Engagement Center
Background

Collaborative Community Approach

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

- 6-month pilot
Community Involvement

- Community partners have been supportive and continue to support Engagement Center efforts
  - Donations

- BPHC hosted Open Houses
  - BPHC Staff
  - Community Providers
  - Elected Officials
  - Media Outlets
What is the Engagement Center?

- The Center is a welcoming environment for individuals in need of a space to spend time during the day.
  - Opened on August 2\textsuperscript{nd}

- The Center serves as a space for participants to get connected to the many homeless and recovery services offered by the City of Boston and partners in Newmarket Square.

- The Center offers a range of items including portable toilets, hand washing station, water, coffee, and light snacks.
What is Engagement Center continued

- Amenities include recreational space for socialization, access to TV, phone chargers, quiet space for reading, and workstations available to participants.

- Programming calendar includes substance use recovery services, housing, and mental and behavioral health services offered by BPHC and partner service providers.

- Currently Monday-Sunday 7:00am-4:00pm
What does staffing currently look like?

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

- Improved relationships with clients
  - # of client contacts = 7425+
  - # of syringes collected = 61
  - # of provider referrals = 29
  - # of shelter referrals = 11
  - # of BHCHP referrals = 115
What are the goals of the Engagement Center?

The Engagement Center pilot aims to:

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

- The Center is open to all residents in the community over the age of 18 who are looking for a space to spend time during the day in Newmarket Square.

- Illegal activity and acts of violence will not be tolerated in this space.
Outside of the Engagement Center
Inside of the Center
For questions and/or tours

Please contact Yailka Cardenas, Director of Programs and Planning at ycardenas@bphc.org or 617-534-7783