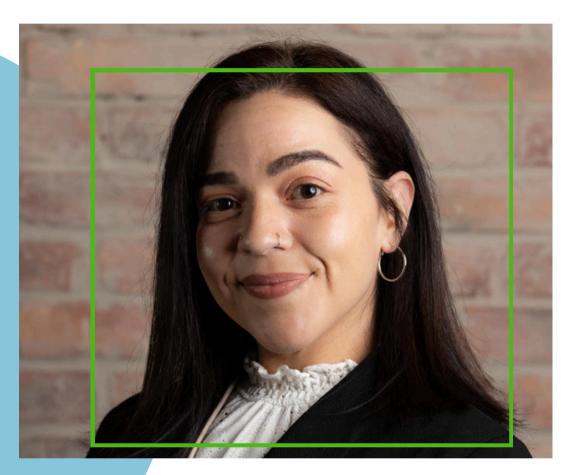
• Centerboard•

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 May 29, 2025

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."



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."

Assistant Director of Housing **Oneyda Roque-Soza**

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

longer suffice. Families need

STABILIZATION SERVICES

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

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

SOCIAL DETERMINANTS OF HEALTH

With the end of the end	Image: Addition of the end o	Social and Community Context	Eco
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 IntergrationsSupport SystemsCommunity EngagementStressDiscrimination	Emp Inco Deb Expo Sup Med

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

*source: Chess Health Solutions





- 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.









- 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



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EDUCATION ACCESS AND QUALITY

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





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.



assisted over 2,013 men, women, and children.



Centerboard Served 877 families through our housing programs.



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



FY24

297 Centerboard families found permanent housing in FY24.



Thank you!

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