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## Wood County Project Homeless Connect: Final Report for Event Held October 16, 2013

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# Wood County Project Homeless Connect

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Final Report for Event Held October 16, 2013

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# Wood County, Ohio: Project Homeless Connect

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## INTRODUCTION

Homelessness has been defined by Patton (1987) as a state in which the individual does not have stable dwelling or home and if they slept in:

- Limited or no shelter for any amount of time
- Homeless shelter where they were charged minimal fee or no fee at all
- Low-priced hotel or motel with the actual or intended length of stay of 45 days or fewer
- Stayed with family or friends for short period of time
- Other unique situations where the actual or intended length of stay was 45 days or fewer.

Each year in January, a comprehensive point-in-time data is collected across America in communities to count the number of individuals and families experiencing homelessness. In January 2012, 633,782 individuals were identified as homeless. Approximately 37.8% of these were families with children comprising of 77,157 households and 239,403 people. Roughly, 15.8% of these homeless individuals were reported to be chronically homeless (State of Homelessness in America, 2013). In early 1980's it was estimated that nearly 250,000 to 3,000,000 people were homeless (Hombs & Snyder, 1982; U.S. Department of Housing and Urban Development, 1984). These statistics indicate that since the 1980s there has been a significant increase in the homeless population in the United States.

Demographic trends suggest that until 2013, the percentage of homeless persons has been increasing consistently. Since 2007, Ohio has experienced a 24.1% (2713) increase in the homeless population. From 2011 to 2012, there was a 7.3% increase in the homeless population in Ohio. Among the five states identified as having the largest increase in percentages of homeless persons, Ohio was among one of them (U.S. Department of Housing and Development, 2012). In 2013, there were 12,325 homeless people in Ohio and of these, approximately 1658 were chronically homeless. This observation was a 12% decrease in the number of homeless persons between 2012 and 2013, yet there was 57% increase in veterans joining the homeless population between 2012-2013 (Coalition on Homelessness and Housing in Ohio, 2013). In Toledo/Lucas County, there were 900 individuals reported as homeless (Coalition on Homelessness and Housing in Ohio, 2013). Taken together, these statistics suggest that there are significant numbers of homeless people nationwide.

Initially, when the issue of homelessness was recognized, it was perceived as an urban issue. Existence of homelessness in rural America was recognized much later (Fitchen, 1992). It is important to talk about this difference in urban and rural homelessness because the dynamics of urban and rural homelessness are a little dissimilar and hence, the social service agencies have to consider these factors in terms of making services available and services utilization. For instance, over the years, as average incomes diminished in rural areas, demand for affordable housing increased but the supply of affordable housing has not been consistent with the demand. Furthermore, adding to this caveat availability of low-income housing in marginal

employment opportunity areas, and the areas where public transportation is not available, sets the vicious cycle of unemployment, poverty, and homelessness in motion (Fitchen, 1992).

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

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

On October 16, 2013, Wood County, Ohio held their first PHC at St. Mark's Lutheran Church in Bowling Green, Ohio. Planning for PHC began in April of 2013. Ragan Claypool, Support Services Coordinator at WSOS, and Jennifer Kephart, Executive Director of Habitat for Humanity of Wood County, were Co-Chairs of the event. The Honorary Chair was County Commissioner Doris Herringshaw. Ten sub-committees comprised the Steering Committee covering the following areas:

1. Publicity, chaired by Erin Hatchel and co-chair Tricia Peters
2. Logistics, chaired by Don Neifer and co-chair Mary Dewitt
3. Volunteers, chaired by Ester Nagel and co-chairs Joy Sidewell, Sakina Trevathan, and Dr. Michelle Grigore
4. Intake/Social Workers, chaired by Shannon Fisher and co-chair Donna Hamann
5. Transportation, chaired by Sandy Milligan and co-chair Bruce Jeffers
6. Administration, chaired by Dr. Melissa W. Burek and co-chair Tom Clemons
7. Health and Wellness, chaired by Judy Kellermeier and co-chair Ben Batey
8. Food, co-chaired by Cindy Tyrrell and Jane Schimpf
9. Personal Care and Tangible Goods, chaired by Deanna Lamb and co-chairs Robert Grogan and Jo Tutolo
10. Housing/Education/Social Service Providers, chaired by Kathy Mull and co-chairs Dr. Jane Rosser and Kate Sommerfeld



Steering Committee.



Steering committee members and volunteers on day of event.

## GOALS

There were six primary goals for this inaugural event:

1. Serve 100 to 200 individuals and families at-risk, low-income, and homeless or nearing homelessness; connect individuals and families with immediate access to local services.
2. Host 20 to 40 service providers; services include: hot meal, clothing, haircuts, medical care, dental care, mental health services, substance abuse services, IDs, housing, legal information, employment services, and information to access services.
3. Recruit 200 volunteers (2-3 Chairs, 10 Subcommittee Chairs, 10 Co-Chairs, 27-30 committee members, 100+ event volunteers).
4. In addition to the annual Point-In-Time Count, PHC served as another access point to gather quantitative and qualitative data for people experiencing homelessness; Promote awareness of the 2014 Point-In-Time Count to best prepare and obtain an accurate snapshot of Wood County homelessness needs.
5. Increase Home Aid awareness, provider membership and program coordination.
6. Increase awareness and support of health and human services available in Wood County.

Each of the above-noted goals was fulfilled or exceeded expectations, respectively. To illustrate:

1. 250 adults and children came through the entrance to the event.
2. 41 providers were present.
3. 265 individuals served as volunteers and/or providers during the planning stages and on the day of the event.
4. Data were gathered through intake forms at the event on 145 individuals and then entered into the Homeless Management Information System through WSOS Community Action Commission, Inc.



LIVING PAYCHECK TO PAYCHECK, MAXED OUT, WORRIED?

**WE CAN HELP**

PROJECT HOMELESS CONNECT IS A **ONE DAY, ONE STOP** EVENT TO PROVIDE A BROAD RANGE OF **FREE** SERVICES TO PEOPLE EXPERIENCING HOMELESSNESS OR **AT RISK** OF **BECOMING** HOMELESS

**FREE** SERVICES WILL INCLUDE:

**HOUSING ASSISTANCE**  
 EMPLOYMENT SERVICES, MEDICAL CARE  
*dental care*, **INTERVIEW CLOTHES**  
 MENTAL HEALTH ASSISTANCE  
**HOT MEAL, haircuts**  
**COAT, HAT, BOOTS, & much more!**

PHC IS FOR ALL AGES. THE OVERALL GOAL IS TO ADVANCE STABILITY & WELLNESS. ALL ARE WELCOME TO ATTEND!

ST. MARK'S LUTHERAN CHURCH / 315 S. COLLEGE DR. / BOWLING GREEN, OH

**OCTOBER 16, 2013**  
**9AM - 3PM**

LIMITED QUANTITY OF RESOURCES ON-SITE; EARLY ARRIVAL IS ENCOURAGED!

#: 567-331-0765  
[WWW.HOMEAIDOFWOODCOUNTY.ORG](http://WWW.HOMEAIDOFWOODCOUNTY.ORG)  
[WWW.FACEBOOK.COM/PROJECTHOMELESSCONNECTWOODCO](http://WWW.FACEBOOK.COM/PROJECTHOMELESSCONNECTWOODCO)



*Outside, In the Car, Staying With Friends,  
Couch Surfing, Homeless, Worried?*



## We Can Help

October 16,  
2013  
9 am – 3 pm



St. Mark's  
Lutheran Church  
315 S. College Dr.,  
Bowling Green

a One-Day, One-Stop event with FREE goods and services for  
Wood County families, elders, veterans, and singles

- Wood County Job and Family Services
- Wood County Health District
- WSOS
- Ohio Benefit Bank
- Coats, Hats, Boots
- Shower
- Dental care
- Hot meal
- Hair cut
- Job help
- Interview clothes
- Mental health
- Substance abuse
- Speech/Hearing Screening
- ...and more!


### Presented by



Project Homeless Connect is a collaboration of agencies, individuals, churches, organizations, and businesses in Wood County. Find us online at

WEB: [www.homeaidofwoodcounty.org](http://www.homeaidofwoodcounty.org)

 [www.facebook.com/HomeAidOfWoodCounty](https://www.facebook.com/HomeAidOfWoodCounty)

 @PHCWoodCountyOH

#### Need Help Today?

Call 211,  
a FREE call for  
information and  
referral

United Way • AIRS

**2-1-1**  
Get Connected. Get Answers.

## SUMMARY HIGHLIGHTS

The observations that follow details summary information on participants, volunteers, and providers served at the first Wood County Project Homeless Connect event held on October 16, 2013 at St. Mark's Church in Bowling Green, Ohio. A preliminary version of what is presented below was distributed to the Steering Committee members on October 31, 2013 (see Appendix).

### GUESTS

The information presented below is based on data collected via the Welcome Survey, Intake Form, and/or Exit Survey of guests.

---

- A. 139 Households Served
  - 72 Adults Only
  - 64 Families with Minor Children
  - 3 Unaccompanied Youth Under 18
- B. Nearly 70% of guests were females
- C. Partnership Status
  - 58 Single
  - 26 Married
  - 35 Divorced
  - 10 Separated
  - 7 Widowed or Other
- D. Average age of heads of household guests served was 41
- E. Homelessness Status
  - 68% Not currently homeless
  - 25% At risk of becoming homeless
  - 23% First time homeless and less than one year without a home
  - 4% reported several occasions of being homeless for less than one year, but did not experience more than four periods of homelessness over three years
  - 4% Long-term homeless for at least one year or four times in the past 3 years
- F. Mode of transportation of guests to PHC
  - 17% Walked
  - 51% Personal vehicle (including bike or scooter)
  - 26% Family/friend
  - 6% PHC shuttle or bus
- G. Reliability of Transportation
  - 36% Without reliable transportation
- H. 62% of guests stayed in Bowling Green the night before PHC
- I. 42% of guests have resided 3 months or less in the location where they stayed the night prior to PHC
- J. Top three reasons guests reported having difficulty keeping their housing: Financial Obligations, Physical Disability, and Mental Illness
- K. Primary reasons for becoming homeless or facing eviction: Loss of job, Illness/Injury, Decreased Work Hours, Abusive Situation/Domestic Violence, and Dispute with Relatives/Roommates

L. Income Source Last Month

- 35% Social Security (SSDI/SSI)
- 26% Employment
- 13% Contributions from other people
- 7% Social Security (Retirement)
- 10% Child Support
- 6% OWF Cash Assistance
- 3% Unemployment

M. Benefits Received by Guests

- 53% SNAP/EBT
- 47% Government Medical Assistance
- 22% Section 8, Subsidized Housing, or Other Rental Assistance

N. Reasons Reported by Guests for Attending PHC

- 53% Clothes/Coat
- 34% Housing/Rental Assistance
- 23% Hot Meal
- 21% Job Help
- 21% Dental Care
- 18% Haircut

O. The majority of guests found out about PHC

- 38% Word of Mouth
- 36% Posters or Flyers
- 20% Referrals by Another Agency or Provider
- 9% Social Media/Facebook
- 9% Newspaper or TV News

P. Top 10 Services Not Available but of Interest:

- Stress Management
- Smoking Cessation
- Tax Help
- Social Security
- Disability
- Nutrition
- Home Repair/Maintenance
- Car repair
- Child Support
- Showers

Q. What was most helpful?

- All of it, volunteers were great, food delicious.
- Knowing that there are people that can help
- Everything was all in one place
- My guide

**Services At-A-Glance**



368 Hot Meals Served



290 Bags of Food Shared



80 Haircuts Given



17 Dental Services/Extractions Performed



38 Flu Shots Given



50 Vision Screenings Done



100 Coats Distributed



100 Clothing Vouchers Issued

- Having multiple services in one building
- R. How could we serve you better?
- People without housing need a place to shower and clean up
  - Need more of a “something now” for housing
  - The wait was long but worth it
  - More dental appointments
  - More job resources
- S. What would you like to see at the next event?
- Something to drink
  - Gas and gift cards
  - More info on rent aid
  - More help for health
  - Help with pets
  - Educational materials on how health insurance works
  - More housing information and options
  - Clothing in a bigger space

## VOLUNTEERS

The results presented below are based on data collected from 106 surveys completed by volunteers after the PHC event.

---

- A. Volunteers averaged approximately 4 hours served at PHC
- B. 85% were adequately trained to perform duties
- C. Volunteers’ experience at PHC
  - 99% met their expectations
  - 1% said it exceeded expectations
- D. Past Community Events/Services Experience Prior to PHC
  - 47% With much prior experience
  - 34% With some prior experience
  - 19% With a little prior experience
- E. 57% of volunteers reported their idea of what homelessness is and who might be involved changed as a result of PHC
- F. 88% of volunteers gained knowledge of where to turn to for help should they or someone they know be at risk of homelessness
- G. 100% would volunteer for PHC again
- H. 87% reported PHC was a well-organized event
- I. 93% reported receiving an appropriate level of assistance to perform volunteer duties
- J. 70% of volunteers learned new things about the issue of homelessness
- K. 89% stated they had plenty to do while volunteering at PHC



## PROVIDERS

The results presented below are based on data collected from 45 surveys completed by providers at the PHC event.

---

- A. Providers' experience at PHC
  - a. 93% reported that their expectations were met by participating at the event
  - b. 7% reported that their expectations were not met, mostly due to few guests accessing their services or visiting their table at the event
- B. 39% of providers reported that their idea of what homelessness is and who might be involved changed as a result of PHC
- C. 100% of provider respondents reported that it was a well-organized event
- D. 97% reported that they received an appropriate level of assistance to deliver or provider services at the PHC event
- E. Level of agreement with the statement that providers had plenty to do during the event
  - 69% of providers agreed
  - 17% disagreed
  - 13% were neutral
- F. 100% of providers reported that they would attend PHC again



## EVENT SPONSORS & SUPPORTERS

- ▶ United Way of Wood County
- ▶ WSOS Community Action
- ▶ Milligan Workshops
- ▶ 1Matters
- ▶ St. Mark's Lutheran Church, "Noisy Collection"
- ▶ Employee fundraiser by Wood County Department of Job and Family Services
- ▶ The Cocoon Shelter
- ▶ BG Kiwanis
- ▶ Bruce and Amy Jeffers
- ▶ Rick Van Mooy
- ▶ Nick and Colleen Schroeder
- ▶ Commissioner Doris Herringshaw
- ▶ Habitat for Humanity of Wood County
- ▶ Frisch's Big Boy
- ▶ Community neighbors
- ▶ T-Shirts printing: BGSU Student Print Society, Screen Printing Students & Janet Ballweg, Professor of Art, and many more...



Building homes and  
Communities for Ohio



## **PHC PROCESS: DAY OF EVENT**

Guests entered the main door of St. Mark's Lutheran Church where the PHC event was held. They were given a "Welcome Packet" that included information on what to expect at the event, a form that authorized persons associated with PHC to share protected personal information and a photo/media release, and a form where guests could indicate which services they would like to connect while at PHC. This latter form is what the guests were instructed to complete while waiting for intake. At intake, guests met with a PHC Intake Volunteer for about 10-15 minutes to complete a needs assessment and screening form. The purpose of the intake form was to help PHC representatives understand guests' immediate needs so they could focus on these as they went through PHC. Intake Volunteers were instructed to identify three priority services, but guests could visit any provider they wished.

After intake, guests were paired with a PHC Host Volunteer. The Hosts helped guide the guests through the PHC event and joined them as they traveled throughout the building. The Hosts did not join guests during personal/private appointments. While the guests visited the service providers, it was possible that follow-up/offsite appointments could be scheduled. PHC Hosts were instructed to record these appointments on a calendar for the guests to take with them. At any time over the course of the event, guests could eat a hot meal. After the guests connected to the providers and services, guests could visit the tangible good areas of the church and pick out clothes and coats, books, personal care items, and a tote bag of groceries.

## **REPORT METHODOLOGY**

Given the goals and objectives of Project Homeless Connect (PHC) in Wood County, the researchers, Melissa W. Burek, Judith Leary, Adam Watkins, and Mamta Ojha 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 PHC. These two forms were (1) Request for Services and Appointment Form, which was completed by guests while they were waiting to enter the intake area and (2) Needs Assessment and Screening Intake Form, which was completed by a PHC Intake Volunteer with individual guests. Responses collected from three other survey instruments that had been used at other PHCs to gather feedback on the event from guests, volunteers, and providers were also analyzed (see Appendix).

In order to ensure the data collected from guests could be matched from entry to exit, each PHC guest was given a set of unique identification labels with a PHC client number that were placed on the above-noted guest instruments. In order to confidentially track the characteristics of guests connecting with specific agencies and services, guests were directed to place a label on designated sheets as they visited providers. After the event, all completed data collection instruments were given to us, the above-noted researchers, for data entry and analyses. Results are reported on PHC 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 PHC completed all three forms and if guests did not go through intake, they likely did not have the identification labels in hand to give to providers.

At the end of the event, we collected responses from 179 guests where we had at least one completed form of the three for each person, and 148 of which had PHC client numbers associated with them. There were 24 instances in which we had missing Request for Services and Appointments forms. Interestingly, there were exactly 24 Services and Appointment forms completed that did not have PHC client number associated with them so we did not have any way to match them against the other instruments. There were six instances in which we were

missing exit surveys, and we had two leftover completed exit surveys for which we could not match because they did not have client numbers. Across all three guest instruments, we have complete data for 116 individuals out of the 148 PHC client numbers issued at the event. This report presents findings based on the most complete data we were able to collate across the various instruments disseminated at the PHC 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 different surveys were administered to guests over the course of the event. The first survey was a Request for Services and Appointment Form (RSAF) (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 PHC event. Out of the 179 guest responses across the three different survey instruments, 121 guests completed the first column (i.e., "X" if you wish to connect to a particular service) of the RSAF. The other columns (i.e., "X" if client connected; Was a post-appointment scheduled?; If post-appointment, write date and time) were supposed to be completed by the PHC Host Volunteer escorting his/her guest. However, this was incomplete on many of the guest forms that were received for data collection so no results are reported for these questions and were omitted from analysis. Table 1 indicates the raw number of guests who indicated they wished to connect to a particular service.

Since the PHC event also strives to meet the needs of guests in the future, question two on the RSAF asked respondents to indicate what other services of interest to them, but were not available at the date of the event. Stress management and smoking cessation/quit smoking programs or services were the top two requests. Table 2 below displays the results from question two. 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 PHC. The majority of respondents indicated that the top three ways by which guests found about PHC were (1) Social Media/Facebook; (2) News; and (3) Referrals from other agencies or service providers. Table 3 presents the distribution of these and other promotion types for the event.

*I got what I came for, I can't think of anything, I'm grateful for this amazing program. Thank you*

*-- Guest*



**Table 1. Number of Guests Wishing to Connect To Services (N = 121)**

<b>Service</b>	<b>Number Guests Wishing to Connect</b>	<b>Service</b>	<b>Number Guests Wishing to Connect</b>
<b>Benefits &amp; Services</b>		<b>Medical Care</b>	
Email/Internet	18	Blood Glucose	14
Health Coverage	39	Blood Pressure	21
Legal Aid/Legal Issues	22	Dental Care	77
Offender Reentry	6	Eye Screening	64
Veterans Services	3	Flu & Immunizations	36
WIC	9	Hearing	28
<b>Children &amp; Family</b>		HIV/AIDS Screening	9
Budgeting	21	Medical/Healthcare Services	32
Domestic Violence Services	6	Prescription Drug Services	19
Holiday Help	72	<b>Mental Health &amp; Addiction Services</b>	
Parenting Class	8	Alcohol Addiction	3
Resources for School- Aged Children	19	Drug Addiction	3
<b>Employment &amp; Education</b>		Mental Health	19
Developmental Disabilities	14	<b>Personal Care</b>	
Employment	51	Clothing	95
Go Back to School	24	Food Assistance	127
<b>Forms &amp; Documents</b>		Haircut	55
Birth Certificate	25	Massage	46
ID Information	15	Spiritual Care	14
Social Security Card	17	<b>Other – Please Specify Below</b>	
<b>Housing</b>		Car Repair	9
Emergency Shelter	16	Baby Care	4
Housing/Affordable Rental Utilities	68 50	Transportation/Gas Card	3

**Table 2. Question 2 Results from RSAF Survey (N = 121)**

<b>Other Services Not Available at PHC Day of Event</b>	<b>Number of Guests Indicating Interest</b>
Shower	3
Nutrition	8
Home Repair or Maintenance	9
Tax Help	14
Social Security	11
Stress Management	22
Smoking Cessation/Quit Smoking	18
Child Support	6
Disability	11

**Table 3. How Guests Heard about PHC (N = 179)**

<b>Types</b>	<b>Number of Guests</b>
Word of Mouth	124
Referred by Another Agency or Service Provider	150
Saw Poster, Event Signage	130
News (newspaper, TV, radio)	163
Social Media/Facebook	167

The majority of the guests used their own personal vehicle to travel to PHC on October 16, 2013. The next most common mode of transportation was a family or friend providing a ride followed by walking. There was a PHC shuttle with scheduled pick ups and drop offs from a number of locations around Bowling Green, Ohio to the PHC event. However, only seven guests indicated they used the service. Table 4 includes the totals for the modes of transportation taken by PHC guests.

**Table 4. Modes of Guest Transportation to PHC Event (N = 133)**

<b>Modes of Transportation</b>	<b>Number of Guests</b>
PHC Shuttle Stop	7
Walk	23
Personal Vehicle	63
Family/Friend	35
Bike/Scooter	5

### Findings from the Intake Form

The second instrument was the Intake Form, a needs assessment and screening form, which was designed to help the PHC volunteers best understand guests' needs and best assist them at the event. The form was completed by the PHC Intake Volunteers in an interview format with the guests. The trained Intake Volunteers identified each guest's three priority services that the Volunteer Host escorted the guest to after the intake process. We were able to collect and report findings on 145 guests from the Intake Form. Table 5 presents descriptives of PHC guests. At intake, most guests reported that they stayed in Bowling Green, Ohio the night before PHC. Perrysburg, Ohio and Toledo, Ohio were the next two cities where guests stayed prior to PHC. Only two guests stated they stayed in Michigan the previous evening. Similar findings were observed for guests' city and state of last permanent residence with Bowling Green, Toledo, and Perrysburg rounding out the top three locales. Other residence status characteristics are reported in Table 6.

Bivariate analyses<sup>1</sup> of data collected at intake revealed that the typical guest visiting PHC was a white, non-Hispanic, unmarried, female approximately 40 years of age, and not currently homeless. She most likely came to PHC with another adult aged 18-54 and if she had children, she averaged two. Female guests were significantly more likely than male guests to receive child support, SNAP benefits, and government medical assistance. While not significantly different from male guests, females were more likely to state that the following factors, in order of most frequently reported, were reasons affecting their ability to keep housing: financial obligations, physical disability, mental illness, and violence in the home. For all adult guests in attendance, not having income was the biggest barrier to having reliable transportation.

<sup>1</sup> Available upon request.

**Table 5. Guest Descriptives (N = 145)**

Attribute	Percentage or Mean Value (sd)
Average Age	40.44 (sd = 14.37)
Average Number of PHC Services Guests Wished to Connect With	4.44 (sd = 2.87)
Gender	
Females	69.6
Males	28.3
Transgender	2.1
Veterans	6.4
Marital Status	
Single	41.7
Married	18.7
Divorced or Separated	32.4
Widowed or Other	7.2
Type of Household	
Adult Only	51.2
Adults and Minor Children	46.6
Average Number of Children	2.29 (sd = 1.29)
Percentage of Guests with Custody of Children	32.4
Unaccompanied Minor	2.2
Disabled Adults or Children In Home	31
Age Groups of Members in Guests' Household In Attendance at PHC	
Children 0-4 years of age	9.6
Children 5-12 years of age	11.7
Teens 13-17 years of age	4.8
Adults 18-34 years of age	23.4
Adults 35-21 years of age	16.5
Adults 52-64 years of age	8.9
Adults 65+ years of age	2.1
Race/Ethnicity	
White/Non-Hispanic	60.9
Other/Non-Hispanic	20.1
Hispanic/Latino Ethnicity	14.5
Unknown	4.5
Guests Having Identification	79.3
Type of Identification	
State Identification	74.5
Social Security	4.1
Birth Certificate	.68
Have Criminal Record	24.6
Currently on Probation/Parole	11.9
Do Not Have Reliable Transportation	35.8

**Table 5 continued...**

Attribute	Percentage or <i>Mean Value (sd)</i>
Barriers to Reliable Transportation	
Driver's License Suspension	9
No Income	20
Physical Disability	5.5
Car Needs Repairs	6.2
No Car	9

Based on responses given by guests regarding their home and living history, it became readily apparent that while the guests attending PHC were not currently homeless (see Table 6), over 25% were at risk for homelessness based on their combined responses to where they stayed the night before PHC and the duration of that residency. To illustrate, over 40% of the guests resided less than three months at the place they stayed the night prior to PHC. Twenty six percent of guests noted living with family or friends and 11.4% stated that the previous night they stayed in an emergency shelter, hotel/motel without a voucher, or a place not meant for habitation. In fact, we found that guests who lived in a residence they own or rent were more likely to have resided there one year or more. Only 36.6% of the guests, however, could be characterized as having this type of living situation for this length of time. Financial obligations related to loss of job or having work hours lessened were factors affecting guests' abilities to maintain stable housing, as well as a primary reason for becoming homeless or facing eviction. Mental illness or physical disorders were the next most common challenge guests reported facing in attempts to maintain stable housing.

**Table 6. Residence Status Characteristics of Guests Visiting PHC (N = 145)**

Category	Percentage or <i>Mean Value (sd)</i>
Current Homelessness Status	
Not currently homeless	68
First time homeless and less than 1 year without home	23.1
Several times but for less than 1 year and not more than 4 times in 3 years	4.3
Long term for at least 1 year or at least 4 times in past 3 years	4.3
Have Previous Eviction	25.5
Factors Affecting Ability to Keep Housing	<i>.9 (sd = 1.11)</i>
Alcohol/Drugs	3.9
HIV/AIDS	.6
Mental Illness	12.8
Physical Disorder	14.5
Criminal Record	3.4
Financial Obligations	39.1
Violence in Home	5
Loss of Job	4
Child Care Issues	2.07

**Table 6. continued...**

Category	Percentage or <i>Mean Value (sd)</i>
Primary Reasons Reported for Becoming Homeless or Facing Eviction	
Abusive Situation/Domestic Violence	5
Abusive Situation/Other Trauma	.6
Aged Out of Foster Care/Youth Services	.6
Dispute with Relatives/Roommate	1.4
Foreclosure	2.07
Hours at Work Cut	10.34
Illness/Injury	11
Loss of Job	22.1
Loss of Partner/Roommate	6.9
Loss of Transportation	4.83
Moved Here From Another Community	6.9
National Disaster or House Fire	.6
Release from Jail or Prison	1.38
Child Care Issues	2.07
Financial Challenges	1.38
Duration of Residency at Place Stayed Night Prior to PHC	
3 Months or Less	41.7
More than 3 Months but Less than 1 Year	14.2
1 Year or Longer	44.1
Where Stayed Night Prior to PHC	
Emergency Shelter	.9
Hotel/Motel (No Voucher)	7.0
House/Condo/Apartment Owned by Guest	13.9
Living with Family	12.2
Living with Friends	15.7
Place Not Meant for Habitation	3.5
Rental House/Apartment	40.9

A general trend observed across the data collected from the three guest surveys is that lack of employment or being underemployed is a common characteristic of the guests who visited PHC. Only 26% of guests' income source was from a job. The primary source of income (see Table 7) for over 34% of guests came from Social Security Disability Benefits followed by nearly 13% receiving support from other people. Of concern is the number of individuals who are unemployed but do not collect unemployment benefits. While we did not inquire as to their eligibility for said benefits, jobs and employment assistance were guests' most commonly stated services desired at PHC.

**Table 7. Income and Benefit Assistance of Guests at PHC**

Source	Percentage
Employment/Job	
Yes	26.1
No	73.9
Child Support	10
Receive Support from Other People	
Yes	12.9
No	86.3
Ohio Works First (OWF)	
Yes	6.4
No	93.6
Unemployment Benefits	
Yes	2.8
No	97.2
Social Security Retirement Benefits	
Yes	7.4
No	91.2
Social Security Disability Benefits	
Yes	34.5
No	64
Supplemental Assistance Program/Electronic Benefit Card (SNAP/EBT)	
Yes	53.8
No	46.2
Government Medical Assistance	
Yes	47.5
No	52.5
Veteran Medical Assistance	
Yes	2.8
No	96.5
Section 8 Housing	
Yes	7.7
No	92.3
Rental Assistance	
Yes	2.9
No	97.1

### Findings from the Exit Interview

The final data collection instrument for guests was the Exit Interview. This document was a short questionnaire that could either be completed by the guest or in a brief interview format with the Host Volunteer asking the guest the questions. As indicated earlier, one of the questions asked guests to indicate how they heard about the PHC 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 PHC and to provide feedback on the event. Table 8 and Figure 1 present the results of the Exit Interview.

**Table 8. Main Reasons for Guests Attending PHC (N = 139)**

Question	Percentage
<b>Main Reason for Attending PHC</b>	
Need Housing	30.5
Clothes/Coat	14.5
Hot Meal	13
Dental Care	10.7
Misc Personal Items and Resources	7.7
Hair Cut	3.1
Medical Care, Physical and Mental Health	3.9
Hair Cut	3.1
Rental Assistance	3.1
<b>Second Main Reason for Attending PHC</b>	
Job Help	25
Clothes/Coat	25
Hot Meal	21.4
Dental Care	7.1
Hair Cut	7.1
Need Housing	3.6
Misc Personal Items and Resources	3.6
Food Assistance/Groceries	3.6
Medical Care, Physical and Mental Health	1.8
Legal Help	1.8
<b>Third Main Reason for Attending PHC</b>	
Clothes/Coat	29.4
Dental Care	14.7
Hair Cut	14.7
Job Help	11.8
Hot Meal	8.8
Misc Personal Items and Resources	8.8
Food Assistance	5.9
Medical, Physical and Mental Health	2.9

Over 90% of the guests who completed an Exit Interview indicated receiving the services for which they came to PHC. As to what was most helpful, guests' responses ranged from noting specific providers or individuals volunteering at the event to making such remarks as "Everything was helpful" or "All of the services and information provided were helpful." Another positive comment offered by guests was an appreciation for having multiple services in one building, a "one stop shop for resources." Guests also commented on how friendly the volunteers were and how organized the event was, especially since it was Wood County's inaugural PHC.

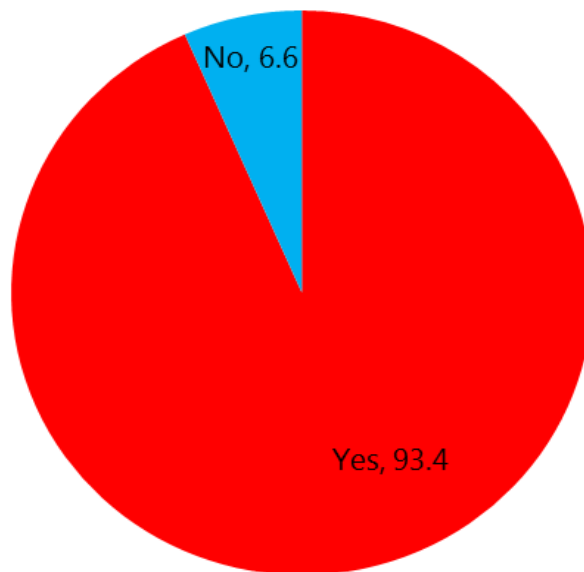
Despite a a great deal of positive feedback reported by guests, there were some suggestions for improvement noted. Coming up several times on the open-ended question of "How could we serve you better?" was the comment that the wait to get called into Intake and then move forward through PHC was too long. One guest noted he/she had to wait two hours and another stated he/she arrived early only to leave for work and then came back later in the afternoon because of the duration of the wait time. The second most frequently noted suggestion for improvement was to increase the number of providers or tangible goods, in particular, (1) More employment offerings and job resources; (2) Gas cards or vouchers; (3) More specific housing services such as

housing for seniors, mental health, and immediate housing assistance; and (4) More time to visit the providers as several suggested extending PHC into two days. Similar responses were echoed by guests,

*Just do it again- great for community, great to be here today. -- Guest*

especially for more employment providers and housing options, under the question, "What would you like to see at the next event?" Guests also noted that at the next event they would like to see additional volunteers at the next PHC event and more health care related services. Specifically noted were educational materials on how health insurances work, request for more providers of health services and comprehensive health screenings, pregnancy information, and more dental and vision services. In terms of tangible goods, guests called for increases in food and groceries, gift cards for when items become depleted, and clothing for men. Given the varied needs of at risk individuals, we also observed that a few guests requested an opportunity to shower and wash clothing.

**Figure 1. Percentage of Guests Reporting Receiving What They Came For**





## RESULTS: VOLUNTEERS

There were many types of volunteers at PHC and included Host Volunteers, Greeters, Intake Volunteers, Guest Coordinators, Floaters, Dining Area Hosts, Food Bussers, Food Service Runners, Food Servers, Food Prep Assistants, Exit Coordinator, and Clean-up Crew. The majority of individuals who volunteered performed as Host Volunteers. 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 PHCs across the country. The following paragraphs present the combined quantitative and qualitative findings from the 106 completed surveys. The majority of the volunteers (81%) had at least some experience volunteering prior to coming to PHC.

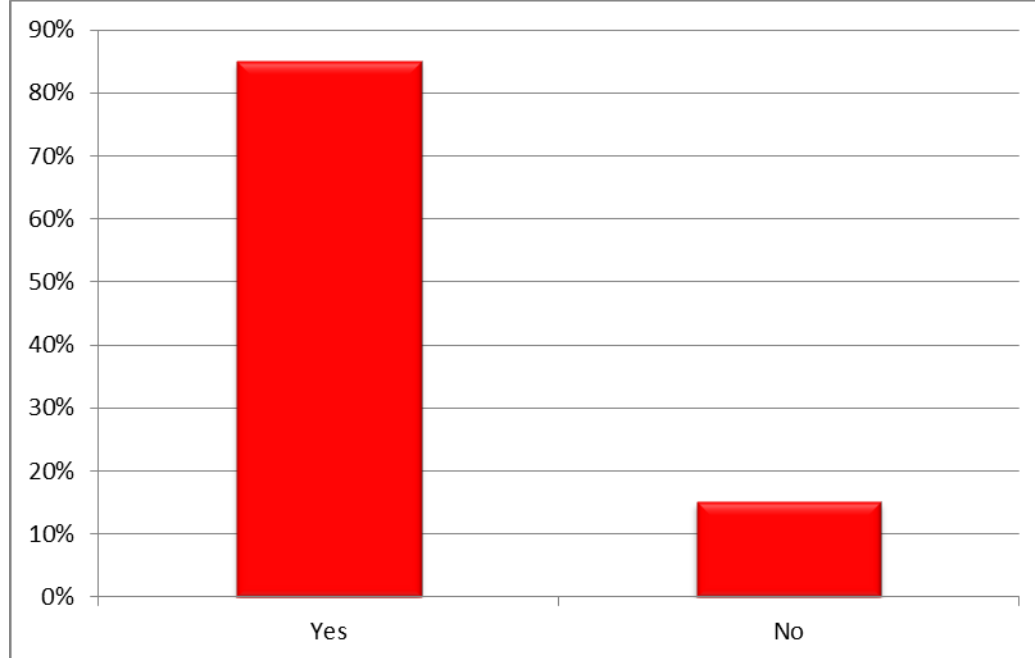
As displayed in Figure 2, the majority of volunteers (85%) reported that they were adequately trained to perform their duties. Despite the overwhelming majority reporting extremely positive experiences at PHC, volunteers also provided comments on areas in need of improvement. Most notably, 15% provided voiced specific training concerns that could be targeted and addressed in a subsequent PHC event. Other suggested improvements were:

- Several reported feeling inadequate as substitute hosts because they did not understand the services provided by each vendor (the checklist clients filled out did not correspond with the "services" listed).
- For those filling in as hosts, the duties could have been more well-defined.
- At times, folks with dual roles were trained well for one role but not the other.
- Volunteers reported that they would have liked to have had a walk-through at orientation and those unable to make orientation noted that they were unfamiliar with site set-up.
- A kitchen helper reported not being instructed on how to run the dish machine.
- An afternoon intake worker expressed frustration over having followed the directions of the morning intake volunteer only to be later told that he or she was highlighting the wrong paper and questioned why this hadn't been noticed during the morning session.
- Intake workers also suggested that the procedure for paperwork could have been improved, especially on how to mark priority services for guests.
- Have a trained person help guests pick out interview clothes.
- At least one individual was also confused about 211 and whether or not 211 was planning to complete the exit survey with the client. As a result, some folks got out of the event without completing exit surveys, when they could have been easily completed.

The most notable observation from the volunteer survey was that every PHC volunteer reported that their experience met or exceeded their expectations (100%). Two memorable comments were the following:

- "I thought it'd be hard and rewarding. Learning about others' pain is hard but knowing I made an impact is rewarding."
- "Exceeded expectations. All about hope and connection. Community is stronger as a result of PHC."

**Figure 2. Volunteers' Responses to "Were you adequately trained to perform your duties?"**



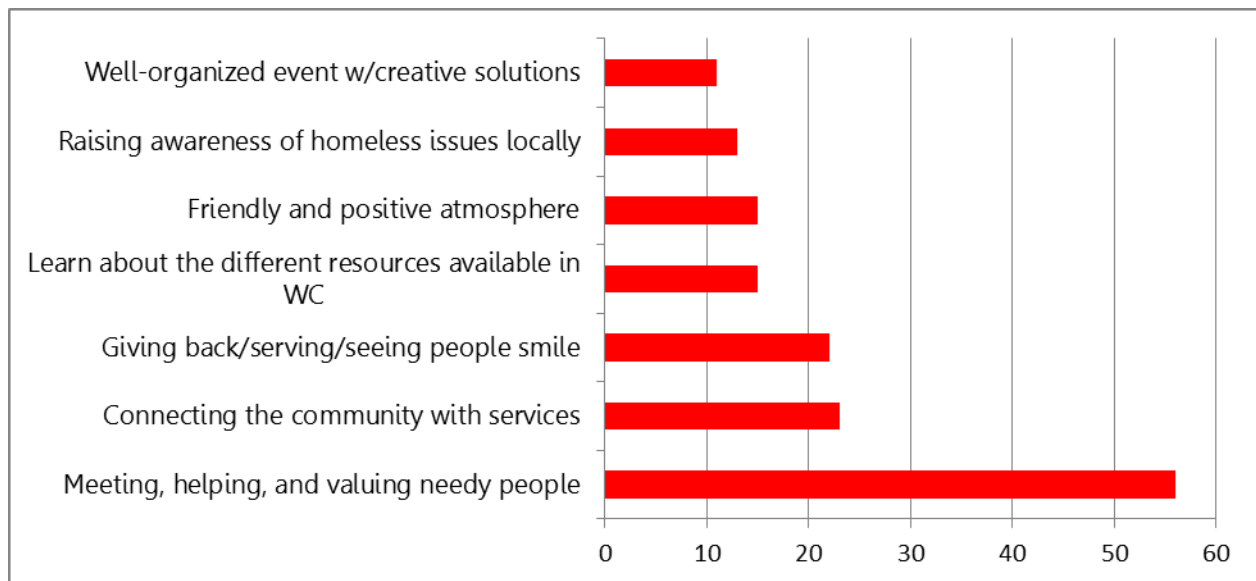
In addition to meeting expectations, volunteers also reported that the most positive outcome of the event for them included meeting and interacting with the attendees and helping them to connect with services that would genuinely meet their needs. Those who volunteered at PHC enjoyed hearing about attendees' lives and making them feel important and appreciated. Volunteers liked connecting with others and giving back to the community. Many volunteers commented that seeing guests smile was also a rewarding experience that radiated a feeling of success. Volunteers also reported that the PHC event was a great way to learn about the different resources available in the county in a convenient one-stop format situated within a friendly and positive atmosphere. Volunteers were encouraged to see such a well-organized event that was designed to raise awareness for and creatively solve the problems of homeless issues locally. Collective responses to the question related to positive aspects of PHC are displayed in Figure 3. Specific comments were also collected in response to the question, "What are some of the positive things about this volunteer opportunity?"

- "One woman said 'this is wonderful, I've never seen anything like this' as we walked to the Dental van. The other woman I took through had a few tears when she talked about her utility situation. She was grateful for the help."
- "Helping others in their fresh starts. Getting together with others who care about people and are gathered for a common cause."
- "It really opened my eyes to the need in the community, let me hear the stories of others, and do something to help those in need."
- "Best community engagement and coordinated effort to meet needs I have ever participated in. So much going on and all worked together effectively. Helped a family connect to services that will change the future for one of their children (he needed

access to vision exam that cost \$300 or he risked a life-long problem with his vision that can be corrected if gets surgery by age 5. He got connected and will have a better life/future)."

- "The guests I hosted used many of the available services. It was wonderful to see a family use them all."
- "Working with people from every walk of life. We all attended PHC to see hope realized. From families enjoying meals, to working with a guest to obtain dental services, to helping a family select clothing for winter, the entire event connected us all to a larger continuum of care."
- "It was truly an amazing experience. It was almost like having a baby! You prepare for something for many months and then one day it just all comes together."

**Figure 3. Positive comments collected about the PHC volunteer opportunity**

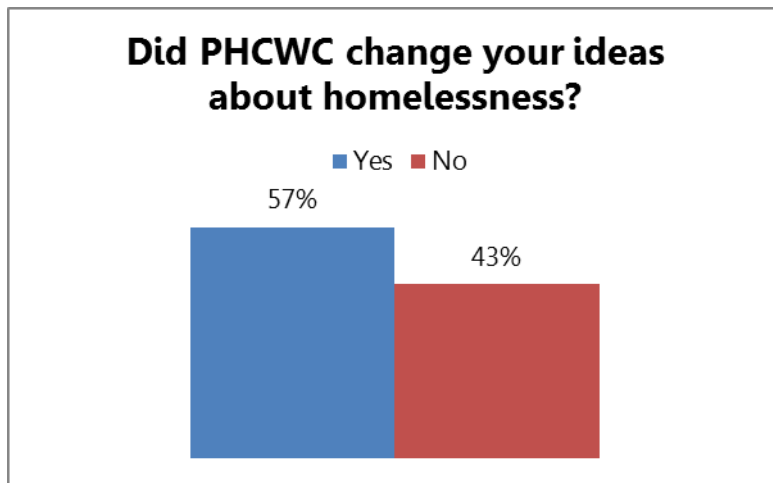


Two of the goals of PHC were to increase awareness and support of health and human services available in Wood County and to better understand the county's homelessness needs. Well over half of the volunteers reported that their ideas of what homelessness is and who might be involved changed as a result of volunteering for PHC (see Figure 4). For those who reported changes in their ideas of homelessness and homeless populations, most reported shifts in stereotypes: "I thought homeless was someone on the street, dirty clothes, etc., but learned there is much more to it....not all homeless people look homeless." Some were surprised by the age of the folks attending, and others noted the quantity of people attending from a community/county the size of Wood County: "I never thought a small community like BG could have these issues."

One volunteer wrote that she had the "preconceived notion that 'homeless' people are only what you see on TV, the people that sleep on store fronts and park benches and push their

meager belongings around in a shopping cart and mumble to themselves. So I thought BG doesn't have that! Now I know the definition of homeless is much broader and doesn't necessarily mean they're sleeping outdoors." Several noted that homelessness could affect anyone and that stories surrounding homelessness are deeply compelling; not all homeless folks live on the streets and there are many definitions of homelessness. Volunteers were surprised by the variety of cases, from needing help with utility bills to underemployment. Some spoke with attendees who were not homeless, but "attended because they were struggling and trying to support others who were homeless."

**Figure 4.**



Many respondents wrote that all people deserve access to services regardless of their homelessness status. They wrote that "We cannot judge! It could literally be anyone I know and just may not recognize it. It's everyday people like you and me. You never know someone's situation just by looking at them." One student volunteer wrote that "I learned that even your classmate could be going through a rough time." Volunteers spoke a lot about the hope that was offered to so many through this event. Some reported that the event gave them hope as volunteers that the "community is organizing to better meet needs and not spinning wheels. By working as a team, every individual's strengths are elevated and illustrated. After all, those in need often know systems better than providers, so there can even be lots of peer-to-peer help at an event like this."

Most of those who reported that the event had not really changed their ideas of homelessness issues and populations reported that they had a lot of experience serving homeless populations already and as a result did not hold "typical stereotypes." This group saw the homeless population as "regular people who just need help" and homelessness as something that "could happen to anyone under any circumstance." A few reported that their PHC role did not allow them to "experience the realness of homelessness." One participant stated, "I work in the community and see the need. I feel their pain" and another responded that there are many other peripheral issues directly and indirectly related to homelessness such as

“many families struggling with underemployment and mental health issues that impact their ability to have stable housing.”

Further evidence that PHC met awareness goals could be observed in the finding that nearly 9 in 10 volunteers (88%) reported having gained knowledge of where to turn for help, should they or someone they know ever find themselves at risk of homelessness. Volunteers noted several organizations and services that made a significant impact on them the day of the Project Homeless Connect event (the number of people mentioning each service is in parentheses).

- Salvation Army (15)
- WSOS (12)
- Job and Family Services (10)
- Dental Care (4)
- United Way 211 (4)
- Clothing Pantry (3)
- Eye Care (3)
- Food Pantry (3)
- PathStone (3)
- Rental Assistance (3)
- Veterans (3)
- Wood County Area Ministries (3)
- Habitat for Humanity (2)
- Health Services (HIV testing, etc.) (2)
- Job Solutions (2)
- Wood County Reentry Coalition (2)
- Benefit Bank
- Cherry St. Mission
- Childrens' Services/Daycare
- Christian Legal Services
- Cocoon Shelter
- CRC
- DebtTech
- Family Counseling Services
- Groth & Associates
- Haircuts
- Library (i.e., they help find jobs!)
- The Link
- Mental Health
- No Wrong Door
- St. Mark's Lutheran Church
- VA in Ann Arbor
- WC Health
- Westhaven Apartments

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

- **Volunteers**
  - More host volunteers and intake workers were needed
  - Poor organization of jobs, too many volunteer roles that could be merged to simplify the process
  - There was unclear communication at times
  - More structure to hosting guests as hosts sometimes were with one client for a long time, which made the hosts unavailable to help others when needed
  - It was tough to find way around, too few volunteers meant guests had to navigate by themselves

- **Training**
  - Hosts did not know about what providers were where and what they offered
  - More hands-on training for intake
  - Volunteers should be assigned clear and specific tasks,
  - Told many different things on the intake forms and unsure what to do with exit surveys,
  - Make orientation more hands-on and less talk, go to the event sites and explain process and providers
- **Providers**
  - More appointments with the dental van were needed
  - More Christian spiritual help made available
  - Major providers need more than one person at their tables
  - More employment resources
  - More eye examiners as there was backup at the vision center, larger space needed for eye testing
  - Would be nice to have a directory of providers stating what services they offer and contact info,
  - Clients did ask about services such as a place to shower
  - Seems to be a definite need for homeless shelters in BG, lost and found needed
- **Efficiency**
  - Too much wait time
  - Provide entertainment in pre-intake wait area like stories for kids, snacks, etc.,
  - Long wait at eye-service providers
  - Increase number of clients who can go through intake at one time
  - Needed better grouping according to services
  - Clients were told to get food and clothes while waiting but then did not go through PHC
  - Maybe while people wait some of the services could be offered or the event could be better explained so guests can adjust their expectations
  - Intake in the early hours could be staffed more to prevent the early bottleneck -- some guests left without services due to the wait
  - Need a dedicated area for dedicated area for exit interview
  - Wandering guests were observed without a host, could have been due to long waits and confusion
- **Signage/Paperwork**
  - Better signs or wall poster boards in each area with the map and make larger so that folks with vision problems can read it
  - Have a list of providers by service area on intake sheet
  - Have the agency that provides assistance written beside the X that the guest makes on the checklist
  - Bigger signs on tables in gym
  - Intake paperwork redundant, hard to fill out, or confusing

- There should be an area where walk-in providers could be listed for hosts as well
- List housing providers by with kids and without
- There was not a breakdown of services with the information on the clipboard
- **Parking/Shuttle**
  - Have volunteers and vendors park elsewhere and shuttle in to allow more spaces at the facility for guests as many of them drove and/or had rides
  - Provide transportation volunteers at each parking lot entrance and exit to ensure cars are guests and select vendors only
  - Next year have more vans/drivers hanging around and available for "on the spot" rides to and from PHC
  - Instead of predetermined stop times, signs at shuttle stops next year could list a phone number for people to call when they want to go to PHC
  - Consider indicating specific location of van pickup stops if at obscure locations (e.g. Walmart Lube Center) and post specific times for pickup at each location and adhere to those times
- **Timing**
  - Get volunteers in place earlier and later in some instances to decrease major wait times for guests
- **Traffic flow of people**
  - Faster intake
  - Better arrangement of providers
  - Put veterans services centrally-located
  - Food and clothing should be arranged first as many felt that there was not going to be anything left
  - Hard for people in wheelchairs to navigate venue
- **Marketing Communication**
  - Event marketed as homeless but also served at risk and nearly homeless individuals
  - Needs within the Latino community are not being met
- **Equipment**
  - More vacuums
  - Steering committee members should have walkie-talkies


More detailed, salient comments about which volunteers reported that improvements could be made were:

- "Everyone scattered at 3:00pm - my person was not finished; groceries were all gone. I hoped they would stay till everyone was finished."


- "I wish as host it knew a little more about some of the providers because so much came up in conversation with guests and it was great to connect them but sometimes did not know providers well enough to connect."
- "They often forgot to highlight the providers that guests should visit and hosts didn't have the info needed to make that decision - should add 40 hosts at 9:30am and another 25 hosts from 1-3 pm at least."
- "We used probably 50-60 food service volunteers to fill the host position on top of those we had."

In sum, notwithstanding needs for improvement, volunteers regularly reported excitement about having Project Homeless Connect repeated next year and an eager willingness to volunteer for next year's event. 101 participants unanimously expressed their willingness to volunteer at Project Homeless Connect Wood County again next year. Here were some noteworthy comments:

- "I generally do not have the opportunity to be available so this was very fulfilling."
- "100 smiles! Shout out to Jen, the lead organizer of this event. Your amazing energy and passion is overwhelming."



*There isn't a "type" of homeless person; and it doesn't matter. All people deserve access to services.*  
--Volunteer



*Never thought a small community like BG could have these issues.*  
-Volunteer

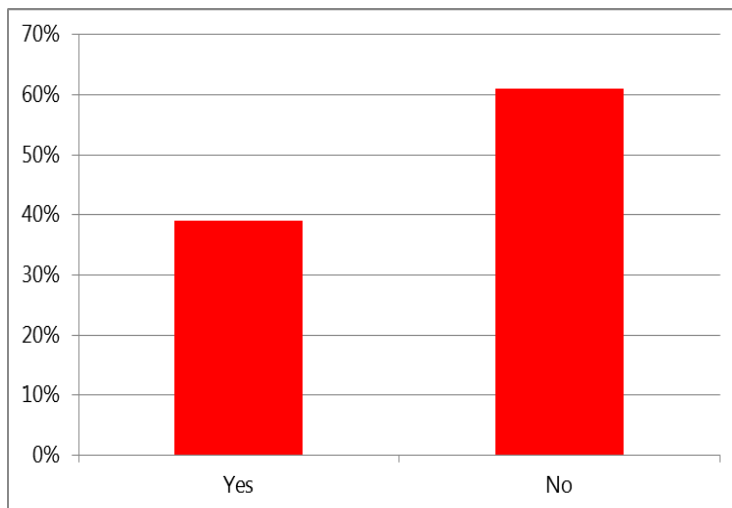


## RESULTS: PROVIDERS

Providers were also asked to complete an evaluation survey on PHC. Similar to the volunteer survey, the instrument used to collect provider feedback was developed and has been used at many PHC events across the country. Forty six providers completed the self-report survey. They unanimously reported that the first PHC in Wood County was a well-organized event, and almost without exception they reported that they received an appropriate level of assistance throughout the event. The majority of providers also noted that they had plenty to do during the PHC event. Further, 93% of the respondents felt that the PHC event met their expectations as they were given opportunities to help potential clients access their services. Some providers reported the event being “better than thought” and being “impressed with how organized it was and how many services were offered.” Some agencies reported their service generating more interest than they had expected and other agencies reported receiving many more applications than they had anticipated. Other providers reported on the positive nature of the event volunteers and organizers as well as the appreciative clients with which they were able to meet. Almost without exception, providers felt that lots of needs were met at the PHC event, particularly in terms of connecting families to much-needed resources. Agency personnel reported that the event was a “good use of our time.” Providers unanimously reported that they would attend the PHC event next year.

For those few who felt that the Project Homeless Connect event did not meet their expectations, they uniformly reported that their tables, rooms, or parts of the building received fewer attendees than they had expected and would have liked to have had more folks directed to their areas. One in particular felt that he or she would also “have liked more opportunities to have the elderly come out as that population seemed to be underrepresented at this event.”

**Figure 5. Percentage of providers reporting idea of what homelessness is and who might be involved changed as a result of PHC.**



As would be expected, more providers (61%) compared to volunteers reported that PHC had not changed their ideas about what homelessness is and who is involved. Most reported “extensive previous work with homeless populations” as well being somewhat familiar with the needs in Wood County. In fact, one individual reported that he or she is already “involved in the system and have a pretty good idea of what it looks like and the broad spectrum of people who

are affected.” Most service agency personnel echoed the sentiment that one provider shared: “We’ve always known homelessness existed in Wood Co., but it’s nice for the community as a whole to ‘see’ it.”

Over one-third of PHC service providers reported, however, that their ideas of what homelessness is and who might be involved changed as a result of attending the event. Several also expressed surprise at the number of familiar faces they saw. Providers communicated that they thought that the number of at risk individuals served at PHC exceeded what the general public would believe Wood County has. These providers were also surprised to see the wide range of ages of guests and the various reasons that they attended the PHC event. Many conveyed their past notions of homelessness and expressed how these were challenged through the service event. One of these individuals wrote that “homeless does not mean poor and homeless does not equal lack of job or on the streets, people you interact with regularly can be on the verge of homelessness.” Across the board, providers were elated to be able to do something to give back to their community and to see so many other available resources. One provider notably commented that “I had a pretty good idea of what homelessness is from previous community involvement, but there is always more to learn. Even though I know the stereotype is not the reality. Today’s event helped reinforce the fact that homelessness affects more people than we think. Having all the providers together helped to raise awareness in Wood County.”

**Table 9. Positive Aspects of PHC According to Collective Provider Comments**

<b>Theme</b>	<b>Percent of Comments Reflecting Theme</b>
<b>Talking about our services, providing referrals, and offering other relevant information/options</b>	40
<b>Meeting people/meeting new people</b>	37.2
<b>Networking and connecting with other providers</b>	33
<b>Working with multiple people in a convenient one-stop format with all the resources Wood Co. offers</b>	23.3
<b>Helping people who need help</b>	21
<b>Ability to advocate/offer services to those who might otherwise not have connected with provider</b>	14
<b>Well-organized event with personal guides and great volunteer support</b>	14
<b>Ability to speak to individuals when not in immediate distress, helping them gain self-sufficiency</b>	4.5
<b>Greeting our patrons and letting them know we care</b>	4.5
<b>Live music</b>	2.3

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. Below are the six areas with specific recommendations:

**1. Efficiency/Processing**

- Perhaps lunch while guests wait for intake as there were long waits for screening
- Better organization of registration intake process
- One-door entry may keep people from getting out of line without a host
- Parking and traffic issues

- Attendees need pads of paper to write on
- 2. **Volunteer Hosts**
  - Hosts should know guest names and escort/introduce them-not just a number/sticker
  - Need more hosts – many guests were walking around alone and lost
  - Hosts need to be more knowledgeable about which service providers serve whom and for what
  - Training for hosts to navigate event venue layout, location, and scope of services
- 3. **Marketing and Outreach**
  - More email updates/reminders, found out about event by accident
  - Clearly expand and market event to low-income-not just the homeless
  - Call event “Project Connect”
  - Hold event twice a year
- 4. **Space**
  - Need privacy for confidential services like mental health, alcohol/drug issues, and reentry, maybe stuff bags with pamphlets as some guests hesitated to take information from these types of tables so publicly
  - More space to see clients
  - Better locations for “traffic flow”
- 5. **Scope of Services**
  - Some services were under-utilized and under-visited
  - More referrals
- 6. **Communication**
  - Clear up confusion on who did guest exit surveys and where they were supposed to go
  - Need Walkie-talkies for redshirts (i.e., Steering Committee members)
  - Specify what each agency does, had many guests who visited who would not qualify for services
  - Better signage because some providers offer multiple services but guests have no way of knowing that
  - Private rooms on second floor were unknown to many visitors

*This is such an important event and greatly appreciated throughout the community. Thank you for the opportunity to be involved!*

*-- Provider*

Following the Recommendations section, the remainder of this report presents descriptives specific to each provider from whom we were able to collect PHC client number labels. This information can be utilized not only for future PHC and similar event planning in general, but it can also provide insight to the providers as to the types of clients in Wood County who might be in need of their services.

## RECOMMENDATIONS

In consideration of the findings, most notably the responses to the open-ended questions on the various surveys distributed, five major recommendations to further enhance PHC are offered below:

### 1. Process Attendees More Efficiently

- a. **Into Intake.** Respondents provided negative feedback about extended time spent waiting at intake, and volunteers reported that some guests left without services due to the wait. Some suggestions to remedy this difficulty were to intake more clients in each group, to provide for attendees while waiting, to explain services offered at the event while folks are waiting, to staff intake with additional volunteers in the early morning, to speed up the actual intake process, and to offer a meal during the wait for intake screening.
- b. **Throughout the Event.** Guests, volunteers, and providers commented that other changes that could be made to make the event more efficient for all attendees would include grouping services better by central themes, dedicating one specific place for exit interviewing, having enough hosts for the amount of attendees at the event, making the event more accessible for folks in wheelchairs, stationing food and clothing toward the beginning of the event and having a place for them to secure what they have received, and supplying attendees with writing supplies. A shortage of host volunteers meant that guests had to navigate by themselves. Providers felt that additional space was needed for private consultations for confidential services such as mental health, alcohol/drug issues, and reentry, and that this information should be provided to attendees more discretely.

### 2. Offer More Providers/Provisions

Guests and volunteers remarked that more employment services and job resources, more gas cards or vouchers, more housing services for specific sub-populations, immediate housing assistance, and more time to visit providers, more health-care related services, more comprehensive health screenings, more pregnancy information, more dental and vision services, more space for vision screenings, more health insurance education materials, increases in food and groceries, gift cards for when items become depleted, clothing for men, and showers and laundry services were needed. Volunteers also felt that more Christian spiritual help should be made available, that major providers needed more than one person at their tables, that a directory of resource providers and their contact info would be helpful, and that a lost and found area was needed. Providers also would have liked more referrals for their services.

### 3. Assign More Volunteers Hosts and Provide Them with Additional Training

Participants in all three PHC roles stated that they would like to see more host volunteers at the next PHC event. While they wished to see more total volunteers, respondents wished to see fewer volunteer roles, better organization of the job roles, and more hands-on training. Particularly guests, volunteers, and providers felt that hosts should know the event navigation better and should know the service providers and their services better. For their part, hosts also complained that there was not a breakdown of service providers and their services on the clipboards they were given. Providers remarked that hosts should know guest names and introduce them; they also believed that some services were underutilized because hosts and

intake workers were unfamiliar with the services provided by specific agencies. Some providers also mentioned that there should be a guide specifying what each agency does since they had "many guests who visited who would not qualify for services."

Volunteers expressed a desire for clearer communication on what to do with intake forms and exit surveys, and requested that changes be made to make the orientation more active. There seemed to be confusion surrounding exit surveys, who was to guide the attendees in completing them, and where they were supposed to go when they were completed.

#### 4. **Better Marketing, Communication, and Signage**

- a. **Marketing Preceding the Event.** Several individuals in all PHC roles commented on communicating with the public and other providers about the PHC event. Many remarked that the "Project Homeless Connect" was a misnomer marketed as a homeless event, but actually served just as many, if not more, at-risk and nearly homeless individuals. A few commented that since the event was geared to low-income individuals, and not just the homeless, it should be clearly marked as such by being called "Project Connect." There was some concern among providers that subpopulations were under-considered, such as the elderly, veterans, or the Latino population. Several guests and providers desired more email updates and reminders, and a few remarked that they found out about the event by accident.
- b. **Communication/Paperwork at the Event.** During the event, volunteers and providers felt that better communication was needed between members of the steering committee (e.g., via walkie-talkies). Some felt that a list of providers by their service areas would have been a helpful addition to the intake sheet or on the accompanying checklist. Some felt that the intake paperwork was redundant, hard to fill out, and confusing. Walk-in providers were concerned that they were not listed and perhaps a dry-erase board on an easel could add last minute service providers. Guests also remarked that it would be helpful if housing providers were listed by whether or not children were permitted.
- c. **Signage at the Event.** Volunteers and Providers were concerned about event signage. Some felt that guests had no way of knowing that some service agencies provided multiple services unless the signage conveyed that message. Providers also felt that the private rooms that were on the second floor were unknown to many of the PHC visitors. Many felt that the signs throughout the table-top areas should have been bigger for folks with poor vision. Several also felt that wall poster boards in each area containing a large site map would help this issue.

#### 5. **Parking/Shuttle**

Parking was a common concern among guests, volunteers, and providers. Several suggested that volunteers and vendors should park elsewhere and be shuttled in order to allow more spaces at the facility for guests as many of them drove and/or had rides. Also, transportation volunteers should be placed at entrances and exits in each parking lot to ensure cars belong to guests and select vendors only. Next year, more vans/drivers available for "on the spot" rides, signs at shuttle stops that list a phone number for folks to call when they want to appear at PHC instead of predetermined stop times, and paperwork that clearly indicates specific location of van pickup stops if at obscure locations (e.g. Walmart Lube Center) would be additions that would improve the parking and shuttle services for the Project Homeless Connect event.

## **INDIVIDUAL PROVIDER REPORTS**

## 1Matters

At the Project Homeless event, 1Matters offered information on their Tent City, a location for a regular event similar to PHC that also addresses the needs of the homeless. Since 1990, 1Matters' Tent City has grown in the services it provides when agencies, service providers, and volunteers come together. More information on 1Matters and their Tent City can be located online at <http://www.1matters.org/>.

### Characteristics of Guests Visiting Agency or Accessing Services

Attribute	Value
Average Age	46
Average Number of PHC Services Guests Wished to Connect With	8
Gender	
Females	2
Males	2
Transgender	0
Veterans	1
Marital Status	
Single	3
Married	1
Divorced or Separated	0
Widowed or Other	0
Type of Household	
Adult Only	3
Adults and Minor Children	1
Unaccompanied Minor	0
Disabled Adults or Children In Home	
Race/Ethnicity	
White/Non-Hispanic	3
Other/Non-Hispanic	1
Hispanic/Latino Ethnicity	1
Have Reliable Transportation	
Yes	1
No	2



**Home/Living Characteristics of Guests Visiting Agency or Accessing Services**

Category	Value
Currently Homeless	3
Been Homeless at Least Once in Last 3 Years	3
Have Previous Eviction	1
Duration of Residency at Place Stayed Night Prior to PHC	
3 Months or Less	2
More than 3 Months but Less than 1 Year	0
1 Year or Longer	1
Where Stayed Night Prior to PHC	
Emergency Shelter	0
Hotel/Motel (No Voucher)	0
House/Condo/Apartment Owned by Guest	1
Living with Family	0
Living with Friends	1
Place Not Meant for Habitation	1
Rental House/Apartment	1

**Income and Benefit Assistance of Guests Visiting Agency or Accessing Services**

Source	Value
Employment/Job	
Yes	0
No	4
Child Support	
Receive Support from Other People	
Yes	0
No	4
Ohio Works First (OWF)	
Yes	0
No	4
Unemployment Benefits	
Yes	0
No	4
Social Security Retirement Benefits	
Yes	0
No	4
Social Security Disability Benefits	
Yes	1
No	3
Supplemental Assistance Program/Electronic Benefit Card (SNAP/EBT)	
Yes	3
No	1
Government Medical Assistance	
Yes	3
No	1

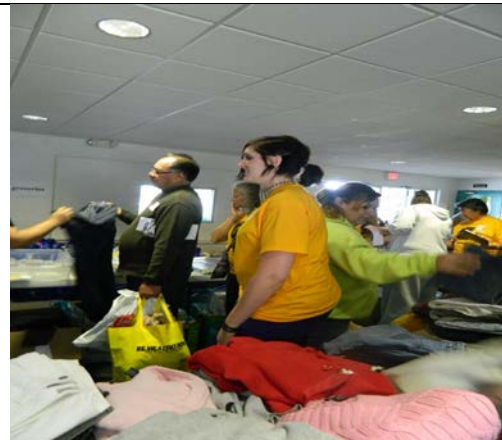


## Ann Arbor VA Medical Center

During the PHC event, the Ann Arbor VA Medical Center provided healthcare eligibility, appointment scheduling, and homeless veterans outreach. The Ann Arbor VA Medical Center also provides health care services for veterans, reaches out to homeless veterans, and schedules future appointments for medical care. The Ann Arbor VA Medical Center is located at 2215 Fuller Rd, Ann Arbor, MI 48105, and can be reached by phone at (800)361-8387 or (734)769-7100. More information is available at [www.annarbor.va.gov](http://www.annarbor.va.gov).

### Characteristics of Guests Visiting Agency or Accessing Services

Attribute	Value
Average Age	49
Average Number of PHC Services Guests Wished to Connect With	9
Gender	
Females	0
Males	1
Transgender	0
Veterans	
Marital Status	
Single	1
Married	0
Divorced or Separated	0
Widowed or Other	0
Type of Household	
Adult Only	1
Adults and Minor Children	0
Unaccompanied Minor	0
Disabled Adults or Children In Home	1
Race/Ethnicity	
White/Non-Hispanic	1
Other/Non-Hispanic	0
Hispanic/Latino Ethnicity	0
Have Reliable Transportation	
Yes	0
No	1



**Home/Living Characteristics of Guests Visiting Agency or Accessing Services**

Category	Value
Currently Homeless	0
Been Homeless at Least Once in Last 3 Years	0
Have Previous Eviction	0
Duration of Residency at Place Stayed Night Prior to PHC	
3 Months or Less	0
More than 3 Months but Less than 1 Year	0
1 Year or Longer	1
Where Stayed Night Prior to PHC	
Emergency Shelter	0
Hotel/Motel (No Voucher)	0
House/Condo/Apartment Owned by Guest	0
Living with Family	0
Living with Friends	0
Place Not Meant for Habitation	0
Rental House/Apartment	1

**Income and Benefit Assistance of Guests Visiting Agency or Accessing Services**

Source	Value
Employment/Job	
Yes	0
No	1
Child Support	0
Receive Support from Other People	
Yes	0
No	1
Ohio Works First (OWF)	
Yes	0
No	1
Unemployment Benefits	
Yes	0
No	1
Social Security Retirement Benefits	
Yes	0
No	1
Social Security Disability Benefits	
Yes	0
No	1
Supplemental Assistance Program/Electronic Benefit Card (SNAP/EBT)	
Yes	1
No	0
Government Medical Assistance	
Yes	0
No	1

## Behavioral Connections of Wood County

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

Drug and/or alcohol treatment programs offered by BCWC 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. Behavioral Connections of Wood County is located at 1022 North Prospect St., Bowling Green, OH 43402, and the agency can be contacted by phone at (419) 352-1545 or (800)472-9411. More information is available at [www.behavioralconnections.org](http://www.behavioralconnections.org).

### Characteristics of Guests Visiting Agency or Accessing Services

Attribute	Value
Average Age	25
Average Number of PHC Services Guests Wished to Connect With	7
Gender	
Females	3
Males	1
Transgender	0
Veterans	
Marital Status	
Single	3
Married	0
Divorced or Separated	2
Widowed or Other	0
Type of Household	
Adult Only	3
Adults and Minor Children	2
Unaccompanied Minor	0
Disabled Adults or Children In Home	1
Race/Ethnicity	
White/Non-Hispanic	3
Other/Non-Hispanic	2
Hispanic/Latino Ethnicity	2
Have Reliable Transportation	
Yes	4
No	1

**Home/Living Characteristics of Guests Visiting Agency or Accessing Services**

Category	Value
Currently Homeless	2
Been Homeless at Least Once in Last 3 Years	4
Have Previous Eviction	1
Duration of Residency at Place Stayed Night Prior to PHC	
3 Months or Less	4
More than 3 Months but Less than 1 Year	0
1 Year or Longer	0
Where Stayed Night Prior to PHC	
Emergency Shelter	0
Hotel/Motel (No Voucher)	1
House/Condo/Apartment Owned by Guest	0
Living with Family	0
Living with Friends	3
Place Not Meant for Habitation	0
Rental House/Apartment	0

**Income and Benefit Assistance of Guests Visiting Agency or Accessing Services**

Source	Value
Employment/Job	
Yes	3
No	2
Child Support	
Receive Support from Other People	
Yes	1
No	3
Ohio Works First (OWF)	
Yes	0
No	5
Unemployment Benefits	
Yes	0
No	5
Social Security Retirement Benefits	
Yes	0
No	5
Social Security Disability Benefits	
Yes	1
No	4
Supplemental Assistance Program/Electronic Benefit Card (SNAP/EBT)	
Yes	1
No	4
Government Medical Assistance	
Yes	2
No	3

## BGSU Financial Aid

BGSU Financial Aid served PHC guests by attempting to answer the questions they had about accessing the different financial aid opportunities available to them for additional education and job training. BGSU Financial Aid is located at 231 Administration Building, Bowling Green State University, Bowling Green, OH, 43403. The department can also be reached on the phone at (419) 372-2651, or by fax at (419) 372-0404. BGSU Financial Aid can also be found on the web at <http://www.bgsu.edu/offices/sfa/>.

### Characteristics of Guests Visiting Agency or Accessing Services

Attribute	Value
Average Age	36
Average Number of PHC Services Guests Wished to Connect With	6
Gender	
Females	4
Males	0
Transgender	0
Veterans	0
Marital Status	
Single	1
Married	0
Divorced or Separated	3
Widowed or Other	0
Type of Household	
Adult Only	1
Adults and Minor Children	3
Unaccompanied Minor	0
Disabled Adults or Children In Home	1
Race/Ethnicity	
White/Non-Hispanic	4
Other/Non-Hispanic	0
Hispanic/Latino Ethnicity	0
Have Reliable Transportation	
Yes	3
No	1



**Home/Living Characteristics of Guests Visiting Agency or Accessing Services**

Category	Value
Currently Homeless	0
Been Homeless at Least Once in Last 3 Years	4
Have Previous Eviction	1
Duration of Residency at Place Stayed Night Prior to PHC	
3 Months or Less	1
More than 3 Months but Less than 1 Year	1
1 Year or Longer	1
Where Stayed Night Prior to PHC	
Emergency Shelter	0
Hotel/Motel (No Voucher)	0
House/Condo/Apartment Owned by Guest	2
Living with Family	0
Living with Friends	0
Place Not Meant for Habitation	0
Rental House/Apartment	1

**Income and Benefit Assistance of Guests Visiting Agency or Accessing Services**

Source	Value
Employment/Job	
Yes	0
No	4
Child Support	1
Receive Support from Other People	
Yes	0
No	4
Ohio Works First (OWF)	
Yes	2
No	2
Unemployment Benefits	
Yes	0
No	4
Social Security Retirement Benefits	
Yes	0
No	3
Social Security Disability Benefits	
Yes	2
No	2
Supplemental Assistance Program/Electronic Benefit Card (SNAP/EBT)	
Yes	2
No	1
Government Medical Assistance	
Yes	3
No	1

## BGSU Speech and Hearing Clinic

During Project Homeless Connect, the BGSU Speech and Hearing Clinic provided free speech and hearing evaluations to guests who needed or wanted to get their speech and hearing checked. The mission of the BGSU Speech and Hearing Clinic is to provide diagnostic and remedial clinical experiences for students in Communication Sciences and Disorders, consistent with the standards of the American Speech-Language-Hearing Association (ASHA) and the Ohio Board of Speech-Language Pathology and Audiology (OBSLPA). The clinic provides diagnostic and remedial speech, language and hearing services to the general public, and to the University community, consistent with the ASHA and OBSLPA standards. The BGSU Speech and Hearing Clinic is located at Bowling Green State University, 200 Health Center Building, Bowling Green, OH, 43403 and the clinic can be contacted by phone at (419) 372-2515 or faxed at (419) 372-8089. More information is available at [www.bgsu.edu/departments/cdis/page36189](http://www.bgsu.edu/departments/cdis/page36189).

### Characteristics of Guests Visiting Agency or Accessing Services

Attribute	Value
Average Age	49
Average Number of PHC Services Guests Wished to Connect With	7
Gender	
Females	4
Males	4
Transgender	0
Veterans	
Marital Status	
Single	5
Married	1
Divorced or Separated	1
Widowed or Other	0
Type of Household	
Adult Only	6
Adults and Minor Children	1
Unaccompanied Minor	1
Disabled Adults or Children In Home	3
Race/Ethnicity	
White/Non-Hispanic	7
Other/Non-Hispanic	1
Hispanic/Latino Ethnicity	1
Have Reliable Transportation	
Yes	6
No	1



**Home/Living Characteristics of Guests Visiting Agency or Accessing Services**

Category	Value
Currently Homeless	2
Been Homeless at Least Once in Last 3 Years	3
Have Previous Eviction	3
Duration of Residency at Place Stayed Night Prior to PHC	
3 Months or Less	2
More than 3 Months but Less than 1 Year	0
1 Year or Longer	3
Where Stayed Night Prior to PHC	
Emergency Shelter	0
Hotel/Motel (No Voucher)	1
House/Condo/Apartment Owned by Guest	0
Living with Family	0
Living with Friends	1
Place Not Meant for Habitation	0
Rental House/Apartment	3

**Income and Benefit Assistance of Guests Visiting Agency or Accessing Services**

Source	Value
Employment/Job	
Yes	0
No	8
Child Support	
Receive Support from Other People	
Yes	1
No	7
Ohio Works First (OWF)	
Yes	0
No	7
Unemployment Benefits	
Yes	0
No	8
Social Security Retirement Benefits	
Yes	2
No	6
Social Security Disability Benefits	
Yes	6
No	2
Supplemental Assistance Program/Electronic Benefit Card (SNAP/EBT)	
Yes	4
No	3
Government Medical Assistance	
Yes	6
No	2



## Bowling Green Police Division

During the Project Homeless Connect event, the Bowling Green Police Division provided guests with information regarding police services. The mission of the Bowling Green Police Division is to improve the quality of life experienced in the City's neighborhoods, to involve the community in decisions which directly affect them and to provide the necessary services identified by the community as important. The Bowling Green Police Division is located at 175 W. Wooster St., Bowling Green, OH, 43403, and contact can be made by phone to their non-emergency number (419) 352-8775. More information is also available at [www.bowlinggreenpolice.org](http://www.bowlinggreenpolice.org).

### Characteristics of Guests Visiting Agency or Accessing Services

Attribute	Value
Average Age	54
Average Number of PHC Services Guests Wished to Connect With	10
Gender	
Females	1
Males	1
Transgender	0
Veterans	0
Marital Status	
Single	1
Married	1
Divorced or Separated	0
Widowed or Other	0
Type of Household	
Adult Only	2
Adults and Minor Children	0
Unaccompanied Minor	0
Disabled Adults or Children In Home	1
Race/Ethnicity	
White/Non-Hispanic	2
Other/Non-Hispanic	0
Hispanic/Latino Ethnicity	0
Have Reliable Transportation	
Yes	0
No	2



**Home/Living Characteristics of Guests Visiting Agency or Accessing Services**

Category	Value
Currently Homeless	0
Been Homeless at Least Once in Last 3 Years	0
Have Previous Eviction	0
Duration of Residency at Place Stayed Night Prior to PHC	
3 Months or Less	1
More than 3 Months but Less than 1 Year	0
1 Year or Longer	1
Where Stayed Night Prior to PHC	
Emergency Shelter	0
Hotel/Motel (No Voucher)	0
House/Condo/Apartment Owned by Guest	1
Living with Family	0
Living with Friends	0
Place Not Meant for Habitation	0
Rental House/Apartment	0

**Income and Benefit Assistance of Guests Visiting Agency or Accessing Services**

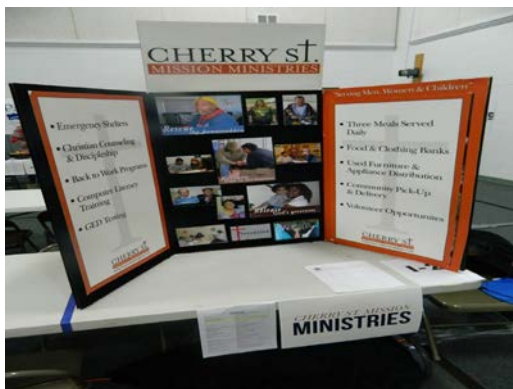
Source	Value
Employment/Job	
Yes	0
No	2
Child Support	0
Receive Support from Other People	
Yes	0
No	2
Ohio Works First (OWF)	
Yes	0
No	2
Unemployment Benefits	
Yes	0
No	2
Social Security Retirement Benefits	
Yes	0
No	2
Social Security Disability Benefits	
Yes	2
No	0
Supplemental Assistance Program/Electronic Benefit Card (SNAP/EBT)	
Yes	2
No	0
Government Medical Assistance	
Yes	1
No	1

## Cherry Street Mission Ministries

Cherry Street Mission Ministries had a table at PHC with information about both their agency and the Hope House. Cherry Street also assists in providing food to the homeless and clothing to the needy as well as providing employment services and job training, housing help, and healthcare. Cherry Street Mission Ministries is located at 105-17th Street Toledo, OH, 43604, and can be reached by phone at (419) 242-5141. More information is also available at [www.cherrystreetmission.org](http://www.cherrystreetmission.org).

### Characteristics of Guests Visiting Agency or Accessing Services

Attribute	Value
Average Age	41
Average Number of PHC Services Guests Wished to Connect With	8
Gender	
Females	3
Males	2
Transgender	0
Veterans	0
Marital Status	
Single	3
Married	0
Divorced or Separated	0
Widowed or Other	1
Type of Household	
Adult Only	4
Adults and Minor Children	1
Unaccompanied Minor	0
Disabled Adults or Children In Home	0
Race/Ethnicity	
White/Non-Hispanic	3
Other/Non-Hispanic	2
Hispanic/Latino Ethnicity	0
Have Reliable Transportation	
Yes	2
No	3



**Home/Living Characteristics of Guests Visiting Agency or Accessing Services**

Category	Value
Currently Homeless	3
Been Homeless at Least Once in Last 3 Years	3
Have Previous Eviction	1
Duration of Residency at Place Stayed Night Prior to PHC	
3 Months or Less	3
More than 3 Months but Less than 1 Year	1
1 Year or Longer	1
Where Stayed Night Prior to PHC	
Emergency Shelter	0
Hotel/Motel (No Voucher)	1
House/Condo/Apartment Owned by Guest	0
Living with Family	0
Living with Friends	1
Place Not Meant for Habitation	1
Rental House/Apartment	1

**Income and Benefit Assistance of Guests Visiting Agency or Accessing Services**

Source	Value
Employment/Job	
Yes	0
No	5
Child Support	
Receive Support from Other People	
Yes	0
No	5
Ohio Works First (OWF)	
Yes	0
No	5
Unemployment Benefits	
Yes	0
No	5
Social Security Retirement Benefits	
Yes	1
No	3
Social Security Disability Benefits	
Yes	1
No	4
Supplemental Assistance Program/Electronic Benefit Card (SNAP/EBT)	
Yes	1
No	4
Government Medical Assistance	
Yes	1
No	4

## Children's Resource Center

At the PHC event, the Children's Resource Center provided child care, young children's activities, social and behavioral screenings for children 6+, depression and suicide risk screenings for adolescents, service education, and intakes. Services are open to those 24 years of age and younger. There is no need to call ahead, as CRC accepts walk-ins. Costs are based on income and some may be covered by Medicaid.

Services offered by the CRC include: outpatient treatment program, intensive outpatient treatment program, dual-diagnosis treatment, group therapy, individual counseling, relapse prevention, aftercare, home-based and school-based services, crisis intervention, partial hospitalization, assessment and evaluation, intensive home services, critical incident response, short-term residential service (outpatient), group counseling, pharmacological management, behavioral therapy, and case management. Children's Resource Center is located at 1045 Klotz Road, Bowling Green, OH, 43402. Contact by phone can be made by calling either (419) 352-7588 or (888) 466-5437. More information is also available at [www.crcwoodcounty.org](http://www.crcwoodcounty.org).

### Characteristics of Guests Visiting Agency or Accessing Services

Attribute	Value
Average Age	34
Average Number of PHC Services Guests Wished to Connect With	6
Gender	
Females	17
Males	4
Transgender	1
Veterans	1
Marital Status	
Single	8
Married	5
Divorced or Separated	8
Widowed or Other	1
Type of Household	
Adult Only	9
Adults and Minor Children	13
Unaccompanied Minor	0
Disabled Adults or Children In Home	7
Race/Ethnicity	
White/Non-Hispanic	15
Other/Non-Hispanic	5
Hispanic/Latino Ethnicity	3
Have Reliable Transportation	
Yes	16
No	6



### Home/Living Characteristics of Guests Visiting Agency or Accessing Services

Category	Value
Currently Homeless	10
Been Homeless at Least Once in Last 3 Years	13
Have Previous Eviction	5
Duration of Residency at Place Stayed Night Prior to PHC	
3 Months or Less	11
More than 3 Months but Less than 1 Year	1
1 Year or Longer	10
Where Stayed Night Prior to PHC	
Emergency Shelter	1
Hotel/Motel (No Voucher)	0
House/Condo/Apartment Owned by Guest	6
Living with Family	3
Living with Friends	4
Place Not Meant for Habitation	1
Rental House/Apartment	5

### Income and Benefit Assistance of Guests Visiting Agency or Accessing Services

Source	Value
Employment/Job	
Yes	6
No	16
Child Support	4
Receive Support from Other People	
Yes	1
No	19
Ohio Works First (OWF)	
Yes	3
No	19
Unemployment Benefits	
Yes	1
No	21
Social Security Retirement Benefits	
Yes	1
No	20
Social Security Disability Benefits	
Yes	9
No	13
Supplemental Assistance Program/Electronic Benefit Card (SNAP/EBT)	
Yes	13
No	9
Government Medical Assistance	
Yes	13
No	9

## The Cocoon Shelter

The Cocoon Shelter advocates for victims of domestic violence, and at PHC they provided information about their services and eligibility assessments they offer. Services offered by the Cocoon Shelter include offering Emergency Safe Housing to those who identify as victims of domestic violence by providing them with emergency housing, temporary shelter, or housing connections. The Cocoon Shelter also provides advocacy services that provide support and crisis intervention as well as link victims to safety and goal setting services. The Cocoon Shelter's Economic Empowerment Group helps those individuals who identify as a domestic violence victims to develop the tools to become self-sufficient. Any individual seeking to contact The Cocoon Shelter can do so by calling them at either (419)373-1730 or the 24-hour crisis hotline at (419) 352-1545 or (800) 472-9411, or by sending them an e-mail through their website at [www.cocoonshelter.org](http://www.cocoonshelter.org). Due to the nature of this service, a direct address is unavailable for publication.

### Characteristics of Guests Visiting Agency or Accessing Services

Attribute	Value
Average Age	26
Average Number of PHC Services Guests Wished to Connect With	12
Gender	
Females	2
Males	0
Transgender	0
Veterans	0
Marital Status	
Single	1
Married	0
Divorced or Separated	1
Widowed or Other	0
Type of Household	
Adult Only	1
Adults and Minor Children	1
Unaccompanied Minor	0
Disabled Adults or Children In Home	0
Race/Ethnicity	
White/Non-Hispanic	1
Other/Non-Hispanic	1
Hispanic/Latino Ethnicity	1
Have Reliable Transportation	
Yes	1
No	1



**Home/Living Characteristics of Guests Visiting Agency or Accessing Services**

Category	Value
Currently Homeless	1
Been Homeless at Least Once in Last 3 Years	2
Have Previous Eviction	1
Duration of Residency at Place Stayed Night Prior to PHC	
3 Months or Less	2
More than 3 Months but Less than 1 Year	0
1 Year or Longer	0
Where Stayed Night Prior to PHC	
Emergency Shelter	0
Hotel/Motel (No Voucher)	0
House/Condo/Apartment Owned by Guest	1
Living with Family	0
Living with Friends	1
Place Not Meant for Habitation	0
Rental House/Apartment	0

**Income and Benefit Assistance of Guests Visiting Agency or Accessing Services**

Source	Value
Employment/Job	
Yes	1
No	1
Child Support	0
Receive Support from Other People	
Yes	0
No	1
Ohio Works First (OWF)	
Yes	1
No	1
Unemployment Benefits	
Yes	0
No	2
Social Security Retirement Benefits	
Yes	0
No	1
Social Security Disability Benefits	
Yes	0
No	2
Supplemental Assistance Program/Electronic Benefit Card (SNAP/EBT)	
Yes	1
No	1
Government Medical Assistance	
Yes	2
No	0



## Consortium of NW Ohio Housing Authorities

Consortium of Northwest Ohio Housing Authorities provided information to PHC attendees regarding HUD Section 8 rental assistance. The Consortium of NW Ohio Housing Authorities also assists with helping people find affordable housing and rental payment assistance. The Consortium of NW Ohio Housing Authorities is located at 1044 Chelsea Avenue, Napoleon, OH, 43545, and Director Brian Horst can be phoned at (419) 592-1735 or faxed at (419) 592-1759.

### Characteristics of Guests Visiting Agency or Accessing Services

Attribute	Value
Average Age	36
Average Number of PHC Services Guests Wished to Connect With	7
Gender	
Females	20
Males	9
Transgender	0
Veterans	9
Marital Status	
Single	17
Married	4
Divorced or Separated	5
Widowed or Other	0
Type of Household	
Adult Only	10
Adults and Minor Children	17
Unaccompanied Minor	1
Disabled Adults or Children In Home	11
Race/Ethnicity	
White/Non-Hispanic	22
Other/Non-Hispanic	6
Hispanic/Latino Ethnicity	6
Have Reliable Transportation	
Yes	15
No	11



**Home/Living Characteristics of Guests Visiting Agency or Accessing Services**

Category	Value
Currently Homeless	17
Been Homeless at Least Once in Last 3 Years	10
Have Previous Eviction	7
Duration of Residency at Place Stayed Night Prior to PHC	
3 Months or Less	12
More than 3 Months but Less than 1 Year	5
1 Year or Longer	10
Where Stayed Night Prior to PHC	
Emergency Shelter	
Hotel/Motel (No Voucher)	5
House/Condo/Apartment Owned by Guest	0
Living with Family	2
Living with Friends	6
Place Not Meant for Habitation	3
Rental House/Apartment	8

**Income and Benefit Assistance of Guests Visiting Agency or Accessing Services**

Source	Value
Employment/Job	
Yes	7
No	20
Child Support	2
Receive Support from Other People	
Yes	3
No	24
Ohio Works First (OWF)	
Yes	1
No	26
Unemployment Benefits	
Yes	3
No	25
Social Security Retirement Benefits	
Yes	1
No	25
Social Security Disability Benefits	
Yes	6
No	21
Supplemental Assistance Program/Electronic Benefit Card (SNAP/EBT)	
Yes	17
No	21
Government Medical Assistance	
Yes	14
No	13

## DebtTech Financial Solutions

As a part of the services present for PHC guests, DebtTech Financial Solutions provided information on budget counseling and debt relief. DebtTech Financial Solutions also assists clients with financial counseling, loan modification, debt relief, money management, and bankruptcy. DFS is located at 8146 Timothy Lane, Sylvania, Ohio, 43560, and can be reached by phone at (419) 318-9798 or by fax at 419-823-9175. More information can be found at [www.debttechonline.com](http://www.debttechonline.com).

### Characteristics of Guests Visiting Agency or Accessing Services

Attribute	Value
Average Age	43
Average Number of PHC Services Guests Wished to Connect With	7
Gender	
Females	9
Males	0
Transgender	0
Veterans	1
Marital Status	
Single	2
Married	2
Divorced or Separated	4
Widowed or Other	1
Type of Household	
Adult Only	4
Adults and Minor Children	5
Unaccompanied Minor	0
Disabled Adults or Children In Home	3
Race/Ethnicity	
White/Non-Hispanic	5
Other/Non-Hispanic	1
Hispanic/Latino Ethnicity	3
Have Reliable Transportation	
Yes	9
No	0



**Home/Living Characteristics of Guests Visiting Agency or Accessing Services**

Category	Value
Currently Homeless	3
Been Homeless at Least Once in Last 3 Years	2
Have Previous Eviction	1
Duration of Residency at Place Stayed Night Prior to PHC	
3 Months or Less	3
More than 3 Months but Less than 1 Year	0
1 Year or Longer	5
Where Stayed Night Prior to PHC	
Emergency Shelter	1
Hotel/Motel (No Voucher)	0
House/Condo/Apartment Owned by Guest	0
Living with Family	1
Living with Friends	1
Place Not Meant for Habitation	0
Rental House/Apartment	3

**Income and Benefit Assistance of Guests Visiting Agency or Accessing Services**

Source	Value
Employment/Job	
Yes	2
No	6
Child Support	2
Receive Support from Other People	
Yes	1
No	7
Ohio Works First (OWF)	
Yes	0
No	9
Unemployment Benefits	
Yes	1
No	8
Social Security Retirement Benefits	
Yes	1
No	8
Social Security Disability Benefits	
Yes	5
No	4
Supplemental Assistance Program/Electronic Benefit Card (SNAP/EBT)	
Yes	6
No	3
Government Medical Assistance	
Yes	7
No	2

## Family Service Counseling Center

The Family Service Counseling Center provided screenings and referrals during the PHC event. The Family Service Counseling Center also provides services such as stress management, bereavement, parent/child conflicts, depression, anxiety, marital conflict, child behavior problems, sexual abuse, divorce, and domestic violence trauma. The Family Service Counseling Center is located at 1084 South Main Street, Suite A, Bowling Green, OH, 43402, and can be contacted by phone at (419) 352-4624.

### Characteristics of Guests Visiting Agency or Accessing Services

Attribute	Value
Average Age	30
Average Number of PHC Services Guests Wished to Connect With	5
Gender	
Females	2
Males	1
Transgender	0
Veterans	
Marital Status	
Single	1
Married	0
Divorced or Separated	1
Widowed or Other	1
Type of Household	
Adult Only	1
Adults and Minor Children	2
Unaccompanied Minor	0
Disabled Adults or Children In Home	0
Race/Ethnicity	
White/Non-Hispanic	1
Other/Non-Hispanic	2
Hispanic/Latino Ethnicity	0
Have Reliable Transportation	
Yes	3
No	0



**Home/Living Characteristics of Guests Visiting Agency or Accessing Services**

Category	Value
Currently Homeless	2
Been Homeless at Least Once in Last 3 Years	2
Have Previous Eviction	0
Duration of Residency at Place Stayed Night Prior to PHC	
3 Months or Less	2
More than 3 Months but Less than 1 Year	0
1 Year or Longer	1
Where Stayed Night Prior to PHC	
Emergency Shelter	1
Hotel/Motel (No Voucher)	0
House/Condo/Apartment Owned by Guest	1
Living with Family	1
Living with Friends	0
Place Not Meant for Habitation	0
Rental House/Apartment	0

**Income and Benefit Assistance of Guests Visiting Agency or Accessing Services**

Source	Value
Employment/Job	
Yes	1
No	2
Child Support	1
Receive Support from Other People	
Yes	1
No	1
Ohio Works First (OWF)	
Yes	0
No	3
Unemployment Benefits	
Yes	0
No	3
Social Security Retirement Benefits	
Yes	0
No	3
Social Security Disability Benefits	
Yes	0
No	3
Supplemental Assistance Program/Electronic Benefit Card (SNAP/EBT)	
Yes	2
No	1
Government Medical Assistance	
Yes	2
No	1

## Groth & Associates

Groth & Associates provided answers to any legal questions that PHC clients had. Groth & Associates also assists in legal help in the realms of criminal law, family law, personal injury, collections, medical malpractice, house closings, custody/support, trusts, estates and wills, OMVI, business law, real estate, and bankruptcy. The Groth & Associates Law Office is located at 118 N. Main St, Bowling Green, OH, 43402, and can be reached by phone at (419) 353-4200. More information can be found at [www.grothlaw.com](http://www.grothlaw.com).

### Characteristics of Guests Visiting Agency or Accessing Services

Attribute	Value
Average Age	48
Average Number of PHC Services Guests Wished to Connect With	6
Gender	
Females	8
Males	1
Transgender	0
Veterans	
Marital Status	
Single	2
Married	0
Divorced or Separated	5
Widowed or Other	1
Type of Household	
Adult Only	4
Adults and Minor Children	4
Unaccompanied Minor	0
Disabled Adults or Children In Home	2
Race/Ethnicity	
White/Non-Hispanic	3
Other/Non-Hispanic	2
Hispanic/Latino Ethnicity	2
Have Reliable Transportation	
Yes	5
No	3



**Home/Living Characteristics of Guests Visiting Agency or Accessing Services**

Category	Value
Currently Homeless	2
Been Homeless at Least Once in Last 3 Years	3
Have Previous Eviction	4
Duration of Residency at Place Stayed Night Prior to PHC	
3 Months or Less	1
More than 3 Months but Less than 1 Year	1
1 Year or Longer	5
Where Stayed Night Prior to PHC	
Emergency Shelter	0
Hotel/Motel (No Voucher)	0
House/Condo/Apartment Owned by Guest	1
Living with Family	1
Living with Friends	0
Place Not Meant for Habitation	0
Rental House/Apartment	4

**Income and Benefit Assistance of Guests Visiting Agency or Accessing Services**

Source	Value
Employment/Job	
Yes	3
No	6
Child Support	0
Receive Support from Other People	
Yes	0
No	8
Ohio Works First (OWF)	
Yes	0
No	8
Unemployment Benefits	
Yes	0
No	8
Social Security Retirement Benefits	
Yes	0
No	8
Social Security Disability Benefits	
Yes	5
No	3
Supplemental Assistance Program/Electronic Benefit Card (SNAP/EBT)	
Yes	5
No	3
Government Medical Assistance	
Yes	6
No	3



## Haircuts

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

### Characteristics of Guests Visiting Agency or Accessing Services

Attribute	Value
Average Age	41
Average Number of PHC Services Guests Wished to Connect With	5
Gender	
Females	33
Males	10
Transgender	0
Veterans	3
Marital Status	
Single	12
Married	13
Divorced or Separated	12
Widowed or Other	3
Type of Household	
Adult Only	21
Adults and Minor Children	20
Unaccompanied Minor	1
Disabled Adults or Children In Home	20
Race/Ethnicity	
White/Non-Hispanic	33
Other/Non-Hispanic	7
Hispanic/Latino Ethnicity	6
Have Reliable Transportation	
Yes	23
No	18



### Home/Living Characteristics of Guests Visiting Agency or Accessing Services

Category	Value
Currently Homeless	10
Been Homeless at Least Once in Last 3 Years	12
Have Previous Eviction	10
Duration of Residency at Place Stayed Night Prior to PHC	
3 Months or Less	14
More than 3 Months but Less than 1 Year	4
1 Year or Longer	20
Where Stayed Night Prior to PHC	
Emergency Shelter	1
Hotel/Motel (No Voucher)	4
House/Condo/Apartment Owned by Guest	3
Living with Family	1
Living with Friends	3
Place Not Meant for Habitation	1
Rental House/Apartment	20

### Income and Benefit Assistance of Guests Visiting Agency or Accessing Services

Source	Value
Employment/Job	
Yes	10
No	33
Child Support	3
Receive Support from Other People	
Yes	4
No	39
Ohio Works First (OWF)	
Yes	0
No	42
Unemployment Benefits	
Yes	1
No	42
Social Security Retirement Benefits	
Yes	2
No	39
Social Security Disability Benefits	
Yes	21
No	20
Supplemental Assistance Program/Electronic Benefit Card (SNAP/EBT)	
Yes	26
No	16
Government Medical Assistance	
Yes	26
No	16

## Jobs1USA

During PHC, Jobs1USA offered job search and job location advice to PHC attendees. Jobs1USA is a national human resources provider, committed to workforce diversity, human dignity, personal respect, employee safety, and maintaining an open and trusting climate. Jobs1USA is located at 1084 South Main St., Suite C, Bowling Green, OH, 43402. The agency can be reached by phone at (419) 315-1998, or can be faxed at (419) 352-3515. More information on Jobs1USA is available on the web at <http://www.job1usa.com/>.

### Characteristics of Guests Visiting Agency or Accessing Services

Attribute	Value
Average Age	37
Average Number of PHC Services Guests Wished to Connect With	8
Gender	
Females	5
Males	7
Transgender	0
Veterans	1
Marital Status	
Single	5
Married	3
Divorced or Separated	3
Widowed or Other	
Type of Household	
Adult Only	7
Adults and Minor Children	5
Unaccompanied Minor	0
Disabled Adults or Children In Home	2
Race/Ethnicity	
White/Non-Hispanic	12
Other/Non-Hispanic	0
Hispanic/Latino Ethnicity	0
Have Reliable Transportation	
Yes	4
No	7



**Home/Living Characteristics of Guests Visiting Agency or Accessing Services**

Category	Value
Currently Homeless	6
Been Homeless at Least Once in Last 3 Years	1
Have Previous Eviction	3
Duration of Residency at Place Stayed Night Prior to PHC	
3 Months or Less	5
More than 3 Months but Less than 1 Year	1
1 Year or Longer	5
Where Stayed Night Prior to PHC	
Emergency Shelter	0
Hotel/Motel (No Voucher)	2
House/Condo/Apartment Owned by Guest	1
Living with Family	2
Living with Friends	1
Place Not Meant for Habitation	1
Rental House/Apartment	2

**Income and Benefit Assistance of Guests Visiting Agency or Accessing Services**

Source	Value
Employment/Job	
Yes	1
No	10
Child Support	1
Receive Support from Other People	
Yes	0
No	11
Ohio Works First (OWF)	
Yes	1
No	10
Unemployment Benefits	
Yes	3
No	9
Social Security Retirement Benefits	
Yes	0
No	11
Social Security Disability Benefits	
Yes	4
No	7
Supplemental Assistance Program/Electronic Benefit Card (SNAP/EBT)	
Yes	7
No	5
Government Medical Assistance	
Yes	5
No	7

## JobSolutions of Wood County

During PHC, JobSolutions of Wood County provided services related to job searching, cover letters, thank you letters, resumes, and interview help. JobSolutions of Wood County also provides employer/employee services, job postings, job fairs, and employment workshops/training. JobSolutions of Wood County is located at 1928 E. Gypsy Lane Rd, Bowling Green, OH, 43402, and also receives mail at P.O. Box 679, Bowling Green, OH 43402. The service can be reached by phone at (419) 352-7566 or (888) 282-1118, by email at [dewitm@odjfs.state.oh.us](mailto:dewitm@odjfs.state.oh.us), or by fax at (419) 352-1805. More information can also be found at <http://jobsolutions.net/>.

### Characteristics of Guests Visiting Agency or Accessing Services

Attribute	Value
Average Age	36
Average Number of PHC Services Guests Wished to Connect With	6
Gender	
Females	26
Males	11
Transgender	0
Veterans	3
Marital Status	
Single	18
Married	10
Divorced or Separated	5
Widowed or Other	1
Type of Household	
Adult Only	13
Adults and Minor Children	20
Unaccompanied Minor	1
Disabled Adults or Children In Home	15
Race/Ethnicity	
White/Non-Hispanic	27
Other/Non-Hispanic	8
Hispanic/Latino Ethnicity	9
Have Reliable Transportation	
Yes	23
No	12



**Home/Living Characteristics of Guests Visiting Agency or Accessing Services**

Category	Value
Currently Homeless	15
Been Homeless at Least Once in Last 3 Years	14
Have Previous Eviction	8
Duration of Residency at Place Stayed Night Prior to PHC	
3 Months or Less	17
More than 3 Months but Less than 1 Year	6
1 Year or Longer	11
Where Stayed Night Prior to PHC	
Emergency Shelter	0
Hotel/Motel (No Voucher)	6
House/Condo/Apartment Owned by Guest	6
Living with Family	1
Living with Friends	5
Place Not Meant for Habitation	2
Rental House/Apartment	7

**Income and Benefit Assistance of Guests Visiting Agency or Accessing Services**

Source	Value
Employment/Job	
Yes	15
No	20
Child Support	4
Receive Support from Other People	
Yes	4
No	29
Ohio Works First (OWF)	
Yes	2
No	32
Unemployment Benefits	
Yes	3
No	32
Social Security Retirement Benefits	
Yes	2
No	29
Social Security Disability Benefits	
Yes	8
No	24
Supplemental Assistance Program/Electronic Benefit Card (SNAP/EBT)	
Yes	22
No	15
Government Medical Assistance	
Yes	18
No	18

## 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. 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://facebook.com/LaConexionDeWoodCounty) or by the web at <http://laconexionwc.wordpress.com/>

### Characteristics of Guests Visiting Agency or Accessing Services

Attribute	Value
Average Age	17
Average Number of PHC Services Guests Wished to Connect With	4
Gender	
Females	1
Males	0
Transgender	0
Veterans	
Marital Status	
Single	1
Married	0
Divorced or Separated	0
Widowed or Other	0
Type of Household	
Adult Only	0
Adults and Minor Children	1
Unaccompanied Minor	0
Disabled Adults or Children In Home	0
Race/Ethnicity	
White/Non-Hispanic	0
Other/Non-Hispanic	0
Hispanic/Latino Ethnicity	1
Have Reliable Transportation	
Yes	0
No	1



**Home/Living Characteristics of Guests Visiting Agency or Accessing Services**

Category	Value
Currently Homeless	1
Been Homeless at Least Once in Last 3 Years	0
Have Previous Eviction	0
Duration of Residency at Place Stayed Night Prior to PHC	
3 Months or Less	1
More than 3 Months but Less than 1 Year	0
1 Year or Longer	0
Where Stayed Night Prior to PHC	
Emergency Shelter	0
Hotel/Motel (No Voucher)	0
House/Condo/Apartment Owned by Guest	0
Living with Family	0
Living with Friends	1
Place Not Meant for Habitation	0
Rental House/Apartment	0

**Income and Benefit Assistance of Guests Visiting Agency or Accessing Services**

Source	Value
Employment/Job	
Yes	0
No	1
Child Support	0
Receive Support from Other People	
Yes	0
No	1
Ohio Works First (OWF)	
Yes	0
No	1
Unemployment Benefits	
Yes	0
No	1
Social Security Retirement Benefits	
Yes	0
No	1
Social Security Disability Benefits	
Yes	0
No	1
Supplemental Assistance Program/Electronic Benefit Card (SNAP/EBT)	
Yes	0
No	1
Government Medical Assistance	
Yes	0
No	1



## Matthews Integrative Therapies

At the PHC event, Matthews Integrative Therapies provided mini-sessions for craniosacral therapy. Jeanne Matthews not only offers craniosacral therapy, but also specializes in occupational therapy, therapy for newborns, therapy for adults, myofascial release, and therapy incorporating essential therapeutic oils. Matthews Integrative Therapies is located at 1236 W. Wooster, Suite C, Bowling Green, OH, 43402, and can be reached by phone at (419) 308-5622 or by email at [therapymatthews@gmail.com](mailto:therapymatthews@gmail.com).

### Characteristics of Guests Visiting Agency or Accessing Services

Attribute	Value
Average Age	44
Average Number of PHC Services Guests Wished to Connect With	7
Gender	
Females	11
Males	5
Transgender	0
Veterans	3
Marital Status	
Single	7
Married	4
Divorced or Separated	3
Widowed or Other	1
Type of Household	
Adult Only	9
Adults and Minor Children	5
Unaccompanied Minor	1
Disabled Adults or Children In Home	4
Race/Ethnicity	
White/Non-Hispanic	13
Other/Non-Hispanic	1
Hispanic/Latino Ethnicity	1
Have Reliable Transportation	
Yes	8
No	7



**Home/Living Characteristics of Guests Visiting Agency or Accessing Services**

Category	Value
Currently Homeless	5
Been Homeless at Least Once in Last 3 Years	5
Have Previous Eviction	2
Duration of Residency at Place Stayed Night Prior to PHC	
3 Months or Less	4
More than 3 Months but Less than 1 Year	3
1 Year or Longer	6
Where Stayed Night Prior to PHC	
Emergency Shelter	0
Hotel/Motel (No Voucher)	1
House/Condo/Apartment Owned by Guest	3
Living with Family	0
Living with Friends	2
Place Not Meant for Habitation	1
Rental House/Apartment	6

**Income and Benefit Assistance of Guests Visiting Agency or Accessing Services**

Source	Value
Employment/Job	
Yes	4
No	12
Child Support	1
Receive Support from Other People	0
Yes	2
No	14
Ohio Works First (OWF)	
Yes	1
No	15
Unemployment Benefits	
Yes	0
No	16
Social Security Retirement Benefits	
Yes	0
No	15
Social Security Disability Benefits	
Yes	8
No	7
Supplemental Assistance Program/Electronic Benefit Card (SNAP/EBT)	
Yes	8
No	8
Government Medical Assistance	
Yes	11
No	5

## NAMI Wood County

During Project Homeless Connect, NAMI Wood County provided information, resources, and education on mental illness. NAMI Wood County is a tax-exempt, non-profit organization and is an affiliate of the National Alliance on Mental Illness (NAMI). They Offer free educational classes, support groups, and other programs addressing mental health for Bowling Green, OH, and all surrounding Wood County communities. NAMI Wood County is located at 419 Lehman Ave, Bowling Green, OH, 43402, and can be reached by phone at (419) 352-0626. More information is also available at [www.namiwoodcounty.org](http://www.namiwoodcounty.org).

### Characteristics of Guests Visiting Agency or Accessing Services

Attribute	Value
Average Age	48
Average Number of PHC Services Guests Wished to Connect With	8
Gender	
Females	1
Males	0
Transgender	0
Veterans	0
Marital Status	
Single	0
Married	0
Divorced or Separated	0
Widowed or Other	1
Type of Household	
Adult Only	1
Adults and Minor Children	0
Unaccompanied Minor	0
Disabled Adults or Children In Home	0
Race/Ethnicity	
White/Non-Hispanic	0
Other/Non-Hispanic	1
Hispanic/Latino Ethnicity	0
Have Reliable Transportation	
Yes	0
No	1



**Home/Living Characteristics of Guests Visiting Agency or Accessing Services**

Category	Value
Currently Homeless	0
Been Homeless at Least Once in Last 3 Years	1
Have Previous Eviction	0
Duration of Residency at Place Stayed Night Prior to PHC	
3 Months or Less	0
More than 3 Months but Less than 1 Year	1
1 Year or Longer	0
Where Stayed Night Prior to PHC	
Emergency Shelter	0
Hotel/Motel (No Voucher)	1
House/Condo/Apartment Owned by Guest	0
Living with Family	0
Living with Friends	0
Place Not Meant for Habitation	0
Rental House/Apartment	0

**Income and Benefit Assistance of Guests Visiting Agency or Accessing Services**

Source	Value
Employment/Job	
Yes	0
No	1
Child Support	0
Receive Support from Other People	
Yes	0
No	1
Ohio Works First (OWF)	
Yes	0
No	1
Unemployment Benefits	
Yes	0
No	1
Social Security Retirement Benefits	
Yes	0
No	1
Social Security Disability Benefits	
Yes	1
No	0
Supplemental Assistance Program/Electronic Benefit Card (SNAP/EBT)	
Yes	0
No	1
Government Medical Assistance	
Yes	0
No	1

## Pathstone

Pathstone provided job training and employment services at PHC. Pathstone also provides services in building family and individual self-sufficiency by strengthening farmworker, rural, and urban communities as well as promoting social justice through programs and advocacy. Pathstone is located at 2453 County Road V, Liberty Center, OH, 43532, and can be reached by phone at (419) 875-6654. More information is also available at [www.pathstone.org](http://www.pathstone.org).

### Characteristics of Guests Visiting Agency or Accessing Services

Attribute	Value
Average Age	52
Average Number of PHC Services Guests Wished to Connect With	8
Gender	
Females	3
Males	2
Transgender	0
Veterans	0
Marital Status	
Single	1
Married	2
Divorced or Separated	1
Widowed or Other	1
Type of Household	
Adult Only	2
Adults and Minor Children	3
Unaccompanied Minor	0
Disabled Adults or Children In Home	0
Race/Ethnicity	
White/Non-Hispanic	5
Other/Non-Hispanic	0
Hispanic/Latino Ethnicity	0
Have Reliable Transportation	
Yes	2
No	2



**Home/Living Characteristics of Guests Visiting Agency or Accessing Services**

Category	Value
Currently Homeless	3
Been Homeless at Least Once in Last 3 Years	1
Have Previous Eviction	1
Duration of Residency at Place Stayed Night Prior to PHC	
3 Months or Less	4
More than 3 Months but Less than 1 Year	0
1 Year or Longer	1
Where Stayed Night Prior to PHC	
Emergency Shelter	0
Hotel/Motel (No Voucher)	2
House/Condo/Apartment Owned by Guest	1
Living with Family	0
Living with Friends	1
Place Not Meant for Habitation	0
Rental House/Apartment	1

**Income and Benefit Assistance of Guests Visiting Agency or Accessing Services**

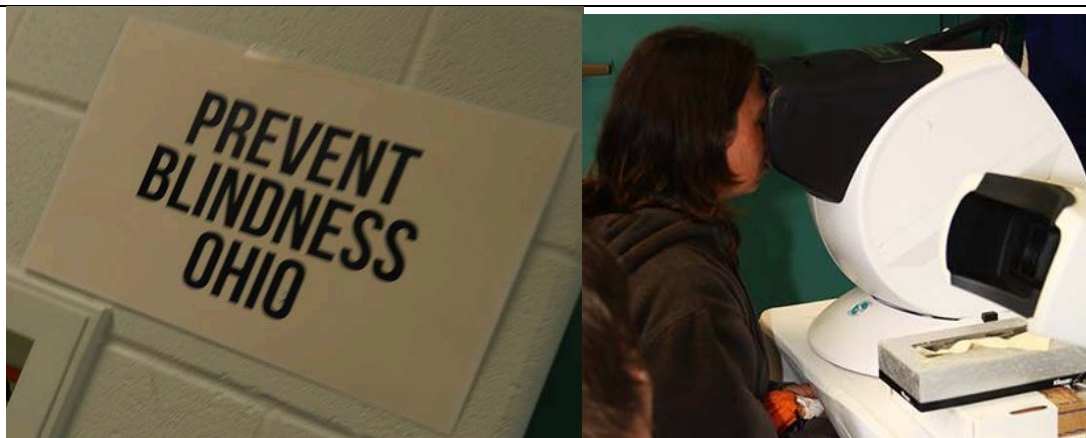
Source	Value
Employment/Job	
Yes	0
No	3
Child Support	1
Receive Support from Other People	
Yes	1
No	2
Ohio Works First (OWF)	
Yes	0
No	3
Unemployment Benefits	
Yes	1
No	3
Social Security Retirement Benefits	
Yes	0
No	2
Social Security Disability Benefits	
Yes	1
No	2
Supplemental Assistance Program/Electronic Benefit Card (SNAP/EBT)	
Yes	2
No	3
Government Medical Assistance	
Yes	3
No	2

## Prevent Blindness Ohio

Prevent Blindness Ohio provided clients with vision screenings on the day PHC was held. Prevent Blindness Ohio specializes in preventing blindness and preserving sight, eyecare/treatment, and free eye examinations to those who cannot afford them. Prevent Blindness Ohio's Northwest Chapter is located at 2200 Jefferson Ave., Suite 2020, Toledo, OH, 43604, and can be reached by phone at (419) 327-2020, faxed at (419) 327-2494, or emailed at richardm@pbohio.org. More information is also available at [www.preventblindness.org/ohio](http://www.preventblindness.org/ohio).

### Characteristics of Guests Visiting Agency or Accessing Services

Attribute	Value
Average Age	42
Average Number of PHC Services Guests Wished to Connect With	5
Gender	
Females	27
Males	14
Transgender	1
Veterans	3
Marital Status	
Single	18
Married	7
Divorced or Separated	13
Widowed or Other	2
Type of Household	
Adult Only	26
Adults and Minor Children	13
Unaccompanied Minor	2
Disabled Adults or Children In Home	9
Race/Ethnicity	
White/Non-Hispanic	35
Other/Non-Hispanic	4
Hispanic/Latino Ethnicity	3
Have Reliable Transportation	
Yes	26
No	14



**Home/Living Characteristics of Guests Visiting Agency or Accessing Services**

Category	Value
Currently Homeless	13
Been Homeless at Least Once in Last 3 Years	15
Have Previous Eviction	12
Duration of Residency at Place Stayed Night Prior to PHC	
3 Months or Less	16
More than 3 Months but Less than 1 Year	4
1 Year or Longer	19
Where Stayed Night Prior to PHC	
Emergency Shelter	0
Hotel/Motel (No Voucher)	3
House/Condo/Apartment Owned by Guest	6
Living with Family	4
Living with Friends	5
Place Not Meant for Habitation	2
Rental House/Apartment	14

**Income and Benefit Assistance of Guests Visiting Agency or Accessing Services**

Source	Value
Employment/Job	
Yes	12
No	30
Child Support	3
Receive Support from Other People	
Yes	5
No	37
Ohio Works First (OWF)	
Yes	3
No	39
Unemployment Benefits	
Yes	2
No	40
Social Security Retirement Benefits	
Yes	2
No	37
Social Security Disability Benefits	
Yes	15
No	26
Supplemental Assistance Program/Electronic Benefit Card (SNAP/EBT)	
Yes	20
No	22
Government Medical Assistance	
Yes	18
No	23



## Rebecca Walls, Licensed Massage Therapy

Rebecca Walls, Licensed Massage Therapist, provided massage therapy during the PHC event. Rebecca Walls, LMT, is a licensed massage therapist who provides "Swedish Massage", "Pressure Point Therapy", and other massage techniques. The benefits of massage are well-documented to assist with the treatment of joint pain associated with arthritis, circulatory and muscular tension and to induce a relaxation response in the body. Rebecca Walls is affiliated with the Heritage Corner Health Care Campus which is located at 1069 Klotz Rd., Bowling Green, OH, 43402, and can be reached by phone at (419) 353-3759 or by fax at (419) 728-7030. More information is available at [www.heritagecorner.com](http://www.heritagecorner.com).

### Characteristics of Guests Visiting Agency or Accessing Services

Attribute	Value
Average Age	41
Average Number of PHC Services Guests Wished to Connect With	7
Gender	
Females	15
Males	5
Transgender	0
Veterans	1
Marital Status	
Single	9
Married	3
Divorced or Separated	6
Widowed or Other	1
Type of Household	
Adult Only	9
Adults and Minor Children	8
Unaccompanied Minor	1
Disabled Adults or Children In Home	6
Race/Ethnicity	
White/Non-Hispanic	15
Other/Non-Hispanic	5
Hispanic/Latino Ethnicity	3
Have Reliable Transportation	
Yes	12
No	7



**Home/Living Characteristics of Guests Visiting Agency or Accessing Services**

Category	Value
Currently Homeless	7
Been Homeless at Least Once in Last 3 Years	7
Have Previous Eviction	6
Duration of Residency at Place Stayed Night Prior to PHC	
3 Months or Less	6
More than 3 Months but Less than 1 Year	2
1 Year or Longer	8
Where Stayed Night Prior to PHC	
Emergency Shelter	0
Hotel/Motel (No Voucher)	1
House/Condo/Apartment Owned by Guest	2
Living with Family	1
Living with Friends	4
Place Not Meant for Habitation	1
Rental House/Apartment	4

**Income and Benefit Assistance of Guests Visiting Agency or Accessing Services**

Source	Value
Employment/Job	
Yes	5
No	14
Child Support	3
Receive Support from Other People	0
Yes	3
No	15
Ohio Works First (OWF)	
Yes	0
No	19
Unemployment Benefits	
Yes	0
No	19
Social Security Retirement Benefits	
Yes	1
No	18
Social Security Disability Benefits	
Yes	7
No	11
Supplemental Assistance Program/Electronic Benefit Card (SNAP/EBT)	
Yes	12
No	9
Government Medical Assistance	
Yes	11
No	8

## Salvation Army

Throughout the PHC 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.

### Characteristics of Guests Visiting Agency or Accessing Services

Attribute	Value
Average Age	38
Average Number of PHC Services Guests Wished to Connect With	6
Gender	
Females	19
Males	3
Transgender	0
Veterans	1
Marital Status	
Single	6
Married	5
Divorced or Separated	7
Widowed or Other	3
Type of Household	
Adult Only	9
Adults and Minor Children	10
Unaccompanied Minor	1
Disabled Adults or Children In Home	8
Race/Ethnicity	
White/Non-Hispanic	18
Other/Non-Hispanic	4
Hispanic/Latino Ethnicity	3
Have Reliable Transportation	
Yes	16
No	4

**Home/Living Characteristics of Guests Visiting Agency or Accessing Services**

Category	Value
Currently Homeless	14
Been Homeless at Least Once in Last 3 Years	10
Have Previous Eviction	6
Duration of Residency at Place Stayed Night Prior to PHC	
3 Months or Less	14
More than 3 Months but Less than 1 Year	1
1 Year or Longer	6
Where Stayed Night Prior to PHC	
Emergency Shelter	1
Hotel/Motel (No Voucher)	3
House/Condo/Apartment Owned by Guest	1
Living with Family	2
Living with Friends	4
Place Not Meant for Habitation	2
Rental House/Apartment	5

**Income and Benefit Assistance of Guests Visiting Agency or Accessing Services**

Source	Value
Employment/Job	
Yes	7
No	13
Child Support	4
Receive Support from Other People	
Yes	2
No	18
Ohio Works First (OWF)	
Yes	0
No	20
Unemployment Benefits	
Yes	1
No	20
Social Security Retirement Benefits	
Yes	2
No	16
Social Security Disability Benefits	
Yes	5
No	14
Supplemental Assistance Program/Electronic Benefit Card (SNAP/EBT)	
Yes	11
No	11
Government Medical Assistance	
Yes	10
No	11

## Salvation Army Christmas

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

### Characteristics of Guests Visiting Agency or Accessing Services

Attribute	Value
Average Age	40
Average Number of PHC Services Guests Wished to Connect With	6
Gender	
Females	34
Males	8
Transgender	0
Veterans	1
Marital Status	
Single	18
Married	9
Divorced or Separated	10
Widowed or Other	3
Type of Household	
Adult Only	16
Adults and Minor Children	23
Unaccompanied Minor	1
Disabled Adults or Children In Home	15
Race/Ethnicity	
White/Non-Hispanic	29
Other/Non-Hispanic	10
Hispanic/Latino Ethnicity	6
Have Reliable Transportation	
Yes	27
No	13



**Home/Living Characteristics of Guests Visiting Agency or Accessing Services**

Category	Value
Currently Homeless	15
Been Homeless at Least Once in Last 3 Years	11
Have Previous Eviction	10
Duration of Residency at Place Stayed Night Prior to PHC	
3 Months or Less	13
More than 3 Months but Less than 1 Year	4
1 Year or Longer	21
Where Stayed Night Prior to PHC	
Emergency Shelter	0
Hotel/Motel (No Voucher)	5
House/Condo/Apartment Owned by Guest	4
Living with Family	5
Living with Friends	3
Place Not Meant for Habitation	0
Rental House/Apartment	15

**Income and Benefit Assistance of Guests Visiting Agency or Accessing Services**

Source	Value
Employment/Job	
Yes	14
No	26
Child Support	4
Receive Support from Other People	
Yes	6
No	32
Ohio Works First (OWF)	
Yes	4
No	34
Unemployment Benefits	
Yes	2
No	38
Social Security Retirement Benefits	
Yes	3
No	32
Social Security Disability Benefits	
Yes	14
No	24
Supplemental Assistance Program/Electronic Benefit Card (SNAP/EBT)	
Yes	27
No	15
Government Medical Assistance	
Yes	29
No	11

## Toledo Lucas County Health Department

During the PHC event, Toledo Lucas County Health Department provided HIV, blood glucose, and blood pressure testing. Toledo Lucas County Health Department strives to improve quality of life for all citizens through health promotion, disease and injury prevention, and the pursuit of a clean and safe environment. The public health nurses provide the general public with numerous services that include, but are not limited to, school-based public health nursing, communicable disease follow-up, newborn screenings, home visiting, and referrals and other information on a variety of health topics and services. The Toledo Lucas County Health Department is located at 635 N. Erie Street, in Toledo, OH, and is open Monday through Friday from 8 a.m. to 4:45 p.m. The facility can be contacted by phone at (419) 213-4113.

### Characteristics of Guests Visiting Agency or Accessing Services

Attribute	Value
Average Age	38
Average Number of PHC Services Guests Wished to Connect With	6
Gender	
Females	7
Males	2
Transgender	0
Veterans	0
Marital Status	
Single	4
Married	0
Divorced or Separated	4
Widowed or Other	0
Type of Household	
Adult Only	7
Adults and Minor Children	1
Unaccompanied Minor	0
Disabled Adults or Children In Home	2
Race/Ethnicity	
White/Non-Hispanic	8
Other/Non-Hispanic	1
Hispanic/Latino Ethnicity	2
Have Reliable Transportation	
Yes	5
No	4



**Home/Living Characteristics of Guests Visiting Agency or Accessing Services**

Category	Value
Currently Homeless	3
Been Homeless at Least Once in Last 3 Years	3
Have Previous Eviction	3
Duration of Residency at Place Stayed Night Prior to PHC	
3 Months or Less	2
More than 3 Months but Less than 1 Year	1
1 Year or Longer	3
Where Stayed Night Prior to PHC	
Emergency Shelter	0
Hotel/Motel (No Voucher)	0
House/Condo/Apartment Owned by Guest	2
Living with Family	0
Living with Friends	2
Place Not Meant for Habitation	1
Rental House/Apartment	2

**Income and Benefit Assistance of Guests Visiting Agency or Accessing Services**

Source	Value
Employment/Job	
Yes	2
No	7
Child Support	0
Receive Support from Other People	
Yes	1
No	7
Ohio Works First (OWF)	
Yes	1
No	8
Unemployment Benefits	
Yes	0
No	9
Social Security Retirement Benefits	
Yes	0
No	9
Social Security Disability Benefits	
Yes	5
No	4
Supplemental Assistance Program/Electronic Benefit Card (SNAP/EBT)	
Yes	5
No	3
Government Medical Assistance	
Yes	5
No	4

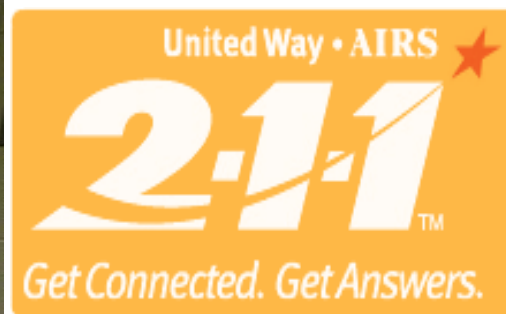
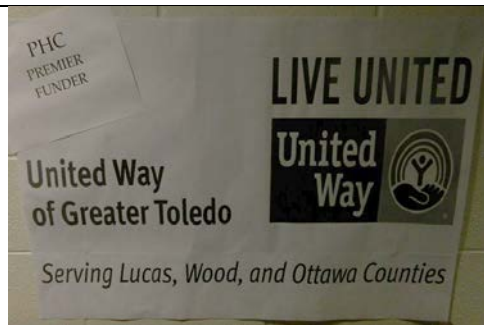


## United Way 2-1-1

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.

### Characteristics of Guests Visiting Agency or Accessing Services

Attribute	Value
Average Age	45
Average Number of PHC Services Guests Wished to Connect With	7
Gender	
Females	20
Males	8
Transgender	0
Veterans	3
Marital Status	
Single	10
Married	4
Divorced or Separated	11
Widowed or Other	2
Type of Household	
Adult Only	15
Adults and Minor Children	12
Unaccompanied Minor	1
Disabled Adults or Children In Home	8
Race/Ethnicity	
White/Non-Hispanic	20
Other/Non-Hispanic	6
Hispanic/Latino Ethnicity	1
Have Reliable Transportation	
Yes	20
No	7



**Home/Living Characteristics of Guests Visiting Agency or Accessing Services**

Category	Value
Currently Homeless	12
Been Homeless at Least Once in Last 3 Years	9
Have Previous Eviction	6
Duration of Residency at Place Stayed Night Prior to PHC	
3 Months or Less	10
More than 3 Months but Less than 1 Year	1
1 Year or Longer	15
Where Stayed Night Prior to PHC	
Emergency Shelter	1
Hotel/Motel (No Voucher)	3
House/Condo/Apartment Owned by Guest	5
Living with Family	2
Living with Friends	3
Place Not Meant for Habitation	2
Rental House/Apartment	8

**Income and Benefit Assistance of Guests Visiting Agency or Accessing Services**

Source	Value
Employment/Job	
Yes	8
No	18
Child Support	5
Receive Support from Other People	
Yes	2
No	23
Ohio Works First (OWF)	
Yes	1
No	24
Unemployment Benefits	
Yes	2
No	25
Social Security Retirement Benefits	
Yes	1
No	25
Social Security Disability Benefits	
Yes	12
No	14
Supplemental Assistance Program/Electronic Benefit Card (SNAP/EBT)	
Yes	14
No	14
Government Medical Assistance	
Yes	13
No	15

## Veterans Assistance Center

The Veterans Assistance Center assists members of the Armed Forces of the United States, veterans, and their families, in obtaining rights and benefits under any law of the United States or of Ohio, and they provided these services to PHC attendees as well. Benefits that the VAC may help veterans obtain include, but are not limited to: pension, compensation, outpatient medical center, vocational rehabilitation, correction of military records, burial allowances, insurance, and more. The Veterans Assistance Center also provides various services such as, providing veteran identification cards, transportation of veterans to VA Medical Centers, Employment Assistance, and the maintenance of a computer registry of all Wood County veterans. The Veterans Assistance Center is located at 1616 E. Wooster St., Unit 22, in Bowling Green, Ohio, and can be contacted through phone at (419) 354-9147 or fax at (419) 354-9148.

### Characteristics of Guests Visiting Agency or Accessing Services

Attribute	Value
Average Age	60
Average Number of PHC Services Guests Wished to Connect With	5
Gender	
Females	2
Males	1
Transgender	0
Veterans	2
Marital Status	
Single	1
Married	1
Divorced or Separated	1
Widowed or Other	0
Type of Household	
Adult Only	3
Adults and Minor Children	0
Unaccompanied Minor	0
Disabled Adults or Children In Home	0
Race/Ethnicity	
White/Non-Hispanic	3
Other/Non-Hispanic	0
Hispanic/Latino Ethnicity	0
Have Reliable Transportation	
Yes	3
No	0

**Home/Living Characteristics of Guests Visiting Agency or Accessing Services**

Category	Value
Currently Homeless	1
Been Homeless at Least Once in Last 3 Years	1
Have Previous Eviction	0
Duration of Residency at Place Stayed Night Prior to PHC	
3 Months or Less	0
More than 3 Months but Less than 1 Year	1
1 Year or Longer	0
Where Stayed Night Prior to PHC	
Emergency Shelter	0
Hotel/Motel (No Voucher)	0
House/Condo/Apartment Owned by Guest	0
Living with Family	0
Living with Friends	0
Place Not Meant for Habitation	1
Rental House/Apartment	0

**Income and Benefit Assistance of Guests Visiting Agency or Accessing Services**

Source	Value
Employment/Job	
Yes	0
No	3
Child Support	0
Receive Support from Other People	
Yes	0
No	3
Ohio Works First (OWF)	
Yes	0
No	3
Unemployment Benefits	
Yes	1
No	2
Social Security Retirement Benefits	
Yes	2
No	1
Social Security Disability Benefits	
Yes	1
No	2
Supplemental Assistance Program/Electronic Benefit Card (SNAP/EBT)	
Yes	2
No	1
Government Medical Assistance	
Yes	1
No	2

## Westhaven Apartments

At the PHC event, Westhaven Apartments provided information on low income housing. Westhaven Apartments offers affordable housing for low income seniors (who are 62 years or older) and people with disabilities. The goal of Westhaven is to provide quality, safe, and affordable homes for their residents. Westhaven offices are open Monday, Wednesday, and Friday from 9 a.m. until 4:30 p.m. and are located at 220 Sprigg St, in North Baltimore, OH, and they can be reached by phone at (419) 257-2717.

### Characteristics of Guests Visiting Agency or Accessing Services

Attribute	Value
Average Age	31
Average Number of PHC Services Guests Wished to Connect With	13
Gender	
Females	5
Males	1
Transgender	0
Veterans	1
Marital Status	
Single	2
Married	1
Divorced or Separated	2
Widowed or Other	0
Type of Household	
Adult Only	3
Adults and Minor Children	3
Unaccompanied Minor	0
Disabled Adults or Children In Home	3
Race/Ethnicity	
White/Non-Hispanic	5
Other/Non-Hispanic	1
Hispanic/Latino Ethnicity	2
Have Reliable Transportation	
Yes	3
No	3



**Home/Living Characteristics of Guests Visiting Agency or Accessing Services**

Category	Value
Currently Homeless	4
Been Homeless at Least Once in Last 3 Years	2
Have Previous Eviction	3
Duration of Residency at Place Stayed Night Prior to PHC	
3 Months or Less	3
More than 3 Months but Less than 1 Year	1
1 Year or Longer	1
Where Stayed Night Prior to PHC	
Emergency Shelter	0
Hotel/Motel (No Voucher)	0
House/Condo/Apartment Owned by Guest	0
Living with Family	0
Living with Friends	2
Place Not Meant for Habitation	1
Rental House/Apartment	2

**Income and Benefit Assistance of Guests Visiting Agency or Accessing Services**

Source	Value
Employment/Job	
Yes	2
No	3
Child Support	1
Receive Support from Other People	
Yes	1
No	3
Ohio Works First (OWF)	
Yes	0
No	5
Unemployment Benefits	
Yes	1
No	4
Social Security Retirement Benefits	
Yes	0
No	5
Social Security Disability Benefits	
Yes	1
No	4
Supplemental Assistance Program/Electronic Benefit Card (SNAP/EBT)	
Yes	4
No	2
Government Medical Assistance	
Yes	4
No	2

## Wood County Area Ministries (WAM)

Wood County Area Ministries provided clothing and personal care/toiletries to those in attendance at PHC 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. Three specific needs that they regularly help with are clothing, personal care/toiletries, and computers. **Clothing** is provided by both the Deacon's Shop of the First Presbyterian Church (Thursdays, 9:30a-11:30a, 419-352-5176), and UCF/The Common Good (M-F, 9a-9p, 419-806-4475). **Personal Care/Toiletries** are on a first-come first-serve basis at First United Methodist Church (419) 353-0682. **Computers** are available at Computers for Charity Turning Point UMC, an agency that can be contacted through their website at [www.computersforcharity@gmail.com](mailto:www.computersforcharity@gmail.com). Wood County Area Ministries (WAM) is based out of St. Mark's Lutheran Church at 315 S. College St., in Bowling Green, OH. This church can be reached by phone at (419) 352-1322, or by e-mail through their website at [www.woodcountyareaministries.org](http://www.woodcountyareaministries.org).

### Characteristics of Guests Visiting Agency or Accessing Services

Attribute	Value
Average Age	46
Average Number of PHC Services Guests Wished to Connect With	7
Gender	
Females	12
Males	5
Transgender	0
Veterans	2
Marital Status	
Single	7
Married	6
Divorced or Separated	1
Widowed or Other	2
Type of Household	
Adult Only	6
Adults and Minor Children	9
Unaccompanied Minor	1
Disabled Adults or Children In Home	7
Race/Ethnicity	
White/Non-Hispanic	13
Other/Non-Hispanic	4
Hispanic/Latino Ethnicity	1
Have Reliable Transportation	
Yes	11
No	6



**Home/Living Characteristics of Guests Visiting Agency or Accessing Services**

Category	Value
Currently Homeless	6
Been Homeless at Least Once in Last 3 Years	4
Have Previous Eviction	4
Duration of Residency at Place Stayed Night Prior to PHC	
3 Months or Less	6
More than 3 Months but Less than 1 Year	1
1 Year or Longer	8
Where Stayed Night Prior to PHC	
Emergency Shelter	0
Hotel/Motel (No Voucher)	3
House/Condo/Apartment Owned by Guest	4
Living with Family	0
Living with Friends	1
Place Not Meant for Habitation	0
Rental House/Apartment	4

**Income and Benefit Assistance of Guests Visiting Agency or Accessing Services**

Source	Value
Employment/Job	
Yes	5
No	11
Child Support	3
Receive Support from Other People	
Yes	0
No	15
Ohio Works First (OWF)	
Yes	2
No	14
Unemployment Benefits	
Yes	1
No	15
Social Security Retirement Benefits	
Yes	2
No	13
Social Security Disability Benefits	
Yes	7
No	7
Supplemental Assistance Program/Electronic Benefit Card (SNAP/EBT)	
Yes	12
No	5
Government Medical Assistance	
Yes	11
No	6



## Wood County Department of Job and Family Services

Throughout the PHC 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. **Food Assistance** is a program that allows unemployed individuals to obtain food stamps if requirements are met. These requirements may include forms on housing and income being verified and the process may take up to 30 days to verify. **Cash Assistance** is a service for unemployed individuals who are responsible for other family members and their online application is approved. The maximum length an individual can be on cash assistance is 36 months. The Wood County Job and Family Services organization is located at 1928 East Gypsy Lane Rd. in Bowling Green, Ohio. The facility can be contacted by phone at (419) 352-7566 or (888) 282-1118, and also by e-mail through their website at [www.woodcountyjfs.com](http://www.woodcountyjfs.com).

### Characteristics of Guests Visiting Agency or Accessing Services

Attribute	Value
Average Age	38
Average Number of PHC Services Guests Wished to Connect With	6
Gender	
Females	18
Males	8
Transgender	1
Veterans	2
Marital Status	
Single	12
Married	5
Divorced or Separated	6
Widowed or Other	1
Type of Household	
Adult Only	14
Adults and Minor Children	12
Unaccompanied Minor	1
Disabled Adults or Children In Home	8
Race/Ethnicity	
White/Non-Hispanic	17
Other/Non-Hispanic	9
Hispanic/Latino Ethnicity	6
Have Reliable Transportation	
Yes	18
No	7



**Home/Living Characteristics of Guests Visiting Agency or Accessing Services**

Category	Value
Currently Homeless	11
Been Homeless at Least Once in Last 3 Years	12
Have Previous Eviction	8
Duration of Residency at Place Stayed Night Prior to PHC	
3 Months or Less	18
More than 3 Months but Less than 1 Year	1
1 Year or Longer	6
Where Stayed Night Prior to PHC	
Emergency Shelter	0
Hotel/Motel (No Voucher)	4
House/Condo/Apartment Owned by Guest	2
Living with Family	3
Living with Friends	6
Place Not Meant for Habitation	0
Rental House/Apartment	7

**Income and Benefit Assistance of Guests Visiting Agency or Accessing Services**

Source	Value
Employment/Job	
Yes	8
No	18
Child Support	0
Receive Support from Other People	
Yes	4
No	20
Ohio Works First (OWF)	
Yes	0
No	25
Unemployment Benefits	
Yes	1
No	25
Social Security Retirement Benefits	
Yes	2
No	21
Social Security Disability Benefits	
Yes	5
No	20
Supplemental Assistance Program/Electronic Benefit Card (SNAP/EBT)	
Yes	11
No	16
Government Medical Assistance	
Yes	8
No	18

## Wood County District Library

Wood County District Library provided computers for PHC clients to use to search for jobs, check e-mail, or perform other computer needs. The Wood County District Library provides multiple services to the public such as monthly book discussions, test proctoring, the bookmobile, community reads, writing workshops, and youth community reads. The Wood County District Library is located at 251 N. Main Street in Bowling Green, OH, and can be contacted by phone at (419) 352-5104.

### Characteristics of Guests Visiting Agency or Accessing Services

Attribute	Value
Average Age	36
Average Number of PHC Services Guests Wished to Connect With	7
Gender	
Females	9
Males	2
Transgender	0
Veterans	0
Marital Status	
Single	5
Married	2
Divorced or Separated	3
Widowed or Other	1
Type of Household	
Adult Only	3
Adults and Minor Children	7
Unaccompanied Minor	1
Disabled Adults or Children In Home	2
Race/Ethnicity	
White/Non-Hispanic	8
Other/Non-Hispanic	3
Hispanic/Latino Ethnicity	0
Have Reliable Transportation	
Yes	9
No	1



**Home/Living Characteristics of Guests Visiting Agency or Accessing Services**

Category	Value
Currently Homeless	6
Been Homeless at Least Once in Last 3 Years	3
Have Previous Eviction	2
Duration of Residency at Place Stayed Night Prior to PHC	
3 Months or Less	6
More than 3 Months but Less than 1 Year	1
1 Year or Longer	4
Where Stayed Night Prior to PHC	
Emergency Shelter	1
Hotel/Motel (No Voucher)	1
House/Condo/Apartment Owned by Guest	1
Living with Family	2
Living with Friends	1
Place Not Meant for Habitation	1
Rental House/Apartment	0

**Income and Benefit Assistance of Guests Visiting Agency or Accessing Services**

Source	Value
Employment/Job	
Yes	2
No	8
Child Support	2
Receive Support from Other People	
Yes	1
No	9
Ohio Works First (OWF)	
Yes	1
No	9
Unemployment Benefits	
Yes	1
No	9
Social Security Retirement Benefits	
Yes	1
No	9
Social Security Disability Benefits	
Yes	4
No	6
Supplemental Assistance Program/Electronic Benefit Card (SNAP/EBT)	
Yes	6
No	5
Government Medical Assistance	
Yes	5
No	6

## Wood County Educational Service Center

The Wood County Educational Service Center provided educational information for the individuals that visited their table at PHC. The Wood County Educational Service Center is a program geared towards individuals under the age of 18 and services are based on a referral from the child's school. The primary focus of the program is to help at-risk kids find employment, help those involved in the program balance school and work, and help youths gain employment skills. There are various programs offered at this center including: youth employment programs, transitional youth programs, alternative learning center programs, and alcohol/tobacco/drug prevention. Services that are also offered along with the various programs consist of: resume writing, filling out applications, interview practice, job searches, GED preparation, tutoring, job skills assessments, and available computers to search for jobs and compile application materials. The Wood County Educational Service Center is located at 1867 North Research Drive in Bowling Green, OH. The center can be contacted via e-mail at [www.wood.k12.oh.us](http://www.wood.k12.oh.us) or by phone at (419) 354-9010.

### Characteristics of Guests Visiting Agency or Accessing Services

Attribute	Value
Average Age	49
Average Number of PHC Services Guests Wished to Connect With	7
Gender	
Females	1
Males	0
Transgender	1
Veterans	0
Marital Status	
Single	1
Married	0
Divorced or Separated	1
Widowed or Other	0
Type of Household	
Adult Only	0
Adults and Minor Children	2
Unaccompanied Minor	0
Disabled Adults or Children In Home	1
Race/Ethnicity	
White/Non-Hispanic	1
Other/Non-Hispanic	0
Hispanic/Latino Ethnicity	0
Have Reliable Transportation	
Yes	0
No	2



**Home/Living Characteristics of Guests Visiting Agency or Accessing Services**

Category	Value
Currently Homeless	0
Been Homeless at Least Once in Last 3 Years	2
Have Previous Eviction	0
Duration of Residency at Place Stayed Night Prior to PHC	
3 Months or Less	1
More than 3 Months but Less than 1 Year	0
1 Year or Longer	1
Where Stayed Night Prior to PHC	
Emergency Shelter	0
Hotel/Motel (No Voucher)	0
House/Condo/Apartment Owned by Guest	2
Living with Family	0
Living with Friends	0
Place Not Meant for Habitation	0
Rental House/Apartment	0

**Income and Benefit Assistance of Guests Visiting Agency or Accessing Services**

Source	Value
Employment/Job	
Yes	1
No	1
Child Support	1
Receive Support from Other People	
Yes	0
No	2
Ohio Works First (OWF)	
Yes	1
No	1
Unemployment Benefits	
Yes	0
No	2
Social Security Retirement Benefits	
Yes	0
No	1
Social Security Disability Benefits	
Yes	0
No	2
Supplemental Assistance Program/Electronic Benefit Card (SNAP/EBT)	
Yes	2
No	0
Government Medical Assistance	
Yes	2
No	0

## Wood County Health District

The Wood County Health District provided flu shots to high medical risk individuals with an inability to pay, and came to PHC with approximately 30 shots to give. The Wood County Health District was created in 1920 and takes the initiative to facilitate opportunities for Wood County residents to lead healthy lives. The Health District provides health services for expectant or new parents, children, adults, the elderly, professionals, and teachers. Services include: physical exams, dental referrals, vision care referrals, vaccinations, blood pressure monitoring, cholesterol screening, and immunizations. There is a \$10 service fee, but insurance is not required. The Health District is located at 1840 E. Gypsy Lane Rd., in Bowling Green, OH, and the Health District can be contacted by phone at (419) 352-8402 or through their website at [www.co.wood.oh.us/healthdepartment](http://www.co.wood.oh.us/healthdepartment). Business hours are 8:30 a.m. until 4:30 p.m. (excluding legal holidays).

### Characteristics of Guests Visiting Agency or Accessing Services

Attribute	Value
Average Age	39
Average Number of PHC Services Guests Wished to Connect With	6
Gender	
Females	21
Males	5
Transgender	1
Veterans	2
Marital Status	
Single	12
Married	6
Divorced or Separated	7
Widowed or Other	1
Type of Household	
Adult Only	14
Adults and Minor Children	10
Unaccompanied Minor	2
Disabled Adults or Children In Home	12
Race/Ethnicity	
White/Non-Hispanic	20
Other/Non-Hispanic	6
Hispanic/Latino Ethnicity	6
Have Reliable Transportation	
Yes	14
No	11



**Home/Living Characteristics of Guests Visiting Agency or Accessing Services**

Category	Value
Currently Homeless	10
Been Homeless at Least Once in Last 3 Years	11
Have Previous Eviction	3
Duration of Residency at Place Stayed Night Prior to PHC	
3 Months or Less	10
More than 3 Months but Less than 1 Year	4
1 Year or Longer	11
Where Stayed Night Prior to PHC	
Emergency Shelter	0
Hotel/Motel (No Voucher)	6
House/Condo/Apartment Owned by Guest	13
Living with Family	10
Living with Friends	10
Place Not Meant for Habitation	1
Rental House/Apartment	9

**Income and Benefit Assistance of Guests Visiting Agency or Accessing Services**

Source	Value
Employment/Job	
Yes	6
No	21
Child Support	3
Receive Support from Other People	
Yes	4
No	22
Ohio Works First (OWF)	
Yes	1
No	26
Unemployment Benefits	
Yes	1
No	26
Social Security Retirement Benefits	
Yes	1
No	25
Social Security Disability Benefits	
Yes	10
No	16
Supplemental Assistance Program/Electronic Benefit Card (SNAP/EBT)	
Yes	17
No	10
Government Medical Assistance	
Yes	15
No	11



## Wood County Hospital-Wellness Works

At the PHC event, Wellness Works provided blood pressure screenings. Wellness Works is committed to a proactive approach toward health and wellness. Their program within the Wood County Hospital offers a variety of programs designed to give individuals the tools needed to maintain good health and wellness. These programs cover an array of topics including stress management, nutrition, and fitness. The Wood County Hospital is located at 950 W. Wooster St., in Bowling Green, OH, and can be contacted by phone (419) 354-8900.

### Characteristics of Guests Visiting Agency or Accessing Services

Attribute	Value
Average Age	44
Average Number of PHC Services Guests Wished to Connect With	6
Gender	
Females	15
Males	8
Transgender	0
Veterans	0
Marital Status	
Single	12
Married	5
Divorced or Separated	5
Widowed or Other	0
Type of Household	
Adult Only	16
Adults and Minor Children	5
Unaccompanied Minor	1
Disabled Adults or Children In Home	9
Race/Ethnicity	
White/Non-Hispanic	19
Other/Non-Hispanic	4
Hispanic/Latino Ethnicity	2
Have Reliable Transportation	
Yes	13
No	9



**Home/Living Characteristics of Guests Visiting Agency or Accessing Services**

Category	Value
Currently Homeless	4
Been Homeless at Least Once in Last 3 Years	8
Have Previous Eviction	6
Duration of Residency at Place Stayed Night Prior to PHC	
3 Months or Less	9
More than 3 Months but Less than 1 Year	0
1 Year or Longer	11
Where Stayed Night Prior to PHC	
Emergency Shelter	0
Hotel/Motel (No Voucher)	1
House/Condo/Apartment Owned by Guest	3
Living with Family	3
Living with Friends	3
Place Not Meant for Habitation	0
Rental House/Apartment	8

**Income and Benefit Assistance of Guests Visiting Agency or Accessing Services**

Source	Value
Employment/Job	
Yes	5
No	18
Child Support	1
Receive Support from Other People	
Yes	5
No	18
Ohio Works First (OWF)	
Yes	1
No	22
Unemployment Benefits	
Yes	1
No	22
Social Security Retirement Benefits	
Yes	1
No	21
Social Security Disability Benefits	
Yes	9
No	14
Supplemental Assistance Program/Electronic Benefit Card (SNAP/EBT)	
Yes	15
No	8
Government Medical Assistance	
Yes	9
No	14

## Wood County Reentry Coalition

Throughout the Project Homeless Connect event, the Wood County Reentry Coalition (WCRC) provided information and copies of the Reentry Resource Guide and Assistance Directory for those individuals who are reentering society following a period of incarceration. The Wood County Reentry Coalition is designed to promote collaboration among policymakers, community leaders, and service providers to identify and address reentry challenges. WCRC seeks to formalize and support a system of care that can serve individuals returning to Wood County post-release. The Wood County Reentry Coalition can be contacted via their website at <http://woodcountyreentry.com>, or by emailing Charlie Hughes at [CHughes@co.wood.us](mailto:CHughes@co.wood.us).

### Characteristics of Guests Visiting Agency or Accessing Services

Attribute	Value
Average Age	38
Average Number of PHC Services Guests Wished to Connect With	5
Gender	
Females	1
Males	5
Transgender	0
Veterans	0
Marital Status	
Single	3
Married	1
Divorced or Separated	1
Widowed or Other	0
Type of Household	
Adult Only	3
Adults and Minor Children	3
Unaccompanied Minor	0
Disabled Adults or Children In Home	1
Race/Ethnicity	
White/Non-Hispanic	5
Other/Non-Hispanic	1
Hispanic/Latino Ethnicity	1
Have Reliable Transportation	
Yes	2
No	3



**Home/Living Characteristics of Guests Visiting Agency or Accessing Services**

Category	Value
Currently Homeless	0
Been Homeless at Least Once in Last 3 Years	5
Have Previous Eviction	2
Duration of Residency at Place Stayed Night Prior to PHC	
3 Months or Less	3
More than 3 Months but Less than 1 Year	1
1 Year or Longer	1
Where Stayed Night Prior to PHC	
Emergency Shelter	0
Hotel/Motel (No Voucher)	1
House/Condo/Apartment Owned by Guest	0
Living with Family	2
Living with Friends	2
Place Not Meant for Habitation	0
Rental House/Apartment	1

**Income and Benefit Assistance of Guests Visiting Agency or Accessing Services**

Source	Value
Employment/Job	
Yes	1
No	5
Child Support	0
Receive Support from Other People	
Yes	2
No	4
Ohio Works First (OWF)	
Yes	0
No	6
Unemployment Benefits	
Yes	0
No	6
Social Security Retirement Benefits	
Yes	0
No	6
Social Security Disability Benefits	
Yes	1
No	5
Supplemental Assistance Program/Electronic Benefit Card (SNAP/EBT)	
Yes	3
No	3
Government Medical Assistance	
Yes	2
No	4

## Wood County WIC

On the day of the PHC event, Wood County WIC provided basic program information, nutrition education, and WIC applications. WIC is a Special Supplemental Nutrition Program (SNAP) for Women, Infants, and Children, which focuses on the needs of pregnant and breast feeding low-income women and children. WIC is a short-term program; a participant will “graduate” at the end of one or more certification periods. These certification periods consist of the length of time that an individual is eligible to receive benefits. Most participants are eligible for six months to a year. While an individual is eligible, WIC provides supplemental foods, healthcare referrals, nutrition education, and breastfeeding promotion and support to low-income pregnant, breastfeeding, and postpartum women. WIC also provides formula for infants and basic foods for children up to the age of five who are found to be at nutritional risk. Wood County WIC is located at 1840 E. Gypsy Lane Rd., in Bowling Green, OH, and can be contacted by phone (419) 352-8402. The facility is open Monday through Friday, 8:30 a.m. to 4:30 p.m. (except for legal holidays).

### Characteristics of Guests Visiting Agency or Accessing Services

Attribute	Value
Average Age	27
Average Number of PHC Services Guests Wished to Connect With	5
Gender	
Females	4
Males	1
Transgender	0
Veterans	0
Marital Status	
Single	4
Married	0
Divorced or Separated	0
Widowed or Other	0
Type of Household	
Adult Only	2
Adults and Minor Children	3
Unaccompanied Minor	0
Disabled Adults or Children In Home	1
Race/Ethnicity	
White/Non-Hispanic	3
Other/Non-Hispanic	2
Hispanic/Latino Ethnicity	1
Have Reliable Transportation	
Yes	3
No	2

**Home/Living Characteristics of Guests Visiting Agency or Accessing Services**

Category	Value
Currently Homeless	4
Been Homeless at Least Once in Last 3 Years	3
Have Previous Eviction	0
Duration of Residency at Place Stayed Night Prior to PHC	
3 Months or Less	4
More than 3 Months but Less than 1 Year	1
1 Year or Longer	0
Where Stayed Night Prior to PHC	
Emergency Shelter	0
Hotel/Motel (No Voucher)	2
House/Condo/Apartment Owned by Guest	0
Living with Family	1
Living with Friends	1
Place Not Meant for Habitation	0
Rental House/Apartment	0

**Income and Benefit Assistance of Guests Visiting Agency or Accessing Services**

Source	Value
Employment/Job	
Yes	3
No	2
Child Support	0
Receive Support from Other People	
Yes	1
No	4
Ohio Works First (OWF)	
Yes	0
No	5
Unemployment Benefits	
Yes	0
No	5
Social Security Retirement Benefits	
Yes	0
No	4
Social Security Disability Benefits	
Yes	1
No	4
Supplemental Assistance Program/Electronic Benefit Card (SNAP/EBT)	
Yes	3
No	2
Government Medical Assistance	
Yes	0
No	5

## Wood Lane

At PHC, Wood Lane provided applications for developmental disabilities services. Wood Lane is a residential service that provides top quality residential services to people with developmental disabilities throughout Wood County. Wood Lane's mission is to provide individuals with the highest quality of life enhancement opportunities in a residential environment. A few services that they offer include: group homes that have 24-hour/day support, drop-in services to individuals in their own apartments or family homes, respite services for families who need short-term overnight stays for their family member and after school care for Wood Lane School students. Wood Lane is located at 1921 E. Gypsy Lane Rd., in Bowling Green, OH, and can be contacted by phone at (419) 352-5115 or e-mailed through their website at [www.woodlane.us](http://www.woodlane.us).

### Characteristics of Guests Visiting Agency or Accessing Services

Attribute	Value
Average Age	48
Average Number of PHC Services Guests Wished to Connect With	7
Gender	
Females	4
Males	1
Transgender	0
Veterans	1
Marital Status	
Single	1
Married	2
Divorced or Separated	1
Widowed or Other	0
Type of Household	
Adult Only	2
Adults and Minor Children	3
Unaccompanied Minor	0
Disabled Adults or Children In Home	4
Race/Ethnicity	
White/Non-Hispanic	4
Other/Non-Hispanic	1
Hispanic/Latino Ethnicity	0
Have Reliable Transportation	
Yes	4
No	1



**Home/Living Characteristics of Guests Visiting Agency or Accessing Services**

Category	Value
Currently Homeless	2
Been Homeless at Least Once in Last 3 Years	1
Have Previous Eviction	0
Duration of Residency at Place Stayed Night Prior to PHC	
3 Months or Less	1
More than 3 Months but Less than 1 Year	1
1 Year or Longer	3
Where Stayed Night Prior to PHC	
Emergency Shelter	0
Hotel/Motel (No Voucher)	1
House/Condo/Apartment Owned by Guest	1
Living with Family	0
Living with Friends	0
Place Not Meant for Habitation	0
Rental House/Apartment	3

**Income and Benefit Assistance of Guests Visiting Agency or Accessing Services**

Source	Value
Employment/Job	
Yes	1
No	4
Child Support	1
Receive Support from Other People	
Yes	0
No	5
Ohio Works First (OWF)	
Yes	1
No	4
Unemployment Benefits	
Yes	0
No	5
Social Security Retirement Benefits	
Yes	1
No	4
Social Security Disability Benefits	
Yes	4
No	0
Supplemental Assistance Program/Electronic Benefit Card (SNAP/EBT)	
Yes	4
No	1
Government Medical Assistance	
Yes	4
No	1



## WSOS Community Action Commission

On the day of the PHC event, Wood-Sandusky-Ottawa-Seneca counties, OH (WSOS) provided individuals with information on rental assistance, home visits, budgeting, goal setting, and other agency referrals. They do have a few requirements such as: proof of homelessness, proof of disability, completion of an eligibility appointment, and a willingness to follow program rules and regulations.

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 Head Start Program** is for families with children that are 3-4 years old. Eligibility is based on federal poverty guidelines and children with special needs are welcome. **The Fatherhood Connections Program** helps fathers develop healthy and lasting relationships with their children while assisting them to develop the tools needed to provide economic stability for their families. The **Job Preparation Skills** include: resume writing; filling out applications; interview practice; job searches; job skills assessments; and assistance with securing necessary employment documentation like the social security card. This particular program lasts roughly six months.

The **I-Star Computer Tech Program** lasts about 16 weeks. The Program is free, although individuals must call ahead and make an appointment. Often, job referrals are made. **Job Retention Services** focuses on a reward system to those individuals who obtain and keep employment. They offer financial rewards at 30, 60, and 90 days for staying on the job and certificate programs are also available. The WSOS Community Action Commission is located at the Jordan Center, 812 North College Drive, in Bowling Green, OH. This organization can be contacted by e-mail through their website at [www.wsos.org](http://www.wsos.org) or by phone at (419) 353-7407.



**Characteristics of Guests Visiting Agency or Accessing Services**

Attribute	Value
Average Age	39
Average Number of PHC Services Guests Wished to Connect With	6
Gender	
Females	27
Males	14
Transgender	0
Veterans	3
Marital Status	
Single	15
Married	10
Divorced or Separated	12
Widowed or Other	2
Type of Household	
Adult Only	12
Adults and Minor Children	25
Unaccompanied Minor	3
Disabled Adults or Children In Home	11
Race/Ethnicity	
White/Non-Hispanic	31
Other/Non-Hispanic	9
Hispanic/Latino Ethnicity	7
Have Reliable Transportation	
Yes	27
No	10

**Home/Living Characteristics of Guests Visiting Agency or Accessing Services**

Category	Value
Currently Homeless	20
Been Homeless at Least Once in Last 3 Years	18
Have Previous Eviction	12
Duration of Residency at Place Stayed Night Prior to PHC	
3 Months or Less	19
More than 3 Months but Less than 1 Year	6
1 Year or Longer	10
Where Stayed Night Prior to PHC	
Emergency Shelter	0
Hotel/Motel (No Voucher)	5
House/Condo/Apartment Owned by Guest	5
Living with Family	4
Living with Friends	6
Place Not Meant for Habitation	2
Rental House/Apartment	8

**Income and Benefit Assistance of Guests Visiting Agency or Accessing Services**

Source	Value
Employment/Job	
Yes	14
No	25
Child Support	4
Receive Support from Other People	
Yes	4
No	32
Ohio Works First (OWF)	
Yes	3
No	35
Unemployment Benefits	
Yes	2
No	37
Social Security Retirement Benefits	
Yes	2
No	33
Social Security Disability Benefits	
Yes	11
No	25
Supplemental Assistance Program/Electronic Benefit Card (SNAP/EBT)	
Yes	21
No	19
Government Medical Assistance	
Yes	20
No	20

## **OTHER PROVIDERS PRESENT AT PHC**

There were a number of agencies and organizations present at PHC that either did not have guests visit them or did not return a form with client number labels to us. We would be remiss if we did not provide some information about these providers and their contribution to the inaugural PHC in Wood County.

### **ADECCO**

Adecco USA is the workforce solutions leader in the United States and Canada, with a comprehensive service offering including: Temporary and contract staffing, permanent recruiting, and managed services. ADECCO's global network offices are staffed by experts that know each local job market inside and out. They have relationships with the best professionals in each and every marketplace, and have the proven ability to service large-scale human capital projects. Adecco USA operates in the following specialty areas: Accounting, Administrative & Clerical, Creative, Engineering & Technical, Finance, Information Technology, Legal, Medical & Science, Office, and Transportation. The Bowling Green site is located at 1045 N Main St, Ste 3 and can be contacted via telephone (419-352-9675) or online at <http://www.adeccousa.com/>.

### **Bowling Green Christian Food Pantry**

The Bowling Green Christian Food Pantry provided food vouchers for the Salvation Army to distribute at PHC. The mission of this organization is to assist individuals and families in Wood County with temporary, emergency food needs. Twelve churches work together to provide this service to the community, which are: First Christian, First United Methodist, First Presbyterian, Trinity, Rudolph Church of Christ, First Baptist, Brookside Church, Plain Congregational, St John's Episcopal Church, St Mark's Lutheran Church, Village View Church of Christ, Hope Lutheran. For more information, contact Shirley Woessner at 419-601-2760.

### **Community Christian Legal Services**

On the day of the PHC event, Community Christian Legal Services provided details to potential clients about legal services and representation. Community Christian Legal Services is dedicated to providing proper legal representation to all people in the community. Community Christian Legal Services is located at 541 W Wooster St, Bowling Green, OH, 43402, and can be contacted by phone at (419) 352-1710.

### **Compass Corporation for Recovery Services**

At the PHC event, Compass Corporation for Recovery Services assisted by providing guests with information about dealing with gambling problems, dealing with alcohol and drug abuse, and accessing other assessment tools. COMPASS Corporation Recovery Services (CCRS) has assumed a leadership role in developing and implementing a community support system to address local residents' gambling, alcohol, drug, and mental health needs. The agency provides comprehensive services for adults ranging from educational programs to short-term residential treatment. Compass Corporation for Recovery Services is located at 2465 Collingwood Boulevard, Toledo, OH, 43620, and the agency can be contacted by phone at (419) 241-8827. More information is also available at [www.ccrscompass.org/contact-us/](http://www.ccrscompass.org/contact-us/).

## Dental Center of Northwest Ohio (NWO)

At PHC, the Dental Center of Northwest Ohio provided preventive and restorative dental services. This agency also provides dental care to low income children and adults through four primary programs. The first program is the **Toledo Adult Clinic**, a service that requires individuals to have a referral from a city or county health and human services department, school nurse, a social service agency, or past or present Dental Center patient, and also requires that they call ahead and set up an appointment. Individuals must be at or below 300% of the federal poverty level or receiving health benefits from Medicaid or Medicaid HMO to be eligible, and those who are receiving Medicaid are charged a reduced fixed rate.

The second program is **NWO Mobile Services**. This service provides mobile dental services for a fee, and those individuals who are uninsured are required to pay 50% of the service bill. **Tooth Towne Toledo** is a third program that NWO offers. This service provides dental care to children under the age of 19 and those not receiving Medicaid benefits are seen for \$25 per visit. The fourth program DCNWO offers is the **Dental Assistance Program**. The program is a first-come, first-serve program with a few requirements: living arrangement of the individual seeking treatment (must be living in a shelter or transitional housing) and referred to the program (by an agency and the referral must be updated each month if returning for dental care on a monthly basis). If an individual does not meet the living requirement, care may still be available (e.g., homeless individuals may be able to receive dental care, although it is not always guaranteed). The Dental Center of Northwest Ohio has two primary locations where they can be contacted: 2138 Madison Ave. Toledo, Ohio, 43604 at (419) 241-6215 or 1800 N. Blanchard St. Suite 122 Findlay, Ohio, 45840 at (419) 422-7664. NWO can also be contacted by e-mail through their website at [www.dentalcenternwo.org](http://www.dentalcenternwo.org). For more information and the mobile units' location, the center can be reached at (866) 378-6965.

## Discovery Kingdom Child Care

During the day of the PHC event, Discovery Kingdom provided child care for those in attendance. Discovery Kingdom is an innovative child care facility for children six weeks old to 12 years of age. The facility offers learning opportunities in several areas, such as: music, reading, writing, foreign languages, manners and etiquette, and kindergarten readiness. At their location, Discovery Kingdom enjoys a secured entry with webcam access and parent conveniences including take home meals and an on-site coffee shop. The facility is open from 6:30 a.m. until 6:30 p.m. Discovery Kingdom is located at 1069 Klotz Road, in Bowling Green, OH, and can be contacted by telephone at (419) 353-3759. For additional information individuals can call Director Misty Dimick at (419) 728-7014 or email her at [misty@heritagecorner.com](mailto:misty@heritagecorner.com).

## Habitat for Humanity of Wood County

At PHC Habitat for Humanity of Wood County had a display at their table with brochures and other forms of information about their organization. Habitat for Humanity of Wood County is a locally run affiliate of Habitat for Humanity International, a nonprofit, Christian housing organization. Habitat for Humanity of Wood County works in partnership with people in need to build and renovate decent, affordable housing. Habitat for Humanity has five mission principles: demonstrate the

love of Jesus Christ, focus on shelter, advocate for affordable housing, promote dignity and hope, and support sustainable and transformational development. Habitats for Humanity of Wood County offices are 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](mailto:info@wchabitat.org)). The office is open Monday through Thursday from 9 a.m. until noon.

## **Lutheran Social Services of NW Ohio**

Lutheran Social Services of Northwest Ohio provided services for mental health and wellness and assessment/crisis intervention during PHC. Lutheran Social Services of Northwestern Ohio is a faith-based social service agency that has been changing lives in Northwestern Ohio for the past 100 years. Assisting communities within a 24-county area, LSSNWO touches the lives of over 30,000 people a year through a variety of services that provide hope, compassion and stability to those in need.

LSSNWO has seven branch offices throughout Northwest Ohio, as well as family resource centers and other specialized services that provide help to people of every race, creed and economic status. Counseling services are located in Toledo, Perrysburg, Bluffton, Bowling Green, Fremont, Findlay, Fostoria, North Baltimore, Archbold, Defiance, Bryan, Lima, Kenton and Wapakoneta. Most counseling offices and social service centers also provide emergency food to needy families.

Lutheran Social Services provides effective, high-quality family, individual, and group therapies focused on the unique issues experienced by Military Service Members, Veterans, and their loved ones. Counseling services are provided by professionally-trained and state-licensed staff. Lutheran Social Services of NW Ohio is located at 2149 Collingwood Blvd., Toledo, OH, 43620, and can be reached by phone at (419) 243-9178 or fax at (419) 243-4450. More information is available at [www.lssnwo.org](http://www.lssnwo.org).

## **Perrysburg Food Pantry**

Perrysburg Christians United Food Pantry contributed non-perishable food items to the Project Homeless Connect event. PCU, formed in 1973, is a consortium of ten churches throughout the city of Perrysburg churches that exists for the purpose of providing for community needs through a local food bank, yearly blood drives, crisis assistance, as well as running a Christmas toy project for children. Perrysburg Christians United Food Pantry serves Northern Wood County's (north of State Route 582) individuals and families. Members of churches that participate in the consortium are responsible for donating non-perishable food to help stock the pantry each month.

This pantry operates on the "client select" method of food distribution, whereby each client is accompanied by a volunteer as they visit the pantry. Each visitor is expected to select their own groceries based on a particular number of choices permitted from each of the categories of food listed. In addition, each client is given a \$5.00 voucher to purchase milk and/or meat at Kazmaier's grocery store. Clients are welcome to visit the food pantry once per month. In 2012, 541 households were able to use the PCU Food Pantry.

PCU's Food Pantry is located at Grace United Methodist Church, 601 E. Boundary Street, in the back parking lot. The food pantry's operational hours for the distribution of food to the needy are Monday afternoons (1-3pm) and Friday mornings (9-11am). More information about the Perrysburg Christians United Food Pantry can be accessed at their website:

<http://www.saintroseonline.org/index.php?src=gendocs&ref=PCU&category=Ministries>

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

Throughout the PHC 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>.

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**APPENDIX**



## Welcome to Project Homeless Connect!

While you are waiting, please review the following information and complete sections one and two before intake.

### What to expect today here at Project Homeless Connect (PHC):

Today's PHC event runs from 9am to 3pm, and **a hot meal will be available all day.**

You will see numerous organizations offering direct services in a one-stop-shop format. Many of the services available today include:

- Housing providers
- Employment specialists
- Medical care
- Mental health care
- Benefits specialists
- Eye care
- Haircuts
- Transportation assistance
- Food
- Clothing
- And more

### How to get the most out of your visit today:

1. Your first step is **INTAKE**, where you will meet with a PHC volunteer for about 10-15 minutes and you'll complete a needs assessment & screening form.
  - The intake form will help us understand your needs in order to best assist you today.
  - INTAKE will identify three priority services during your visit at PHC today.
  - Please be sure to complete the Request for Services & Appointment Form attached.
2. After INTAKE, you will be paired with a **PHC Host Volunteer**.
  - The Host will be your guide for the event today and will join you as you travel throughout the building; hosts will not join you during personal/private appointments.
  - While you visit service providers, you will likely schedule **follow-up/offsite appointments**. Your PHC Host will help you record these appointments in a calendar.
3. Afterwards, you are welcome to stay as long as you wish.
  - Some stay for an hour, others for a few hours and visit several service providers.
  - The time spent here today is totally up to you.
4. As you exit PHC, please complete the **Exit Survey**.
  - The survey will help us learn about your experiences and your suggestions as we plan for future PHC events here in Wood County, Ohio. *Thank you!*

Client Number

**[SECTION ONE] Authorization to Share Protected Personal Information & Photo/Media Release**

A.) I, \_\_\_\_\_, (AKA) \_\_\_\_\_ authorize staff, volunteers and service providers involved with the **PROJECT HOMELESS CONNECT** to obtain and share personal information about me during the course of my participation in Project Homeless Connect. I understand that the purpose of obtaining and sharing this information is so that they can help me gain access to the services, such as: medical treatment, behavioral health treatment, social services, entitlements, appointments, etc.

I specifically authorize Project Homeless Connect to obtain and share specific protected classes of health information about me for only those items I have initialed below:

\_\_\_\_\_  
Initials

\_\_\_\_\_Mental Health Treatment

\_\_\_\_\_  
Initials

\_\_\_\_\_Substance Abuse Treatment

\_\_\_\_\_  
Initials

\_\_\_\_\_HIV/AIDS Test/Treatment

\_\_\_\_\_  
Initials

\_\_\_\_\_Developmental Disabilities

B.) I understand and acknowledge that Project Homeless Connect (PHC) is affiliated with the WSOS - Homeless Management Information System (HMIS), and I consent to and authorize the collection of personal identifying information about me as it applies to homelessness and the services provided by PHC. The collection and use of all personal information is guided by strict standards of confidentiality. **Any publicly released reports generated from this system will show total numbers only and no individual data.** The information gathered at PHC and entered in the HMIS shall be used to: produce summary reports regarding PHC services and clients served; track PHC outcomes; identify unfilled service needs and plan for provision of new services offered at PHC.

I also understand WSOS Community Action Commission, Inc., located at 109 S. Front Street, Fremont, Ohio 43420, will maintain this signed authorization form.

\_\_\_\_\_  
Signature (Patient/Client/Parent/Guardian/Conservator)

\_\_\_\_\_  
Date

\_\_\_\_\_  
Relationship if not Client:

\_\_\_\_\_  
Witness (Required if Client unable to sign)

\_\_\_\_\_  
Date

C.) In addition, I authorize staff, volunteers and service providers involved with the **PROJECT HOMELESS CONNECT** and its assigns the absolute and irrevocable right and permission to record my voice and likeness for use in any media (without limitation) including photographs, audio/videotapes, Web publication, social media and interviews with the news media. I certify that I am age eighteen (18) or older and the parent or legal guardian of the child(ren) that accompany me and authorize said permission for my child(ren) as well.

\_\_\_\_\_  
Initials

\_\_\_\_\_Yes - photo/media release

\_\_\_\_\_  
Initials

\_\_\_\_\_No - photo/media release (participant to wear marked nametag indicated no photo/media release)

For Staff Use Only      \_\_\_\_\_ Participant Refused Signature      \_\_\_\_\_ PHC Staff Initials      \_\_\_\_\_ Date

**[SECTION TWO] Request for Services & Appointment Form**

1. I wish to connect to the following services. I understand some will require waiting for service today and some will require an appointment at a later date. I am also aware that keeping any off-site appointments will be my sole responsibility.

	<b>"X" if you wish to connect</b>	Write name of agency if connected today.	Was a post-appointment scheduled?	If post-appointment, write date and time.
<b>Benefits &amp; Services</b>				
Email/Internet				
Health Coverage				
Legal Aid/Legal Issues				
Offender Reentry Services				
Veterans Services				
WIC				
<b>Children &amp; Family</b>				
Budgeting				
Domestic Violence Services				
Holiday Help				
Parenting Classes				
Resources for School-Aged Children				
<b>Employment &amp; Education</b>				
Developmental Disabilities				
Employment				
Go Back to School				
<b>Forms &amp; Documents</b>				
Birth Certificate				
ID Information				
Social Security Card				
<b>Housing</b>				
Emergency Shelter				
Housing/Affordable Rental Housing				
Utilities				
<b>Medical Care</b>				
Blood Glucose				
Blood Pressure				
Dental Care				

	<b>"X" if you wish to connect</b>	Write name of agency if connected today.	Was a post-appointment scheduled?	If post-appointment, write date and time.
Eye Screening				
Flu & Immunizations				
Hearing				
HIV/AIDS Screening				
Medical/Healthcare				
Prescription Drug Services				
<b>Mental Health &amp; Addiction Services</b>				
Alcohol Addiction				
Drug Addiction				
Mental Health				
<b>Personal Care</b>				
Clothing				
Food Assistance				
Haircut				
Massage				
Spiritual Care				
<b>Other – Please Specify Below</b>				

**2. Other services – not available today, but are of interest to you:**

- |   |  |
|---|--|
| <input type="checkbox"/> Shower                     | <input type="checkbox"/> Smoking Cessation/Quit Smoking  |
| <input type="checkbox"/> Nutrition                  | <input type="checkbox"/> Child Support                   |
| <input type="checkbox"/> Home Repair or Maintenance | <input type="checkbox"/> Disability                      |
| <input type="checkbox"/> Tax Help                   | <input type="checkbox"/> Other _____<br>Please describe. |
| <input type="checkbox"/> Social Security            |  |
| <input type="checkbox"/> Stress Management          |  |

**3. How did you find out about Project Homeless Connect?**

- |   |  |
|---|--|
| <input type="checkbox"/> Word of mouth                                  | <input type="checkbox"/> Social Media/Facebook           |
| <input type="checkbox"/> Referred by another agency or service provider | <input type="checkbox"/> Other _____<br>Please describe. |
| <input type="checkbox"/> Saw poster, event signage                      |  |
| <input type="checkbox"/> Newspaper                                      |  |

**4. How did you get to today's event?**

- |   |  |
|---|--|
| <input type="checkbox"/> PHC Shuttle Stop | <input type="checkbox"/> Personal Vehicle                |
| <input type="checkbox"/> Bus              | <input type="checkbox"/> Family/Friend                   |
| <input type="checkbox"/> Taxi             | <input type="checkbox"/> Other _____<br>Please describe. |
| <input type="checkbox"/> Walk             |  |

<b>Name:</b> _____		<b>SS#</b> _____ / _____ / _____		<b>PHC Client #:</b> _____			
<b>Gender:</b> <input type="checkbox"/> Male <input type="checkbox"/> Female <input type="checkbox"/> Transgender Female to Male <input type="checkbox"/> Transgender Male to Female <input type="checkbox"/> Don't Know <input type="checkbox"/> Refused	<b>Date of Birth</b> _____ / _____ / _____ <b>Month    Day    Year</b>  <b>Veteran Status:</b> <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Don't Know <input type="checkbox"/> Refused	<b>Marital Status:</b> <input type="checkbox"/> Single <input type="checkbox"/> Married <input type="checkbox"/> Divorced <input type="checkbox"/> Separated <input type="checkbox"/> Widowed <input type="checkbox"/> Other  <b># Minor Children</b> _____ <b>Do you have custody?</b> <input type="checkbox"/> Yes <input type="checkbox"/> No	<b>Household Type (CHECK ONE)</b> <input type="checkbox"/> Adult (no children) <input type="checkbox"/> With Children aged 0-17 <input type="checkbox"/> Unaccompanied Minor(s) (under 18)  <b>Household Totals (Put # in blank)</b> _____ Adults in your household _____ Adults with a disability _____ Children under 18 _____ Children with a disability				
<b>Do you consider yourself...(PRIMARY RACE)</b> <input type="checkbox"/> White <input type="checkbox"/> Black or African American <input type="checkbox"/> American Indian or Alaskan Native <input type="checkbox"/> Native Hawaiian or Other Pacific Islander <input type="checkbox"/> Asian <input type="checkbox"/> Other Multi-Racial <input type="checkbox"/> Other <input type="checkbox"/> Don't Know <input type="checkbox"/> Refused			<div style="border: 1px solid black; padding: 5px;"> <b>Ethnicity</b>  <input type="checkbox"/> Hispanic/Latino  <input type="checkbox"/> Non-Hispanic/Latino  <input type="checkbox"/> Don't Know         </div>		<b>Secondary Race (OPTIONAL/IF OFFERED)</b> <input type="checkbox"/> White <input type="checkbox"/> Black or African American <input type="checkbox"/> American Indian or Alaskan Native <input type="checkbox"/> Native Hawaiian or Other Pacific Islander <input type="checkbox"/> Asian <input type="checkbox"/> Other Multi-Racial <input type="checkbox"/> Other <input type="checkbox"/> Don't Know <input type="checkbox"/> Refused		
<b>Are you here with other Household Members? Number with guest ( NOT including guest)</b> Adults (18-34) _____ Adults (35-51) _____ Adults (52-64) _____ Adults (65+) _____ Teens (13-17) _____ Children (5-12yrs) _____ Children (0-4yrs) _____ If pregnant, indicate due date _____							
<b>Are you currently Homeless?</b> <input type="checkbox"/> NO, Not Currently Homeless <input type="checkbox"/> YES, First time homeless AND less than 1 year without home <input type="checkbox"/> YES, Several times homeless, but for less than 1 year and NOT more than 4 times in 3 year <input type="checkbox"/> YES, Long term: at least 1 year OR at least 4 times in the past 3 years							
<b>Where did you stay last night?</b> <input type="checkbox"/> Emergency shelter <input type="checkbox"/> Foster care/group home* *Which one? _____ <input type="checkbox"/> Hospital <input type="checkbox"/> Hotel/motel (without voucher) <input type="checkbox"/> House/condo/apt. that you own <input type="checkbox"/> Jail, prison, community-based, or juvenile facility <input type="checkbox"/> Living with family <input type="checkbox"/> Living with friends <input type="checkbox"/> Permanent housing for formerly homeless <input type="checkbox"/> Place not meant for habitation <input type="checkbox"/> Psychiatric hospital or facility* *What facility? _____ <input type="checkbox"/> Rental house/apartment <input type="checkbox"/> Substance abuse treatment center, incl detox <input type="checkbox"/> Transitional housing for homeless <input type="checkbox"/> Don't Know <input type="checkbox"/> Refused <input type="checkbox"/> Other _____			<div style="border: 1px solid black; padding: 5px;"> <b>How long have you stayed where you stayed last night?</b>  <input type="checkbox"/> 1 week or less  <input type="checkbox"/> More than 1 week but less than 1 month  <input type="checkbox"/> 1 to 3 months  <input type="checkbox"/> More than 3 months but less than 1 year  <input type="checkbox"/> 1 year or longer    <b>What City &amp; State was that in?</b>          _____ City _____ State _____    <b>Where was your last permanent residence?</b>          _____ City _____ State _____    <b>How long has it been since you lived there?</b>          _____ Years _____ Months _____    <b># Times homeless in last 3 years (including today)</b>  <input type="checkbox"/> 0 times  <input type="checkbox"/> 1-3 times  <input type="checkbox"/> 4+ times         </div>				

<p><b>Barriers to Housing</b></p> <p>Do you have a previous eviction?  <input type="checkbox"/> Yes  <input type="checkbox"/> No</p> <p>Do you have a criminal record?  <input type="checkbox"/> Yes  <input type="checkbox"/> No</p> <p>Currently on Probation/Parole?  <input type="checkbox"/> Yes  <input type="checkbox"/> No</p> <p>Any Pending Warrants?  <input type="checkbox"/> Yes  <input type="checkbox"/> No</p>	<p><b>Have any of the following affected your ability to keep your housing?</b></p> <p><input type="checkbox"/> Substance Abuse  <input type="checkbox"/> HIV/AIDS  <input type="checkbox"/> Mental Illness  <input type="checkbox"/> Physical disability  <input type="checkbox"/> Criminal record  <input type="checkbox"/> Financial obligations  <input type="checkbox"/> Violence in the home  <input type="checkbox"/> Other (write below)</p>	<p><b>What is the primary reason for becoming homeless or facing eviction?</b></p> <p><input type="checkbox"/> Abusive situation              <input type="checkbox"/> Domestic violence              <input type="checkbox"/> Other trauma</p> <p><input type="checkbox"/> Aged out of foster care/youth services  <input type="checkbox"/> Dispute with relatives/roommates  <input type="checkbox"/> Foreclosure  <input type="checkbox"/> Hours of work cut  <input type="checkbox"/> Illness/injury  <input type="checkbox"/> Loss of job  <input type="checkbox"/> Loss of partner/roommate  <input type="checkbox"/> Loss of transportation  <input type="checkbox"/> Military discharge  <input type="checkbox"/> Moved here from another community  <input type="checkbox"/> National disaster or house fire  <input type="checkbox"/> Release from jail or prison  <input type="checkbox"/> Release from community-based residential center  <input type="checkbox"/> Release from treatment center  <input type="checkbox"/> Violation of lease/house rules  <input type="checkbox"/> Other _____</p>		
<p><b>Do you have ID:</b> <input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p><b>Which one?</b> <input type="checkbox"/> State ID <input type="checkbox"/> Social Security ID <input type="checkbox"/> Birth Certificate</p>				
<p><b>Do you have any income?</b> <input type="checkbox"/> Yes <input type="checkbox"/> No</p>				
<p><b>During the last month did you receive any income from:</b></p>				
Child Support	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Don't Know	<input type="checkbox"/> Refused
Employment	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Don't Know	<input type="checkbox"/> Refused
Unemployment	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Don't Know	<input type="checkbox"/> Refused
OWF cash assistance (or similar state TANF program)	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Don't Know	<input type="checkbox"/> Refused
Social Security Disability (SSDI/SSI)	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Don't Know	<input type="checkbox"/> Refused
Social Security (Retirement)	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Don't Know	<input type="checkbox"/> Refused
Contributions from other people	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Don't Know	<input type="checkbox"/> Refused
<p><b>Write any other source(s) of income in this space:</b></p>				
<p><b>Do you currently receive:</b></p>				
SNAP/EBT	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Don't Know	<input type="checkbox"/> Refused
A Section 8 Housing Voucher (Rent)	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Don't Know	<input type="checkbox"/> Refused
Subsidized Housing	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Don't Know	<input type="checkbox"/> Refused
Any other type of rental assistance	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Don't Know	<input type="checkbox"/> Refused
Government Medical Assistance	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Don't Know	<input type="checkbox"/> Refused
Veterans Medical assistance or services	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Don't Know	<input type="checkbox"/> Refused
Other _____	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Don't Know	<input type="checkbox"/> Refused
<p><b>Do you have reliable transportation?</b> <input type="checkbox"/> Yes <input type="checkbox"/> No</p>				
<p><b>What barriers do you have to get reliable transportation?</b></p> <p><input type="checkbox"/> Driver's License Suspension (Legal)  <input type="checkbox"/> No Income  <input type="checkbox"/> Physical Disability  <input type="checkbox"/> Other _____</p>				



**PROJECT HOMELESS CONNECT**  
Wood County, Ohio

**Project Homeless Connect Exit Interview**  
**Name:**

**PHC Client #:**

**Interviewer:**

**Time:**

How did you hear about today's event?

- Facebook
- Flier
- Friend
- Case Worker
- Agency:
- Other:

What was your main reason for attending today?

- Need housing
- Hot meal
- Job help
- Clothes/Coat
- Dental Care
- Hair cut
- Other:

Did you get what you came for?       YES       NO

Which providers did you visit?

- 1.
- 2.
- 3.

What was most helpful?

---

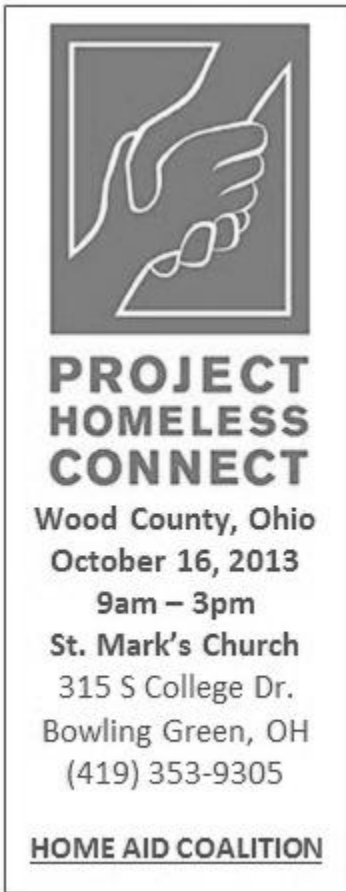
How could we serve you better?

---

What would you like to see at the next event?

---





**Volunteer Survey**

1. What was your role at PHCWC?

- Greeter
- Guest
- Host
- Host
- Exit Coordinator
- Floater
- Dining Area Host
- Food Busser
- Food Service Runner
- Food Server
- Food Prep Asst
- Clean-up Crew

2. How many hours did you volunteer? \_\_\_\_\_

3. Were you adequately trained to perform your duties? If no, please explain why.

- Yes

No

4. What are some of the positive things about this volunteer opportunity?

5. What could be improved?

6. Has your experience as a PHCWC volunteer met your expectations? Please explain briefly.

Yes

No

7. How much experience did you have volunteering for community events/services before PHCWC?

A little

Some

Much

8. Did PHCWC change your idea of what homelessness is and who might be involved? Please explain briefly:

Yes

No

9. Have you gained knowledge of where to turn for help, should you or someone you know ever find themselves at risk of homelessness?

Yes

No

10. If yes, what organizations and/or services impacted you most today?

Please check your best response to the following aspects of PHCWC:

11. It was a well-organized event.

Agree

Disagree

Neutral

12. I received an appropriate level of assistance.

Agree

Disagree

Neutral

13. I learned new things about the issue of homelessness.

Agree

Disagree

Neutral

14. I had plenty to do.

Agree

Disagree

Neutral

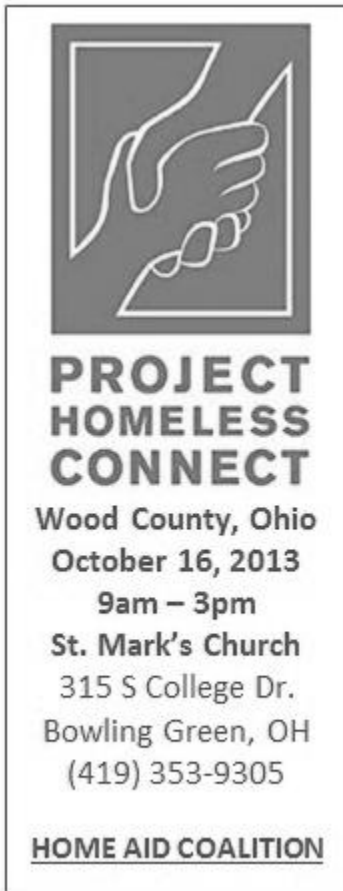
15. Would you volunteer for PHCWC again? If no, please explain.

Yes

No

16. Any other comments?

17. OPTIONAL: Name and Contact Information



### Provider Survey

1. What services did you provide today?
  
  
  
  
2. What are some positive things about this opportunity?
  
  
  
  
3. What could be improved?

4. Has your experience as a PHC provider met your expectations? Please explain briefly.

Yes \_\_\_\_\_

No \_\_\_\_\_

5. Did PHC change your idea of what homelessness is and who might be involved? Please explain briefly.

Yes \_\_\_\_\_

No \_\_\_\_\_

Please check your best response to the following aspects of PHC:

6. It was a well-organized event.

Agree

Disagree

Neutral

7. I received an appropriate level of assistance.

Agree

Disagree

Neutral

8. I had plenty to do.

Agree

Disagree

Neutral

9. Would you attend PHC again? If no, please explain.

Yes

No

10. Any other comments?

11. Optional: Organization Name, Your Name, and Contact Information.