

Centerboard.

APPLYING THE SOCIAL DETERMINANTS OF HEALTH TO SUPPORT UNHOUSED FAMILIES IN MASSACHUSETTS.

Angela Guzman , Deputy Director of Housing
Oneyda Roque-Soza , Assistant Director of Housing
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MEET THE TEAM



Deputy Director of Housing
Angela Guzman

Joining the team in July 2021, it didn't take long for Angela to learn that she was where she needed to be. The organization's values aligned with her own and she believes in the mission of empowering people. In less than a year, Angela joined the leadership team and continued her growth within the organization. Her motivator is her own personal experience with homelessness over 15 years ago. "The joy I feel when I look back on my journey - I want the families to feel empowered and know they can succeed."



Assistant Director of Housing
Oneyda Roque-Soza

Joining the team in 2021, this marked Oneyda's first experience in the nonprofit sector. From the start, Oneyda understood that serving others is her true passion. "I'm dedicated to supporting my immigrant community and families in need — whether it's mothers, fathers, or children — offering a compassionate hand to help them stand strong, regain their independence, and succeed in life."

We support families and young people through housing, access to employment, immigration support, education, and financial empowerment.



CENTERBOARD'S HISTORY & MISSION

Centerboard provides holistic support to adults and youth in Greater Lynn and on the North Shore facing unimaginable difficulties such as housing insecurity, trauma, exploitation, domestic violence, and substance use—offering not just housing but also a wide range of services designed to help each person heal, gain stability, and pursue a safe and stable life.

“Revitalizing Communities Through People and Places.”

HOUSING



Answering the Call

Centerboard has been serving the homeless community since 1988, and has grown to be one of the largest emergency housing providers in the State.



Providing Shelter

Our Housing services are in conjunction with the Executive Office of Housing and Livable Communities (formerly DHCD). Prior to November 2022, our portfolio was at 277 units and families were placed in regular Emergency Assistance (EA) Shelter.

Post Nov 2022, our portfolio has expanded significantly and we are providing more resources, education and services.



CASE MANAGEMENT

- Traditional case management models no longer suffice. Families need comprehensive, trauma-informed, and person-centered care. Training staff to deliver this level of care has been essential.

STABILIZATION SERVICES

- Case managers continue to follow families for up to two years post leaving our programs to ensure lasting success.

SOCIAL DETERMINANTS OF HEALTH

*source: Chess Health Solutions



Health Care & Quality



Neighborhood and Built Environment



Social and Community Context



Economic Stability



Education Access and Quality

Insurance Coverage
Health Literacy
Transportation to Health Care Facilities
Copays
Provider Availability
Quality of Care

Housing
Transportation
Safety
Walkability
Recreation/Parks
Water Quality
Food Access

Social & Community Intergrations
Support Systems
Community Engagement
Stress
Discrimination

Employment
Income
Debt
Expenses
Support
Medical Bills

Higher Education
Literacy
Early Childhood Education
Language
Vocational Training

Health, Well-Being, Functioning, Quality of Life Outcomes, and Risks



HEALTH CARE & QUALITY



- Access to Masshealth Insurance and Benefits
 - Navigating the Healthcare System
- WIC (Women, Infants, and Children)
- Immunizations: Ensuring children and adults receive necessary immunizations to prevent disease outbreaks and promote public health.
 - School Enrollment Requirements
 - Coordinating Healthcare Services
 - Advocates help families schedule and attend medical appointments, ensuring timely care and arranging necessary transportation.



NEIGHBORHOOD AND BUILT ENVIRONMENT

- Food security and immediate needs
- Housing Advocates Supporting families with Housing Opportunities
 - Weekly Meetings

Family housing advocates meet with families regularly to assess their housing options.

- Safe and Stable Shelter Environment
- Apartment Viewing and Transportation
- Home-Base Program Support
- Stabilization and Transition to Independence, preventing a repetitive cycle.





SOCIAL AND COMMUNITY CONTEXT



- Partnerships with Local Providers
 - Local school districts
 - Department of Public Health
 - Police and Fire Departments
 - Local YMCAs
 - Town representatives
 - Local churches
- Activities for Families: With the support of these local providers, we have organized community events such as:
 - Halloween parties for children
 - Christmas gifts for kids
 - Family day - once a year activity





ECONOMIC STABILITY



- Job searching focused on increasing income
- Monthly goal to pay down debts/rent arrears/delinquent utilities
- Budgeting - Saving 30% of their monthly income
- Access to financial literacy and managing credit





EDUCATION ACCESS AND QUALITY



- All school-age children are registered
- Early Childhood Education
- ESOL access
- Career Coaching
- Summer Programming



A photograph of a man and a woman sitting together, looking at a smartphone. The man is on the left, wearing a light blue shirt, and the woman is on the right, wearing a dark top. They are both smiling and looking at the phone. The background is slightly blurred, showing what appears to be a wooden railing or fence. A semi-transparent blue rounded rectangle is overlaid on the image, containing the text.

JWJ + DC's Story

In December 2022, JWJ and his wife, DC, entered shelter. Since their entry, JWJ and DC have worked diligently with their Family Housing Advocate and the Immigration support to receive their work authorization card so they can become self-sufficient. As soon as their work authorization became active, DC sought employment as a Personal Care Attendant, while JWJ continued to work on his language skills. He took advantage of the ESL classes provided by Centerboard while he was driving for Uber. In March 2024, this family qualified for a Massachusetts Rental Voucher Program (MRVP) voucher to assist them in finding permanent housing. In October 2024, JWJ and DC were able to overcome all the barriers that had made them enter the EA system and were able to move into their own apartment in Peabody.



**Centerboard Housing services
assisted over 2,013 men, women,
and children.**



**55% of Centerboard
Housing participants
are youth ages 0-17.**

FY24



**Centerboard Served 877
families through our
housing programs.**



**297 Centerboard families
found permanent
housing in FY24.**

Thank you!