

Family Help Desk – Volunteer Description

The Family Help Desk is a resource and advocacy program that helps families access community resources critical to their health, safety, and economic survival. Family Help Desk volunteers connect patients with information about community agencies and programs related to food, housing, health insurance, immigration, childcare, adult education, job training, and other services. As more than simply a referral service, the Family Help Desk offers ongoing advocacy and case management services to its clients. Volunteers continually follow-up with families well after the initial desk visit to assess the progress of each case.

- Attend regular weekly shifts (2 hours/week) at Clinic or Hospital
Talk with families at the desk about their resource needs, and connect them with appropriate services and benefits. Communicate with physicians, social workers and other clinic staff about families they have referred to the desk.
- Follow up with clients and service providers (minimum of 2 hours of follow up/week)
Call, email, and visit organizations and families to find out whether clients successfully accessed resources to which they were referred and to troubleshoot or provide additional services as necessary. Conscientious follow up with 100% of clients is expected of all Family Help Desk volunteers; it is the foundation for responsible advocacy.
- Attend and actively participate in one-hour weekly Reflection Sessions
Discuss cases at the desk and share experiences with fellow volunteers in the program. Participate in activities that relate to the program's impact on families, their community and Project HEALTH's vision and mission of breaking the link between poverty and poor health.

Family Help Desk – Site locations

The Harriet Lane Clinic

200 North Wolfe St.
Baltimore, MD 21287

A pediatric clinic associated with Johns Hopkins Children's Center, the Harriet Lane clinic serves roughly 6,000 children annually. Working along side a dedicated team of health professionals including pediatricians, nurses, social workers and lawyers, students provide individual solutions to the complex problems faced by children and families.

Druid Health District

1414 W. North Ave.
Baltimore, MD 21217

Approximately 15,000 people from the most impoverished neighborhoods in Baltimore pass through the doors at the Druid Health District annually. This facility offers family planning services, dental services, STD and HIV/AIDS testing, and the nation's first Men's Clinic.

Eastern Health District - "La Carolina"

620 N. Caroline St.
Baltimore, MD 21205

As one of the primary facilities serving the Spanish-speaking population in Baltimore City, "La Carolina" offers STD and HIV/AIDS testing, dental services, and family planning services to roughly 15,000 people annually. Students will be working with bi-lingual staff to help provide information and resources to the city's expanding Latino population.

Daybreak Rehabilitation Program

2490 Giles Rd.
Baltimore, MD 21225

A Methadone outpatient clinic located in the south-side of Baltimore's Cherry Hill neighborhood; offers unique programs such as art, painting, health and parenting class for over 3,000 clients annually.

Johns Hopkins Bayview Medical Center – Center for Addiction and Pregnancy

4940 Eastern Ave.
Baltimore, MD 21224

An outpatient and residential program that provides a comprehensive, coordinated and multidisciplinary approach for drug-dependent mothers and their drug-affected babies including health, child care, and family planning programs.

IBR Reach Mobile Health Services

2104 Maryland Ave.
Baltimore, MD 21218

This innovative methadone outpatient clinic provides access to treatment through the use of a mobile van unit and offers a variety of other services including alcohol abuse programs, workforce development, mental health services and acupuncture services.

Baltimore City Health Department- Needle Exchange Program

Multiple sites around the city

An HIV/AIDS Hepatitis C prevention program that offers intravenous drug users risk reduction education to reduce the spread of HIV/AIDS and other infectious diseases. This mobile van unit delivers services at 15 sites around the city.