

The Community Resource Center (CRC)

CRC Staff

Carolyn MacNair, General Resource Specialist, 617-726-8182

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

Grace Santana, Inpatient Med/Surg Resource Specialist, 617-643-8327

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

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

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

To Refer

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

CRC Services

Supports MGH Dept of Clinical Social Work staff & 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.**
 - **Some common requests:**
 - Public benefits eligibility – disability (SSI/SSDI), other cash assistance programs (TAFDC, EAEDC), Paid Leave (PFML), 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
 - **General Resource Specialist (Carolyn)- consults to MGH Social Service staff, but on SS staff request, can communicate directly with patients/families.**
 - Can assist with **MassHealth PT-1 applications on interim basis** while the medical provider applies for online access ([Instructions and Referral form](#)).
 - **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.

- **Inpatient Med/Surg Resource Specialist (Grace Santana)**- primarily assists with transportation, individual shelter referrals, elder service referrals, medical leave/disability education and delivering sweats, but can assist with all resource requests.
- **Pedi/OB Resource Specialist (Caroline)** – primarily assists with transportation and behavioral health services, but can assist with all resource requests.
- **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](#) (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 **until 4:00 pm daily** (see [guidelines](#)). **We do not notarize wills.** Refer to your resource specialist. Note: Gardy and Carolyn currently rotate onsite coverage; similarly Caroline and Grace share coverage. **Please email both** of your pair with requests. 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, cash and food assistance** - SSDI, SSI, TAFDC, EAEDC & PFML, SNAP
2. **Utility Assistance** – fuel assistance, discounts, low-cost phones, shut-off protections
3. **Subsidized Housing** – more and less realistic options, how to get started
4. **Emergency Assistance (EA) Family Shelter** – eligibility, waitlist