

Summer 8-1-2018

Wood County Project Connect: Final Report for Event Held October 18, 2017

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Burek, Melissa W.; Ojha, Mamta; Hutchinson, Marisa; and Peebles, Brandon, "Wood County Project Connect: Final Report for Event Held October 18, 2017" (2018). *Criminal Justice Faculty Publications*. 109. https://scholarworks.bgsu.edu/crim_just_pub/109

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Wood County Project Connect

Final Report for Event Held October 18, 2017

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August 2018

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Wood County, Ohio: Project 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 address the growing and complex issue of homelessness, our response must be multifaceted in order to help those in need. In addition, an emphasis must be placed on both social and structural factors with services modified to fit the individual needs of each guest(s).

Project Homeless Connect (PHC) is designed to provide immediate goods and/or services to homeless individuals and families or those nearing homelessness. PHC provides basic needs and critical services in one day at one location. While providing valuable and necessary services to help alleviate homelessness, we are also creating positive outcomes for service providers since they are given the opportunity to network with different agencies and its members, thus reinforcing relationships, collaborations, and forming lasting partnerships. Project Homeless Connect 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 18, 2017, Wood County, Ohio held its fifth Project Connect (PC) event at St. Mark's Lutheran Church in Bowling Green, Ohio. Co-Chairs for PC 2017 were: Jamie Brubaker of United Way of Wood County, Jane Rosser of Bowling Green State University, and Don Neifer of St. Mark's Lutheran Church. Planning for Project Connect began in April of 2017 and held monthly and bi-monthly meetings leading up to the event. Wood County Commissioner Doris Herringshaw served as the Honorary Chair. In addition, PC has 12 sub-committees whose chairs comprised the Steering Committee covering the following areas:

1. Logistics, chaired by Don Neifer
2. Publicity, co-chaired by Felicia Otte and Mollie Tyrell
3. Volunteers, co-chaired by Jane Rosser
4. Intake/Social Workers, chaired by Emily Prosser and co-chair Willa Thomas
5. Transportation, co-chaired by Bruce Jeffers and Mary Clayton
6. Administration, chaired by Dr. Melissa W. Burek and co-chairs Dr. Mamta Ojha and Marisa Hutchinson
7. Health and Wellness, chaired by Rhonda Stoner and co-chair Robin Small
8. Housing/Education/Social Service Providers, chaired by Kathy Mull and Clarrisa McDermitt
9. Hot Meal, co-chaired by Dapper Bockbrader and Debbie Hafner
10. Personal Care and Tangible Goods/Hair, chaired by Deanna Lamb and co-chair Robert Grogan

11. Child Care, chaired by Erika Sleek
12. Fundraising, chaired by Jamie Brubaker

GOALS

Six primary goals were set for the second annual event:

1. Serve 200-300 individuals and/or families who are in need of supportive services
2. Gain additional quantifiable data for individuals at risk or experiencing homelessness by following the steps below:
 - a. Identify needs and gaps in services
 - b. Develop new ways to meet these needs
 - c. Track success of 2017 guests
3. Host 50 services providers offering the following services: Hot meal, clothing, haircuts, food, medical care, dental care, substance abuse and mental health services, housing, social security cards, birth certificates legal information, educational and employment assistance, and information to increase access to basic services
4. Recruit 250-300 volunteers with a focus on hosts concentrating on morning
5. Increase provider membership and program coordination for the Continuum of Care Wood County
6. Increase community awareness of challenges in our community regarding the risk of homelessness and the services available to those in need

Each of the above-noted goals was fulfilled or exceeded expectations, respectively with the exception of goal number 4. To illustrate:

1. 292 adults and children attended the event with 42% having attended last year's PC
2. Data was gathered through intake forms at the event on 266 households. In addition, 239 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 focus groups and/or follow up activities.
3. 58 providers were present with 6 being first time at event providers
4. 206 individuals served as volunteers during the planning stages and on the day of the event. The recruitment fell short by 44 volunteers.
5. The successful execution of the fifth PC event in Wood County on October 18, 2017, 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 Wood County. Additional evidence in support of this goal involved all parties to the event:
 - a. 84% of guests reported they were very satisfied with the services or programs offered at PC 2017.
 - b. 96% of volunteers gained knowledge of where to turn to for help should they or someone they know become at risk for homelessness and 99% would volunteer again for PC.

- c. Approximately 90% of the providers strongly agreed that the event increased provider membership and/or program coordination for Continuum of Care Wood County
- 6. Met by 5 a-c above and the following evidence:
 - a. 86% of guests reported getting more than expected or as expected at PC.
 - b. 92% of volunteers reported a change in their perspective on what essential services were lacking for the disadvantaged or those at risk of experiencing homelessness
 - c. 98% of the providers report they would participate in an event like PC in the future

EVENT PROMOTION

The event was promoted via posters and flyers displayed across Wood County and various businesses as well as, being distributed to churches and schools. Information about the event was also announced in multiple media sources, press releases, social media, and on the Continuum of Care of Wood County’s website. Below you will see Project Connect main design:

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! |

WEDNESDAY, OCTOBER 18TH
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

SUMMARY HIGHLIGHTS

The observations that follow detail(s) summary information on participants, volunteers, and providers served on October 18, 2017 at the Fifth Wood County Project Connect event held at St. Mark's Church in Bowling Green, Ohio. A preliminary version of what is presented below was distributed to the Steering Committee members in late October 2017. The information presented below is based on data collected via Guest Welcome Forms, Intake Forms, and Exit Surveys of Guests, Volunteers, and Providers.

GUESTS (N = 292, including guests who did not go through Intake)

- 292 Adults and children attended with guests for a total of 574 coming through event
- Previous Project Connect Attendance (guests could check all years attended)
 - 8% attended in 2013
 - 9% attended in 2014
 - 16 % attended in 2015
 - 23% attended in 2016
 - 42% attended for first time 2017
- 278 Households (282 in 2016) completed Intake Forms
 - 773 adults and children reside in these households (782 in 2015)
- 275 (281 in 2016) Welcome forms completed
- 239 (251 in 2016) Exit surveys completed
- Main Reason Reported by Guests for Attending PC
 - 62% Holiday Help
 - 56% Employment
 - 49% Go Back to School/Education
 - 48% Stress Management
 - 43% Mental Health
 - 39% Utilities
 - 38% Legal Aid/Legal Issues
 - 36% Housing/Affordable Housing
 - 35% Email/Internet
 - 32% Clothes/Coat
 - 28% Birth Certificate
 - 26% Food Assistance
 - 24% Personal Hygiene
 - 16% Haircut
 - 10% Hot Meal
 - 8% Dental Care
 - 5% Need Housing
 - Other items noted were car care/repair, utilities, housing and housing repair, and personal care items
- 86% of guests reported getting more than expected or as expected at PC
- 84% were very satisfied with the services or programs available at PC event
- 87% found the information available at PC very helpful; 12% reported somewhat helpful
- 84% were very satisfied with the event overall; 16% were somewhat satisfied with the event

VOLUNTEERS (N = 140 completed exit survey)

- 206 Volunteers signed up and worked Project Connect
 - 79% served as hosts with the rest divided between food service and greeters
- Volunteers served an average of 4 hours
- 96% reported being adequately trained to perform their duties
- 100% reported their experience as a volunteer very much so or mostly met their expectations
- Volunteer experience prior to Project Connect
 - 46% A lot
 - 35% Some
 - 15% A little
 - 5% Project Connect was their first volunteer experience
- 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 and/or at risk of experiencing homelessness.
- 99% would volunteer at Project Connect again
- 99% thought the event was well-organized
- 98% reported receiving an appropriate level of assistance to carry out their duties
- 100% stated the volunteer experience gave them a sense of accomplishment
- 100% felt welcomed and appreciated for the work they did
- 94% agreed they had plenty to do

PROVIDERS (N = 47 completed the exit survey)

- 58 Providers
 - 6 first time providers
 - 122 individuals represented their respective agencies
- Estimated monetary value of the goods/services agencies provided = \$21,149.68
- 95% of the providers reported that the event met their expectations with 27% reporting that the experience exceeded (down from last year's 34%) their expectations and 34% reported that it was better than expected (up 2% from last year)
- 97% of the providers reported they would participate in an event like Project Connect in the future
- Percent of providers rated the following aspects of Project Connect 2017 as good or excellent
 - Location and Duration = 94%
 - Attendance by guests/clients = 91%
 - Participation by community providers = 98%
 - Level of support provided by PC organizers = 98%
 - Availability of event organizers and volunteers = 96%
 - Opportunities to interact with other providers at the event = 80%
 - Opportunities to interact with community members at the event = 85%

- They felt welcome and appreciated for the goods/services provided =97%
- Providing goods/services at PC was a good use of their agency's time =97%
- The event was well-organized = 94%
- Providing goods/services today gives them a sense of accomplishment =100%
- As a result of this event, guests/clients were connected to supportive services they may not have accessed otherwise = 97%

PC PROCESS: DAY OF EVENT

As occurred in 2016, this year's guests entered the main door of St. Mark's Lutheran Church where the Project Connect event was held. Where they were greeted and then paired with a Project Connect Host/ Volunteer who handed each guest 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 Project Connect. 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 and described the services each provider would be offering that day.

At any time over the course of the event, guests could eat a hot meal. After the guests connected with the providers and services, they could then visit the tangible goods area of the church and pick up clothes and/or vouchers, personal care items, and a bag of groceries.

REPORT METHODOLOGY

In 2013, Bowling Green State University researchers, Drs. Melissa W. Burek and Mamta Ojha and Marisa Hutchinson, hereinafter the 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 Project Connect. These forms were utilized again this year in order to obtain 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 previous years' 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 Project Homeless Connect events gathered guests', volunteers', and providers' feedback 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 services and locating other services that were of interest to their guests.

After the event, all completed data collection instruments were given to the BGSU Research Team for data entry and analyses. Results for 2017 are reported on Project Connect as a

collective whole and then for each provider that had at least one guest connection. It is important to note that not all respondents attending PC completed all three forms. We collected responses from 277 guest intake forms (including pre-registered guests who came through PC). In 2016, 282 intake forms were completed. Complete packets (i.e., Intake, Welcome Forms, Services At-A-Glance, and Exit Survey) were available for analysis on 239 guests in 2017. 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 PHC, 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 2013, 2014, 2015, 2016, and 2017.

Since the event also strives to meet the needs of guests in the future, the RSAF also asked respondents to indicate what other services were 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 Project Connect. The majority of respondents indicated the top three ways guests found out about Project Connect were (1) Word of Mouth; (2) Saw Poster/Event Signage; and (3) Referrals from other agencies and/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

| Service | 2013 (n = 121) | 2014 (n = 142) | 2015 (n = 294) | 2016 (n = 282) | 2017 (n = 99) |
|--------------------------------|---------------------------|---------------------------|---------------------------|---------------------------|--------------------------|
| Benefits & Services | | | | | |
| Email/Internet | 18 | 14 | n/a | 21 | 35 |
| Health Coverage | 39 | 10 | 35 | 38 | 21 |
| Legal Aid/Legal Issues | 22 | 27 | 30 | 55 | 38 |
| Offender Reentry | 6 | 2 | 4 | n/a | n/a |
| Veterans Services | 3 | 7 | 6 | 5 | 5 |
| Taxes | n/a | n/a | n/a | 17 | n/a |
| WIC | 9 | 3 | 10 | n/a | n/a |
| Transportation | n/a | n/a | 53 | n/a | n/a |
| Social Security | n/a | n/a | 29 | n/a | n/a |
| Budgeting | n/a | n/a | 20 | 23 | n/a |

| Service | 2013 (n = 121) | 2014 (n = 142) | 2015 (n = 294) | 2016 (n = 282) | 2017 (n = 99) |
|------------------------------------|---------------------------|---------------------------|---------------------------|---------------------------|--------------------------|
| Children & Family | | | | | |
| Budgeting | 21 | 20 | 11 | 23 | 31 |
| Domestic Violence Services | 6 | 2 | 2 | 5 | 6 |
| Holiday Help | 72 | 76 | 133 | 130 | 155 |
| Parenting Class | 8 | 5 | 7 | 10 | 16 |
| Resources for School-Aged Children | 19 | 9 | 30 | 29 | 28 |
| Pet/Animal Care | n/a | n/a | 81 | n/a | n/a |
| Employment & Education | | | | | |
| Developmental Disabilities | 14 | 5 | 7 | n/a | n/a |
| Employment | 51 | 28 | 49 | 39 | 46 |
| Go Back to School | 24 | 16 | 42 | 22 | 36 |
| Pre-School | n/a | n/a | 6 | n/a | n/a |
| Forms & Documents | | | | | |
| Birth Certificate | 25 | 21 | 78 | 87 | 80 |
| ID Information | 15 | 6 | 18 | 23 | n/a |
| Social Security Card | 17 | 9 | 42 | n/a | n/a |
| Housing | | | | | |
| Emergency Shelter | 16 | 13 | 6 | 12 | 6 |
| Housing/Afford. Rental | 68 | 49 | 71 | 75 | 66 |
| Utilities | 50 | 47 | 72 | 69 | 72 |
| Home Repair/Maintenance | n/a | n/a | 34 | 75 | 41 |
| Medical Care | | | | | |
| Blood Glucose | 14 | 22 | 16 | 38 | n/a |
| Blood Pressure | 21 | 30 | 19 | 40 | 45 |
| Dental Care | 77 | 64 | 88 | 89 | 73 |
| Eye Screening | 64 | 53 | 79 | 64 | 65 |
| Flu & Immunizations | 36 | 37 | 54 | 63 | 57 |
| Hearing | 28 | 22 | n/a | n/a | n/a |
| Health Screening | n/a | n/a | n/a | 17 | 26 |
| HIV/AIDS Screening | 9 | 7 | n/a | n/a | n/a |
| Medical/Healthcare Services | 32 | 13 | 20 | n/a | n/a |
| Medical Transportation | n/a | n/a | n/a | 21 | 22 |
| Prescription Drug Services | 19 | 9 | 24 | 28 | 19 |
| Breast Health | n/a | n/a | 9 | 19 | 25 |
| Podiatry/Foot Care | n/a | n/a | 23 | 32 | 33 |

| Service | 2013 (n = 121) | 2014 (n=142) | 2015 (n = 294) | 2016 (n = 282) | 2017 (n = 99) |
|---|-------------------|-----------------|-------------------|-------------------|------------------|
| Mental Health & Addiction Services | | | | | |
| Alcohol Addiction | 3 | 1 | 1 | 2 | 1 |
| Personal Care | | | | | |
| Clothing | 95 | 110 | 207 | 213 | 215 |
| Food Assistance | 127 | 130 | 213 | 203 | 215 |
| Diapers | n/a | n/a | n/a | n/a | 59 |
| Haircut | 55 | 76 | 110 | 117 | 125 |
| Massage | 46 | 41 | 83 | 91 | n/a |
| Spiritual Care | 14 | 17 | 19 | 10 | n/a |
| Nutrition/Healthy Eating | n/a | n/a | n/a | 44 | n/a |
| Stress Management | n/a | n/a | 49 | 28 | 36 |
| Other – Please Specify Below | | | | | |
| Car Repair/Transportation | 12 | 4 | See Above | 3 | n/a |
| Gas Assistance | n/a | n/a | 10 | 5 | 1 |
| Baby Care | 4 | 2 | 6 | 67 | n/a |
| Senior Service | 0 | 1 | 0 | n/a | n/a |
| Personal Hygiene | n/a | n/a | 4 | 177 | 199 |
| Other | n/a | n/a | 8 | 12 | 21 |

Table 1: Presents the services the guests were wishing to connect with while at Project Connect. Most services increased in popularity in 2017 as compared to 2013, 2014 and 2015. To illustrate, only 4 guests wished to connect with resources for personal hygiene in 2015, but in 2017 that number increased to 199. In that same regard, more guests wished to connect with employment, various forms and documents, health coverage, and legal aid in 2017 compared to 2016. Similar to previous years, tangible services such as clothing, food assistance, and haircuts, continued to remain in high demand in 2017. Compared to 2016, the number of guests wishing to connect with stress management services in 2017 increased from 28 to 36 respectively. Guests wishing to connect with back to school services increased from 22 in 2016 to 36 in 2017.

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

| Other Services Not Available at PHC Day of Event | Number of Guests Indicating Interest 2013 (n = 121) | Number of Guests Indicating Interest 2014 (n = 142) | Number of Guests Indicating Interest 2015 (N = 294) | Number of Guests Indicating Interest 2016 (n = 282) | Number of Guests Indicating Interest in 2017 (n = 144) |
|--|--|--|--|--|---|
| Shower | 3 | 1 | 1 | 4 | 4 |
| Nutrition | 8 | 7 | n/a | n/a | n/a |
| Home Repair or Maintenance | 9 | 10 | n/a | n/a | n/a |
| Tax Help | 14 | 10 | 6 | 17 | n/a |

| Other Services Not Available at PHC Day of Event | Number of Guests Indicating Interest 2013 (n = 121) | Number of Guests Indicating Interest 2014 (n = 142) | Number of Guests Indicating Interest 2015 (N = 294) | Number of Guests Indicating Interest 2016 (n = 282) | Number of Guests Indicating Interest in 2017 (n = 144) |
|---|--|--|--|--|---|
| Pet Care | n/a | n/a | n/a | n/a | 52 |
| Stress Management | 22 | 24 | n/a | n/a | n/a |
| Smoking Cessation/Quit Smoking | 18 | 17 | 24 | 26 | 27 |
| Child Support | 6 | 4 | 11 | n/a | n/a |
| Disability | 11 | 10 | n/a | 24 | 19 |
| Hearing Screening | n/a | n/a | 23 | n/a | n/a |
| HIV/AIDS Testing | n/a | n/a | 3 | n/a | n/a |
| Other | n/a | n/a | 11 | 9 | 25 |

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

| Types | # 2013 (n = 164) | # 2014 (n = 142) | # 2015 (n = 286) | # 2016 (n = 250) | # 2017 (n = 286) |
|--|-------------------------|-------------------------|-------------------------|-------------------------|-------------------------|
| Word of Mouth | 54 | 55 | 112 | 115 | 110 |
| Referred by Another Agency or Service Provider | 31 | 47 | 67 | 40 | 72 |
| Case Worker | n/a | n/a | n/a | 18 | n/a |
| Saw Poster, Event Signage | 51 | 26 | 33 | 54 | 40 |
| News (newspaper, TV, radio) | 16 | 9 | 6 | 3 | 7 |
| Social Media/Facebook | 12 | 5 | 9 | 8 | 21 |
| Other | n/a | n/a | 59 | 44 | 36 |

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 2017, 32 were referred by another agency or service provider as opposed to 2016. In 2016, 115 guests were informed of this event by talking with family, friends, and members of the community, while in 2017 that number remained stable at 110 guests hearing about the event from others. This information proves to be vital for the continuation of Project Connect.

The majority of guests used their own personal vehicle to travel to the Project Connect events in 2013, 2014, 2015, 2016, and 2017. The next most common mode of transportation was a family

member or a 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

| Modes of Transportation | Number of Guests 2013 (n = 133) | Number of Guests 2014 (n = 137) | Number of Guests 2015 (n = 267) | Number of Guests 2016 (n = 236) | Number of Guests 2017 (n = 248) |
|--------------------------------|--|--|--|--|--|
| Shuttle Stop | 7 | 6 | n/a | n/a | n/a |
| Walk | 23 | 24 | 35 | 20 | 37 |
| Personal Vehicle | 63 | 58 | 129 | 137 | 115 |
| Family/Friend | 35 | 41 | 79 | 64 | 61 |
| Bike/Scooter | 5 | 5 | 4 | 5 | 4 |
| Taxi | n/a | 3 | 6 | 4 | 4 |
| Other | n/a | n/a | 14 | 6 | 27 |

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 Project Connect 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 275 guests from the Intake Form in 2017, which is a decrease of 6 in comparison to the number of completed intake forms in 2016, and an increase of 79 compared to 2014. **Table 5** presents descriptive of guests in 2013, 2014, 2015, 2016, and 2017.

Table 5. Guest Descriptives

| Attribute | 2013 Percentage or Mean Value (sd) (n = 145) | 2014 Percentage or Mean Value (sd) (n = 196) | 2015 Percentage or Mean Value (sd) (n = 290) | 2016 Percentage or Mean Value (sd) (n = 281) | 2017 Percentage Or Mean Value (sd) (n = 275) |
|--|---|---|---|---|---|
| Average Age | 40.44 (sd = 14.37) | 44.16 (sd = 14.35) | 42.39 (sd = 15.08) | 46.41 (sd = 15.035) | 44.94 (sd = 15.43) |
| Average Number of Services Guests Wished to Connect With | 4.44 | 4.27 | 5.64 | 6.21 | 7.27 |
| Gender | | | | | |
| Females | 69.6 | 69.9 | 72.4 | 71.5 | 76.73 |
| Males | 28.3 | 29.6 | 27.6 | 28.1 | 22.91 |

| Attribute | 2013 Percentage or Mean Value (sd) (n = 145) | 2014 Percentage or Mean Value (sd) (n = 196) | 2015 Percentage or Mean Value (sd) (n = 290) | 2016 Percentage or Mean Value (sd) (n = 281) | 2017 Percentage or Mean Value (sd) (n = 275) |
|---|---|---|---|---|---|
| Transgender | 2.1 | 0.5 | 0 | 0 | 0 |
| Veterans | 6.4 | 6.6 | 4.5 | 6.4 | 4.4 |
| Marital Status | | | | | |
| Single | 41.7 | 38.2 | 45.4 | 38.4 | 45.6 |
| Married | 18.7 | 24.5 | 22.4 | 27.0 | 22.6 |
| Divorced or Separated | 32.4 | 33.1 | 26.8 | 28.5 | 25.9 |
| Widowed or Other | 7.2 | 4.1 | 5.4 | 5.7 | 5.8 |
| Type of Household | | | | | |
| Adult Only | 51.2 | 59.4 | 57.4 | 53.0 | 56.0 |
| Adults and Minor Children | 46.6 | 40.6 | 42.3 | 43.1 | 43.6 |
| Average Number of Children | 2.29 (sd = 1.29) | 1.32 (sd = 1.29) | 1.08 (sd = 1.33) | .95 (sd = 1.37) | 1.4 (sd=0.50) |
| Percentage of Guests with Custody of Children | 32.4 | 32.1 | n/a | n/a | n/a |
| Unaccompanied Minor | 2.2 | 0 | 0.3 | 0 | .38 |
| Disabled Adults or Children In Home | 31 | 34.2 | 19.4 | 40.2 | .49 |
| Age Groups of Members in Guests' Household In Attendance | | | | | |
| Children 0-4 years of age | 9.6 | 7.6 | 6.4 | 10.8 | 10 |
| Children 5-12 years of age | 11.7 | 10.2 | 6.5 | 7.2 | 9 |
| Teens 13-17 years of age | 4.8 | 6.1 | 2.2 | 4.3 | 3 |
| Adults 18-34 years of age | 23.4 | 14.8 | 16.2 | 19.6 | 4.1 |
| Adults 35-51 years of age | 16.5 | 16.8 | 8.1 | 18.6 | 6.8 |
| Adults 52-64 years of age | 8.9 | 11.2 | 8.1 | 14.3 | 3.7 |
| Race/Ethnicity | | | | | |
| White/Non-Hispanic | 60.9 | 74.8 | 73.3 | 83.3 | 85.6 |
| Other/Non-Hispanic | 20.1 | 10.9 | 7 | 7.8 | 4.8 |
| Hispanic/Latino Ethnicity | 14.5 | 12.8 | 16.3 | 22.1 | 11.06 |
| Unknown | 4.5 | 1.5 | 2 | .4 | 4.7 |
| Guests Having Identification | 79.3 | 90.2 | 98 | 93.2 | 97.4 |
| Type of Identification | | | | | |
| State Identification (Category included driver's license in 2013) | 93.9 | 23 | 30 | 28.1 | 13.6 |

| Attribute | 2013 Percentage or Mean Value (sd) (n = 145) | 2014 Percentage or Mean Value (sd) (n = 196) | 2015 Percentage or Mean Value (sd) (n = 290) | 2016 Percentage or Mean Value (sd) (n = 281) | 2017 Percentage or Mean Value (sd) (n = 275) |
|---|---|---|---|---|---|
| Driver's License | Included in State ID | 62.8 | 69.3 | 69.1 | 35.1 |
| Social Security | 5.2 | 35.7 | 40.6 | 51.2 | 27.8 |
| Birth Certificate | .9 | 33.2 | 34.6 | 45.7 | 23.5 |
| Have Criminal Record | 24.6 | 14.0 | 20.5 | 13.5 | 18.3 |
| Currently on Probation/Parole | 11.9 | 8.5 | 7.0 | 4.3 | 8.0 |
| Do Not Have Reliable Transportation | 35.8 | 32.6 | 27.4 | 71.5 | 21.9 |
| Barriers to Reliable Transportation | | | | | |
| Driver's License Suspension | 17.8 | 14.8 | 14.9 | 5.0 | 23.0 |
| No Income/Cannot afford | 39.7 | 38.9 | 44.8 | 15.4 | 36.5 |
| Disability | 11 | 15.7 | 11.5 | 1.5 | 17.6 |
| Car Needs Repairs | 12.3 | 10.2 | 5.7 | 4.0 | n/a |
| No Car | 17.8 | 13 | 6.9 | 2.3 | n/a |
| No License (not suspended) or Don't Know How to Drive | -- | 5.6 | 6.9 | 2.8 | n/a |
| Share Car with Family | -- | 1.9 | 0 | .4 | n/a |
| Other | -- | -- | 9.1 | 12.8 | 23.0 |

In 2017, there were a higher number of guests ranging from ages 35-51 in comparison to the other age categories. The percentages of guests across the age ranges were more evenly distributed in 2016 than in 2017. The percentage of White/Non-Hispanic guests served increased by almost 25% from 2013 to 2017, while the percent of Other/Non-Hispanic guests served decreased from 2013 to 2017. More guests in 2016 reported holding Social Security cards and birth certificates compared to 2013, 2014, and 2017. Also noted in our data was a decrease in the percentage of guests possessing a state identification card/driver's license from 2016 Table 6 presents the residency struggles some guests were having. The percentage of non-homeless guests increased in 2016 from 86% to 94% in 2017. The percent of first time homeless guests decreased from 9.3% in 2014 to 5.5% in 2015, 4.6% in 2016, to 3.4% in 2017. The

Table 6. Residence Status Characteristics

| Category | 2013 Percentage (n = 125) | 2014 Percentage (n = 119) | 2015 Percentage (n = 116) | 2016 Percentage (n = 281) | 2017 Percentage (n=269) |
|---|--|--|--|--|--|
| Current Homelessness Status | | | | | |
| Not currently homeless | 68 | 85.5 | 91 | 86.5 | 94.0 |
| Category | | | | | |
| | 2013 Percentage (n = 125) | 2014 Percentage (n = 119) | 2015 Percentage (n = 116) | 2016 Percentage (n = 281) | 2017 Percentage (n=269) |
| First time homeless and less than 1 year without home | 23.1 | 9.3 | 5.5 | 4.6 | 3.4 |
| Several times but for less than 1 year and not more than 4 times in 3 years | 4.3 | 3.6 | 2.9 | 1.4 | 2.2 |
| Long term for at least 1 year or at least 4 times in past 3 years | 4.3 | 1.6 | .6 | 1.4 | 0.4 |
| Have Previous Eviction | 25.5 | 18.8 | 16 | 12.8 | 18.6 |
| Factors Affecting Ability to Keep Housing | | | | | |
| Alcohol/Drugs | 3.9 | 4.4 | 5.1 | 2.6 | 6.3 |
| HIV/AIDS | .6 | 0.0 | 0.0 | 0.0 | 0.0 |
| Mental Illness | 12.8 | 11.7 | 28.2 | 7.7 | 11.4 |
| Physical Disability | 14.5 | 7.7 | 26.2 | 10.8 | 14.9 |
| Criminal Record | 3.4 | 2.0 | 10.2 | 3.8 | 5.7 |
| Financial Obligations | 39.1 | 26 | 53.2 | 28.6 | 45.1 |
| Violence in Home | 5 | 3.6 | 76.9 | 1.9 | 7.4 |
| Loss of Job | 4 | -- | 1.2 | .8 | -- |
| Child Care Issues | 2.07 | -- | 0.0 | 0.0 | -- |
| Rodent and Insect Infestation | -- | 1.5 | 0.0 | .4 | -- |
| Other | -- | -- | 5.1 | 5.4 | 9.1 |
| None | -- | -- | 10.8 | 2.6 | -- |
| Primary Reasons Reported for Becoming Homeless or Facing Eviction | | | | | |
| Abusive Situation/Domestic Violence | 5 | 13.0 | 8.1 | 1.1 | 21.6 |
| Abusive Situation/Other Trauma | .6 | 0.0 | 3.5 | 0.0 | 0.0 |
| Aged Out of Foster Care/Youth Services | .6 | 0.0 | 0.0 | 0.0 | 1.0 |
| Dispute with Relatives/Roommate | 1.4 | 5.5 | 5.8 | 3.2 | 3.9 |

| Category | 2013 Percentage (n = 125) | 2014 Percentage (n = 119) | 2015 Percentage (n = 116) | 2016 Percentage (n = 281) | 2017 Percentage (n = 269) |
|--|--|--|--|--|--|
| Illness/Injury | 11 | 12.8 | 12.8 | 1.1 | 6.9 |
| Loss of Job | 22.1 | 35.1 | 17.4 | 6.4 | 19.6 |
| Foreclosure | 2.07 | 1.8 | 0.0 | .4 | 2.9 |
| Loss of Transportation | 4.83 | 0.0 | 4.7 | 0.0 | 0.0 |
| Moved Here From Another Community | 6.9 | 1.8 | 4.7 | 1.4 | 2.0 |
| National Disaster or House Fire | .6 | 0.0 | 2.3 | 0.0 | 0.0 |
| Release from Jail or Prison | 1.38 | 1.8 | 2.3 | .4 | 2.0 |
| Child Care Issues | 2.07 | 0.0 | 0.0 | .8 | -- |
| Financial Challenge | 1.38 | 11.1 | 9.3 | 2.0 | -- |
| Violation of lease/house rules | -- | -- | 1.2 | -- | 2.0 |
| Divorce | -- | -- | 3.5 | -- | -- |
| Other | -- | -- | 12.8 | 7.8 | 28.4 |
| Duration of Residency at Place Stayed Night Prior to PC | | | | | |
| 3 Months or Less | 41.7 | 28.7 | 23.8 | 14.9 | 15.1 |
| More than 3 Months but Less than 1 year | 14.2 | 19.4 | 16.9 | 11.0 | 16.6 |
| 1 year of Longer | 44.1 | 51.9 | 59.2 | 59.8 | 68.3 |
| Where Stayed Night Prior to PC | | | | | |
| Emergency Shelter | .9 | 4.5 | 1.1 | .4 | 1.6 |
| Hotel/Motel (No Voucher) | 7.0 | 11.5 | 1.4 | | 1.2 |
| House/Condo/Apartment Owned by Guest | 13.9 | 18.2 | 22.4 | 16.7 | 25.4 |
| Living with Family | 12.2 | 9.1 | 10.4 | 7.5 | 6.8 |
| Living with Friends | 15.7 | 10.3 | 4.8 | 2.1 | 1.2 |
| Place Not Meant for Habitation | 3.5 | 1.1 | 0.7 | .7 | 0.00 |
| Psychiatric Hospital or Facility | -- | -- | 0.7 | -- | .4 |
| Rental House/Apartment | 40.9 | 42.5 | 55.4 | 43.1 | 52.3 |
| Transitional housing for homeless | -- | -- | 0.3 | .7 | .4 |
| Other | -- | -- | 1.4 | 6.4 | 6.4 |

factors that affected the guests from keeping their homes in 2016 significantly increased in the areas of violence in home, financial obligations, physical disability, and mental illness. The two areas that increased in 2017 from 2016, in regards to the primary reasons reported for becoming

homeless or a facing eviction was abusive situation/domestic violence and loss of employment. In 2016, 6.4% of guests reported that loss of employment was the primary reason for homelessness or eviction, while in 2017, 19.6% of guests reported the same. Table 6, also shows that 2017 guests reported staying in their residence longer than those attending in years 2013, 2014, 2015, and 2016. More guests had reported staying in a rental property or property owned by guest in 2017 in comparison to 2016.

Regarding income and benefit assistance of guests, a general trend observed across (from)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 Project Connect event in 2017, which was similar to our findings in 2013, 2014, 2016, and 2017. Twenty-seven percent of guests' income source was from a job in 2017, up from 24% in 2016 and slightly down from 35% in 2015. In 2017, the primary source of income came from Social Security Disability Benefits 49% of our guests reported receiving these benefits (see Table 7).

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 2017 were government medical assistance and supplemental assistance program/electronic benefit card (SNAP/EBT). We found that the percentage of guests receiving government medical assistance increased by over 22% from 2013 to 2017. Supplemental assistance program/electronic benefit card (SNAP/EBT) was also being utilized by 58.9% of guests in 2017 in comparison to 56.8% of guests in 2015, and 58.7% in 2016.

Table 7. Income Characteristics

| | | | | | |
|---|------|------|------|------|------|
| Supplemental Assistance Program/Electronic Benefit Card (SNAP/EBT) | | | | | |
| Yes | 53.8 | 55.1 | 56.8 | 58.7 | 58.9 |
| No | 46.2 | 44.9 | 42.5 | 35.9 | 41.1 |
| Government Medical Assistance | | | | | |
| Yes | 47.5 | 62.6 | 67.0 | 63.0 | 70.3 |
| No | 52.5 | 37.4 | 31.5 | 30.6 | 29.0 |
| Veteran Medical Assistance | | | | | |
| Yes | 2.8 | 2.2 | 4.6 | 3.2 | 3.6 |
| No | 96.5 | 97.8 | 94.9 | 80.4 | 96.0 |
| Section 8 Housing | | | | | |
| Yes | 7.7 | 14.3 | 8.7 | 12.1 | 16.3 |
| No | 92.3 | 85.7 | 89.0 | 74.0 | 83.3 |
| Rental Assistance | | | | | |
| Supplemental Assistance Program/Electronic Benefit Card (SNAP/EBT) | | | | | |
| Yes | 2.9 | 1.7 | 6.0 | 2.8 | 4.33 |

Table 7. Income Characteristics continued...

| | | | | | |
|--------------------|------|------|------|------|------|
| No | 97.1 | 98.3 | 93.0 | 80.1 | 95.3 |
| Subsidized Housing | | | | | |
| Yes | -- | -- | 20.3 | 16.0 | 14.5 |
| No | -- | -- | 78.0 | 69.8 | 85.2 |
| Other | -- | -- | 15.8 | 2.5 | 2.0 |

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 we asked the guests was, where or how did they hear about the Project Connect 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 Project Connect and to provide feedback on the event. Of the 239 persons completing the exit forms, 23% of guests attended last year's Project (Homeless) Connect event in October 2016. The remaining guests were new attendees to PC in 2017. Table 8 below presents the results of the Exit Interview.

Table 8. Reasons Reported by Guest for Attending Event

| Question | 2013 Percentage (n = 139) | 2014 Percentage (n = 175) | 2015 Percentage (n = 268) | 2016 Percentage (n = 251) | 2017 Percentage (n = 239) |
|--|--|--|--|--|--|
| Attended Project Homeless Connect Previous Year | | | | | |
| Yes | n/a | 30 | 30 | 37 | 68 |
| No | n/a | 70 | 70 | 63 | 127 |
| Reason for Attending PHC | | | | | |
| Need Housing | 30.5 | 20 | 16 | 15 | 5.3 |
| Clothes/Coat | 14.5 | 50.3 | 46 | 45 | 31.7 |
| Hot Meal | 13 | 18.3 | 16 | 18 | 9.9 |
| Dental Care | 10.7 | 20 | 19 | 15 | 7.6 |
| Misc. Personal Items and Resources | 7.7 | 20 | 24 | n/a | n/a |
| Hair Cut | 3.1 | 26.3 | 31 | 27 | 15.9 |
| Question | 2013 Percentage (n = 139) | 2014 Percentage (n = 175) | 2015 Percentage (n = 268) | 2016 Percentage (n = 251) | 2017 Percentage (n = 239) |
| Medical Care, Physical and Mental Health | 3.9 | 10.3 | 6 | 7 | n/a |

| | | | | | |
|----------------------------|-----|-----|-----|------|------|
| Rental Assistance | 3.1 | 0 | 4 | n/a | n/a |
| Food (other than hot meal) | -- | 8 | 8 | 9 | n/a |
| Other | n/a | n/a | n/a | 48.6 | 22.3 |

The percentages in Table 8 provides evidence that less guests were attending PC in 2017 for tangible goods in comparison to previous years 2013, 2014, 2015, and 2016. In 2017, 5.3% of guests attended Project Connect for housing, compared to the 16% that attended in 2015 and 15% that attended in 2016. The purpose of receiving clothing/coat(s) dropped in 2017 to 31.7%, compared to 2016 (45%, respectively). The need for a haircut decreased slightly from 27% in 2016 to 15.9% in 2017.

The same percentage of guests (86%) who completed an Exit Interview indicated receiving the services for which they came. Approximately 99% of the guests in 2017 were very satisfied with the services and programs that were provided at Project Connect and the event overall. Figures 2 and 3 present guest satisfaction and helpfulness ratings of PC 2016.

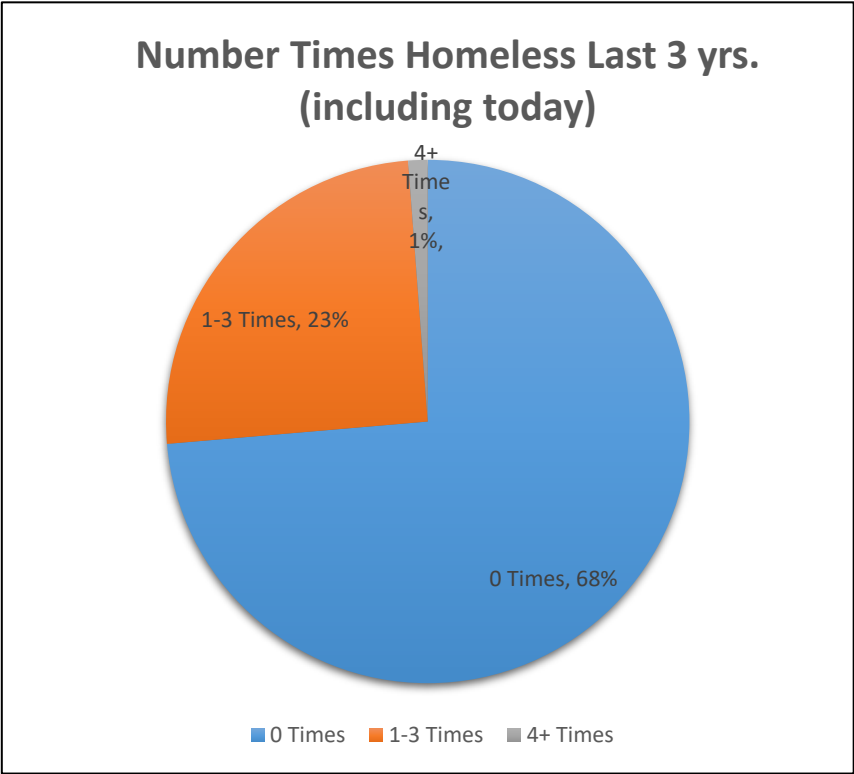


Figure 1. Number times homeless last three years

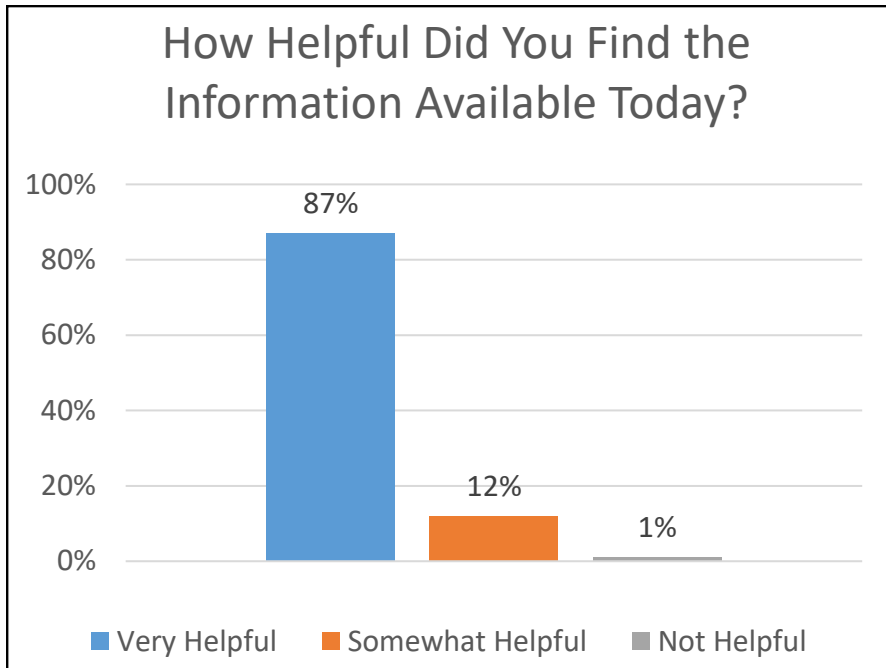


Figure 2. How helpful guests found information at PC 2017

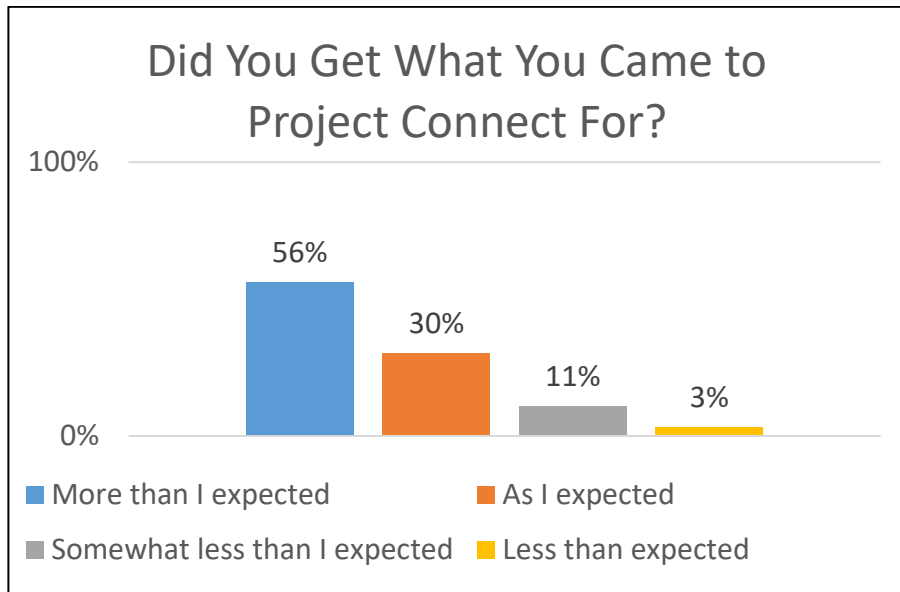


Figure 3. Guests' responses to getting what they came to PC 2017 for.

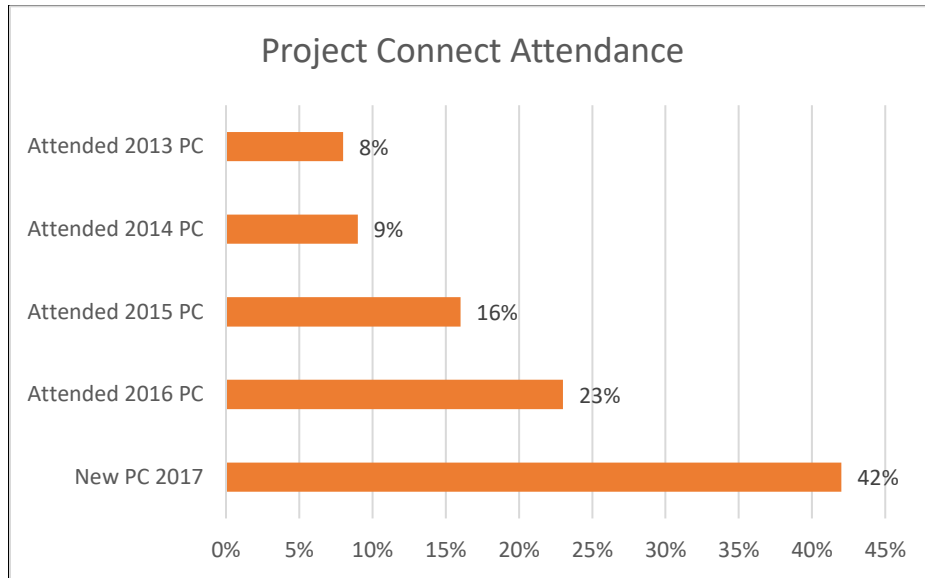


Figure 4. New attendance PC 2017 and Previous Attendance

In **Figure 4**, a little over half of the guests had already visited Project Connect in the previous four years it was held whereas a little less than half visited PC for the first time in 2017. Guests were asked to mark all years they had 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 2016, many guests at the 2017 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 Project Connect event could be improved. These were:

- More help with clothing, particularly children's clothing
- More food assistance*, food available for specific dietary needs (e.g., diabetic, heart healthy, low carb)
- Shorter wait times
- Specific help for adults and children with disabilities
- More per services (food, animal care)
- Car repair program and gas help*
- Extend time to later in the day

**Consistent comment from previous years*



RESULTS: VOLUNTEERS



Similar to the 2015 Project (Homeless) Connect event, there were many types of volunteers at PC 2016 and 2017. Over 140 individuals volunteered as Host, 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. Over 75% of the volunteers served as Hosts. At the end of a volunteer's shift, he/she was 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. On average, Project Connect 2017 volunteers worked 4 hours to support the event. The following paragraphs present the combined quantitative and qualitative findings from the 136 completed surveys.



Table 9. 2017 Project Connect Volunteers' Demographics (N = 125)

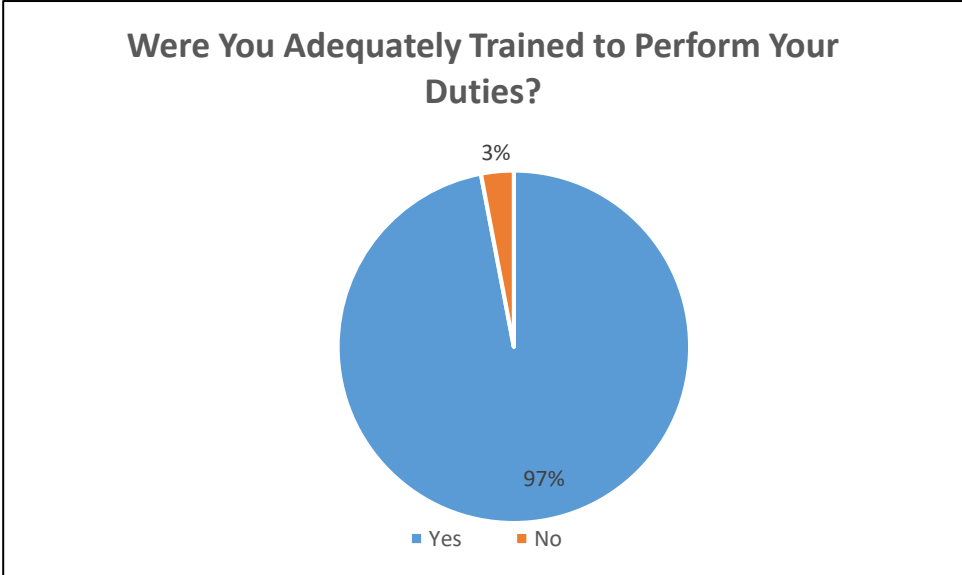
| Characteristics | Percent |
|--------------------------------|---------|
| Age | |
| 16-24 years of age | 28.0 |
| 25-44 years of age | 29.6 |
| 45-59 years of age | 20.8 |
| 60-69 years of age | 12.0 |
| 70 and older years of age | 9.6 |
| Highest Education Level | |
| Completed High School/GED | 7.9 |
| Trade/Technical School | 4.8 |
| Graduate degree | 23.0 |
| Some college | 32.5 |
| Associate degree | 13.5 |
| Bachelor's degree | 18.3 |
| Employment | |
| Employed for wages | 39.7 |
| Self-employed | 5.8 |
| Out of work less than 1 year | 1.7 |
| Homemaker | 4.1 |
| Student | 30.6 |

| Characteristics | Percent |
|-------------------------------|---------|
| Retired | 18.2 |
| Unable to work | 0.0 |
| Gender | |
| Male | 7.9 |
| Female | 92.1 |
| Marital Status | |
| Married | 51.6 |
| Divorced | 8.2 |
| Widowed | 1.6 |
| Single | 36.1 |
| Member of an unmarried couple | 2.5 |

The majority of the volunteers were between the ages of 25 and 44 (29.6%), female (92.1%), and noted white (79.51%) as their race/ethnicity. There was a higher percentage of married volunteers (51.6%) compared to single volunteers (36.1%), and most had some college experience or a college/higher level degree (87.3%). Forty-five percent of the volunteers were employed for wages or self-employed, followed by 30.6% students. We also noted that a fair number of volunteers (18.2%) were retired.

As displayed in **Figure 5**, the majority of volunteers (97%) reported that they were adequately trained to perform their duties, which is up eleven percent over last years were 86% of volunteers indicating as such. The training video created was appreciated by a number of volunteers. Of the 3% who reported not being adequately trained, the major theme of their comments focused on the need to know what providers and services were being offered and where they would be located. Similar to Project Connect 2016 where 80.45% percent of the volunteers had at least some experience volunteering, 78% had a lot or some volunteer experience prior to PC 2017. Ninety-nine percent of the volunteers would volunteer for Project Connect again.

Figure 5.
Volunteers’
assessment of
being adequately
trained to perform



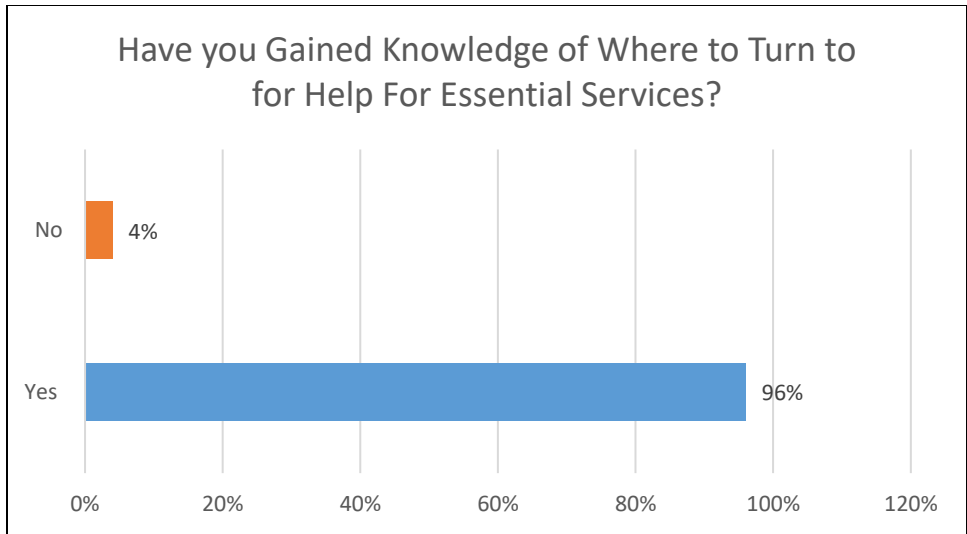


Figure 6. Volunteers' responses to where to turn to help

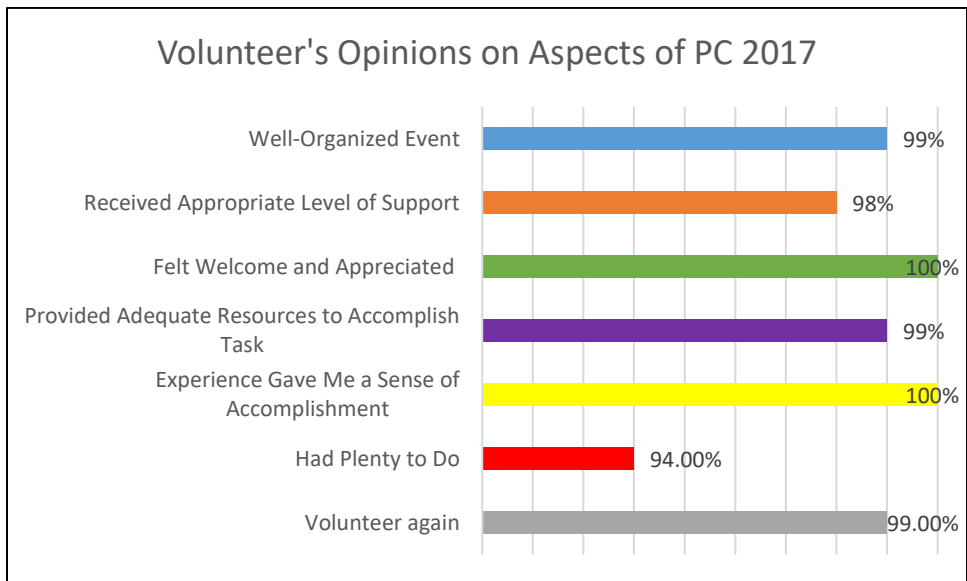


Figure 7. Volunteers' opinions on the event

One of the five goals for Project Connect 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-six percent of PC 2017 (was 89% last year) 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. This was a slight increase from 2013 (88% respectively). 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
- Birth certificates
- Coats and clothing
- WC Job and Family Services
- NAMI
- On-site services such as haircuts, hot meals, food bags
- Housing services
- Education assistance
- Employment help
- Many volunteers noted "All of them" in their comments
- Family services
- WAM

I think that homelessness is an issue, however I have noticed that many of my guests have homes or a place to live but they do not have insurance or money to buy clothing, pay electric/heat bills, buy food etc. Struggling to make ends meet.

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 (an asterisk* by an item denotes similar comments were noted in 2015):

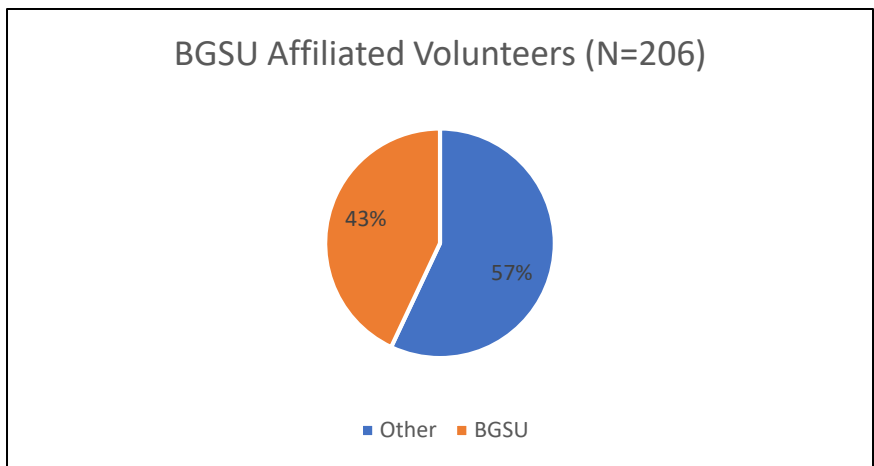



Figure 8. BGSU Affiliated Volunteers

- **Training**
 - More information about the services provided by the agencies*
 - More extensive tour of the building and what services were where would be helpful, including second floor providers
 - Do a role play of what to expect when walking a guest through from start to finish
 - Caution volunteers that they will hear difficult stories from their guests and how to handle, conversation starters would also be helpful
 - Explain how to read paperwork and the guest stickers
 - What to say when guests ask for services that might not be available during PC
 - Consider having a separate training for Food Service volunteers

- **Efficiency and Event Processes**
 - Better explain how the kitchen works and the hot meal process (e.g., availability of seconds, returning trays before a new one is refilled)
 - Have more people with the red shirts on
 - Communicate to hosts if a provider does not show up or if a provider is relocated in the church
 - Maybe consider using a text message service to notify of any changes on the day of the event or could be used for contacting Hosts to let them know space is available for their guests for a certain service rather than crowding a popular service and waiting while other services could be visited

- **Signage/Paperwork**
 - Color code map to match the color-coded list of services and signage
 - Better organization as far as maps and stations (e.g., note general area on the map such as location of the church – upstairs, main floor, family room, etc...)*
 - Increase the font size of the table numbers
 - Provide a step-by-step list of expectations, checklist, or FAQ to refer to



Very impressed with how well organized, friendly, and helpful everyone has been!

This year's list of improvements was much shorter than previous years. There were many comments where volunteers noted that PC 2016 was well organized and that it gets better each year. Many volunteers noted how much they enjoyed the experience and how it is a great community event.

RESULTS: PROVIDERS

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 fifth year of this organized effort 44 providers completed the self-report survey. Of the providers who completed the survey 98% of them reported that they received appropriate level of support reported and 99% reported that it was a well organized event. 95.45% of the respondents felt that the WCPC event met their expectations as they were given opportunities to help potential clients access their services. Some providers reported that the event was a "great positive experience," "very organized," and had "positive energy from all involved". Most providers thought that it was a good way to "learn about the community" and "helping people who need it." Many providers thought that WCPC provided them with a "wonderful opportunity to interact with other service providers and coordinate better communication between our organizations." Additionally, providers reported that they were able to educate guests about available resources and helping them become connected to those resources. Some providers recognized that it was an opportunity for them to get their name out in the community and educate others about the services they provide. Other providers reported a 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." Furthermore, 97% of the providers reported that they would attend WCPC event next year. Those who were unsure if they would participate in the future indicated that many of the guests were not eligible for their services. Agency workers also reported that a total of \$9,299 worth of services was provided at WCPC event.

Some of the providers, who reported that WCPC event did not meet their expectations, stated that there should be better communication about the expectations of services and providers were needed. For instance, one service provider suggested that WCPC should hold a "meeting for volunteers, vendors, etc. to explain the day and how things function before clients arrive." Few service providers indicated that their assigned station was not conducive to client interaction and suggested that the room should be more open.

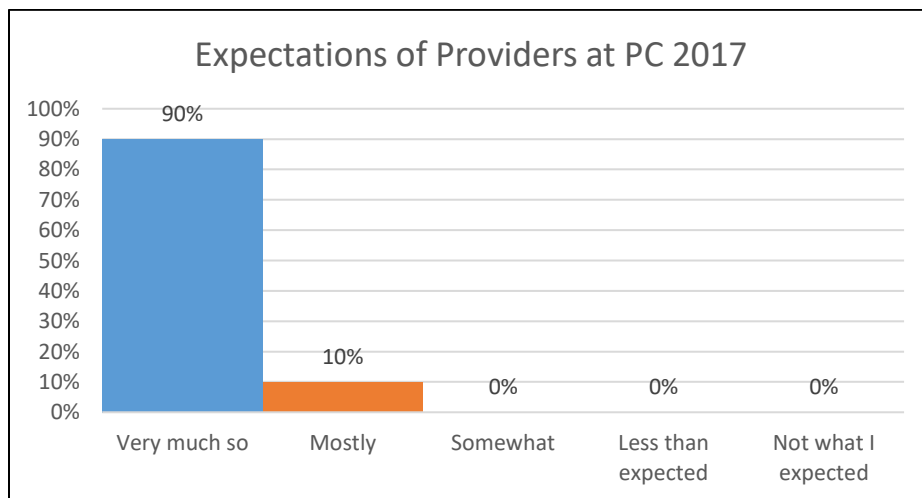


Figure 9. Expectations of Providers Met

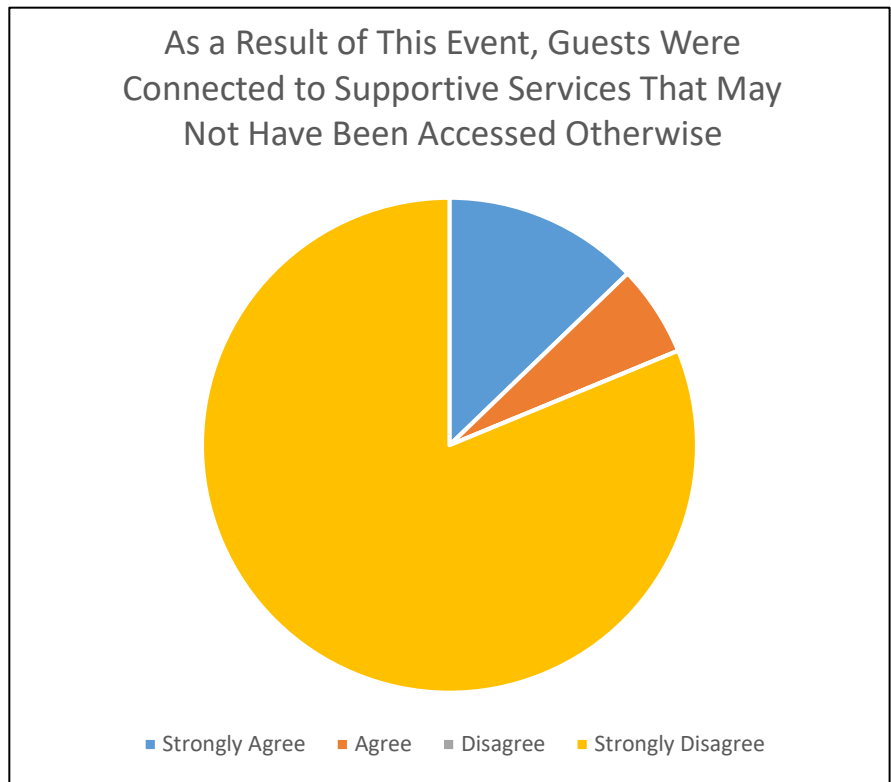


Figure 10. Respondents’ Agreement with Access to Supportive Services

Most providers (62%) reported that WCPC had changed their ideas about what homelessness is and who is involved. Some reported that the event provided a “better understanding of the complexity of homelessness”. Across the board, providers were delighted to be able to do something to give back to their community and help those in need connect to the many available resources out there.

- By the Numbers:**
- ~\$21,149.68 In-kind gifts
 - 93 Agency representatives across 44 providers
 - 6 New providers
 - 99% would attend PC again
 - 100% felt welcome and appreciated for the goods/services provide

More time than usual to get to know patrons and hearing our services are valued and appreciated.

--Provider

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.

--Provider

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.

--Provider



Table 10. Providers' Ratings* on Various Aspects of PC 2017 (N = 46)

| Statement | Poor | Fair | Average | Good | Excellent |
|---|-------------|-------------|----------------|-------------|------------------|
| Location | 2 | 0 | 1 | 11 | 33 |
| Duration | 0 | 1 | 3 | 19 | 24 |
| Attendance by guests/clients | 1 | 2 | 1 | 17 | 25 |
| Participation by community providers | 0 | 0 | 1 | 11 | 30 |
| Level of support provided by Project Connect organizers | 0 | 0 | 1 | 7 | 37 |
| Availability of event organizers and volunteers | 0 | 1 | 1 | 7 | 38 |
| Opportunities to interact with other providers at the event | 1 | 1 | 6 | 13 | 20 |
| Opportunities to interact with community members at the event | 2 | 0 | 5 | 12 | 27 |

*Raw numbers noted.

In addition to the positive aspects, providers also offered suggestions for areas where improvement is needed. There were six main headings that captured the content of providers' comments under improvements for Project Connect 2016. Below are the six areas with specific recommendations:

1. **Efficiency/Processing**
 - Better sign-in process to ensure better assistance
 - Put table numbers on maps and signs
 - Orientation for providers
 - Need more support to provide better services
2. **Volunteer Hosts**
 - More information/training about behavioral issues and services needed
 - Training should also include what to expect at the event and information about restrooms and availability of food
3. **Marketing and Outreach**
 - More media coverage
 - More PR in advance
 - Social media marketing
 - Update website for current year's program with "details of the day" information
4. **Space**
 - Better flow of services
 - Space felt crowded, more space needed
5. **Scope of Services**
 - Some services were under-utilized and under-visited
6. **Communication**
 - Better explanation to providers of services offered
 - Give providers time to check out other providers for referral purposes
 - All the services available not on the list
 - Make sure people know about each provider
 - More information about parking

RESEARCH TEAM FINAL RECOMMENDATIONS

Taking the input from the providers, guests, volunteers, and Steering Committee members together as a whole, there were four primary areas where improvement for Project Connect 2017 is recommended:

1. Continue to Enhance and Extend Volunteer Host and Intake Worker Training

Even given all of the revised processes and continuing the use of the "Services At-A-Glance" sheet, host volunteers noted numerous times the need for training. Mock walk-through, 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 2018. One suggestion from last year was to create and make available a training guide where volunteers can learn about the providers and their services, the guest sticker process, and related prior to the event. One suggestion is 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 2018, 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.

A significant number of hosts also requested a better process for pairing them with guests. Guests liked being paired with their host when they entered the event, so lining up hosts and having a Steering Committee member pair the two in an orderly manner might prevent some, for lack of a more tactful way to state this, "cutting the line" by some hosts. Perhaps create a board with numbers on it such that when a number is called from the board, the host who has that number, gives a sheet with his/her name on it to

cover his/her number after being matched with a guest. This process would also help determine the hosts who are taking guests around and denote those who are available to be paired with incoming guests.

As expressed last year, more directed training for intake volunteers on data collection forms are highly recommended. Data on the target population of those at-risk for homelessness were not fully captured again this year as only some intake volunteers completed those questions on the intake forms. Stressing the importance of how the information gathered is used and why has to be reinforced not only in training but also on the day of the event.

2. Add Orientation and More Interaction Time for Providers

New to PC 2015, providers requested the desire for an orientation to help with what to expect the day of the event, including information on parking, restrooms, and availability of food. They also noted that they would like to have a better explanation of the services other providers are offering at the event. Another suggestion was that they be given time to go around to visit other providers for referral purposes. The directory recommended for volunteers could also be made available to providers to facilitate this request and to better serve families and individuals in need in Wood County after they register for a spot at PC 2017.

3. Re-Examine and Revise Event Layout

Providers, volunteers, and guests reported the need for more organization in the areas where providers will be located. For PC 2017, the Logistics Committee should make every attempt to put similar providers in the same area, such as medical providers in one area of St. Mark's, behavioral health in another, and so forth. The signage and volunteer maps and Services At-A-Glance sheets could be color-matched so that volunteers can readily take their guests to say, the blue area for behavioral health providers, rather than traveling around the church to find a provider. This organization would also allow providers serving similar needs to have a relatively equal chance of being visited by guests. For the past few years, either there were providers whose services were underutilized because they could not be readily found or hosts took guests to whatever provider is the closest to where they currently were in the church. Physically grouping the providers by services delivered can also help shorten wait times and ease congestion throughout the facility.

4. Offer More Tangible Goods, Services, and Provisions

This recommendation was also made in 2014 and while there were considerably more offerings in 2014, guests and volunteers both noted the need to have more dental appointment slots, food, more coats, winter clothing, and car care services. As proposed last year, efforts should be made by the PC 2017 Steering Committee to contact local career centers and colleges such as Penta, Owens, and similar for assistance in some of these areas. Car repair has been a consistent request for the past three years. Given the limited on site space, one option would be to request vouchers from companies that service cars and/or schools with auto technician programs. Extending the provider reach beyond the immediate Bowling Green area to other qualified entities to provide additional tangible goods and services throughout more of Wood County would help extend future connections for more guests.

5. Utilize Electronic Data Collection Measures Wherever Possible

In order to compile the Services at-a Glance form and for logistical purposes, all providers should be required to register through the online system, regardless if they were present in previous years.

REFERENCES

- Knecht, T., & Martinez, L. M. (2009). Humanizing the homeless: Does contact erode stereotypes? *Social Science Research, 38*(3), 521-534.
- Mago, V. K., Morden, H. K., Fritz, C., Wu, T., Namazi, S., Geranmayeh, P., & ... Dabbaghian, V. (2013). Analyzing the impact of social factors on homelessness: a Fuzzy Cognitive Map approach. *BMC Medical Informatics & Decision Making, 13*(1), 1-19. doi: 10.1186/1472-6947-13-94



Table 11. Providers at PC 2017 Tally of Services

(Only those who turned in tally sheets are included in table.)

| Provider | Direct Services | Indirect Services | Total Services |
|---|-----------------|-------------------|----------------|
| Buckeye Health Plan | -- | 65 | 65 |
| Caresource | 30 | 60 | 90 |
| Children's Resource Center | 24 | -- | 24 |
| City of Bowling Green, Grants Department | -- | 72 | 72 |
| CLE Solutions | 17 | 30 | 47 |
| Columbia Gas Audit Program Representative | -- | 11 | 11 |
| Consortium of NW Ohio | -- | 32 | 32 |
| Country Squire Apts. | 9 | 9 | 18 |
| Deacon's Shop | -- | 70 | 70 |
| Efficiency Smart | 136 | -- | 136 |
| Fifth Third Bank | 21 | 12 | 33 |
| Food Bags | 235 | -- | 235 |
| Habitat for Humanity of Wood County, Ohio | -- | 15 | 15 |
| Haircuts | 118 | -- | 118 |
| Legal Aid of Western Ohio | 15 | 5 | 20 |
| Lutheran Social Services of Northwest Ohio | 10 | 3 | 13 |
| Modern Woodmen of America | 5 | 21 | 26 |
| Northwest Region Breast and Cervical Cancer Project | -- | 31 | 31 |
| Ohio Living Home Health and Hospice | 57 | 7 | 64 |

Project Connect 2017 Provider Tally of Services

(Only those who turned in tally sheets are included in table.)

| | | | |
|--|-----|-----|-----|
| Owens Community College and Career Readiness Center | 2 | 26 | 28 |
| Penta Career Center Adult Education | -- | 13 | 13 |
| Prevent Blindness, Ohio Affiliate | 34 | 2 | 36 |
| The Cocoon | 2 | 6 | 8 |
| The Fringe | 210 | -- | 210 |
| The Link, Harbor Wood County | 36 | 40 | 76 |
| The Salvation Army | 104 | 28 | 132 |
| United Healthcare Community | -- | 32 | 32 |
| United Way 211 | 6 | 16 | 22 |
| Western Southern | -- | 31 | 31 |
| WIC | 9 | 1 | 10 |
| Wood County Board of Developmental Disabilities | -- | 17 | 17 |
| Wood County Committee on Aging (WCCOA) | -- | 18 | 18 |
| Wood County Community Health & Wellness (w/Prevent Blindness) glasses/vision | 11 | 17 | 28 |
| Wood County CSEA | 9 | 6 | 15 |
| Wood County Dept. of Job and Family Services | 29 | 100 | 129 |
| Wood County Health District | 20 | -- | 20 |
| Wood County Health District, (BP,BS,Weight) | 27 | -- | 27 |
| Wood County Health District, Vital Statistics | 110 | -- | 110 |

| | | | |
|---|-------------|------------|-------------|
| Wood County Hospital | 22 | 20 | 42 |
| Wood County Library | 39 | 32 | 71 |
| Wood County Ministries | 12 | 18 | 30 |
| WSOS Community Action, Early Childhood Task Force | 11 | 11 | 22 |
| WSOS Community Action/Employment & Training | 13 | 29 | 42 |
| WSOS Community Action/HEAP | 22 | 14 | 36 |
| WSOS Homenet & SSVF | 12 | 7 | 19 |
| WSOS Jordan Family Development Center | 12 | 32 | 44 |
| WSOS Mobility Management | -- | 20 | 20 |
| Zepf Center | 5 | 40 | 45 |
| Total | 1404 | 959 | 2363 |



Big Brothers Big Sisters
of Northwestern Ohio

Big Brothers Big Sisters of NW Ohio

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.



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. They offered their Quality of Lifeline Program and distributed free Android Smartphones to eligible guests. 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, provide 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) & Dr. David Donnell

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. For more information and the mobile units' location, the center can be reached at (866) 378-6965.

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.

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, DPM, specializes in treating surgical and non-surgical foot and ankle problems or disorders. The office of Dr. Bowlus, DPM, 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. 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.drloouderback.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 www.goodwill.org.

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. Habitat for Humanity of Wood County offices are located in Trinity United Methodist Church at 200 North Summit Street and can be contacted via telephone (419-353-5430) or email (info@wchabitat.org). The office is open Monday through Thursday from 9 a.m. until noon.



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 and 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 Northwestern 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, and 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. 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 assists 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.



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 provides 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.uhccommunityplan.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 residents to the health and human services they need. The service is available 24 hours a day, seven days a week, as well as during disasters. Some of the services that they provide include: job training opportunities, financial or legal counseling, foreclosure / low-income housing, homelessness assistance and shelter referrals, health care services, food assistance/food pantries, substance abuse treatment, child or elderly care, and holiday assistance. United Way 2-1-1 is located at 1616 E. Wooster, in Bowling Green, Ohio, and can be 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.



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>.



Western & Southern
Financial Group

WIC

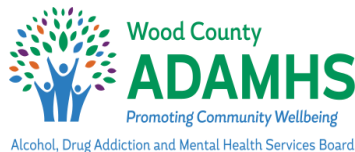
WIC is the Special Supplemental Nutrition Program for Women, Infants, and Children. WIC helps income eligible pregnant and breastfeeding women, women who recently had a baby, infants, and children up to five

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



Wood County Health Department
Women, Infants &
Children (WIC)



Alcohol, Drug Addiction and Mental Health Services Board

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

ABOUT FEED THE 5000 FIND HELP IN WOOD COUNTY
GET INVOLVED HISTORY HOW WE HELP
LEADERSHIP MEETING MINUTES WHO WE HELP

*As people of faith, we understand that we are called to love God's people,
particularly those who are hurting or in need.*

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.

Wood County Community Health and Wellness Center – Prevent Blindness



Wood County Health Department
Community Health Center

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



Wood County Health Department
Community Health Center

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.

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.



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 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.



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.



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/>.