



The Community Resource Center (CRC)

CRC Staff

*Hannah Perry, General Resource Specialist, 617-726-8182

*Gardy Hyacinthe, Oncology Resource Specialist, 617-724-0295

Karen Guatemala, Inpatient Med/Surg Resource Specialist, 617-643-8327

Caroline Rohnstock, OB/Pedi/Transplant resource specialist, 617-643-8328

*Ellen Forman, LICSW, Manager, 617-726-5807

***Note: currently rotating onsite coverage - email is quickest way to contact.**

To Refer

Epic AMBULATORY referral to “MGH Social Work Community Resource Specialist – Main Campus”. Please specify patient type: General, Oncology, Med/surg, OB/Pedi/Transplant. Feel free to call or email to share additional information or if the request is time-sensitive.

CRC Services

Supports MGH Social Service Department staff (including interns) with easy to access, customized **information** about public benefits and community resources. **With limited exceptions we don't typically have capacity to assist with applications.**

- **Resource Consultation – always feel free to contact us; that's why we're here.**
 - **General Resource Specialist (Hannah)- consults to MGH Social Service staff, but on SS staff request, can communicate directly with patients/families. ([Direct Communication Tip Sheet](#).)**
Can assist with MassHealth PT-1 applications on interim basis while the medical provider applies for online access ([Instructions and Referral form](#)).
 - **Some typical requests:**
 - Public benefits eligibility – disability (SSI/SSDI), other cash assistance programs (TAFDC, EAEDC), fuel assistance, SNAP (food stamps)- including immigrant eligibility
 - Understanding subsidized housing and first steps to apply
 - Free or reduced-cost adaptive equipment or home modifications
 - Utility shut-off protections, free cell phones
 - Non-governmental financial assistance programs
 - **Oncology Resource Specialist (Gardy)- assists with Oncology transportation, short-term lodging and cancer and bereavement support groups. May refer patients/families directly for these three topics.** Also consults to social service staff for other resource questions for this population.

- **New! Inpatient Med/Surg Resource Specialist (Karen)**- primarily assists with transportation, individual shelter referrals, medical leave/disability education and delivering sweets. Please send **all** Inpatient Med/Surg referrals to her.
- **New! Transplant/Pedi/OB Resource Specialist (Caroline)** – primarily assists with transportation and behavioral health services. Please send **all** Transplant/Pedi/OB referrals to her.
- **CRC vs. Case Management or Patient Financial Services?**
 - **Case Management**- medical services covered by health insurance
 - **Patient Financial Services**- health insurance **eligibility** and to apply
- **Website- www.mghsocialwork.org**
 - **Available to the public – the CRC maintains the two following lists:**
 - Hospital support group list
 - Temporary Accommodations list
 - **Staff Access only** (social service dept staff/students) – see **For Professionals**
 - Our public benefits and community resource “training manual”
NOTE: NO expectation that you’ll review website before consulting.
 - [Patient Handouts](#) including: disability programs, subsidized housing, utilities and shut-off protections, funeral list, programs without immigration requirements, etc. (See list under CRC Patient Handouts.)
 - Emergency Food Packs program
 - Southwest Airlines program
 - Easy link to contact resource specialist to share additional information
 - Suggestions link- we welcome feedback, and reports of broken links!
 - Links to SharePoint for department forms and policies
 - Reminder: **this area is password-protected. To share with patients, families or other staff download or copy information.**
- **MGH Community News** - community resource and public benefits newsletter
- **Notary Public services** for SS patients with urgent notary needs (see [guidelines](#)). **We do not notarize wills.** Hannah, Gardy and Ellen currently rotate **onsite coverage weekdays 8:30-4 (email all 3 to arrange a time)**. Ambulatory patients may also be referred to the Harvard Credit Union (Bulfinch 1) or any local bank.
- **Action Alert Network** – political action e-mail list. Contact Ellen to sign-up.

Additional Training Available

Individual or small group training available by request. Please discuss with your supervisor and then contact Ellen. Topics include:

1. **Disability and cash assistance programs- SSDI, SSI, TAFDC & EAEDC.**
2. **SNAP** (food stamps) and other nutrition assistance programs
3. **Utility Assistance** – fuel assistance, discounts, low-cost phones, shut-off protections
4. **Subsidized Housing** – more and less realistic options, how to get started
5. **Immigrant Eligibility for Public Benefits**