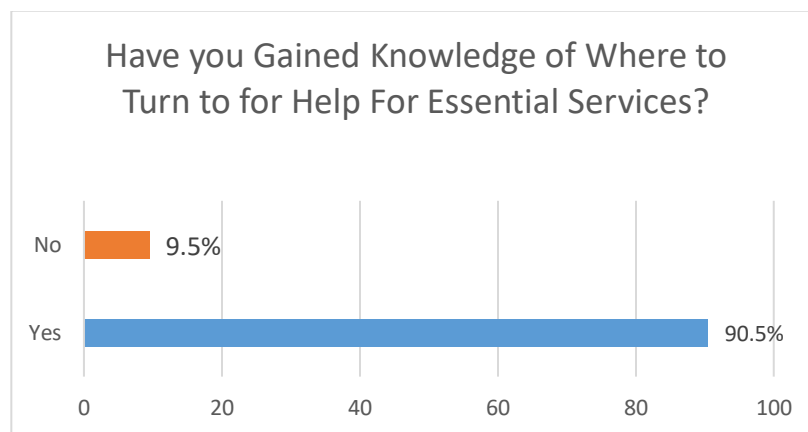


Figure 5. Volunteers' responses to where to turn to help

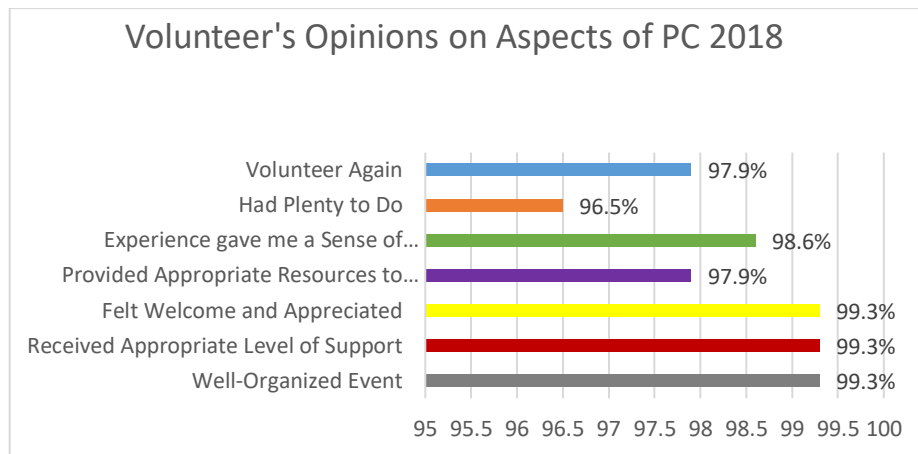


Figure 6. Volunteers' opinions on the event

One of the five goals for PC was to increase community awareness, provider membership, and program coordination for the Continuum of Care Wood County. Without a doubt, increasing community awareness was accomplished. Ninety percent of PC 2018 volunteers responded that they gained knowledge of where to turn to help should they or someone they know be in need of essential services or be at risk of experiencing homelessness. Volunteers also noted several organizations and services that made a significant impact on them the day of the Project event:

- Health providers and services were mentioned the most
  - Salvation Army
  - Legal services
  - Coats and clothing
  - WC Job and Family Services
  - Many volunteers noted "All of them" in their comments
  - Family services
  - Food and Clothing
  - WSOS
  - Humane society, pet food
  - "All the services, how much is offered is amazing"

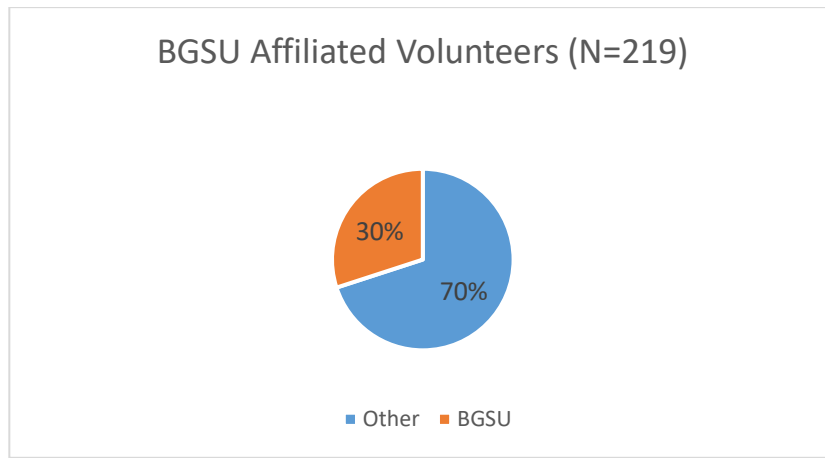


Figure 7. BGSU Affiliated Volunteers

Similar to what was asked of guests, volunteers responded to an open-ended question as to what could be improved for a future PC event. Suggestions for improvements could be made in the following areas:

- Training
  - Maybe a quick tour to better know the surroundings
  - Tour of the building
  - Clean -up could be mentioned during training, but it's all straight-forward "other duties as assigned"
  - How much privacy should be given to a guest should be addressed
  - In the Power Points, show images of the layout, the church layout is complicated (and tables/rooms).
  - More info on what services are offered, if appointments needs to me made
  - Examples at training of what the responsibilities are
  - In reminder email tell people not to bring personal items
  - For return volunteers, just updates, maybe not require training
  - A more in-depth discussion of how matching works and when
  - A video tutorial that may not require having to come to BG to complete training.
  
- Efficiency and Event Processes
  - Need chairs outside intake area for host
  - Have different rooms for mental health & addiction programs so they are not sharing same environment.
  - More info on what & where to donate.
  - Seating for hosts while members are in/with intake would be nice.
  - More help in coats
  - It would be nice to have arrows to help with directions. I went in the "wrong way" a couple times.
  - Wish intake checked off the places they needed in the map
  - Number the table signs, use large numbers in the signs not just the name of agency
  
- Signage/Paperwork
  - Map continues to be confusing for some volunteers



- The map more clearly demonstrated where all services are and what they provide.
    - Put numbers on signs in large room - numbers on map but not on signs
    - Clearer map, kind of confusing at times
    - Hard to connect the highlighted services to the map; Perhaps mark rooms in service list or offer an alphabetical list of service on map
  - PC needs to get "the word out" sooner for the need for volunteers
  - Several potential volunteers didn't see requests to volunteer anywhere.
  - Would like to see more publicity prior to event. Since you have my email address, I'd like to be notified when it's time to volunteer.
- Services
- Hot Chocolate was Excellent idea! Don't take that away. Many people were happy that tea and hot chocolate were an option.
  - Could you get BGSU to provide speech & hearing screenings
  - Need to make some adequate advertising for other communities. Perhaps provide a shuttle for people who don't live close.
  - Some areas were quite crowded - WSOS, coats, etc. Gloves ran out early
  - Big bags w/handles - at beginning to hold client items

In summary, the map continues to be problematic and there seems to be an increased need for general training on interpersonal interactions with guests. Despite these continued shortcomings, many volunteers noted how much they enjoyed the experience and how it is a great community event.

It's so humbling. You get to talk to so many people and see positive things happening in people's lives.

This is an amazing Program that should continue because it really makes a difference.



Providers were also asked to complete an evaluation survey on WCPC. Similar to the volunteer survey, the instrument used to collect provider feedback was developed and has been used at many WCPC events across the country. In its sixth year of this organized effort 49 providers completed the self-report survey. Of the providers who completed the survey all of them reported that they received appropriate level of support and 96% reported that it was a well organized event. All of the providers reported that the WCPC event met or exceeded their expectations as they were given opportunities to help potential clients access their services. Some providers reported that the event was allowed them to connect clients to services, promoted positive outreach with other providers and community members, and they enjoyed meeting with and talking with families “all under one roof.”

Similar from previous years were also echoed in this year’s comments by providers. For example, providers continue to remark that they were able to educate guests about available resources and helping them be connected. Some providers recognized that it was an opportunity for them to get their name out in the community about the services they provided. Other providers reported positive nature of the event with excellent volunteers, great food, good transportation, and appreciative clients with whom they were able to meet. Almost without exception, providers felt that many needs were met at the WCPC event, particularly in terms of connecting individuals and families to much-needed resources. Agency personnel reported, “It was great to see how much this event helped people, it was truly a one-stop-shop that offered everything you could possibly imagine.” Providers were also excited about educational sessions and thought that it was a great idea. Furthermore, 97% of the providers reported that they would attend WCPC event next year. Agency workers also reported that a total of over \$8600.00 worth of services was provided at WCPC event.

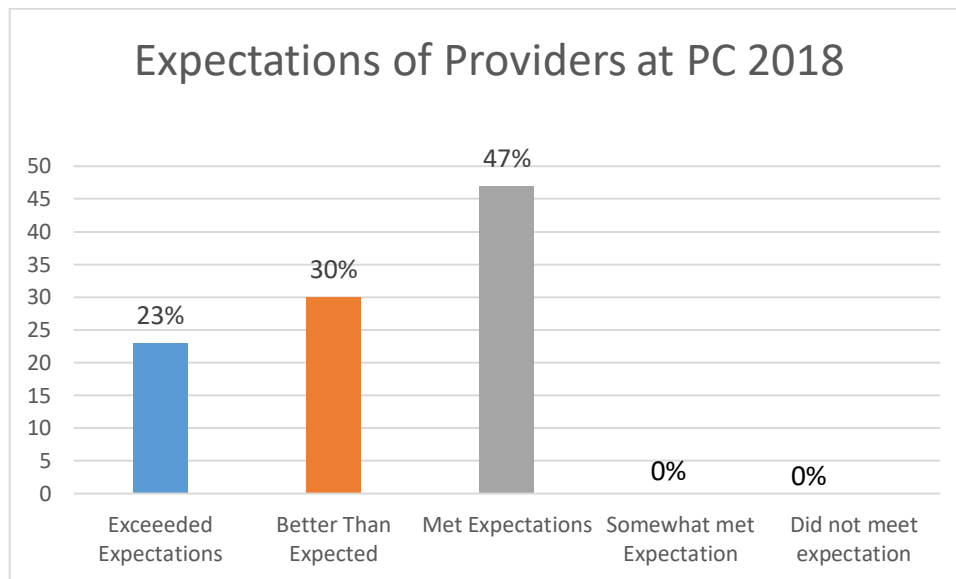


Figure 8. Expectations of Providers Met

In addition to the positive aspects, providers also offered suggestions for areas where improvement is needed in the following areas:

- Efficiency and Event Processes
  - Better internet access
  - Add a question at intake asking if parents want their children screened.
  - Better volunteer training, hosts knowing what programs are



- Event a little too long, would prefer a shorter time frame 3-4 hrs. Not many people after 12-1 P.M.
- Could you get some from social security her or someone who knows how to apply and about eligibility
- The tables in the Auditorium for providers could be shifted to ease traffic flow
- More space between tables in Family Life Center for clients to walk through (wheel chairs & strollers were difficult to maneuver through)
- Offer Flu Shots
- More time to communicate with organizations.
- Departments being grouped together based off of some services not same agency
- Signage/Paperwork
  - Location, was tucked away in small room and small signs announcing providers
  - Better signage
  - Decorations in room were cluttered and not noticeable
  - Clearer breakdown of where organizations are located

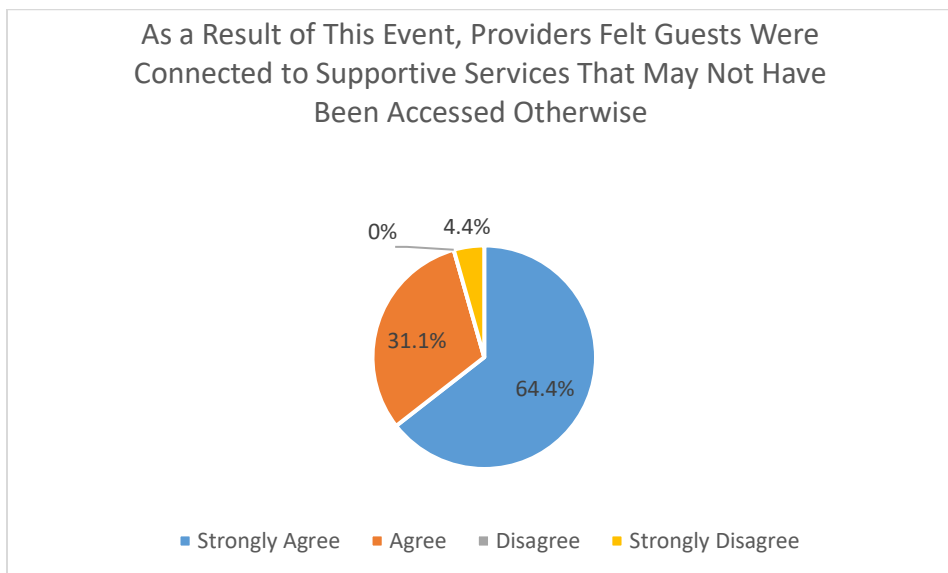


Figure 9. Respondents' Agreement with Access to Supportive Services



**By the Numbers:**

- \$21,149.68 In-kind gifts
- 92 Agency representatives across 49 providers
- 3 New providers
- 97% would attend PC again
- 96% felt welcome and appreciated for the goods/services provide

Table 10. Providers' Ratings\* on Various Aspects of PC 2018 (N = 49)

Statement	Poor	Fair	Average	Good	Excellent
Location	0	1	2	15	31
Duration	0	1	5	27	15
Attendance by guests/clients	0	1	5	22	19
Participation by community providers	0	0	2	18	28
Level of support provided by Project Connect organizers	0	0	2	6	40
Availability of event organizers and volunteers	0	0	1	5	43
Opportunities to interact with other providers at the event	0	1	5	15	28
Opportunities to interact with community members at the event	0	0	7	10	32

\*Raw numbers noted.

### Research Team Final Recommendations

Based on input from the providers, guests, volunteers, and Steering Committee members together as a whole, there were four primary areas where improvement for Project Connect 2018 is recommended:

- Continue to Enhance and Extend Volunteer Host and Intake Worker Training

Despite the improved processes, host volunteers noted numerous times the need for more in-depth training. Mock walk-throughs, more on who the providers are and what they do, and having more detailed directions prior to event day should continue to be the focus for revising training efforts for PC 2019. One suggestion from 2016 was to create and make available a training guide where volunteers can learn about the providers and their services and related prior to the event. In 2017 one suggestion was to send volunteers a link to a guide of providers and their offerings from previous years. Hard copies can also be made available for pick up or mailing. While some providers may not return or be new to PC 2019, having a directory prior to the event might help ease some of the concerns expressed by hosts and intake volunteers about lacking information about what providers do. This is a repeat of a recommendation from last year. A PowerPoint is not a handy reference when taking guests through the event. There also appears to be a need to train volunteers on how to communicate better with guests, how to maintain confidentiality and privacy at the event. Perhaps creating sample scenarios and actually role playing difficult and typical guests-host interactions would be appropriate.

- The Map

The map continues to be confusing, which is a comment we have heard for several years. Volunteers reported some solid suggestions for improvement: (1) Names on map should correspond with names of services guests choose to visit; (2) Find a better way to connect the highlighted services to the map such as marking rooms on service list or offering an alphabetical list of service on map or numbering the stations on

the service list; and (3) Creating the map using larger print size; (4) It would also be useful if we could make large number signs and place them with the name and also mark the same numbers on the map.

- Satisfied with Orientation but More Interaction Time for Providers

First stated in 2015, repeated in 2016 and 2017 and but not this year, providers seem satisfied with orientation but expressed desire to be able to spend more time to communicate with organizations. . Suggestions for a dinner at orientation where providers can get to know one another and the services they were providing is something to consider for future events. There was some concern of replication of offerings, which is expected given the overlap in the community that is driven by the needs of its members. We are not sure how to overcome this challenge, but perhaps finding a way to encourage hosts that if one provider is busy, but another one offering similar services is not, they should take the guests there. Towards this end if assistance services are grouped together based off of same services not same agency it would be helpful. Furthermore more space between tables in Family Life Center for clients to walk through will be easier for traffic flow as wheel chairs and strollers were difficult to maneuver through.

- Improve Communication Day of Event

During the event, announcements and updates will occur, but the only way to transmit this information is through word of mouth. If volunteers or providers are not there yet or miss out on the verbal spreading of the announcement, they are unaware of the information. One idea is to utilize a smartphone app, such as Remind or Groupme, that allows connected members to receive up to the minute, current news they need to assist in the successful delivery of the event. Separate groups can also be created like one specifically for providers, one for volunteers, one for the steering committee, and one for all of these groups. The service can also be used as a way to remind the members to complete exit surveys or other forms, which then can improve the accuracy of the data.

- Needed Services, Efficiency and Event Process

Hosts were left standing near intake area in a very narrow passage which was very crowded. For the flow of the individuals it is highly recommended to identify a place where hosts can be seated while guests are at intake and later be rematched with their guests. Many volunteers also reported that they didn't see request to volunteer anywhere and thus PC needs to get the word out sooner utilizing different communication tools to get to different audience. Inculde additional services at 2019 event which guests identified as needed but were either missing or very limited, like; flu shots, out of state birth certificates, dental and vision services. Guests also suggested to provide tokans for massage as the wait time was very long.

Table 11. Providers at PC 2018

PC 2018 Provider Tally of Services				
Providers Name	Direct Services	Informal/Referral Provided	Total of all services	Total Number of Guests Visited
Area Office in Aging NW Ohio	36	57	93	93
Breast and Cervical Cancer Project	21	0	21	21
Career Link	4	21	25	25
Children's Resource Center	10	31	41	41
Consortium of Northwest Ohio	0	39	39	39
Dental Center of Northwest Ohio	42	15	57	57
Dr. Ted Bowlus	10	21	31	31
Early Childhood Task Force	11	2	13	13
Efficiency Smart	203	0	203	203
Fairview Manor Apartments	35	32	67	67
Fringe	280	0	280	280
Goodwill Industries of NW Ohio	25	35	60	60
Habitat for Humanity of Wood County	0	30	30	30
Haircuts	110	0	110	110
Job and Family Services	13	76	89	89
La Conexion	9	0	9	9
Modern Woodmen	11	0	11	11
New Vision	0	6	6	6
Ohio Living Home Health and Hospice	36	6	42	42
Ohio Means Jobs Wood County	0	30	30	30
Orion Institute/ Massages	49	0	49	39

Owens Community College	2	28	30	30
Paramount Advantage	15	54	69	69
PathStone	1	12	13	13
Penta Career Center - Adult Education	3	23	26	26
Prevent Blindness, Ohio Affiliate	57	0	57	42
Public Utilities Commission of Ohio	16	55	71	71
The Cocoon	7	8	15	15
Unison Health	22	0	22	22
United Health Care	2	38	40	40
United Way 211	10	22	32	32
Urban Zen, Relaxation Techniques (Leslie Madaras)	15	2	17	17
Wood County Area Ministries	14	39	53	53
Wood County Board of Developmental Disabilities	4	8	12	12
Wood County Child Support Enforcement Agency	8	4	12	12
Wood County Committee on Aging	0	30	30	30
Wood County District Public Library	29	34	63	63
Wood County Health Department/Birth Certificates	110	10	120	120
Wood County Health Dept C/O Prevent Blindness	11	31	42	42
Wood County Hospital	0	30	30	30
Wood County Hospital - Wellness Services	30	6	36	36
Wood County Humane Society	158	19	177	177
Wood County Prevention Coalition	50	25	75	75
Wood County WIC	10	3	13	13
WSOS	19	91	110	110
WSOS Fatherhood	0	24	24	24
<b>Total</b>	<b>1498</b>	<b>997</b>	<b>2495</b>	<b>2470</b>
<b>Final Service Tally</b>	<b>Total</b>			
Total Number of Direct Services:	1498			
Total Number of Indirect Services:	997			
Total of All Services Provided:	2495			
Total Number of Guests Visited:	2470			

Follow-up Survey Results:

This year COC also decided to follow-up with guests after the event to see whether they were able to connect to the referrals that were made to them or not, and the challenges and barriers experienced in receiving these services. Thirty-one PC 2018 guests participated in this survey. Close to 75% of these participants were 45 years

old or older, 13% of them were male, 22% of them were married, 16.7% had completed less than 12<sup>th</sup> grade. Employment status indicates close to 23% of them were employed for wages, 34.6% were unable to work and a little over 23% were retired. A little over 55.2% of them reported that they received a referral at PC2018 and 72.4% of them reported that they were able to go to all the referrals made. Close to 7% reported that they found it difficult to meet with service providers with 17.2% of them reporting that they faced difficulty in getting services that they were referred to. Some of the common challenges identified were: transportation, not qualified to receive services, unavailability of services in the area, and long wait time. When asked what the service providers can do to meet their needs, some recommendations made by these participants were provide transportation for cheaper costs, and extend hours in the evening or weekends. To understand housing concerns, participants were asked if they were able to pay their rent or mortgage to which close to 18% of them said no and 40% of the participants reported that it was not at all easy to find affordable housing in their area. Close to 21% of the participants reported that they have been evicted in the past, and there was an even split (50%) between formal eviction and informal eviction. Sixty-four percent of the participants reported that there was a need for services to change to meet the needs of people in Wood County. When asked what changes would be helpful to them, some of the recommendations made were: to build a homeless shelter in Wood County, to provide more educational programs, to make services available for working single parents who are not currently eligible for services and also for elderly and people with disabilities, to reach out to areas where services are not available.

Table 12. PC 2018 Follow-Up Survey Results (N = 31)

Demographic Characteristics	Percent
<b>Age</b>	
16-34 years of age	9.7
35-44 years of age	9.7
45-59 years of age	48.4
60-69 years of age	25.8
70 and older years of age	6.4
<b>Highest Education Level</b>	
Less than 12 <sup>th</sup> grade	16.7
Completed High School/GED	50.0
Graduate degree	4.1
Some college	16.7
Associate degree	12.5
<b>Employment</b>	
Employed for wages	23.1
Out of work less than 1 year / Homemaker	7.7
Out of work for more than 1 year	11.5
Retired	23.1
Unable to work	34.6
<b>Gender</b>	
Male	12.9
Female	87.1
<b>Marital Status</b>	
Married	22.2
Divorced	22.2
Widowed	7.4
Single	48.1
<b>Referrals made at PC2018</b>	
Yes	55.2

Services referred to at PC 2018 (four highest)	
Children and family	20.0
Housing	23.3
Medical care	26.7
Personal care	33.3
Were you able to go to these services	
Yes	72.4
No	10.3
Some	13.8
Few	3.5
Faced difficulty in meeting service providers	
Yes	6.7
Difficulty in getting the services	
Yes	17.2
Housing concerns	
Able to pay rent/mortgage	
No	17.9
How easy to find affordable housing	
Very easy	7.1
Easy	10.7
Somewhat easy	42.9
Not at all easy	39.3
Have you ever been evicted	
Yes	20.7
If yes was it: (n=6)	
Formal	50
Informal	50
Need for services to change in the county	
Yes	64

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Big Brothers Big Sisters of NW Ohio provide children facing adversity with strong and enduring, professionally supported one-to-one relationships that change their lives for the better, forever. They are located at 4 Seagate # 660, Toledo, OH 43604 and can be reached by phone at (419) 243-4600. For more information, visit their website at <http://www.bbbsnwo.org/>

### **Buckeye Health Plan**

Buckeye Health Plan is a Managed Care Plan that provides health care services to Ohio residents eligible for these services are aged, blind or disabled, covered Families and Children (including Healthy Start and Healthy Families), and adult extension Medicaid benefits. For more information, go to <http://www.buckeyehealthplan.com/>.

### **CareSource**

CareSource is a nonprofit managed care company out of Dayton, OH that offers health care plans and other life services for those individuals who are uninsured or need it the most. Contact can be made at (800)-479-9502, or at <https://www.caresource.com/marketplace/oh/>.

### **Children's Resource Center**

Children's Resource Center out of Bowling Green, OH provides youth and young adults, ages 16-24, support in setting and reaching goals related to education, employment, and housing and information about community resources and programs. CRC also offers services to improve positive relationships, develop strategies to cope with stress, and build independent living and decision-making skills. For more information, go to <http://crcwoodcounty.org/>

### **City of Bowling Green Grants Department**

At PC, City of Bowling Green Grants Department provided information regarding transit services in the area. They are located at 304 North Church Street, Bowling Green, Ohio and can be reached by phone at (419)-354-6203 or by fax at (419)-353-4763 or by email at [bggrants@bgohio.org](mailto:bggrants@bgohio.org).

### **CLE Solutions**

This is a sales and marketing company out of Valley View, OH, that offers opportunities for upward mobility that are based on merit. Their energetic and empowering culture further encourages momentum. In other words, the professional well-being of all their people means a lot to them. In turn, many individuals throughout the industry compete to join them. More information about CLE Solutions is available at <http://clesolutionsinc.com/about-us/>

### **Columbia Gas Audit Program Representative**

Columbia Gas of Ohio aided by providing information and helping individuals save big through instant rebates for energy efficiency improvements installed by a participating contractor. More information about Columbia Gas and the audit program is available at <https://www.columbiagasohio.com/ways-to-save/home-energy-assessment>

### **Consortium of Northwest Ohio-Bowling Green, Henry, and Williams Metropolitan Housing Authorities**

The Consortium of Northwest Ohio provides information about the Housing Choice Voucher Program. This program offers low-income families assistance to afford safe and sanitary housing. They are located at 1044 Chelsea Avenue in Napoleon, Ohio. They can be reached by phone at (419) 592-1735 or by fax at (419) 592-1759.

### **County Squire Apts.**

County Squire Apartments of North Baltimore, Ohio, provides affordable housing options. They are located at 655 A S Poe Rd, North Baltimore, OH 45872, and can be reached at (844) 230-5203.

### **Deacon's Shop**

The Deacon's Shop provides free clothing to those in need. It is located at 1st Presbyterian Church, 126 S. Church Street, Bowling Green, Ohio. Open Thursdays 9:30-11am. The Deacon's Shop can be reached by phone at (419) 352-5176.

### **Dental Center of Northwest Ohio (NWO)**

At PC, the Dental Center of Northwest Ohio provided preventive and restorative dental services. They will also provide emergent dental care needs utilizing Smile express dental center (includes driver, dental assistant) for this event. Dental Center of Northwest Ohio will also have referral options and information provided. The Dental Center of Northwest Ohio has two primary locations where they can be contacted: 2138 Madison Ave. Toledo, Ohio, 43604 at (419) 241-6215 or 1800 N. Blanchard St. Suite 122 Findlay, Ohio, 45840 at (419) 422-7664. NWO can also be contacted by e-mail through their website at [www.dentalcenternwo.org](http://www.dentalcenternwo.org). For more information and the mobile units' location, the center can be reached at (866) 378-6965.

At PC, Dr. David L. Donnell provided dental care to attendees. His office is located in Bowling Green, Ohio at 245 S. Main Street. His office can be reached by calling 419-352-2222. More information can also be found at his website at [www.dentistrybowlinggreen.com](http://www.dentistrybowlinggreen.com).

### **Dr. T. Bowlus, DPM**

Dr. T. Bowlus, DPM, is a Podiatrist, Physician and Surgeon located at 755 W. South Boundary St. Perrysburg, Ohio. Dr. Bowlus, DMP, specializes in treating surgical and non-surgical foot and ankle problems or disorders. The office of Dr. Bowlus, DMP, may be reached by phone at (419) 874-2300, or more information can be found at <http://www.drtedbowlus.com/about/>.

### **Efficiency Smart**

Efficiency Smart is a company that helps people lower the cost of electric bills by helping them become more energy efficient with expert advice and financial incentives. It helps businesses cut costs by providing technical assistance to meet their needs. They are located at 1111 Schrock road Suite 203, in Columbus, Ohio. They can be reached by phone at (877) 889-3777 or by e-mail at [info@efficiencysmart.org](mailto:info@efficiencysmart.org). More information about Efficiency Smart is available on the web at <http://www.efficiencysmart.org/>.

### **Fifth Third Bank**

Fifth Third Bank is located at 275 South Main Street Bowling Green, OH 43402. They can be reached by phone at (419) 354-9531.

### **Dr. G. Scott Louderback, DDS**

Dr. G. Scott Louderback, DDS, specializes in orthodontics, Invisalign, and general and cosmetic dentistry. He worked with the Smile Express service at PC 2016. His office is located at 631 South Wheeling, Oregon, Ohio. The office's website address is <http://www.drlouderback.com/> and can be reached via telephone at (419) 693-1234.

### **Goodwill Industries Senior Community Service Program**

Goodwill Industries Senior Community Service Program helps seniors find work, develop new skills and talents, and build their financial security by taking advantage of the Senior Community Service Employment Program (SCSEP). SCSEP is an on-the-job training and employment program designed to help those aged 55 and older update their jobs skills, build work experience and confidence, and continue to have economic security and well-being. Goodwill Industries is located at 1058 N. Main St. Bowling Green, Ohio 43402. They can be reached at (419) 354-9726 or at their website <http://www.goodwillnwohio.com/bowling-green/>

## Habitat for Humanity of Wood County

At PC Habitat for Humanity of Wood County had a display at their table with brochures and other forms of information about their organization.

Habitat for Humanity of Wood County is a locally run affiliate of Habitat for Humanity International, a nonprofit, Christian housing organization. Habitat for Humanity of Wood County works in partnership with people in need to build and renovate decent, affordable housing. Habitat for Humanity has five mission principles: demonstrate the love of Jesus Christ, focus on shelter, advocate for affordable housing, promote dignity and hope, and support sustainable and transformational development.

Habitats for Humanity of Wood County offices are Trinity United Methodist Church at 200 North Summit can be contacted via telephone (419-353-5430) or ([info@wchabitat.org](mailto:info@wchabitat.org)). The office is open Monday Thursday from 9 a.m. until noon.



located in Street and email through

## 'Hairstylists/Haircuts

Through the Project Homeless Connect event, guests received haircuts from various hair stylists from the Bowling Green location of Great Clips.

## Harbor Behavioral Health of Wood County – The Link

Throughout the PC event, Harbor Behavioral Connections of Wood County provided attendees with help for issues related to mental health and wellness. In addition to these services, Harbor Behavioral Health also provides appointment services, mental health evaluations, and comprehensive care for crisis, addiction intervention, and mental health recovery. Their vision is a compassionate community committed to respecting the dignity of the individual and family, addressing substance abuse and mental health issues effectively within the community, and enhancing the quality of life for all members. Services are offered on a walk-in basis although there may be a fee for some services based on household income.



Drug and/or alcohol treatment programs offered include: inpatient treatment, outpatient treatment, dual-diagnosis treatment, peer support groups, group therapy, individual counseling, case management, relapse prevention aftercare, therapeutic community, Alcoholics Anonymous, and Narcotics Anonymous. Others programs offered include individual and group counseling, a drop-in center, and psychiatry. Harbor

Behavioral Health is located at 1010 North Prospect St., Bowling Green, OH 4340 or 800 Commerce Drive, Perrysburg, OH 43551. The agency can be contacted by phone at (419) 352-1545 or (800)472-9411. More information is available at <http://www.harbor.org/harbor-wood-county.html>.

### **La Conexión de Wood County**

At Project Homeless Connect, La Conexión de Wood County provided information about their organization that advocates for the Latino/a community of Wood County. They also provided picture ID services and translation services. The organization wants to establish and nurture connections among Latinos/as and the Wood County Community, strengthen and promote their identity, promote educational and research activities to benefit Latino/a contributions in Wood County and be a resource for community needs

La Conexión can be contacted by phone at (419) 308-2328 or online at [facebook.com/LaConexionDeWoodCounty](https://www.facebook.com/LaConexionDeWoodCounty) or by the web at <http://laconexionwc.wordpress.com/>.

### **Legal Aid of Western Ohio**

At PC 2016, Legal Aid of Western Ohio provided counsel and advice regarding civil legal issues for individuals who meet LAWO income guidelines whose legal issue is within LAWO case acceptance priorities and screening for additional legal help beyond day of event if available. The office is located at 525 Jefferson Avenue, Suite 400, in Toledo, Ohio. Phone number is (419) 930-2502. For more information, please to their website: <http://www.lawolaw.org/>.

### **Lutheran Social Services of Northwest Ohio**

Lutheran Social Services of Northwestern Ohio (LSSNWO) is a faith based social service agency that has been changing lives in the Northwestern Ohio and Southeastern Michigan area for more than 100 years. Counseling services are located in Toledo, Bowling Green, Findlay, Fremont, Archbold, Lima, Galion, Fostoria, Wapakoneta. Suboxone medically assisted recovery from opiate addiction is available at the Lima office. Emergency food pantries are available in Toledo and Findlay and Crossroads Financial Opportunity Center of LSS. Lutheran Social Services of Northwest Ohio Administrative Office is located at 2149 Collingwood Blvd. Toledo, OH 43620. The phone number is (419) 243-9178, and their email is [toledo@lssnwo.org](mailto:toledo@lssnwo.org). To learn more about Lutheran Social Services of Northwest Ohio, please refer to their website: <http://www.lssnwo.org/index.php>

### **Modern Woodmen of America**

Modern Woodmen of America Fraternal Financial has more than 1,600 representatives in 70 regions across the country that assist community members with financial services. The sales from these services fund the benefits offered to members, as well as fund social, educational and volunteer programs within the community. The home office is located at 320 W. Gypsy Lane Suite D Bowling Green, Ohio. They can also be reached by phone at (419) 262-4402. For more information, you can view their website at <https://www.modernwoodmen.org/>.

### **Northwestern Ohio Breast and Cervical Cancer Project**

The Northwestern Ohio Breast and Cervical Cancer Project (BCCP) helps women in Ohio with scheduling cancer screenings, as well as providing information about community resources, appointments, and insurance coverage. The project offers breast and cervical cancer screenings at no-cost to the individual. The main office is located at 606 S. Shoop Ave. Wauseon, Ohio, and can be reached by phone at 1-800-929-6626. For more information, you can visit their website at <https://www.odh.ohio.gov/en/health/cancer/bccp/bcanc1>.

## **Ohio Living Home Health and Hospice**

Ohio Living's services range from a variety of housing options in one of our life plan communities through the full range of care and post-acute home health and hospice support for adults, wherever they live. The Greater Toledo area is located at 1730 S. Reynolds Rd., Toledo, Ohio, 43614. Additionally, they can be reached by Phone: (419) 865-1499. For more information, you can visit their website at <https://www.ohioliving.org/>.

## **Owens State Community College and Career Readiness Center**

Owens College and Career Readiness Center (CCR) provides Tuition-FREE services for individuals\* who need assistance acquiring the skills to be successful in life, post-secondary education and training, and employment. Services available in the Toledo and Findlay areas:

- Basic math, reading and writing skills
- Adult Basic Education/High School Equivalency (**Formerly GED**)
- English for Speakers of Other Languages (ESOL)
- College Entrance Exam Preparation Course (CPC) \*\*
- Transition services for employment and post-secondary
- Life skills, employability skills, and computer literacy
- Family Literacy to enrich the parental role of adult learners
- Workplace Literacy to increase the productivity of the workforce
- Distance Education

Owens Community College is located at 30335 Oregon Rd, Perrysburg, Ohio, and can be reached at (567) 661-2253. More information about this program is available at <https://owens.edu/ccr/index.html>

## **Paramount Advantage**

Paramount Advantage is a non-profit Medicaid managed care office that provides health care services to those individuals who qualify under certain conditions. They are based out of Ohio and provide assistance when it comes to the individual, their family and/or children, and finding the correct care. They are located at 1901 Indian Wood Circle, Maumee, Ohio, and can be contacted by phone at (419) 887-2500 or toll free at 1-800-462-3589. For more information, you can view their website at <http://www.paramounthealthcare.com/default.cfm?id=1>.

## **Penta Career Center Adult Education**

The Penta Career Center Adult Education program provides adults with hands-on training and education to further their careers. The program connects earning a high school degree with hands-on training/education for in-demand careers around the state of Ohio. At the PC event, volunteers described the ABLE/GED classes the program offered, and offered additional information about the Adult Education full and part time classes available. Penta Career Center is located at 9301 Buck Rd. Perrysburg, Ohio, and can be reached by phone at (419) 661-6504. For more information about the program, you can view their website at [http://www.pentacareercenter.org/AdultEd\\_Home.aspx](http://www.pentacareercenter.org/AdultEd_Home.aspx).

## Prevent Blindness, Ohio Affiliate

Prevent Blindness is dedicated to addressing the challenge to prevent blindness and preserve sight through a wise investment of community support in programs and services. The main building is located at 1500 W. Third Ave. Suite 200, Columbus, OH 43212. Also, Prevent Blindness can be reached by phone at (614) 464-2020 or (800) 301-2020 for those outside the 614-area code. For more information, visit their website at <https://ohio.preventblindness.org/>.

## The Cocoon

The Cocoon is a shelter that provide safe housings for victims of domestic violence. They also provide many other services such as crisis intervention, information and referrals, court advocacy, medical advocacy, and financial literacy assistance. The Cocoon can be reached by mail at P.O. Box 1165 Bowling Green, OH 43402 or by phone at (419) 373-1730. For services, call the Link at (419) 352-1545 and ask for a Cocoon advocate. More information about The Cocoon is available on the web at <http://www.cocoonshelter.org/>.

## The Fringe

The Fringe is a baby and children's thrift store located at 1234 N Main St. Bowling Green, Ohio 43402. The Fringe provided coats, clothing vouchers, gas cards, and personal hygiene kits. They can be reached at (419) 601-7240 or via Facebook: <https://www.facebook.com/thefringethriftstore>.

## The Salvation Army

Throughout the PC event, the Salvation Army provided information about limited rent, utility, and transportation assistance, and gave clients the ability to make appointments for follow-ups. The Salvation Army also provided Holiday Assistance Applications for Thanksgiving and Christmas.

The **Bowling Green** branch of the Salvation Army offers help to find rental or public housing, can help pay for a rental property or mortgage down payment, and can help with utility disconnect and reconnection. The Salvation Army in Bowling Green has one apartment to provide shelter for families in need. The Bowling Green Salvation Army can be contacted by calling (419) 352-5918 or by going to 1045 N. Main St., Bowling Green, OH, 43402.

The **North Baltimore** branch of the Salvation Army requires that individuals meet the family criteria to obtain rental monetary assistance. They also offer help with rent payments, utility disconnection and reconnection, and making payments for prescription medication once a year. This branch also runs a few food assistance programs such as: **Soup Kitchen** and **Food Pantry**. The Soup Kitchen is free for the individual attending and is held from 5-6:30 p.m. during the last week of every month. The Food Pantry is also free for the individuals attending and walk-ins are welcome. This service is also offered once a month and there are specific requirements, including the presentation of a photo ID and that the individual/family must be under 200% of the federal poverty level. The North Baltimore Salvation Army can be contacted by calling (419) 257-9064 or by going in person to 123 East Broadway, North Baltimore, OH, 45872.





## Salvation Army Christmas

Salvation Army also provides assistance to families in need over the holidays. These items include Christmas dinners, clothing, and toys.

## United Healthcare Community

The United Healthcare Community Plan is one of the largest providers of Medicaid in the country. The plan offers a wide range of free coverage plans made especially for those who are pregnant, child up to 19 years old, those in financial trouble, individuals with disabilities, individuals who wish to have independent living assistance, and seniors who qualify. Their offices are located at 10860 Miller Rd. Swanton, Ohio, and they can be reached by phone at (419) 356-8979. For more information, you can view their website at <http://www.uhcommunityplan.com/community-partners/oh.html>.

## United Way 2-1-1

United Way 2-1-1 is a free, confidential, anonymous, non-emergency information and referral service that connects Lucas, Wood, Ottawa, Erie, and Hancock County the health and human services they need. The service is available day, seven days a week, as well as during disasters. Some of the they provide include: job training opportunities, financial or legal foreclosure / low-income housing, homelessness assistance and referrals, health care services, food assistance/food pantries, abuse treatment, child or elderly care, and holiday assistance. 1-1 is located at 1616 E. Wooster, in Bowling Green, Ohio, and contacted by telephone at (419) 352-2390. United Way 2-1-1 is open Monday through Friday from 8:30 a.m. until 5 p.m.



residents to 24 hours a services that counseling, shelter substance United Way 2- can be

## Western and Southern Life Insurance

Western and Southern Life Insurance offers financial assistance and services to those in need. Their offices are located at 1000 E. Main Cross Suite 103 Bowling Green, Ohio, and can be reached by phone at (419) 575-0036. More information is available at <https://www.westernsouthernlife.com/default.asp>.

## WIC

WIC is the Special Supplemental Nutrition Program for Women, Infants, and Children. WIC helps income eligible pregnant and breastfeeding women, women who recently had a baby, infants, and children up to five years of age who are at health risk due to inadequate nutrition. The program improves pregnancy outcomes by providing or referring to support services necessary for full-term pregnancies; reduces infant mortality by reducing the incidence of low birth weight (infants under 5 ½ pounds are at greater risk of breathing problems, brain injuries and physical abnormalities), and provides infants and children with a healthy start in life by improving poor or inadequate diets. The Wood County WIC office is located at: 639 S. Dunbridge Rd. 2nd Floor, Bowling Green, OH., 43402. They can also be reached by phone at (419) 354-9661. For more information, visit their website at [www.woodcountyhealth.org/wic/wic.html](http://www.woodcountyhealth.org/wic/wic.html)

## **Wood County Alcohol, Drug Addiction & Mental Health Services Board**

Throughout the PC event, this board of services provided information concerning alcohol, drug addiction, and mental health. The Alcohol, Drug Addiction and Mental Health Services Board offers a wide variety of quality programs and services. Most services offered are supported by Wood County levy funds and are accessible to all residents. Some services do not have a fee while others that are offered do have a fee based on ability to pay. WCADAMHS advocates, plans, develops funds, manages, and evaluates community-based mental health and addiction prevention, treatment, recovery services to improve the quality of life for Wood County residents. WCADAMHS is located at 745 Haskins Road, Suite H, in Bowling Green, and are open from 8 a.m. to 4 p.m. They can be contacted by telephone at (419) 352-8475 or online at <http://www.wcadamh.org>.

## **Wood County Board of Developmental Disabilities**

Since 1955, children, youth, and adults with developmental disabilities have counted on Wood Lane's ability to provide excellent services and supports. While the developmental disabilities system is ever changing, the WCBDD adapts and continues to coordinate vital services for individuals with developmental disabilities in Wood County. The Board provides educational, employment, recreation, sport, and other support services to children and adults of all ages, who have developmental disabilities. They are located at 1921 East Gypsy Lane Road, Bowling Green, Ohio 43402 and can be contacted by phone: (800) 356-3218.

## **Wood County Child Support Enforcement Agency**

At the PC event, the Wood County Child Support Enforcement Agency provided staff to answer any questions regarding child support services. They also had applications available for those who would like to begin the process, and offered information that they are able to take home, should they choose to. The office is located at 1940 E. Gypsy Lane Rd. P.O. Box 1028, Bowling Green, Ohio. The Wood County Child Support Enforcement Agency can be reached by phone at (419) 354-9389, or more information can be found at <http://childsupport.co.wood.oh.us/>.

## **Wood County Area Ministries (WAM)**

Wood County Area Ministries provided clothing and personal care/toiletries to those in attendance at PC as they were finishing up their day and preparing to leave. Wood County Area Ministries (WAM) connects local churches, of all denominations, with affiliated service-oriented organizations to work together to serve those in need. Wood County Area Ministries (WAM) is based out of St. Mark's Lutheran Church at 315 S. College St., in Bowling Green, OH. This church can be reached by phone at (419) 352-1322, or by e-mail through their website at [www.woodcountyareaministries.org](http://www.woodcountyareaministries.org).

## **Wood County Community Health and Wellness Center – Prevent Blindness**

At PC the Wood County Community Health and Wellness Center provided clients with Prevent Blindness. Wood County Community Health and Wellness center is located within the Wood County Health District at 1840 E. Gypsy Lane Rd., Bowling Green, OH 43402. They can be reached by phone at (419) 354-9049. More information about Wood County Community Health and Wellness is available on the web at <http://wchealthcenter.org/>.

## **Wood County Community Health and Wellness Center - Pharmacy**



At PC the Wood County Community Health and Wellness Center provided clients with Pharmacy. Wood County Community Health and Wellness center is located within the Wood County Health District at 1840 E. Gypsy Lane Rd., Bowling Green, OH 43402. They can be reached by phone at (419) 354-9049. More information about Wood County Community Health and Wellness is available on the web at <http://wchealthcenter.org/>.

### **Wood County Community Health and Wellness Center - Medicare**

At PC the Wood County Community Health and Wellness Center provided clients with Medicare. Wood County Community Health and Wellness center is located within the Wood County Health District at 1840 E. Gypsy Lane Rd., Bowling Green, OH 43402. They can be reached by phone at (419) 354-9049. More information about Wood County Community Health and Wellness is available on the web at <http://wchealthcenter.org/>.

### **Wood County Community Health and Wellness Center – Flu Shots**

At PC the Wood County Community Health and Wellness Center provided flu shots! They are located at 1840 East Gypsy Lane Road, Bowling Green, Ohio. They can be reached by phone at (419)-354-9049 or toll free at (866)-861-9338. You can view their website for more information at <http://www.woodcountyhealth.org/wellnesscenter/healthcenter.html>.

### **Wood County Committee on Aging**

At PC Wood County Committee on Aging provided information and referral services to older adults. They are located at 305 N, Main Street in Bowling Green, Ohio. They can be reached by phone at (419) 353-5661. More information is also available on their website at [www.wccoa.net](http://www.wccoa.net).

### **Wood County Department of Job and Family Services**

Throughout the PC event, Wood County Job and Family Services provided information and applications for OWF, Food Assistance, and Medicaid. Job and Family Services offer many services to individuals including food assistance, Medicaid, transportation assistance, child care, and cash assistance. The Wood County Job and Family Services organization is located at 1928 East Gypsy Lane Rd. in Bowling Green, Ohio. The facility can be contacted by phone at (419) 352-7566 or (888) 282-1118, and also by e-mail through their website at [www.woodcountyjfs.com](http://www.woodcountyjfs.com).

### **Wood County Health District – Health Education**

At PC the Wood County Health District provided clients with health education. The Wood County Health District is located at 1840 East Gypsy Lane Rd., Bowling Green, OH. 43402. They can be reached by phone at (419) 352-8402. More information about Wood County Health District is available on the web at <http://www.woodcountyhealth.org/>.

### **Wood County Health District – Vital Statistics – Birth Certificate**

At PC the Wood County Health District provided birth certificates for clients in need. The Wood County Health District is located at 1840 East Gypsy Lane Rd., Bowling Green, OH. 43402. They can be reached by phone at (419) 352-8402. More information about Wood County Health District is available on the web at <http://www.woodcountyhealth.org/>.

### **Wood County Hospital**

The Wood County Hospital is a community hospital that provides preventative, restorative, educational, and rehabilitative healthcare services. At the PC event, volunteers offered breast health education to those women in need. The wood County Hospital is located at 950 W. Wooster St., Bowling Green, OH 43402. They

can be reached by phone at (419) 354-8900. More information about the Wood County Hospital is available on the web at <https://www.woodcountyhospital.org/>.

### **Wood County Library**

The Wood County Library is located at 251 N Main St, Bowling Green, OH 43402. They can be reached at (419) 352-5104. For more information, visit their website at <https://www.wcdpl.org/>

### **WSOS Community Action Commission**

On the day of the PC event, Wood-Sandusky-Ottawa-Seneca counties, OH (WSOS) provided individuals with information on rental assistance, home visits, budgeting, goal setting, and other agency referrals. WSOS also provides several programs to help individuals such as: Head Start for children, The Fatherhood Connections Program, Job Preparation skills, I-Star Computer Tech Programs, and Job Retention Services. The WSOS Community Action Commission is located at the Jordan Center, 812 North College Drive, in Bowling Green, OH. This organization can be contacted by e-mail through their website at [www.wsos.org](http://www.wsos.org) or by phone at (419) 353-7407.

### **WSOS Early Childhood Task Force**

The WSOS is a nonprofit community action agency that provides a wide variety of services to individuals and families. WSOS Early Childhood Task Force includes a set of programs offered through WSOS that provide support youth in Wood County, OH. WSOS is located at 812 North College Drive, Bowling Green, OH 43402. They can be reached by phone at (419) 353-7407. More information about WSOS can be found on the web at <https://www.wsos.org/>.

### **WSOS Employment and Training**

The WSOS is a nonprofit community action agency that provides a wide variety of services to individuals and families. Employment and Training are a set of programs offered through WSOS that provide job training and placement opportunities. WSOS is located at 812 North College Drive, Bowling Green, OH 43402. They can be reached by phone at (419) 353-7407. More information about WSOS can be found on the web at <https://www.wsos.org/>.

### **WSOS HEAP**

The WSOS is a nonprofit community action agency that provides a wide variety of services to individuals and families. WSOS HEAP Provides utility assistance for electric and heating bills to households threatened with a utility shut off, already disconnected or having less than 25% of bulk fuel. WSOS is located at 812 North College Drive, Bowling Green, OH 43402. They can be reached by phone at (419) 353-7407. More information about WSOS can be found on the web at <https://www.wsos.org/>.

### **WSOS Supportive Services for Veteran Families**

WSOS provided assistance to veterans and their families with housing and supportive services at PC 2016. Wood County residents in need of services can contact the Wood County Family Advocate at (419) 435-4884, ext. 32. For additional information, please check their website at: [http://www.wsos.org/program\\_details.php?id=72](http://www.wsos.org/program_details.php?id=72).

### **WSOS Jordan Family Development Center**

The Jordan Family Development Center offers families a positive environment where their children have the opportunity for social, physical, intellectual, and emotional growth. For more information call (419) 353-7407 or toll free at 1-800-775-9767. Also, visit their website at [www.wsos.org/index.php](http://www.wsos.org/index.php).

## **Zepf Center**

The Zepf Center is a non-profit organization that provides general and behavioral healthcare. They offer many services such as diagnostic assessment and referral, mental health services, and substance abuse services. The Zepf Center is located at 541 W. Wooster St. 3rd Floor, Bowling Green, OH 43402. They can be reached by phone at (419) 373-6560. More information about Zepf Center is available on the web at <http://www.zepfcenter.org/>.