

# Meet Our Staff

**Gail Flynn**  
Administrator

**Pamela Jordan**  
Assistant Administrator

**Pamela Atuquayifo**  
Case Manager

**Maribel Saez**  
Stabilization Case Manager



## Catholic Charities Worcester County

**Gail Flynn**  
Administrator  
133 Granite Street  
Worcester, MA 01604

Tel: 508-753-3084  
Fax: 508-754-0139  
Email: [gflynn@ccworc.org](mailto:gflynn@ccworc.org)

\*Subcontracted through:



## YOUVILLE HOUSE FAMILY SHELTER

To donate from our wish list, go to:  
[https://www.ccworc.org/donations/  
donate-goods/](https://www.ccworc.org/donations/donate-goods/)



508.753.3084  
[www.ccworc.org](http://www.ccworc.org)



**C**atholic Charities Worcester County is a multi-faceted, 501 (c)(3) social service agency serving all of Worcester County with a broad mix of programs addressing issues including hunger, access to emergency services, housing assistance and health care, developmental disabilities, job training, home care, parenting education, immigration and citizenship services, and substance use disorder treatment and recovery. We are committed to strengthening families and to serving individuals in need regardless of racial, ethnic, cultural or religious origins, ability to pay, or mental, physical or developmental challenges.

## Our Service Model

Youville House provides temporary emergency shelter when homelessness cannot be avoided. We support families with a combination of case management and direct service, provided in an environment that affirms the dignity of the individuals being served.

Twelve families live at the shelter at any given time. Both one and two-parent families are welcome. The families are referred to our agency through the Department of Housing and Community Development (DHCD) and represent different towns and cities.

Every family completes an assessment that helps us to address immediate needs, and move towards self-sufficiency:

Each family has their own room and shares the following common areas: kitchen, bathroom, living room, playroom and outdoor recreational areas. In addition, parents cook their own meals and participate in chores to maintain the facility.

**While at Youville House, families have access to the following resources on-site:**

- ▶ **Housing search:** We work with families to find affordable housing.
- ▶ **Food pantry:** Through our pantry, families can access items if they're waiting for their benefits to begin or are running low on SNAP.
- ▶ **Hygiene products:** Through donations, we maintain items for families that are new to the shelter or are having trouble affording items.
- ▶ **Holiday assistance:** During Christmas, we work with area organizations and churches that donate toys and gifts.
- ▶ **Horizons for Homeless Children:** Each week, volunteers engage the children in reading and activities.
- ▶ **Birthday Wishes:** Once a month, birthday parties are put on for the children by volunteers.
- ▶ **Worcester Family Partnership:** Staff come in and engage parents and children in activities around literacy.



## Ongoing Case Management

We work with parents to assess housing and social service needs. Acting as advocates for families, we help guests to identify and access resources and supports they will need to achieve permanent housing in the community. Families may elect to continue "aftercare" services following relocation to help prevent recurrence of the crisis that caused their initial homelessness. Parents and children are referred to the following resources:

- ▶ Financial Literacy and Budget Training
- ▶ HiSet (High School Equivalency) Classes
- ▶ Vocational Training
- ▶ Positive Parenting Classes
- ▶ Behavioral Health Counseling
- ▶ Job Search and Resume Preparation
- ▶ Child Care
- ▶ POWER Program

## Donations

Youville House receives donations from churches, organizations, schools, colleges, and the general public. To make a monetary donation, go to:

<https://www.cworc.org/donations/make-a-donation/>

