

# Directory of Services (4/5/10)\*

## For Homelessness Prevention, Diversion, Re-housing and Stabilization

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\*This directory will continually be updated with new and revised information. Please subscribe to the Network's blog at: [westernmasshousingfirst.org](http://westernmasshousingfirst.org) to receive email notice when a revised copy is available.

## **Family Services**

### **Hampden County**

**HAPHousing, Inc.** (State HPRP funds, ICHH funds)\*\*

322 Main Street

Springfield, MA 01105

*Direct Services Contact: Luz Alvarado*

[ldalvarado@haphousing.org](mailto:ldalvarado@haphousing.org) ; 413-233-1601 (phone); 413-787-1797 (fax)

*Supervisor Contact: Marcia Crutchfield*

[mcrutchfield@haphousing.org](mailto:mcrutchfield@haphousing.org), 413-787-1607 (phone)

**Eligibility criteria for ICHH prevention/diversion funds:** facing imminent homelessness due to temporary crisis; net income not more than 30% of area median income (e.g., family of 4 up to \$23,300); rent not more than 50% of income

**Assistance provided:** maximum \$5,500

**Eligibility criteria for ICHH re-housing funds:** living in shelter or history of living in shelter, complex social and economic challenges

**Assistance provided:** maximum \$5,500

**Eligibility criteria for state HPRP re-housing funds:** living in shelter or motel, income not in excess of 50% of Area Median Income (family of 4 = \$38,800), rent cannot exceed 30% of income; must contribute 30% of income to rent

**Eligibility criteria for state HPRP eviction prevention program for subsidized housing tenants:**

*Direct Services Contact (HAP): Ramona Rivera, 413-233-1617*

*Direct Services Contact (SHA): Lydia Rodriguez, 413-785-1562*

**Eligibility Criteria:** tenants living in public or subsidized housing in Springfield or at other area local housing authorities and at high risk of eviction; income at or below 50% of Area Median Income; not paying more than approximately 50% of their income in rent;

**Assistance Provided:** Rent arrearages up to 6 months to avoid eviction or move to another unit; up to 6 months of utility arrearages

**Eligibility for DTA funds:** living in shelter for over 60 days and on TAFDC (Transitional Assistance for Dependent Children); signed lease or agreement

**Assistance provided:** maximum \$1,000 for first and last month's rent, security deposit, rental or utility arrearages, beds and moving costs

\*\* See acronyms defined on last page of this directory.

**New England Farm Workers' Council** (ICHH funds; State HPRP funds)

225 High Street

Holyoke, MA 01040

*Direct Services Contact: Luz DeJesus, Debbie Hudson, Betty Miller*

*413-536-5403 ext. 203 (phone); 413-536-5405 (fax)*

**Eligibility criteria for ICHH funds:** *facing imminent homelessness; net income not more than 30% of area median income (e.g., family of 4 up to \$23,300); rent not more than 50% of income*

**Assistance provided:** *maximum \$5,500*

**Eligibility criteria for State HPRP diversion funds:** *EA eligible, imminently homeless, gross income not more than 50% of area median income (e.g., for family of 4 up to \$38,800); rent does not exceed 50% of income*

**Assistance provided:** *at the DTA/DHCD offices in Springfield (Liberty Street) and Holyoke, Monday through Friday, 10 am – 3 pm; maximum assistance of \$6,000*

**Eligibility for DTA relocation funds:** *living in shelter for over 60 days and on TAFDC (Transitional Assistance for Dependent Children); signed lease or agreement*

**Assistance provided:** *maximum \$1,000 for first and last month's rent, security deposit, rental or utility arrearages, beds and moving costs*

**Catholic Charities** (private funds)

254 Bridge Street

Springfield, MA 01103-1410

*Direct Services Contact: Wanda Garcia*

*413-452-0605 (phone); 413-452-0647 (fax)*

**Eligibility criteria:** *income up to 130% of federal poverty level; in rental or utility arrears*

**Assistance provided:** *maximum \$200*

**Center for Human Development** (SAMSHA, DTA)

51 Capital Drive Direct

West Springfield MA

*Direct Service Contact: Jane Banks*

*[jbanks@chd.org](mailto:jbanks@chd.org); 413-536-2437 (phone); 413-306-6053 (fax)*

**Eligibility Criteria for SAMSHA Supportive Housing:** *EA eligible, living in temporary emergency shelter or transitional housing programs in Hampden and Hampshire counties in which one or more adults has a serious mental illness or co-occurring disorder, who are caring for their dependent children, and who have been homeless for six months, who have had two or more episodes of homelessness in the past two years or have residential instability (i.e., 5 or more moves over the past two years)*

**Assistance provided:** *support services and financial assistance*

**Center for Human Development continued:**

**Eligibility for DTA relocation funds:** *living in shelter for over 60 days and on TAFDC (Transitional Assistance for Dependent Children); signed lease or agreement*

**Assistance provided:** *maximum \$1,000 for first and last month's rent, security deposit, rental or utility arrearages, beds and moving costs*

**Springfield**

**HAPHousing, Inc.** (Springfield HPRP funds, State HPRP funds)

322 Main Street

Springfield, MA 01105

Direct Services Contact: Luz White

[lwhite@haphousing.org](mailto:lwhite@haphousing.org); 413-233-1606 (phone); 413-787-1797 (fax)

Supervisor Contract: Marcia Crutchfield

[mcutchfield@haphousing.org](mailto:mcutchfield@haphousing.org), 413-233-1607 (phone)

**Eligibility criteria for Springfield HPRP funds:** *must live or work in Springfield; facing imminent homelessness due to temporary crisis; gross income not more than 50% of area median income (e.g. 50% for family of 4 = \$38,800); rent not more than 50% of income*

**Assistance provided:** *maximum \$2,000*

**Springfield Partners for Community Action** (ARRA funds)

619 State Street, Springfield, MA 01109

**Eligibility criteria for utility arrearage:** *Springfield resident; income not in excess of 200% of federal poverty level; must have utility shut-off notice; complete Financial Literacy and participate in Credit Counseling*

**Assistance provided:** Households may be eligible for up to \$2,000

Direct Services contact for utility arrearage: Steve Plummer, call Mon-Fri, 9 am – 4 pm

413-263-6500 ext. 6567

413-263-6511 (fax)

[SteveP@springfieldpartnersinc.com](mailto:SteveP@springfieldpartnersinc.com)

**Eligibility criteria for home furnishings:** *must transition from shelter into stable housing; provide letter of referral; must provide transportation and help to move items on day of pick-up*

**Assistance provided:** *basic household items (i.e. beds, dressers, living room, kitchen, etc) does not provide appliances, baby items or small household goods*

Direct Services Contact for home furnishings: Pat Danjo, call Mon-Thurs, 9 am – 2 pm

413-263-6500 ext 6537 (phone) call for appointment

413-263-6511 (fax)

Also available from Springfield Partners: Financial Literacy classes, one-on-one Credit Counseling, Housing Search assistance, Weekly Eviction Clinics every Wednesday at 5:30 pm and Volunteers for Justice assistance during weekly Housing Court sessions.

**Springfield Housing Authority** (DHCD ARRA funding)

25 Saab Court  
Springfield, MA 01104  
*Contact: Pam Wells, Resident Service Manager*  
(413) 737-9376  
[pwells@shamass.org](mailto:pwells@shamass.org)

**Eligibility criteria:** Resident of the Springfield Housing Authority

**Assistance Provided:** Homelessness prevention, including referrals to services and some funding, financial literacy, case management, employment assistance, training opportunities, etc.

## **Holyoke and Chicopee**

**Valley Opportunity Council, Inc.** (Holyoke & Chicopee HPRP, ICHH, CSBG funds)

35 Mt. Carmel Street  
Chicopee, MA 01013  
*Direct Services Contact: Alicia Rodriguez*  
[arodriguez@valleyopp.com](mailto:arodriguez@valleyopp.com); 413-534-2466 (phone); 413-552-1558 (fax)

**Eligibility criteria for ICHH funds:** *must live or work in Holyoke or Chicopee, facing imminent homelessness due to temporary crisis; net income not more than 30% of area median income (e.g., for family of 4 up to \$23,300); rent not more than 50% of income*  
**Assistance provided:** *maximum \$2,000*

**Eligibility criteria for city HPRP funds:** *same as above but gross income not more than 50% of area median income (e.g., for family of 4 up to \$38,000)*  
**Assistance provided:** *maximum \$2,000*

## **Hampshire County**

**HAPHousing, Inc.** (ICHH funds)

20 Hampton Ave, Suite 185.  
Northampton, MA 01060  
*Direct Services Contact: Ivette Gonzales, 413-233-1602 (phone); 413-787-1797 (fax)*

*Assessment forms available at the Northampton office and on their website at [www.haphousing.org](http://www.haphousing.org). Client meetings with homeless assistance staff can be arranged by appointment.*

**HAP Housing, ICHH funds continued:**

**Eligibility criteria:** facing imminent homelessness due to temporary crisis; net income not more than 30% of area median income (e.g., for family of 4 up to \$23,300); rent not more than 50% of income

**Assistance provided:** maximum \$5,500

**Community Action (ARAA, ICHH funds)**

56 Vernon Street

Northampton, MA 01060

*Direct Services Contact: Marla Gale; 413-387-1209 (phone); 413-582-4248 (fax)*

*Call for fast track referral form*

**Eligibility criteria for ICHH funds:** facing imminent homelessness due to temporary crisis; net income not more than 30% of area median income (for family of 4 up to \$23,300)

**Assistance provided:** maximum \$2,000

**Center for Human Development (SAMSHA, DTA)**

**51 Capital Drive Direct**

**West Springfield MA**

*Direct Service Contact: Jane Banks*

[jbanks@chd.org](mailto:jbanks@chd.org); 413-536-2437 (phone); 413-306-6053 (fax)

**Eligibility Criteria for SAMSHA Supportive Housing:** EA eligible, living in temporary emergency shelter or transitional housing programs in Hampden and Hampshire counties in which one or more adults has a serious mental illness or co-occurring disorder, who are caring for their dependent children, and who have been homeless for six months, who have had two or more episodes of homelessness in the past two years or have residential instability (i.e., 5 or more moves over the past two years)

**Assistance provided:** support services and financial assistance

**DTA relocation funds:** living in shelter for over 60 days and on TAFDC (Transitional Assistance for Dependent Children); signed lease or agreement

**Assistance provided:** maximum \$1,000 for first and last month's rent, security deposit, rental or utility arrearages, beds and moving costs

**Catholic Charities (private funds)**

254 Bridge Street

Springfield, MA 01103-1410

*Direct Services Contact: Wanda Garcia*

*413-452-0605 (phone); 413-452-0647 (fax)*

**Eligibility criteria:** income up to 130% of federal poverty level; in rental or utility arrears

**Assistance provided:** maximum \$200

## **Franklin County**

### **Community Action (ESG, ICHH funds)**

106 Federal Street

Greenfield, MA 01301

*Direct Services: Brian Sullivan 413-475-1581 (phone); 413-744-3160 (fax)*

### **Community Action (ESG, ICHH funds)**

56 Vernon St.

Northampton, MA 01060

*Direct Services: Marla Gale 413-387-1209 (phone); 413-582-4248 (fax)*

*Call for Fast Track Referral form*

***Eligibility criteria for ICHH funds:*** *facing imminent homelessness due to temporary crisis; net income not more than 30% of area median income (e.g., family of 4 up to \$23,300)*

***Assistance provided :*** *Rent arrearage; or partial move in costs; or utility arrearage; maximum \$5,500*

***Eligibility criteria for ESG Prevention funds:*** *facing imminent homelessness due to a documentable sudden reduction of income, whose situation appears sustainable going forward.*

***Assistance provided :*** *Up to one month's rent (security deposit OR last month OR first month OR one month of arrears); OR utility arrearage payment to prevent shut off (up to one month's average usage or minimal delivery cost)*

### **Franklin County Regional Housing and Redevelopment Authority (ICHH, RAFT)**

42 Canal Road

Turners Falls, MA 01376

To access assistance, contact Housing Consumer Education Center, 413-863-9781 or visit [www.fchra.org](http://www.fchra.org) to obtain preliminary assessment form. Completed forms may be mailed or dropped off at office or faxed to 413-863-9289. Office hours: Monday – Friday, 9-4:30, closed daily 12-1 pm

Contact: Joanne Glier

[jglier@fchra.org](mailto:jglier@fchra.org)

413-863-9781 ext. 150 (phone)

***Eligibility criteria for ICHH prevention funds:*** *facing imminent homelessness due to temporary crisis; net income not more than 30% of area median income (e.g., 30% for family of 4 = \$23,300)*

***Assistance provided:*** *maximum \$5,500*

***Eligibility criteria for ICHH rehousing funds:*** *living in shelter or history of living in shelter, complex social and economic challenges*

***Assistance provided:*** *maximum \$5,500*

**Franklin County Regional Housing and Redev. Authority continued:**

**Eligibility for RAFT funds:** must be a family of 2 or more with a child under 2, two or more adults where 1 adult is disabled; single mother and pregnant; at risk of homelessness; income not more than 50% of Area Median Income (family of 3: \$34,900).

**Assistance provided:** lifetime maximum of \$2,000 to be applied to rent arrears, first, last, security deposit, mortgage arrears, transportation expenses related to employment outside of the home, utility arrears post moratorium season.

**ServiceNet** (DTA, United Way)

128 Federal Street

Greenfield, MA 01301

Direct Service Contact: Cris Carl

[ccarll@servicenetinc.org](mailto:ccarll@servicenetinc.org); 413-774-6382 (phone); 413-7734-1241 (fax)

**Eligibility for DTA relocation funds:** living in shelter for over 60 days and on TAFDC (Transitional Assistance for Dependent Children); signed lease or agreement

**Assistance provided:** maximum \$1,000 for first and last month's rent, security deposit, rental or utility arrearages, beds and moving costs

**Eligibility criteria for United Way funds:** DHCD and DTA funds must be applied for first, must have signed lease or rental agreement

**Assistance provided:** match of up to \$300 of savings of \$300 or more (in money orders only) with a Wal-Mart gift card

**Catholic Charities** (private funds)

254 Bridge Street

Direct Services Contact: Wanda Garcia

413-452-0605 (phone)

413-452-0647 (fax)

**Eligibility criteria:** income up to 130% of federal poverty level; in rental or utility arrears

**Assistance provided:** maximum \$200

## **Berkshire County**

**Berkshire Housing Development Corporation (in collaboration with Berkshire County Regional Housing Authority)** (ICHH, Pittsfield HPRP, State HPRP, HUD, RAFT, Mass Bar Foundation, DHCD, Pittsfield CDGB, Mass Housing, Berkshire Life Foundation, Soldier On)

74 North Street, Suite 302  
Pittsfield, MA 01201  
Direct Services Contact: Chris Green  
[chrisg@bcrha.com](mailto:chrisg@bcrha.com)  
413-443-7138 (phone)  
413-443-8137 (fax)

*Services offered: legal and educational counseling; case management assistance, including post re-housing support; community and court dispute resolution services, including landlord/tenant and Summary Process Mediation; housing search assistance for homeless shelter residents; housing search assistance or diversion assistance for at-risk households, economic literacy programming and anti-poverty programming*

**Eligibility criteria:** *Excluding financial assistance programming and based on the availability of staff resources, there is an open door policy for all Berkshire County households.*

**Eligibility criteria for ICHH funds:** *facing imminent homelessness due to temporary crisis; net income not more than 30% of area median income (e.g., 30% for family of 4 = \$23,300); rent does not exceed 50% of income*

**Assistance provided:** *maximum \$2,500*

**Eligibility criteria for city HPRP funds:** *same as above except income limit is 50% of area median income (e.g., for family of 4 up to \$38,800); must be Pittsfield resident*

**Assistance provided:** *maximum \$2,500*

**Eligibility criteria for state HPRP diversion funds:** *EA eligible, imminently homeless, gross income not more than 50% of area median income (e.g., for family of 4 up to \$38,800); rent does not exceed 50% of income*

**Assistance provided:** *maximum \$6,000 in temporary rent subsidies; post placement case management*

**Eligibility for RAFT funds** (Contact person for RAFT: Jane Pixley, 413-499-1630 x 127, [jpixley@berkshirehousing.com](mailto:jpixley@berkshirehousing.com)) : *must be a family of 2 or more with a child under 2, two or more adults where 1 adult is disabled; single mother and pregnant; at risk of homelessness; income not more than 50% of Area Median Income (family of 3: \$34,900).*

**Assistance provided:** *lifetime maximum of \$2,000 to be applied to rent arrears, first, last, security deposit, mortgage arrears, transportation expenses related to employment outside of the home, utility arrears post moratorium season.*

**Catholic Charities** (private funds)  
254 Bridge Street  
Springfield, MA 01103-1410  
*Direct Services Contact: Wanda Garcia*  
*413-442-0103 (phone)*  
*413-452-0647 (fax)*

**Eligibility criteria:** income up to 130% of federal poverty level; in rental or utility arrears  
**Assistance provided:** maximum \$200

## **Individual Services**

### **All Counties:**

**Catholic Charities** (private funds)  
254 Bridge Street  
*Direct Services Contact: Wanda Garcia*  
*413-452-0605 (phone)*  
*413-452-0647 (fax)*

**Eligibility criteria:** income up to 130% of federal poverty level; in rental or utility arrears  
**Assistance provided:** maximum \$200

**Tenancy Preservation Project** (DHCD, ESG funds)  
See each contact listed by county

### **Eliot CHS Homeless services – Western MA PATH & C-SPECH Programs**

P.O. Box 389  
Northampton, MA 01061  
Direct Services Contact: Jay S. Levy, LICSW  
Phone: (413) 587-6427  
Email: [jlevy@eliotchs.org](mailto:jlevy@eliotchs.org)

#### **Eligibility Criteria:**

**PATH** - We prioritize sheltered and unsheltered chronically homeless single adults. We work with people who meet the HUD definition of homelessness along w/major mental health issue(s), as well as co-occurring disorders.

**C-SPECH** - We serve single adults who are either currently chronically homeless or have a *history* of chronic homelessness, mental health diagnosis, MBHP membership, and a willingness to engage in support services that is paired w/affordable housing.

**Assistance Provided:**

**PATH** – Outreach clinicians that provide pretreatment & treatment services at various shelters and beyond, including services to an unsheltered population. This includes, but not limited to: outreach & engagement, assessment, referral to needed services and resources, counseling and diagnostic evaluations. We also provide consultation w/shelter staff and other systems of care that serve homeless individuals.

**C-SPECH** – A Housing First Program that provides affordable housing search, placement, and support services aimed at long-term housing stabilization with chronically homeless individuals. This includes, but not limited to outreach & engagement, assessment, referral to needed services and resources, counseling and diagnostic evaluations, along w/landlord mediation, and rapid response to housing issues. We currently have 9 C-SPECH slots throughout Western MA.

## **Hampden County**

### **Open Panty Community Services (State HPRP funds)**

PO Box 5127

Springfield, MA 01101

*Direct Services Contact: Moira Lozada*

413-737-5355 (phone)

[mlozada@openpantry.org](mailto:mlozada@openpantry.org)

**Eligibility criteria:** *current living situation not meant for human habitation, in an emergency shelter in an existing institution of less than 180 days and prior living situation was on streets or in shelter or graduating from a transitional housing program. Household income must be at or below 30% of the area median income limit using “net” as the figure providing their “gross” is at or less than 50% AMI (30% of median = \$16,300; 50% = \$27,150). Must be considered Tier 1 or Tier 2 homeless.*

**Assistance provided:** *Maximum \$2,500 subsidy to maintain housing*

### **Catholic Charities (State HPRP funds)**

254 Bridge Street

*Direct Services Contact: Wanda Garcia*

413-452-0605 (phone)

413-452-0647 (fax)

**Eligibility criteria for state HPRP funds:** *imminent risk of homelessness (must have received Summons and Complaint), income does not exceed 50% of the area median income, rent cannot exceed 60% of income.*

**Assistance provided:** *maximum \$1,200, up to 2 months’ rent, whichever is less*

## **Tenancy Preservation Project (via Mental Health Association)**

995 Worthington Street

Springfield, M 01109

Contact: Gregory Mirhej, Program Director

413-734-5376 (phone); 413-737-7949 (fax)

[gmirhej@mhainc.org](mailto:gmirhej@mhainc.org)

**Eligibility Criteria:** tenant must have received a Notice to Quit from landlord and eviction must be related to a mental disability including: mental illness, developmental disabilities, substance abuse, issues related to aging and other mental impairments. Priority is given to those at imminent risk of eviction and tenants with a housing subsidy.

**Assistance provided:** TPP develops interventions, coordinates treatment and provides support to tenants in order to remedy lease violations. TPP does not offer housing searches or long-term case management.

## **Springfield**

**Catholic Charities (in collaboration with Friends of the Homeless - FOH)** (Springfield HPRP funds)

254 Bridge Street

Springfield, MA 01103-1410

*Direct Services Contact for individuals at-risk of homelessness: Eryn Tobyn*

[e.tobin@diospringfield.org](mailto:e.tobin@diospringfield.org)

413-452-0605 (phone)

413-452-0647 (fax)

*Direct Services for homeless individuals: Janice Humason, Friends of the Homeless*

[jhumason@fohspringfield.org](mailto:jhumason@fohspringfield.org)

413-732-3069 (phone)

413-732-0755 (fax – please call ahead if sending)

### **“The Homecoming Project”**

**Note: No walk-ins, please. Call in advance for an appointment.**

**Eligibility criteria:** *Housing status is homeless or facing imminent homelessness. Must have income; threshold of 50% or less of the Area Median Income. Rent cannot exceed 60% of income.*

*Eligibility is determined by intake process. Referrals are made by using screening tool. If the individual screens for HPRP, please call to schedule an intake appointment. Individuals who are staying at FOH open bed shelter are already screened in for HPRP by way of case management. Please direct FOH shelter clients to their case manager to follow up on their housing plan.*

**Assistance provided:** *Short term assistance maximum of either \$1,200 or 2 months rent.*

**Springfield Partners for Community Action** (ARRA funds)  
619 State Street, Springfield, MA 01109

**Eligibility criteria for utility arrearage:** *Springfield resident; income not in excess of 200% of federal poverty level; must have utility shut-off notice; complete Financial Literacy and participate in Credit Counseling*

**Assistance provided:** Households may be eligible for up to \$2,000

**Direct Services contact for utility arrearage:** Steve Plummer, call Mon-Fri, 9 am – 4 pm  
413-263-6500 ext. 6567

413-263-6511 (fax)

[SteveP@springfieldpartnersinc.com](mailto:SteveP@springfieldpartnersinc.com)

**Eligibility criteria for home furnishings:** *must transition from shelter into stable housing; provide letter of referral; must provide transportation and help to move items on day of pick-up*

**Assistance provided:** *basic household items (i.e. beds, dressers, living room, kitchen, etc) does not provide appliances, baby items or small household goods*

**Direct Services Contact for home furnishings:** Pat Danjo, call Mon-Thurs, 9 am – 2 pm  
413-263-6500 ext 6537 (phone) call for appointment

413-263-6511 (fax)

Also available from Springfield Partners: Financial Literacy classes, one-on-one Credit Counseling, Housing Search assistance, Weekly Eviction Clinics and Volunteers for Justice assistance during weekly Housing Court sessions.

**Springfield Housing Authority** (DHCD ARRA funding)

25 Saab Court

Springfield, MA 01104

Contact: Pam Wells, Resident Service Manager

(413) 737-9376

[pwells@shamass.org](mailto:pwells@shamass.org)

**Eligibility criteria:** *Resident of the Springfield Housing Authority*

**Assistance Provided:** *Homelessness prevention, including referrals to services and some funding, financial literacy, case management, employment assistance, training opportunities, etc.*

**Mental Health Association** (ICHH funds)

995 Worthington Street

Springfield, MA 01109

Direct Services Contact: David Havens

[dhavens@mhainc.org](mailto:dhavens@mhainc.org)

413-734-5376 (phone); 413-737-7949 (fax)

**Eligibility criteria:** *serves chronically homeless individuals through the REACH program*

## **Holyoke and Chicopee**

**Valley Opportunity Council, Inc.** (Holyoke & Chicopee HPRP funds)

35 Mt. Carmel Street

Chicopee, MA 01013

*Direct Services Contact: Alicia Rodriguez*

*[arodriguez@valleyopp.com](mailto:arodriguez@valleyopp.com); 413-534-2466 (phone); 413-552-1558 (fax)*

**Eligibility criteria:** *must live or work in Holyoke or Chicopee, facing imminent homelessness due to temporary crisis; income not more than 50% of area median income*

**Assistance provided:** *maximum \$2,000*

## **Westfield**

**The Carson Center for Human Services** (ICHH funds)

77 Mill Street

Westfield, MA 01085

*Contact: Chris Muldrew*

*[cmuldrew@carsoncenter.org](mailto:cmuldrew@carsoncenter.org)*

*413-568-6141 (phone); 413-572-4117 (fax)*

**Eligibility criteria:** *chronically homeless individuals served through the REACH program (Regional Engagement and Assessment of the Chronically Homeless)*

## **Amherst**

**Center for Human Development** (ICHH funds)

Main office: 51 Capital Drive

West Springfield, MA

*Direct Service Contact: Cathy Bennett*

*[cbennett@chd.org](mailto:cbennett@chd.org)*

*413-335-9249 (phone); 413-306-6053 (fax)*

**Eligibility criteria:** *chronically homeless individuals served through the REACH program*

## **Hampshire County**

**Open Panty Community Services** (State HPRP funds)

PO Box 5127

Springfield, MA 01101

*Direct Services Contact: Moira Lozada*

*413-737-5355 (phone)*

*[mlozada@openpantry.org](mailto:mlozada@openpantry.org)*

**Eligibility criteria:** *current living situation not meant for human habitation, in an emergency shelter in an existing institution of less than 180 days and prior living situation was on streets or in shelter or graduating from a transitional housing program.*

**Open Pantry Community Services continued:**

Household income must be at or below 30% of the area median income limit using “net” as the figure providing their “gross” is at or less than 50% AMI (30% of median = \$16,300; 50% = \$27,150). Must be considered Tier 1 or Tier 2 homeless.

**Assistance provided:** Maximum \$2,500 subsidy to maintain housing

**Tenancy Preservation Project (of the Mental Health Association)**

15 Gothic Street  
Northampton, MA 01060  
Contact: Linda Driscoll-Sbar  
413-584-2003 (phone)

**Eligibility Criteria:** tenant must have received a Notice to Quit from landlord and eviction must be related to a mental disability including: mental illness, developmental disabilities, substance abuse, issues related to aging and other mental impairments. Priority is given to those at imminent risk of eviction and tenants with a housing subsidy.

**Assistance provided:** TPP develops interventions, coordinates treatment and provides support to tenants in order to remedy lease violations. TPP does not offer housing searches or long-term case management.

**Hampshire and Franklin Counties**

**ServiceNet** (ICHH funds, SAMHSA funds)

129 King Street  
Northampton, MA 01060

**Eligibility criteria for ICHH funds:** chronically homeless individuals served through the REACH program

Direct Service Contact: Wanda Rolon

[wrolon@servicenet.org](mailto:wrolon@servicenet.org) ; 413-585-1398 (phone); 413-585-1321 (fax)

**Eligibility criteria for SAMHSA funds (Housing Plus Program):** long-term homelessness; mental health and/or substance use issues

Direct Service Contact: Richard Willhite

[rwillhite@servicenet.org](mailto:rwillhite@servicenet.org); 413-768-9326 (cell); 413-775-9468 (fax)

**Community Action** (ESG funds; state HPRP via Catholic Charities)

106 Federal Street  
Greenfield, MA 01301

Direct Services: Toni Hochstadt

[thochstadt@communityaction.us](mailto:thochstadt@communityaction.us) ; 413-475-1578 (phone); 413-744-3160 (fax)

**Community Action continued:**

**Eligibility criteria for ESG Prevention funds:** facing imminent homelessness due to a documentable sudden reduction of income, whose situation appears sustainable going forward.

**Assistance provided :** Up to one month's rent (security deposit OR last month OR first month OR one month of arrears); OR utility arrearage payment to prevent shut off (up to one month's average usage or minimal delivery cost)

**Eligibility criteria for state HPRP funds:** single adults at imminent risk of homelessness (must have received Summons and Complaint), income does not exceed 50% of the area median income, rent cannot exceed 60% of income.

**Assistance provided:** maximum \$1,200, up to 2 months' rent, whichever is less

## **Franklin County**

### **Tenancy Preservation Project (of the Mental Health Association)**

13 Prospect Street  
Greenfield, MA 01301  
Contact: Sandy Haigh  
413-772-5636 (phone)  
shaigh@mhainc.org

**Eligibility Criteria:** tenant must have received a Notice to Quit from landlord and eviction must be related to a mental disability including: mental illness, developmental disabilities, substance abuse, issues related to aging and other mental impairments. Priority is given to those at imminent risk of eviction and tenants with a housing subsidy.

**Assistance provided:** TPP develops interventions, coordinates treatment and provides support to tenants in order to remedy lease violations. TPP does not offer housing searches or long-term case management.

## **Berkshire County**

**Berkshire Housing Development Corporation (in collaboration with Berkshire County Regional Housing Authority)** (ICHH, Pittsfield HPRP, HUD, Mass Bar Foundation, DHCD, Pittsfield CDGB, Mass Housing , Berkshire Life Foundation, Soldier On)

74 North Street, Suite 302  
Pittsfield, MA 01201  
Direct Services Contact: Chris Green  
[chrisg@bcrha.com](mailto:chrisg@bcrha.com); 413-443-7138 (phone); 413-443-8137 (fax)

*Services offered: legal and educational counseling; case management assistance, including post re-housing support; community and court dispute resolution services, including landlord/tenant and Summary Process Mediation; housing search assistance for*

homeless shelter residents; housing search assistance or diversion assistance for at-risk households, economic literacy programming and anti-poverty programming

**Eligibility criteria:** Excluding financial assistance programming and based on the availability of staff resources, there is an open door policy for all Berkshire County households.

**Eligibility criteria for Pittsfield HPRP funds:** Pittsfield resident, imminent homelessness  
**Assistance provided:** maximum \$2,500

**Tenancy Preservation Project (of Berkshire County Regional Housing Authority)**

150 North Street

Pittsfield, MA 01201

Contact: Lauren Bolio

413-447-7138 ext. 19 (phone); 413-443-8137 (fax)

**Eligibility Criteria:** tenant must be at risk of eviction and the eviction must be related to a mental disability including: mental illness, developmental disabilities, substance abuse, issues related to aging and other mental impairments. Priority is given to those at imminent risk of eviction and tenants with a housing subsidy.

**Assistance provided:** TPP develops interventions, coordinates treatment and provides support to tenants in order to remedy lease violations. TPP does not offer housing searches or long-term case management.

**Berkshire Community Action Council** (State HPRP via Catholic Charities; HUD, CDBG, DHCD, Berkshire United Way, MHSA)  
1531 East Street  
Pittsfield, MA

**State HPRP Eviction Prevention Program**

Contact: Dave Christopolis, 413-445-4503 ext 122

**Eligibility criteria:** imminent risk of homelessness (must have received a Summons and Complaint), income does not exceed 50% of the area median income, rent cannot exceed 60% of income.

**Assistance provided:** maximum \$1,200, up to 2 months' rent, whichever is less

**Re-housing and stabilization services**

Direct Services Contact: Pam Bennett, [Pbennett@bcacinc.org](mailto:Pbennett@bcacinc.org) and Rebecca Connolly, [Rconnolly@bcacinc.org](mailto:Rconnolly@bcacinc.org); 413-445-1445 or 413-499-2877

**Eligibility criteria:** living in shelter

**Assistance provided:** Emergency and Transitional Shelter Case management services provided Transition planning that focuses on income enhancement and management, housing search and placement and information and referral services.

**Open Panty Community Services** (State HPRP funds)

PO Box 5127

Springfield, MA 01101

*Direct Services Contact: Moira Lozada*

413-737-5355 (phone)

[mlozada@openpantry.org](mailto:mlozada@openpantry.org)

**Eligibility criteria:** *current living situation not meant for human habitation, in an emergency shelter in an existing institution of less than 180 days and prior living situation was on streets or in shelter or graduating from a transitional housing program. Household income must be at or below 30% of the area median income limit using “net” as the figure providing their “gross” is at or less than 50% AMI (30% of median = \$16,300; 50% = \$27,150). Must be considered Tier 1 or Tier 2 homeless.*

**Assistance provided:** *Maximum \$2,500 subsidy to maintain housing*

**The Brien Center** (ICHH funds)

251 Fenn Street

Pittsfield, MA 01201

*Contact: Mark Warren*

*mwarr@briencenter.org; 413-496-9671 (phone); 413-572-4117 (fax)*

**Eligibility criteria:** *chronically homeless individuals served through the REACH program*

## **Domestic Violence Services**

**For all four counties of Western Massachusetts,  
serving women and children, families and individuals:**

**For Emergency Shelter and Housing Stabilization:**

**YWCA of Western Massachusetts** (DCF, DTA, United Way of Pioneer Valley, City of Springfield, City of Westfield funds)

198 Fort Pleasant Avenue

Springfield, MA 01108-1591

For Emergency Shelter: Call YWCA Hotline at 413-733-7100 or (800) 796-8711

For Housing Stabilization: YWCA New Beginnings, Brenda Barcome, 413-562-5739 or

[bib@ywworks.org](mailto:bib@ywworks.org)

**Eligibility criteria:** *for shelter – a woman in immediate danger from domestic violence (no income, age limits); for housing stabilization – a victim of domestic violence and able to provide documentation showing rent/mortgage owed, letter from a landlord and/or financial institution, budget plan and written statement of domestic violence situation.*

## **Franklin County**

### **New England Learning Center for Women In Transition**

Main Office: 479 Main Street,  
PO Box 520, Greenfield MA 01302  
413-772-0871

NELCWIT's CRISIS HOTLINE provides support and resources regarding sexual assault and domestic violence, staffed 24 hours a day, 7 days a week: 413-772-0806 TTY or Toll Free: 1-888-249-0806 TTY Please call any time for emotional support, information, and resources.

COUNSELING, ADVOCACY, & SUPPORT, including: individual counseling and advocacy for sexual assault and domestic violence; support groups for children who have lived with violence; safe homes; restraining orders and safety planning; legal consultation, outreach and advocacy for Latinas, help with safety related expenses through Devorah's Door to Safety; LGBT services

### **PREVENTION EDUCATION**

NELCWIT's educators have a wealth of information to share about domestic violence, sexual assault, teen dating violence, and building healthy relationships. Much of their work is done with middle and high school students.

In addition to our programs for youths, we can tailor presentations for employers, professional organizations, faith groups, human service and health care providers, and other groups in Franklin County or the North Quabbin region.

We also offer VISIONING BEAR CIRCLE, a group for indigenous men, women, and young people focused on sexual assault prevention, which meets at NELCWIT twice each month.

### **NELCWIT'S NORTH QUABBIN OFFICE'S**

Direct line to North Quabbin office: 978-544-9857. Or, call our hotline any time at 413-772-0806 or 1-888-249-0806.

*Hours by appointment only.* Located at the Orange Innovation Center, 131 West Main Street #3, Orange MA 01364 (old Bedroom Factory building).

## **Berkshire County**

### **Elizabeth Freeman Center**

24 hour toll-free hotline: 1-866-401-2425

Offices:

43 Francis Avenue, Pittsfield, MA 01201, 413-499-2425

85 Main Street, North Adams, MA 01247, 413-663-7459

40 Railroad Street, Great Barrington, MA 01230, 413-429-8190

[efcenter@rnetworx.com](mailto:efcenter@rnetworx.com)

**Eligibility criteria:** There are no income or age limits. Our services are free and confidential.

**Assistance provided:** emergency shelter and battered woman's residential shelter for persons (individuals and families) in imminent danger from domestic violence or sexual assault; 24 hour hotline with physical response; counseling and advocacy; specialized services for immigrant and refugee survivors; staff in court to help with restraining orders; supervised visitation; pet foster care for those who must leave their pets due to domestic violence; education and primary prevention work with youth; workshops and trainings.

## **Homeless Education Liaisons**

**(of the Office for the Education of Homeless Children and Youth,  
Massachusetts Department of Elementary and Secondary Education)**

The federal McKinney-Vento Act requires every school district to designate a staff person to serve as the Homeless Education Liaison whose role it is to assist homeless students enroll in school and to ensure that they receive the educational services for which they are available. For a list of Liaisons and their contact information, please go to the Department's website at:

<http://www.doe.mass.edu/mv/homeless.asp>

## **HIV/AIDS Shelter Assistance**

**The Statewide Homeless/HIV Integration Project (SH/HIP) a program of Health Imperatives (MDPH)**

PO Box 285

Amherst, MA 01004

Contact: Mindy Domb

413-256-3406 (phone); 413-356-6371 (fax)

[mdomb@healthimperatives.org](mailto:mdomb@healthimperatives.org)

website: [www.healthimperatives.org/shhip](http://www.healthimperatives.org/shhip)

**Assistance Provided:** free onsite training and technical assistance to homeless shelter providers on addressing the issue of HIV/AIDS, viral hepatitis, substance use/misuse and overdose prevention among people experiencing homelessness.

In exploring HIV integration strategies, we strive to build on the strengths and culture of each of our partners. SH/HIP is funded by the Massachusetts Office of HIV/AIDS, and our services are free for homeless shelters and other organizations that assist people who are experiencing homelessness in the Commonwealth.

## **Housing Assistance for At-Risk Teens**

**For Hampshire, Franklin and North Quabbin Region:**

**DIAL/SELF Youth and Community Services**

21 Abbott Street

Greenfield, MA

Contact: David Voegelé

413-774-7054

**Eligibility criteria:** youth up to age 21

**Assistance provided:** Information, referral, outreach, advocacy, and residential services to area teens. Community Service Partnerships with other local agencies and programs.

## Legal Services

### **For All Counties:**

#### **Massachusetts Justice Project**

57 Suffolk Street, 4<sup>th</sup> Fl  
Holyoke, MA 01040  
413-533-2660  
1-800-639-1209

The MJP telephone intake hours of operation ("**hotline**") are 9:30 AM – 4 PM, Monday through Thursday, and 9:30 AM- 12:30 PM on Friday. This hotline screens cases for all five counties (including Worcester) served by MJP. Applicants can reach the hotline by calling the above toll free numbers or either of the main numbers listed for each office.

#### ***Services Provided:***

##### **1) Hotline:**

The Massachusetts Justice Project is a federally funded legal services hotline. We provide legal advice in only the following matters, landlord and tenant issues, evictions, divorce and custody cases, domestic violence, foreclosure, debt collection and bankruptcy, employment and the termination or denial government benefits such as welfare or veterans benefits, SSI or social security, unemployment compensation, section 8 and public housing, food stamps, mass health and Medicare. In some cases, we may be able to refer your legal problem to a lawyer for more extended service, but in most cases we provide only advice and/or written self-help materials. To receive any such assistance, you must be low income.

##### **2) Volunteers For Justice:**

Tenants facing eviction in **Hampden County** who contact the MJP through its hotline will be referred to the **Volunteers For Justice Project** for assistance. VFJ is a court based clinical legal services project that uses both lawyers and lay advocates to assist tenants on the day of their eviction trial

##### **3) MJP also functions as an intake unit for **Western Mass Legal Services** and **Legal Assistance Corporation of Central Massachusetts**.**

**4) MJP also functions as an intake unit for the **Volunteer Lawyers Services** - pro bono legal services.**

## **All Counties:**

### **Western Massachusetts Legal Services**

Springfield  
One Monarch Place, Suite 400  
Springfield, MA 01144  
(413) 781-7814

Northampton  
20 Hampton Ave., Suite 100  
Northampton 01060  
(413) 584-4034

Pittsfield  
152 North Street, Suite E155  
Pittsfield, MA 01201  
(413) 499-1950

*Practice Areas:* family law, domestic violence, housing, unemployment, immigration, elder, public benefits

*Eligibility:* Must be within 125% of federal poverty guidelines.

*Priorities for case acceptance:* WMLS prioritizes accepting summary process cases where there is a subsidy in jeopardy or cases where the applicant for our services suffers from a disability. WMLS does also prioritize assisting survivors of domestic violence with their legal issues in each of the above substantive areas.

### ***WMLS continued:***

*Intake:* At the Housing Court on summary process day through our MBF-funded Housing Court Intervention Project or by emergency referral directly from the Housing Court. Also by calling the Massachusetts Justice Project - (413) 533-2660

## **Hampden County**

### **Women's Bar Foundation in conjunction with the Hampden County Legal Clinic**

73 State Street

Springfield, MA 01103

Contact: Michelle LaPlante

413-733-6500 (phone)

[hampdencountylegalclinic@verizon.net](mailto:hampdencountylegalclinic@verizon.net)

or Suzanne Garrow

413-788-7988 (phone)

SGarrow@hfmGPC.com

**Eligibility criteria:** income up to 200% of poverty level

**Assistance provided:** Pro bono legal representation in housing court on eviction day. Representation ranges from limited representation on a motion or at mediation, to full representation through trial.

## **Berkshire County**

### **Western Massachusetts Legal Services**

Contact: Paul Schack

413-499-1950 (phone)

[PSchack@wmls.org](mailto:PSchack@wmls.org)

**Assistance provided:** Referrals through Massachusetts Justice Project (see above). May contact directly if eviction case and income not in excess of 125% of poverty level. Also accepts public and subsidized housing denials and subsidy termination cases. If the client is seeking assistance to access a needs based program, such as a rent subsidy, maximum income is 187% of poverty level. Case-by-case determination for eligibility for representation.

\*\*The acronyms referred to in this document include: ARRA: the federal American Reinvestment and Recovery Act ; CSBG: federal Community Services Block Grant; DCF: MA Department of Children and Families; DHCD: MA Department of Housing and Community Development; DTA: MA Department of Transitional Assistance; ESG: Emergency Services Grant; ICHH: MA Interagency Council on Housing and Homelessness; HPRP: federal Homelessness Prevention and Rapid Rehousing Program; SAMHSA: Substance Abuse and Mental Health Services Administration.