

## PART 4: CoC HOUSING AND SERVICES SYSTEM

*Not all services listed in this section are funded by the CoC, but the services as a whole serve as the Hampden County network of shelter, housing and services directed toward the prevention and end of homelessness. A chart identifying each of the agencies and indicating populations served and services provides is attached as Appendix A.*

### PREVENTION

#### **HOUSING STABILIZATION and FINANCIAL ASSISTANCE**

*Catholic Charities is the primary contact for individuals without children; HAP Housing is the primary contact for families.*

##### ***Catholic Charities***

413-452-0605, <http://www.diospringfield.org/charities>

Homelessness prevention for low-income individuals (without minor children) at risk of homelessness due to eviction.

Through inter-agency agreements, these funds may also be accessed through the YWCA (for victims of domestic violence) and Open Pantry.

##### ***Emergency Assistance – HomeBASE (Dept of Housing and Community Dev.)***

Homelessness prevention for families eligible for state Emergency Assistance (EA). Families who choose HomeBASE instead of shelter get financial assistance to pay rent, utility bills, security deposits, and other expenses that will allow them to stay where they are, move to new housing, or live with another family. HomeBASE also provides housing stabilization services. Access to the program is through local Transitional Assistance Offices, which will determine eligibility and then connect the family to HAP Housing:

- Holyoke: 72-100 Front St., Holyoke, 413-552-5400
- Springfield: 95 Liberty St., Springfield, 413-858-1000

##### ***HAP Housing – Housing and Consumer Education Center***

(413) 233-1500, [www.haphousing.org](http://www.haphousing.org)

Homelessness prevention for low-income families, including those not eligible for EA assistance. EA families must first be approved by the Office of Transitional Housing.

322 Main St., Springfield; walk-in hours 9-11:30 am Monday through Thursday.

These funds may also be accessed through the YWCA (for victims of domestic violence).

## **IN HOUSING COURT**

*Access to stabilization services and financial assistance is available in court to help resolve eviction actions.*

### ***Mental Health Association Tenancy Preservation Project***

Present in housing court or contact at (413) 734-5376; [www.mhainc.org/homeless\\_services](http://www.mhainc.org/homeless_services)  
Intervention for individuals with lease/tenancy violations who are at risk of homelessness due to mental impairments; goal is to preserve tenancies and prevent homelessness.

### ***Springfield Partners for Community Action, Springfield***

721 State St., 2<sup>nd</sup> floor, Springfield, (413) 263-6500 x6567, [www.springfieldpartnersinc.com](http://www.springfieldpartnersinc.com)  
Walk-in Eviction Clinic, each Wednesday evening, from 5 to 6:30 p.m. One-on-one assistance to residents preparing for Hampden County Housing Court hearings.

### ***Volunteers for Justice, Massachusetts Justice Project, Hampden County***

Present in Hampden County housing court or contact 413-533-2660.  
Volunteer advocates supervised by an attorney assist low-income households facing eviction.

## **Outreach**

### **ON THE STREETS AND AT SHELTERS AND SOUP KITCHENS**

*Outreach workers, shelter providers and housing and service providers meet weekly for coordination.*

### ***Health Care/Health Services for the Homeless***

413-748-9064, [www.mercycares.com/pages.asp?id=4348](http://www.mercycares.com/pages.asp?id=4348)  
Street outreach and mobile health/mental health assessment and care at outreach locations.

### ***Eliot Community Human Services***

(781) 861-0890, [www.eliotchs.org](http://www.eliotchs.org)  
Mental health assessment, treatment, referrals, housing assistance and other support services for unaccompanied adults in shelter or living on the streets.

### ***Mental Health Association***

413-734-5376, [www.mhainc.org](http://www.mhainc.org)  
Regional Engagement and Assessment Center & Housing (REACH) program combines outreach, connections and evaluations for homeless individuals not affiliated with other known community resources, with a goal of engaging a client in a Housing First placement.

## **WALK-IN**

### ***Open Pantry /Open Door Social Services***

287 State St., Springfield, (413) 737-7062, [www.openpantry.org](http://www.openpantry.org)  
Housing search assistance, case management, and health/mental health referrals for homeless people living in area shelters, on the streets, or temporarily doubled up with friends or relatives.

## **IN K-12 PUBLIC SCHOOLS**

*When guidance counselors learn about a family or youth experiencing homelessness, they connect the household to McKinney-Vento School Liaisons, who ensure school stability for the child(ren) and refer parents and youth to suitable resources.*

Chicopee Public Schools: Cindy Rodolakis, 413-594-3519

Holyoke Public Schools: Jordana O'Connell, 413-534-2000 x229

Springfield Public Schools: Shannon Barry, 413-787-7294

West Springfield Public Schools: Ellen Broadhurst, 413-263-3306

Westfield Public Schools: Jennifer Alexander, 413-642-9363

Southwick Public Schools: Noell Summers, 413-569-0111

Agawam Public Schools: Robert Clickstein, 413-821-0550

## **Rapid Rehousing & Stabilization**

### **FOR INDIVIDUALS**

#### ***Catholic Charities***

413-452-0605, <http://www.diospringfield.org/charities>

Rapid rehousing assistance for homeless individuals (without minor children).

### **FOR FAMILIES WITH CHILDREN**

#### ***HAP Housing- Housing and Consumer Education Center***

322 Main St., Springfield; walk-in hours 9-11:30 am Monday through Thursday, (413) 233-1500

[www.haphousing.org](http://www.haphousing.org)

Rapid rehousing assistance for homeless families, including those being displaced by emergency building condemnation. Families in shelter are referred directly by the Department of Housing and Community Development.

## **Emergency Shelter**

### **FOR INDIVIDUALS**

#### ***Friends of the Homeless***

Springfield, 413-732-3069, [www.fohspringfield.org](http://www.fohspringfield.org)

Emergency shelter for men and women, 155 beds. *Please call first.*

#### ***Samaritan Inn***

Westfield, MA, 413-586-3122

Emergency shelter for men and women, 30 beds. *Please call first.*

#### ***Springfield Rescue Mission – Taylor Street Shelter; SEASONAL/Nov.-March***

148 Taylor St., Springfield, 413-732-0516

Seasonal overflow shelter for men, 30 beds; open Mon. through Sat., 4:00 pm – 8:00 am

## FOR FAMILIES WITH CHILDREN

### *Emergency Assistance - Department of Housing and Community Development*

EA is a Massachusetts program that gives shelter and other emergency housing services to low-income families with children, and to pregnant women, who are homeless with no safe place to live. Apply at the Local Transitional Assistance Office (TAO):

- Holyoke: 72-100 Front St., Holyoke, 413-552-5400
- Springfield: 95 Liberty St., Springfield, 413-858-1000

A referral to shelter must be made by the local TAO. Local providers of shelter are the Center for Human Development, HAP Housing (Prospect House, Scattered Site Units), New England Farmworkers Council (Family Place, Scattered Site Units), and motel placements.

## DOMESTIC VIOLENCE

### *YWCA of Western Massachusetts*

Springfield, (413) 732-3121; Westfield, (413) 562-5739, [www.ywworks.org](http://www.ywworks.org)

Domestic violence shelter with 10 rooms.

### *Womanshelter Campaneras*

Holyoke, (413) 536-1628, [www.womanshelter.org](http://www.womanshelter.org)

Domestic violence shelter with capacity for six families and three individuals.

## FOR YOUTH

### *Safety Zone – Center for Human Development*

West Springfield, (413) 781-6556, [www.chd.org/index.php/safety-zone.html](http://www.chd.org/index.php/safety-zone.html)

Emergency placement for homeless and runaway youth aged 14-17.

## Safe Havens

### *Mental Health Association – Safe Havens*

Springfield, (413) 734-5376, [www.mhainc.org](http://www.mhainc.org)

Low-demand low barrier housing for chronically homeless men and women; 6 units.

## Transitional Housing

### FOR INDIVIDUALS

#### *Mental Health Association – Annie’s House*

Springfield, (413) 747-5384, [www.mhainc.org](http://www.mhainc.org)

Single women, 16 beds; intensive support services for substance abuse and mental health.

#### *Providence Ministries – Loreto House*

Holyoke, (413) 536-9109, [www.provministries.com](http://www.provministries.com)

Single men, 21 beds; onsite supportive services.

***SMOC-MHSA Y-Beds***

Springfield, (413) 737-5354, [www.smoc.org](http://www.smoc.org)  
Single men and women, 9 beds.

***Springfield Rescue Mission –Bliss Street***

Springfield, (413) 732-0808, [www.hope4springfield.org](http://www.hope4springfield.org)  
Single men, 31 beds, sobriety required. Christian focus.

**FOR FAMILIES**

*Families are referred from the family emergency shelter system.*

***HAP Turning Point***

Holyoke, (413) 233-1500, [www.haphousing.org](http://www.haphousing.org)  
Transitional housing for nine households made up of pregnant and parenting teens.

**FOR YOUTH**

***Safety Zone – Center for Human Development,***

West Springfield, 413-781-6556; 877-781-6556, [www.chd.org/index.php/safety-zone.html](http://www.chd.org/index.php/safety-zone.html)  
Temporary shelter in “host home” model for homeless and runaway youth aged 14-17.

***SHINE Program – Gandara***

Indian Orchard/Springfield, 431-543-2460, [www.gandaracenter.org](http://www.gandaracenter.org)  
Transitional housing with supportive services in clustered, shared apartments, for youth 18-24.

***Millbrook Scholars Program***

Springfield, 413-739-5626, [www.studyhome.org/programs/residential-mill-brook.html](http://www.studyhome.org/programs/residential-mill-brook.html)  
Housing, academic tutoring and life-skills mentorship in supervised house for students 18+ while completing high school or community college; must attend school and work part-time.

**FOR DOMESTIC VIOLENCE**

***YWCA of Western Massachusetts (Springfield, Westfield New Beginnings)***

Springfield, (413) 732-3121; Westfield, (413) 562-5739, [www.ywworks.org](http://www.ywworks.org)  
Two locations; 30 units of transitional housing for families who have experienced domestic violence.

***HAP Safe Step***

Holyoke, (413) 233-1500, [www.haphousing.org](http://www.haphousing.org)  
Transitional housing for 16 families who have experienced domestic violence.

**FOR VETERANS**

***Jorge Bareto House – Bi-Lingual Veterans Outreach***

Springfield, 413-731-0194, [www.bilingualvets.org](http://www.bilingualvets.org)  
12 units transitional housing for veterans; men only.

## Permanent Supportive Housing

### **FOR INDIVIDUALS**

*Providers of permanent supportive housing meet weekly with outreach workers, shelter staff, and other providers from multiple agencies to prioritize and make best-fit links between chronically homeless individuals and permanent supportive housing programs.*

#### ***Domus (20 units) Westfield; several sites***

(413) 568-4494, [www.domusinc.org](http://www.domusinc.org)

Permanent supportive housing for chronically homeless individuals.

#### ***Friends of the Homeless (92 units) Springfield***

755-769 Worthington St., Springfield, (413) 732-3069, [www.fohspringfield.org](http://www.fohspringfield.org)

Permanent supportive housing for homeless individuals; many are targeted to chronically homeless individuals.

#### ***Human Resources Unlimited – Next Step (22 units) Springfield, Westfield; scattered site***

Springfield, 413-736-8974; Westfield (413) 562-5293, [www.hru.org](http://www.hru.org)

Permanent supportive housing in scattered-site units for homeless individuals with a serious mental illness; also for individuals with a co-occurring substance abuse disorder. Many are targeted to chronically homeless individuals. Program emphasizes access to employment.

#### ***Mental Health Association – (111 units) Springfield, Holyoke, Chicopee; scattered site***

(413) 734-5376, [www.mhainc.org](http://www.mhainc.org)

Permanent supportive housing in scattered-site units for homeless individuals with a serious mental illness; also for individuals with a co-occurring substance abuse disorder. Many are targeted to chronically homeless individuals; 7 are for mentally ill individuals with histories of repeat incarceration.

#### ***Providence Ministries – Broderick House (21 units) Holyoke***

Holyoke, (413) 536-9109, [www.provministries.com](http://www.provministries.com)

Supportive sober SRO units for homeless men and women.

#### ***The Rainville (46 units) Springfield***

Springfield, Contact Open Door, 287 State St., Springfield

Permanent supportive housing in SRO units for homeless individuals.

#### ***River Valley Counseling Center (20 units) Holyoke, Springfield; scattered site***

Springfield: (413) 737-2437; Holyoke: (413) 540-1214, [www.rvcc-inc.org](http://www.rvcc-inc.org)

Permanent supportive housing for homeless individuals with HIV/AIDS.

#### ***SMOC Bowdoin Street (13 units) Springfield***

Springfield, (413) 737-5354, [www.smoc.org](http://www.smoc.org)

Permanent supportive housing for homeless individuals; 4 units are for chronically homeless.

***Springfield Housing Authority-City of Springfield Housing First Initiative***

Springfield, 413-785-4500, [www.shamass.org](http://www.shamass.org)

Housing first model for chronically homeless individuals.

**FOR FAMILIES**

*Referrals are generally made directly from the family emergency shelter system.*

***Gandara – NIA (15 units) Springfield,***

Springfield, 431-543-2460, [www.gandaracenter.org](http://www.gandaracenter.org)

Permanent supportive housing for families with a head of household with a substance abuse disorder.

***River Valley Counseling Center (5 units) Holyoke, Springfield; scattered site***

Springfield: (413) 737-2437; Holyoke: (413) 540-1214, [www.rvcc-inc.org](http://www.rvcc-inc.org)

Permanent supportive housing for homeless families which include a member with HIV/AIDS.

***Springfield Housing Authority- (35 units) Springfield***

Springfield, 413-785-4500, [www.shamass.org](http://www.shamass.org)

Permanent supportive housing for chronically homeless families.

**FOR VETERANS**

*All providers refer any veterans to veterans outreach workers with the VA, who provide access to VASH assistance.*

***Veterans Affairs Supportive Housing (VASH)***

Springfield, (413) 731-6000 extension 6114

Permanent supportive housing using mobile vouchers for homeless veterans and their families.

## PART 5: DIRECTORY OF MAINSTREAM RESOURCES

### Employment

#### Career Centers

**FutureWorks**, One Federal Street Springfield, 413-858-2800, [www.getajob.cc](http://www.getajob.cc)

**CareerPoint**, 850 High Street Holyoke, 413-532-4900, [www.careerpointma.org](http://www.careerpointma.org)

#### Employment Programs for Youth

**YouthBuild**: YWCA YouthBuild, 413-755-3131

An education and job training program for low-income at-risk youth ages 16 through 24.

**JobCorps**: Westover Job Corps, Chicopee, 413-593-4000, [westover.jobcorps.gov](http://westover.jobcorps.gov)

Career technical training and education program for income-eligible young adults 16 through 24.

**Youth Works**: Regional Employment Board, 413-755-1359

Summer and year-round job program for disadvantaged youth 14 through 21.

### Cash Benefits

#### Supplemental Security Income, [www.ssa.gov/ssi](http://www.ssa.gov/ssi)

SSI is a need-based cash assistance program for elders age 65 or older, and adults or children who are blind or disabled. SSI is for people with little income or resources. Apply at the local Social Security Office:

200 High St., 2<sup>nd</sup> floor, Holyoke, 1-877-480-4989

70 Bond St., Springfield, 866-964-5061

#### Transitional Assistance to Families with Dependent Children (TAFDC)

Cash assistance and other benefits to low-income families with dependent children. TAFDC is sometimes called "welfare" or "public assistance." To qualify for TAFDC, you must have a child or be pregnant. You must have little income and few assets. Many families must also meet work and school requirements. Apply at the local Transitional Assistance Office:

- 72-100 Front St., Holyoke, M-F, 7:45 am – 5 pm, 413-552-5400
- 95 Liberty St., Springfield, M-F, 7:30 am – 5 pm, 413-858-1000
- 310 State St., Springfield, M-F, 8 am – 5 pm, 413-858-1300

#### EAEDC

Cash and other benefits to low-income elders, disabled and children. EAEDC is for families and individuals who do not qualify for other cash assistance programs. Apply at the local Transitional Assistance Office:

- 72-100 Front St., Holyoke, M-F, 7:45 am – 5 pm, 413-552-5400



- 95 Liberty St., Springfield, M-F, 7:30 am – 5 pm, 413-858-1000
- 310 State St., Springfield, M-F, 8 am – 5 pm, 413-858-1300

### **Veterans Benefits**

Cash, medical assistance, and referral program to help low-income Massachusetts wartime veterans and their families pay for food, shelter, medical care, and other basic needs. More information: 1-888-844-2838. Applications submitted to town’s Veterans Service Officer. Contact information for major towns and cities in our CoC is provided below:

- Springfield, 36 Court St., Rm 416, 413-787-6144
- Chicopee, 36-38 Center St, 413-594-3470
- Holyoke, Memorial Bldg. 310 Appleton St, 413-322-5630
- Westfield, 59 Court St., 413-572-6247
- West Springfield, 26 Central St., 413-263-3019

### **Cash Benefits for Workers**

Massachusetts workers who retire, become disabled, lose their jobs through no fault of their own, or cannot work because of job-related injuries may be eligible for cash benefits based on employment. Cash benefits for workers are not need-based, but may depend on employment status, how long you have worked, and how much you have earned. Cash benefits for workers include:

- Social Security Retirement and Social Security Disability
  - Apply at the local Social Security Office:  
200 High St., 2<sup>nd</sup> floor, Holyoke, 1-877-480-4989  
70 Bond St., Springfield, 866-964-5061
- Unemployment Insurance
  - Apply by calling the TeleClaim Center at 877-626-6800
- Workers’ Compensation
  - Contact the Department Of Industrial Accidents , 1-800-323-3249, ext. 7470

## **Health Care**

### **MassHealth**

Public health insurance program for low- to medium-income residents of Massachusetts; to apply:

- Call the MassHealth Enrollment Center at 1-888-665-9993 (TTY: 1-888-665-9997)
- Download an application: [MassHealth Applications and Member Forms](#); or
- Visit a community health center, including a Health Care for the Homeless Clinic.

### **Medicare**

National health insurance program for people who are 65 or older, certain people under 65 with disabilities, and people with permanent kidney failure. Apply at the local Social Security Office:

- 200 High St., 2<sup>nd</sup> floor, Holyoke, 1-877-480-4989
- 70 Bond St., Springfield, 866-964-5061

## Food Assistance

### Supplemental Nutritional Assistance Program (SNAP)

Department of Transitional Assistance

The SNAP Food Stamp Program is a government assistance program to help low-income households buy food. SNAP food stamps can be used to buy almost any food item in any supermarket where you usually shop for food. To apply:

- Online: [Virtual Gateway Online Application for Services](#)
- Apply in person at the Department of Transitional Assistance:
  - 72-100 Front St., Holyoke, M-F, 7:45 am – 5 pm, 413-552-5400
  - 95 Liberty St., Springfield, M-F, 7:30 am – 5 pm, 413-858-1000
  - 310 State St., Springfield, M-F, 8 am – 5 pm, 413-858-1300
- Get a food stamp application by mail by calling the DTA Food Stamp hotline: 1-866-950-3663
- If all household members receive SSI, apply at the local Social Security office:
  - 200 High St., 2<sup>nd</sup> floor, Holyoke, 1-877-480-4989
  - 70 Bond St., Springfield, 866-964-5061

### Women, Infants, Children (WIC)

Food and nutrition program for low-income women and children who are not getting all the nutrients they need. WIC gives free healthy food and nutrition counseling to pregnant women, new mothers, infants, and young children. Contact local offices to apply:

- Holyoke/Chicopee WIC Program, 300 High St., Holyoke, (413) 534-2460
- Springfield North WIC Program, 1985 Main St., Springfield, (413) 737-8868
- Springfield South WIC Program, Caring Health Center, 1139 Main St., Springfield, (413) 693-1029

## Housing Assistance

### Public Housing Authorities

Agawam Housing Authority, 413-786-1297, [www.agawamhousing.org](http://www.agawamhousing.org)

Brimfield Housing Authority, 413-245-7056

Chicopee Housing Authority, (413) 592-6132, [www.chicopeehousing.org](http://www.chicopeehousing.org)

East Longmeadow Housing Authority, (413) 525-7057

Hampden Housing Authority, (413) 736-5294

Holyoke Housing Authority, (413) 539-2220, [www.holyokehousing.org](http://www.holyokehousing.org)

Ludlow Housing Authority, (413) 589-7272, [www.ludlowhousing.org](http://www.ludlowhousing.org)

Monson Housing Authority, (413) 267-4047

Palmer Housing Authority, (413) 283-9311

Southwick Housing Authority, (413) 569-3161

Springfield Housing Authority, 413-785-4500, [www.shamass.org](http://www.shamass.org)

West Springfield Housing Authority, (413) 788-0988

Westfield Housing Authority, (413) 568-9283