

**F**RANKLIN  
**C**OUNTY  
**R**ESOURCE  
**N**ETWORK

**MEMBERSHIP  
DIRECTORY**

12/09

## The Franklin County Resource Network

The Franklin County Resource Network (FCRN) started over 12 years ago by a small group of concerned service providers in response to the growing number of people that were homeless in Franklin County. As more and more providers joined the network it became clear that there was a need and a tremendous value in meeting and sharing information, providing opportunities to make connections and referrals. There was also a tremendous benefit to be able to advocate as one voice for issues impacting the people we serve. As the FCRN grew, it became apparent that there was a need for someone to have dedicated time to help coordinate the group and facilitate the meetings and other group efforts. Community Action offered to provide support by dedicating staff time and financial assistance.

The FCRN has grown to over 225 members. Its mission continues to be to provide information and support to service providers working with people in need in our county. The FCRN meets on a monthly basis and the majority of the meeting is spent informing each other on current programs, events, and issues. Crucial connections are made and support is given. Most of the monthly meetings also have a presentation about a new program, state-wide issue, or an update on the work of a FCRN sub-committee. There is also a monthly e-newsletter that is sent to 240 providers.

FCRN has had several sub-committees over the years that focus either on current issues or long-term community issues. For example, several years ago we formed an Advocacy committee to help educate community members around the proposed repeal of the state income tax rate. We designed a "DID YOU KNOW" postcard campaign to help voters understand the history of the MA state income tax cuts and to remind people that we are no longer "Taxachusetts". We highlighted the importance of taxes and the impact a state income tax cut would have on our community. We also did another postcard campaign, to the Commissioner of the Department of Transitional Assistance, around funding family shelters.

Because of the growing need for food and the increasing demand on the local pantries and meal sites, over 5 years ago we formed the Franklin County Hunger Task Force to look at short and long term projects to address this basic need. Task Force member agencies include: Community Action, The Center for Self-Reliance, the Franklin County Home Care, Franklin Area Survival Center, the Salvation Army, CISA, The Food Bank of Western Massachusetts, Greenfield Public Schools, Catholic Social Ministries, and Franklin County Community Meals. The FCRN's task force has played a key role in coordinating events that address hunger-related issues in our county. These events include:

- The annual community-wide *Fill the Belly Bus Food drive* that over the course of 5 years has distributed 17,294 lbs. of food to local pantries and helped raise the awareness of hunger in Franklin County. Over 30 local businesses and agencies participate in this event each year by holding week long internal food drives, and community members also donate food.
- A free Community Meals program held on Saturdays throughout the winter months for the last 4 years. Local churches and volunteers serve over 300 meals each winter to community

members. The First Methodist Church, Second Congregational Church, St. James Church, All Souls Church and the Moldavian Baptist Church all participate.

- The Plant-a-Row Campaign that was launched this year and encourages folks to plant an extra row and donate extra produce to local food pantries. The Hunger Task Force is also working on expanding a gleaning program in Franklin County.

In the fall of 2008, the FCRN received \$5,000 from the Women's Fund of Western Massachusetts to fund an initiative called *Bridging Compassion and Service*. The overall goal of the initiative was to provide an opportunity for members of the Franklin County Resource Network (FCRN) and members of the Interfaith Council of Franklin County (IFC) to work together more closely and strengthen each other's work. A planning committee was formed to help figure out what a partnership might look like. Five members from the FCRN and 5 members from the IFC met over the course of the year and planned two events that brought over 60 members from the two groups together. Even though the grant ended in June 2009, the planning committee continues to meet and is looking for ways to continue to collaborate.

Our 5<sup>th</sup> annual Legislative Breakfast was held this past October with over 100 people attending. Over the years, our primary theme has been "*Overcoming Barriers to Self-Sufficiency*". Barriers related to transportation, affordable housing, child care, and access to education. Last year we focused on *Strengthening Our Communities Through Collaboration*, and highlighted how successful Franklin County is in working together, even in the midst of budget cuts, to address the needs of the community. This year we focused on youth - *Youth Are Our Future: Let's Keep Investing*. In light of all the recent budget cuts to prevention programs we wanted to remind our legislators of the importance and positive impact these types of programs have on our youth and how they are critical in helping build strong, healthy, and engaged youth.

The Franklin County Resource Network is open to all people who provide service to community members in Franklin County. To find out more about the meetings or to receive the monthly e-newsletter, please contact me.

Sara Cummings  
Coordinator of the FCRN  
Director of Special Projects, Community Action  
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413-376-1129

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**Berkshire Area Health Education Center (AHEC)** [www.berkshireahec.org](http://www.berkshireahec.org)  
703 West Housatonic St., Suite 208, Pittsfield, MA 01201

**Member**

Timothy Diehl, LCSW,CAGS  
Executive Director  
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[tdiehl@berkshireahec.org](mailto:tdiehl@berkshireahec.org)

**Brief Description of the Program/Agency**

Berkshire AHEC's mission is to further the education of students and practitioners in the health professions, and to assist health care providers, agencies, academic institutions, community organizations, coalitions and neighborhood groups to effectively plan health service delivery and prevention activities.

Provide professional development training, conference management, medical interpreter training, collaboration/coalition support and development, prevention activities, planning and group facilitation.

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**Big Brothers Big Sisters of Franklin County**  
16 Court Square, 3<sup>rd</sup> floor, Greenfield, MA 01302

[www.bbbs-fc.org](http://www.bbbs-fc.org)

**Members**

Kay Johnson, Executive Director  
413-772-0915 ext. 10  
[kjohnson@bbbs-fc.org](mailto:kjohnson@bbbs-fc.org)

Ashley Berry, Outreach Coordinator  
413-772-0914

**Brief Description of the Program/Agency**

BBBS provides one to one volunteer mentors to children and youth in Franklin County and the North Quabbin Region. Children are matched with a community adult or students at Deerfield Academy or Northfield MT. Hermon School.

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**The Brick House Community Resource Center**     [www.thebrickhouseinc.org](http://www.thebrickhouseinc.org)  
24 Third Street/ P.O. Box 135, Turners Falls, MA 01376

**Member**

Prakash Laufer, Executive Director  
413-863-9576 (work)     413-863-7764 (fax)  
[prakash.laufer@gmail.com](mailto:prakash.laufer@gmail.com)

**Brief Description of Program/Agency**

The mission of The Brick House is to support individual, family and community well being through collaboration on economic development, youth development, leadership development and education. The Brick House serves the five villages of Montague - Lake Pleasant, Millers Falls, Montague Center, Montague City and Turners Falls - and the Town of Gill.

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**Catholic Charities Agency**     [www.diospringfield.org](http://www.diospringfield.org)  
254 Bridge Street, Springfield, MA 01103

**Members**

Marilyn Paul-Lewis, Parish Social Ministry  
413-452-0818 (work)     413-452-0647 (fax)  
[m.paullewis@diospringfield.org](mailto:m.paullewis@diospringfield.org)  
Hazel Dardano, Parish Social Ministry  
413-454-0616

**Brief Description of the Program/Agency**

Catholic Charities Agency works with individuals, families and communities to help them meet their needs, identify their strengths, address oppression and overcome barriers to build a just and compassionate society. Departments include: Social Services, Immigration, and Peace and Justice. Catholic Charities Agency is affiliated with the Catholic Campaign for Human Development and Catholic Relief Services.

The Parish Social Ministry Program provides information about and formation opportunities in Catholic Social Teaching, and works with parishes to develop programs, social justice committees, and ways to actively engage in the community while living out Catholic Social Teaching. Formation programs include JustFaith, and to Love and Serve.

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## **Child & Family Service, a program of the Center for Human Development**

238 Main Street, Suite 4, Greenfield, MA 01301

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

### **Member**

Alexandra Osterman, MSW, LICSW, Interim Clinical Director

413-774-6252 ext 108

[aosterman@chd.org](mailto:aosterman@chd.org)

### **Brief Description of Program/Agency**

Child & Family Services is a private non-profit community mental health agency. Our mission is to strengthen and promote the quality of life for children, adults, and families through education, counseling, and support. We provide individual, family, and couples treatment both at our office and on an outreach basis. We also provide substance abuse counseling, psychological testing, neuropsychological testing, and psychiatric consultation.

We offer individual, family, and couples treatment. We work with children ages 4 and up as well as adults. Outreach is available to schools or to client's home. In addition we have a child psychiatrist as well as a neuropsychologist on staff. We accept Mass Health insurances as well as most private insurances.

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## **Community Action of the Franklin, Hampshire, and North Quabbin Regions**

393 Main Street, Greenfield, MA 01301

[www.communityaction.us](http://www.communityaction.us)

### **Member**

Sara Cummings, Director of Special Projects/Franklin County Resource Network Coordinator

413-376-1129 (work)

413-773-3834 (fax)

[scummings@communityaction.us](mailto:scummings@communityaction.us)

### **Brief Description of Program/Agency**

Community Action is a private nonprofit human service organization that serves the Franklin, Hampshire and North Quabbin regions. Community Action works for the common good by promoting economic justice and supporting the struggle of low-income families to attain greater comfort, dignity, achievement and participation in society.

Community Action's nine departments are: Energy Programs, Community Programs, Family Support Services, WIC, Parent-Child Development Program, Special Projects, Child Care Outlook, Youth Programs and The Mediation & Training Collaborative.

Our services include Information and Referral, nutrition assistance and education, Head Start, child care, youth peer leadership, adventure programs, fuel assistance, family and economic literacy, emergency financial aid, food and transportation, school-based and court-related mediation services and training, financial education, free tax assistance, matched-savings program to purchase a house/go back to school or start a business and housing search assistance.

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## **Community Coalition for Teens**

278 Main Street, Suite 411, Greenfield, MA 01301

### **Member**

Rachel Stoler, Coalition Co- Coordinator

413-774-1194 x116

[rstoler@frcog.org](mailto:rstoler@frcog.org)

### **Brief Description of Program/Agency**

The mission of CCT is to promote the health and life options of youth in the Franklin County and North Quabbin area through a cooperative model of teens and adults working together. We do this by offering various grant programs and by sponsoring an Annual Teen Conference and Teen Web site Project. We are also starting an initiative to offer more parent-of-teen support and adult-youth collaborations on issues like police and youth relations. We have an extensive resource library housed at our offices at 278 Main Street, Greenfield.

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## **Community Crisis Response Team (CCRT), a program of Community Action**

277 Main Street, Suite 401, Greenfield, MA 01301

[www.communitycrisis.info](http://www.communitycrisis.info)

### **Members**

Diana Bella, Program Director

Kelly Broadway

413-773-5090 (Franklin County)

413-387-1231 (Hampshire County)

[dbella@communityaction.us](mailto:dbella@communityaction.us)

[kbroadway@communityaction.us](mailto:kbroadway@communityaction.us)

### **Brief Description of the Program/Agency**

The Community Crisis Response Team (CCRT) responds to crime and trauma victims by providing group debriefings, one on one peer and clinical support, an ongoing healing arts program, trainings on trauma recovery and a nurturing gift program. Our trainings are also offered to the general public. CCRT is beginning a new Trauma Recovery Life Coaching Program and a peer leadership program in 2010.

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## **Community Health Center of Franklin County**

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

338 Montague City Road, Turners Falls, MA 01376

413-772-3748

450 West River Street, Orange, MA 01364

978-544-7800

### **Member**

Cameron Carey, Community Relations Director

[Cameron.carey@chcfc.org](mailto:Cameron.carey@chcfc.org)

### **Brief Description of the Program/Agency**

Medical, Dental, Mental Health, Dietary Care provided to all. All insurance is accepted. Patients may utilize our Dietician and mental health workers and our business office which provides assistance with insurance issues. All services are available at both sites. Medical care is also provided at our satellite offices at Pioneer High School and Mohawk High School.

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### **The Council of Social Service Agencies of Hampshire County (COSA)**

P.O. Box 1334, Northampton, MA 01061

#### **Member**

Jan Wood, Coordinator

413-587- 0779

[Knolls3@verizon.net](mailto:Knolls3@verizon.net)

### **Brief Description of the Program/Agency**

COSA is a sister organization to the Franklin County Resource Network. We work collaboratively. We are a membership organization with a purpose "to promote integrated service delivery by bringing together all public and private social service organizations that provide service to the residents of Hampshire County. The Council seeks to take leadership in planning, coordinating, building capacity, and problem solving in all areas of human service delivery".

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### **DIAL/SELF Teen Services**

196 Federal Street, Greenfield, MA 01301

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

#### **Member**

Kate Allen, YouthServe Director

413-774-7054 x106 (work) 413-773-3335 (fax)

[kallen@dialself.org](mailto:kallen@dialself.org)

### **Brief Description of Program/Agency**

DIAL/SELF's mission is to provide a broad range of services that foster youth empowerment by meeting basic needs, by creating opportunities for youth, and by advocating for youth interests in the communities we serve. We do this through prevention, intervention and residential programming and by strengthening the community through volunteerism.

### **Scope of Services**

**TeenLine** provides street and school outreach, case management, emergency housing, and life skills education to youth at-risk of homelessness and sexual exploitation. It operates the first and only Safe Place project in the state, which expands access to TeenLine services through community

partners, such as the local Emergency Room, Police Department, and Fire Department.

**YouthServe** AmeriCorps coordinates 18 full-time AmeriCorps members who enhance the efforts of youth serving agencies in the Franklin/Hampshire / North Quabbin region. Nearly one thousand youth each year benefit from the AmeriCorps services provided through community partner programs such as Big Brothers Big Sisters, Upward Bound, Youth Action Coalition, and Community Action Youth Programs.

**ACT Volunteer Center** is the only full service volunteer center in Western Massachusetts affiliated with the Points of Light Institute. ACT develops volunteer opportunities, recruits volunteer to meet area needs, and coordinates the Pioneer Valley Volunteer Coordinators' Network (a coalition of 200 organizations in the Franklin-North Quabbin-Hampshire region).

**The RISE Program** has now grown to include 7 schools in Franklin, Hampshire and Worcester counties. RISE embeds AmeriCorps/VISTA members in schools as Resource Coordinators for the purpose of bringing volunteers and community services into RISE schools in order to help youth succeed.

**The Step Program** provides former foster care and homeless youth a safe place to live (11th St. in Turners Falls and East Main St. in Orange), social service support, case management, life skills education, and a weekly living allowance.

**TeenHousing** is the only local developer of affordable, supported "permanent" housing for homeless youth in Western MA. By February of 2010 it will have completed the conversion of the former DIAL/SELF administrative building in Greenfield into 10 efficiency units for low-income young adults and will embark on another 10 unit project in Orange in 2011.

**North Quabbin DIAL/SELF** is a satellite office of DIALSELF which was established in 2007 in order to provide Athol-Orange area youth and parents with resources, drop-in services, social service referrals, case management, a food pantry, emergency shelter, transitional housing, life skills education, and counseling services.

**Youth Services Roundtable** is a coalition of Franklin County youth-serving organizations and professionals that develops collaborative responses to the needs of area youth. Over the past several years the Roundtable helped to reopen the Greenfield Community Youth Center (2002), sponsored an annual **Youth Legislative Forum** (2003-2009), supported the annual Teen Conference (2001-2009), launched the Night Owl Teen Warming Center (2005), and convened community work groups in response to youth violence (2007) and racism (2008).

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**Family Self-Sufficiency Program, a program of Greenfield Housing Associates**  
One Elm Terrace, Greenfield, MA 01301

**Members**

Lori Davis, Section 8 Homeownership Coordinator  
413-774-2932 x2                      413-772-0616(fax)  
[lori@greenfieldhousing.org](mailto:lori@greenfieldhousing.org)

Melinda Kosterman, Family Self-Sufficiency Coordinator  
413-774-2932 x5                      413-772-0616 (fax)  
[Melinda@greenfieldhousing.org](mailto:Melinda@greenfieldhousing.org)

**Brief Description of Program/Agency**

The Family Self-Sufficiency Program (FSS) and Section 8 Homeowner Program assist Section 8 tenants of Greenfield Housing Authority and the Franklin County Housing and Redevelopment Authority in becoming economically self-supporting.

**Scope of Services**

We work with Section 8 family self-sufficiency participants to develop goals and a 5-year plan for economic independence so they will no longer need public assistance. Stabilized housing permits families to invest their energy in education, job training and employment in order to achieve self-sufficiency. We offer financial incentives and case management in life skills, remedial needs, career counseling, job readiness, and survival skills. The Section 8 Homeowner Program assists FSS participants who are interested in purchasing a home using their Section 8 voucher. We also coordinate activities at The Learning Center within the Oak Courts family housing development.

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**Family Support Programs, a program of Community Action**

393 Main Street, Greenfield, MA 01301                      [www.communityaction.us](http://www.communityaction.us)

**Member**

Margaret Soussloff, Director  
413-376-1117                      413-773-3834 (fax)  
[msoussloff@communityaction.us](mailto:msoussloff@communityaction.us)

**Brief Description of the Program/Agency**

Family Support Programs Department includes: Family Learning Center, Parent-Child Home Program, Franklin County Family Network, and Healthy Families.

**Scope of Services**

*All programs have bilingual/Spanish staff*

**Family Learning Center** is a comprehensive family literacy program based in Greenfield for parents with children under 5 years old who do not have a high school diploma or GED.

**Parent-Child Home Program** encourages reading and educational play through home visiting for families with children 2-4 years old in Greenfield, Turners Falls and Orange.

**Family Network** offers free play groups, fun activities, and resources for parents and their children 0-6 in Franklin County.

Healthy Families is a home visiting program for first time pregnant or parenting youth under the age of 21. The program offers support, educational groups, and case management to parents. Services are offered in Franklin County and North Quabbin.

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**First Call for Help of Franklin County and North Quabbin, a program of Community Action**

[www.communityaction.us](http://www.communityaction.us)

106 Federal Street, Greenfield, MA 01301	413-475-1570
167 South Main Street, Orange, MA 01364	978-544-8091
6 South Main Street, Ware, MA	413-967-4920
56 Vernon Street, Northampton MA 01060	413-582-4237 or 1-800-339-7779

**Members**

Colleen Malooly, Assistant Coordinator/Resource Specialist

413-475- 1574      413-774-3160(fax)

[cmalooly@communityaction.us](mailto:cmalooly@communityaction.us)

Brian Eno, First Call for Help Coordinator

413-476413-475-1573      413-774-3160(fax)

[beno@communityaction.us](mailto:beno@communityaction.us)

**Brief Description of Program/Agency**

First Call for Help provides is a Information and Referral service for individuals and families. It's a community service that is free, confidential, and available to all community members living in Franklin and Hampshire County and the North Quabbin Region. We help find and gain access to resources such as food, public benefits and housing.

First Call for Help was awarded funding through the American Recovery and Reinvestment Act to improve access to our services by meeting people who face difficulties in coming to one of our office locations. First Call for Help has hired 3 Mobile Resource Specialists, which are based in Greenfield, Northampton and Ware, but are able to meet with participants in many locations including senior centers, libraries, town halls, food pantries and community centers. Call any of our offices to find out more details.

First Call for Help Resource Specialists have been trained to help participants file for Fuel Assistance, Food Stamps/SNAP and Utility Shut-off prevention programs in addition to screening for many more public benefit programs and local resources.

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## **Franklin Area Survival Center**

96 Fourth Street, Turners Falls, MA 01376

### **Member**

Faith E. Rockwood, President, Board of Directors  
413-863-9549 (work)     413-863-7717 (fax)

### **Brief Description of Program/Agency**

The mission of the Franklin Area Survival Center is to improve the quality of life in our community by striving to meet basic human needs. The Survival Center carries out its mission to provide for the needy of Franklin County who need help. We distribute free food via our food pantry. We assist those who have experienced a fire or flood with free clothing, linens and food. Third we assist those in transition due to domestic violence with free clothing, linens and food. We also have a thrift store which is open to the general public to help finance our food pantry. We keep the costs low so that everyone can afford to take advantage of our store.

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## **Franklin County Community Meals Program**

P.O. Box 172, Greenfield, MA 01301

### **Member**

Amy Clarke, Executive Director  
413-772-1033 (work)  
[dclarke@crocker.com](mailto:dclarke@crocker.com)

### **Brief Description of Program/Agency**

The Franklin County Community Meals Program (FCCMP) works in partnership with the community to alleviate hunger in Franklin County. The program provides meals, fellowship, food and household supplies and education to the people of the area, in collaboration with other groups, works to address the structural causes of hunger nationwide.

#### **Meal Sites:**

Monday - *Temporarily located at First Congregational Church in Turners Falls, but will return to Our Lady of Peace, Turners Falls once renovations are complete (hopefully in Jan 2010).*

Tuesday and Wednesday - Second Congregational Church, Greenfield

Monday and Thursday - Bethany Lutheran Church, Orange

All meals are free and all are welcome! Doors open at 5:00 pm and meals are served at 5:30.

The Orange Food Pantry: open Thursdays from 10 - 3 at 7 South Street in Orange. Please come if you need additional food, diapers, personal hygiene items, or house supplies.

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**Franklin County Home Care Corporation (FCHCC)**

330 Montague City Road, Turners Falls, MA 01376

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

**Members**

Terri Edson, Women's Health Care Coordination Program  
413-773-5555 x2255

Laurie Deskavich, Information & Care Giver Resource Center  
413-773-5555 x2211

**Brief Description of Program/Agency**

FCHCC/Area Agency on Aging is a private, non-profit corporation that develops, provides, and coordinates home and community services to support the independent living of elders, people with disabilities and caregivers in Franklin County and the North Quabbin area.

**The Women's Health Care Coordination Program** at Franklin County Home Care (formerly Women's Health Network) is a screening and awareness program of the Massachusetts Department of Public Health.

This Care Coordination Program is designed to focus on prevention and the early detection of breast cancer, cervical cancer, colorectal cancer, heart disease and stroke. The program helps decrease the rates of mortality associated with these conditions. The Women's Health Care Coordination Program is offered to women between the ages of 40-64 who live in Franklin County and the North Quabbin area.

Services covered through the Care Coordination Program include a complete physical, mammogram, PAP testing and clinical breast exam. Cardiovascular screening is provided and risk reduction counseling is offered to prevent and control heart disease and other chronic diseases. Colonoscopies are reimbursed if you are 50 years or older. If you are younger than 50 and have a family history of colon cancer a colonoscopy is also reimbursed.

We can provide referrals to community resources and local support groups.

**The Information & Care Giver Resource Center** responds to requests from elders, family and agencies seeking services and information locally, statewide, and nationwide. The key aspects of the department include assisting individuals in obtaining FCHCC services, conducting outreach, advocacy, and linking elders and families with appropriate services for any situation.

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**Franklin County Regional Housing & Redevelopment Authority - The Housing Consumer Education Center**

42 Canal Road/ P.O. Box 30, Turners Falls [www.fchra.org](http://www.fchra.org)

**Members**

Joanne Glier, Housing Consumer Education Center Director

413-863-9781 x150

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

Kathy Kroll, Housing Supports Coordinator

413-863-9781 x151

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

**Brief Description of Program/Agency**

The Housing Consumer Education Center (HCEC) provides education, support, and information to tenants, landlords, prospective buyers and homeowners to resolve housing issues like buying a home, managing a rental property, securing affordable housing, or preserving a tenancy. We have an information center in Turners Falls. Every other month we offer first-time homebuyer workshops. Counseling is available to homeowners who are in default and facing foreclosure. HCEC is part of the Regional Housing Network's statewide network of housing agencies. Statewide information is also available at [www.masshousinginfo.org](http://www.masshousinginfo.org) and via telephone at 1-800-224-5124.

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**Franklin County Stabilization, a program of ServiceNet**

239 Main Street, Greenfield, MA 01301 [www.servicenetinc.org](http://www.servicenetinc.org)

**Members**

Richard Willhite, LICSW, Director of Shelter and Housing Services, Franklin County

413-772-6100 (work) 413-775-9468 (fax)

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Ellie Harris

413-772-6100 x212

[eharris@servicenet.org](mailto:eharris@servicenet.org)

**Brief Description of the Program/Agency**

Housing-focused information, referral and direct services for homeless adult singles, age 18 and above. We help homeless adults address barriers to maintaining housing and also manage transitional housing with space for about 50 individuals.

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**Franklin/Hampshire Career Center**

One Arch Place, Greenfield, MA 01301

[www.fhcc-onestop.com](http://www.fhcc-onestop.com)

**Member**

Sarah Wing, Coordinator of DTA programs

413-774-3182 x 354(work)

[swing@detma.org](mailto:swing@detma.org)

**Brief Description of Program/Agency**

The Career Center offers job seeker and employer services to the public. We also offer information and referrals to training and GED services, in addition to computer lab services, job search workshops, career counseling, access to welfare-to-work and job retention services.

**Scope of Services**

We assist clients in career decisions, developing and carrying out vocational and educational goals, assessment of students writing and reading levels, and college advising. Intake and eligibility - low income and dislocated workers. All welfare grants to help train or employ welfare recipients transitioning to employment.

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**Franklin Probate and Family Court**

425 Main Street, P.O.Box 590, Greenfield, MA 01302

**Member**

Linda Singer, Family Service Probation Officer

413-774-2229 x285

[linda.singer@jud.state.ma.us](mailto:linda.singer@jud.state.ma.us)

**Brief Description of the Program/Agency**

Assist families/parties with separation issues - child support, custody visitation, restraining orders, substance abuse.

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**Garry Earles, LICSW**

[www.garryearles.com](http://www.garryearles.com)

413- 863-4128

[gle@efurnace.net](mailto:gle@efurnace.net)

**Brief Description of the Program/Agency**

Nationally recognized trainer, speaker & consultant on child & adolescent mental health conditions and accompanying issues. Particular emphasis on working with educators and school districts re: student mental health.

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## **The Greenbook Project, a program of The Consortium**

70 Federal Street, Greenfield, MA 01301 (office)

68 Federal Street, Greenfield, MA 01301 (mailing office)

### **Members**

Lorena Norwood, Project Director

413-774-4307 x 1

Lynn Norwood, Juvenile Court Family Advocate

413-774-4307 x3

### **Brief Description of the Program/Agency**

We provide strength-based, trauma-informed support to Franklin County families who are involved with the Department of Children and Families and who are going through the care and protection process at the Greenfield Juvenile Court.

The type of support that we provide:

- Information around court proceedings
- Connecting families to resources and supports in their community such as: housing, food, childcare, and more
- Education around family's legal rights and responsibilities
- Support to families in court during court proceedings and other meetings involving the family that they would like us to attend.
- Assistance with communication between the family and the Department of Children and Families, their attorney, and any other agency that they might be working with.
- Advocacy for families.

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## **Human Service Forum**

184 Mill Street, Springfield, MA 01108

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

### **Member**

Kathleen Dowd, Program Coordinator

413-693-0214      413-788-4130(fax)

[kdowd@humanserviceforum.org](mailto:kdowd@humanserviceforum.org)

### **Brief Description of the Program/Agency**

A membership organization offering capacity building, support, networking and leadership development for non-profit organizations in the Pioneer Valley.

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## **Housing Services, a program of Community Action**

106 Federal Street, Greenfield, MA 01301

[www.communityaction.us](http://www.communityaction.us)

### **Member**

Toni Hochstadt, Housing Services Coordinator

413-475-1578

413-774-3160(fax)

[thochstadt@communityaction.us](mailto:thochstadt@communityaction.us)

### **Brief Description of the Program/Agency**

Housing services staff provide information and referral to individuals and families facing instability in their housing situation. Housing Assistance Counselors will assess each situation to determine the level of services which can be offered to participants.

### **Scope of Services**

Our team of experienced Housing Advocates can provide guidance and intervention in landlord-tenant issues. We are knowledgeable in Eviction laws, community financial resources, landlord-tenant law and have access to mediation resources. Working closely with First Call for Help staff, our goal is to prevent homelessness and/or assist participants to stabilize their housing.

Community Services was awarded money through the American Recovery and Reinvestment Act, and hired several new employees in the Housing Services Program. Housing Services Staff include:

Toni Hochstadt, Housing Services Coordinator

Brain Sullivan, Housing Assistance Coordinator for Franklin County

Marla Gale, Housing Assistance Coordinator for Hampshire County

John Cremins, Housing Outreach for Franklin County as well as work in Athol through the YMCA.

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## **Lifetimes - A Program for Grieving Children, Teens and their Families**

486 Main Street, Greenfield, MA 01301

### **Member**

Dennis LeBlanc

413-773-3484

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

### **Brief Description of the Program/Agency**

Lifetimes mission is to provide support and services for children, teens and their families grieving the death of a loved one through outreach, education and peer support. Lifetimes offers grief support groups that use a peer support model that is grounded on the following principles:

- Grief is the natural response to change, loss and death for people of all ages;
- Each person has the ability to create his or her unique path through the grief process;
- Honoring and expressing feelings without judgment, assists the grieving process, and creates safe, supportive community.

We offer a 6-week "School-based" program as well as ongoing "Family Program" that meets at our Center in Greenfield.

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## **The Literacy Project**

15 Bank Row, Suite C, Greenfield, MA 01301

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

### **Members**

Judith Roberts, Executive Director

413-774-3934 (work)      413-774-3946 (fax)

[jroberts@literacyproject.org](mailto:jroberts@literacyproject.org)

Amber Ortiz, Transitions Program Coordinator, Instructor and Counselor

413-774-3935

[amber@literacyproject.org](mailto:amber@literacyproject.org)

### **Brief Description of the Program/Agency**

The Literacy Project provides adult literacy and GED classes at 5 locations in Franklin and Hampshire Counties: Amherst, Greenfield, Northampton, Orange, and Ware. We work with more than 400 students each year, helping them to build basic skills and take the next steps into jobs or higher education.

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## **Massachusetts Department of Mental Health**

Franklin/N.Quabbin DMH Case Management

13 Prospect Street, Greenfield, MA 01301

### **Member**

Tom Moriarty, Site Director

413-772-5621      772-5638 (fax)

[Thomas.Moriarty@state.ma.us](mailto:Thomas.Moriarty@state.ma.us)

### **Brief Description of the Program/Agency**

The Department of Mental Health provides clinical, rehabilitative, and supportive services for adults with serious mental illness, and children and adolescents with serious mental illness or serious emotional disturbance.

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## **The Mediation and Training Collaborative (TMTC), a program of Community Action**

277 Main Street, Suite 401, Greenfield

[www.communityaction.us](http://www.communityaction.us)

### **Member**

Cheryl Fox, Co-Director

413-774-7469

[cfox@communityaction.us](mailto:cfox@communityaction.us)

## **Brief Description of Program/Agency**

The Meditation and Training Collaborative is dedicated to helping individuals, families, businesses, and community organizations resolve disputes and increase their capacity for effective communication, conflict resolution and teamwork.

TMTC serves western Massachusetts and New England by providing mediation and training services. TMTC also offers facilitation services for public and private meetings and community dialogues.

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## **Montague Catholic Social Ministries (MCSM)**

P.O. Box 792, Turners Falls, MA 01376

### **Members**

Susan Mareneck, Executive Director

413-863-4804 x 1

[Susan.mcsm@verizon.net](mailto:Susan.mcsm@verizon.net)

Rachel Lively, Family Support Program Coordinator

413-863-4804 x 2

[Rachel.mcsm@verizon.net](mailto:Rachel.mcsm@verizon.net)

## **Brief Description of the Program/Agency**

Montague Catholic Social Ministries is an independent, community-based non-profit organization. Our board of directors is made up of members of the local community and is supported by public resources, private foundations, our local parishes and individual contributions. Our mission is to strengthen, encourage and support families in our community. We do this through outreach, family education, positive conflict resolution, leadership development and group empowerment. A place where people give and receive while thriving in their development.

## **Scope of Services**

- **Turners Falls Women's Resource Center and the Greenfield Women's Resource Center** are safe and welcoming non-clinical sites with open hours and activities for women believing that healing happens through community and mutually empowering relationships.  
41 Third Street, Turners Falls, MA 413-863-2455  
278 Federal Street, Greenfield, MA 413-775-0010
- **Gill-Montague Family Center** offers quality programs and activities including: Playgroups, free food and clothing for Children, as supplies last, Parent 2 Parent Support Group, and a Parent Resource Library. 78 Avenue A., Turners Falls, MA 413-863-4804
- **Basic Needs Assistance:** Emergency Food, Limited Emergency Financial Assistance, Clothing Assistance, Referral to Community Agencies, and Salvation Army Vouchers for Montague and Turners Falls Residents. 43 Third Street, Turners Falls, MA 413-863-4805
- **The Family Support Program** offers strength based home visiting services for families in Franklin County. The purpose of the program is to help parents reach their desired level of self-sufficiency, to support their children's optimal development and to access needed services. Through weekly home visits Family Support Workers provide encouragement, information and referrals to assist each family in reaching their goals. The Family Support

Program receives support from the MA Department of Children and Families and the Community Foundation of Western Massachusetts. 41 3<sup>rd</sup> Street, Turners Falls, MA 413-863-4804.

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### **New England Learning Center for Women In Transition (NELCWIT)**

479 Main Street, Greenfield, MA 01301

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

#### **Member**

Barbara Drew- Rivera, Director of Community Programs  
413-772-0871 x118

#### **Brief Description of the Program/Agency**

Since 1976, the women of NELCWIT have been working to build safety, justice, and dignity for all. Serving Franklin County and the North Quabbin region of western Massachusetts, we offer counseling, safe homes, advocacy, and education to women and children who have survived domestic violence or sexual abuse, and prevention education for area schools, professionals, and other groups. Since 1976, our programs have helped over 13,000 women!

Services include Latino Outreach and Advocacy Program, Domestic and Sexual Violence Prevention Education and Outreach, Native American Visioning Bear Circle, full-time adult and child counselor in the North Quabbin as well as a Safeplan advocate.

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### **Parent Child Development Center (PCDC), a program of Community Action**

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Main Street, Greenfield, MA 01301

[www.communityaction.us](http://www.communityaction.us)

#### **Member**

Dorothy McIver, Intake and Enrollment Coordinator  
110 G Street, Turners Falls, MA 01376  
413-863-9545 x24 (work)      413-863-3603 (fax)  
[dmciver@communityaction.us](mailto:dmciver@communityaction.us)

#### **Brief Description of the Program/Agency**

PCDC is comprised of federal and state funded Headstart, Early Headstart and Family Child. Head Start and Early Head Start provides services for children 0-5 years, of low-income residents. All PCDC programs provide services for families with special needs, early childhood screenings, and opportunities for parent involvement and training. Half-day and Home Base Head Start programs are free. Some full-day programs require a service need and may involve a parent fee on a sliding scale.

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## **The RECOVER Project**

60 Federal Street, Greenfield, MA 01301

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

### **Members**

Linda Sarage

413-774-5489 (work)      413-774-6039 (fax)

[lsarage@wmtcinfo.org](mailto:lsarage@wmtcinfo.org)

### **Brief Description of the Program/Agency**

The RECOVER Project aims to involve people in recovery, their families, concerned others, and allies, to build and develop recovery support services through a peer-driven model that will promote healthy lifestyles, strong community involvement, and foster hope and resilience.

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## **Reinventing Justice**

270 Main Street, Lower Level, Greenfield, MA 01301

### **Member**

Lucinda Brown, Community Relations Coordinator

413-772-8711 (work)      413-772-8712 (fax)

### **Brief Description of Program/Agency**

The Reinventing Justice Project, started in 1994, is a collaboration between the courts in Franklin County and the community that has sought ways to involve the community in programs that enhance the administration of justice locally.

The Community Relations Coordinator is a court employee whose role is to support collaborative efforts between the courts and the community. In addition to organizing occasional trainings, events and projects requested by members of the local judiciary, I coordinate the Restorative Probation Program and the Franklin County Substance Abuse Intervention Program (Drug Court).

The Drug Court, sometimes referred to as a therapeutic or problem solving court, combines weekly court sessions with treatment, screens and twelve-step programs for participants who apply and are accepted. It requires a minimum of 13 months to complete and is a rigorous program for court-involved individuals struggling with addictions.

The Restorative Probation Program has established eleven panels of community members who meet monthly with court-involved individuals referred by a Judge. Using the principles of restorative justice, board members discuss the offenses with the probationer, help that individual understand the impact of his or her actions and look for ways that he or she can make amends to those who have been victimized, including the community. Board members contact those affected by the crime and invite their input and participation. The Restorative Probation Program is available for referrals from the Greenfield District Court, Orange District Court and Franklin/Hampshire Juvenile Court.

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## **RSVP of Hampshire & Franklin Counties**

Old Court House, 99 Main Street, Northampton MA 01060

[www.hampshirecog.org/rsvp](http://www.hampshirecog.org/rsvp)

### **Member**

Megan Barber, RSVP Director

413-584-1300 x180 413-584-1465 (fax)

[mbarber@hampshirecog.org](mailto:mbarber@hampshirecog.org)

### **Brief Description of the Program/Agency**

RSVP is a national community service program that engages adults age 55+ in giving of their time and skills to meet community needs.

### **Scope of Services**

RSVP mobilizes older adults to meet community needs by recruiting, placing, and supporting volunteers in a diverse array of service opportunities at local nonprofit and public agencies. We match people with experience and skills to offer with organizations that need their help.

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## **The Salasin Project, a program of The Consortium**

68 Federal Street, Greenfield, MA 01301

### **Member**

Amy Nason, Housing Stabilization and Basic Needs Resource Coordinator

413-774-4307 x6

### **Brief Description of the Agency:**

**The Salasin Project** seeks to create a safe community where every member can achieve a full and satisfying life free of violence and its consequences.

There are 4 components of The Salasin Project:

**Basic Needs Support and Housing Stabilization:** Provided through a resource coordinator who offers one on one support for individuals and families in need of transitional assistance with:

- Housing
- Utilities
- Clothing, food, transportation, and more

To reach Resource Coordinator, Amy Nason call: 413-774-4307 x 6

### **Domestic Violence/Trauma Advocacy (DV/T Advocate)**

Using an empowerment and trauma-informed model the DV/T Advocate:

- Focuses on the needs of the individual as expressed by the individual
- Looks to the individual's own strength, awareness and experiences as resources for healing
- Helps individuals identify a variety of coping skills and strategies to address feelings of stress, isolation and shame
- Makes appropriate legal aid, housing and medical referrals

- Provides a minimum of twelve sessions of peer advocacy

To reach the DV/T Advocate, Donna Covino call: 775-0010

**Greenfield Women's Resource Center:** believing that healing happens through mutually empowering relationships the women's center offers a safe place to build community, support each other and empower and heal ourselves.

The Women Center provides opportunities for creative arts, self care groups, and personal empowerment.

Open hours: Monday, Tuesday, Friday 1-4 pm, Thursdays 5-8 pm

278 Federal Street, Greenfield, MA 01301

Co-Coordinator's Donna Covino 413-775-0010, Lorena Norwood 413-774-4307

**Family Support Worker Program:** This strength based home visiting program:

- Provides encouragement, information and referrals to assist each family in reaching their goals.
- Supports families through weekly home visits.
- Supports parents in achieving their desired level of self-sufficiency and access needed services to support their children's optimal development.

To reach the Family Support Worker, Lynn Norwood call: 413-774-4307 x 3

*We offer solace to those living in fear through trauma-informed supports. We understand all persons and families seeking assistance to be the experts in their lives and in their healing. We respond to basic and emerging needs. We provide trained advocates to help guide women to other healing related support resources. We invite everyone to participate in the creation of a healing community of informed citizens prepared to connect to those in need.*

## **United Arc of Franklin and Hampshire Counties**

111 Summer Street, Greenfield, MA 01301

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

### **Member**

Leslie L. Kinney, Associate Director

413-774-5558      413-774-2585(fax)

[lesliekinney@unitedarc.org](mailto:lesliekinney@unitedarc.org)

### **Brief Description of the Agency:**

The United Arc provides advocacy and support services for individuals with developmental disabilities and their families in western Massachusetts. Primary geographical areas of services include communities in Franklin and Hampshire Counties and the North Quabbin area of Worcester County.

Services include:

- residential and independent living services for adults with mental retardation and other developmental disabilities

- vocational services including job placement and support for older teens and adults with disabilities
- flexible support services for families that care for a family member with developmental disabilities
- parent education and support groups, home based services and volunteer mentoring for parents with cognitive disabilities and their families
- community-based education for special education students
- support for inclusion and transition planning for school aged children and teens,
- self advocacy groups in Greenfield and Athol for adults with mental retardation or related disabilities
- information and referral regarding disability issues.

Advocacy activity is important aspect of the Arc's mission. The United Arc has an active membership of persons concerned about the well-being of individuals with developmental disabilities. The United Arc is an affiliated chapter of The Arc of Massachusetts and The Arc of the United States. The state and national organizations maintain ongoing communication with the larger Arc membership about legislative and budget concerns that impact individuals with disabilities.

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### **Western Mass Legal Services**

20 Hampton Ave. Northampton, MA 01060

55 Federal Street, Greenfield - Mon. and Thurs. 9:00 - 1:00 p.m. or by appt.

### **Member**

Wendy Kane, Administrative Benefits Advocate

413-774-3747 or 1-800-639-1309 (work)

413-585-0418 (fax) [wkane@wmls.org](mailto:wkane@wmls.org)

### **Brief Description of Program/Agency**

Western Mass Legal Services (WMLS) provides legal assistance to low income individuals and groups through advice, representation, and education.

We also address systemic issues that effect large numbers of low-income people. Legal matters they handle include public benefits, housing, employment, family law, domestic violence, elder law, and immigration.

Income guidelines: If you are less than 60 years old, you must have very low income to be eligible for our services. You may automatically qualify if you are a recipient of public assistance or certain government benefits.

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## **Western Mass Recovery Learning Community (RLC)**

68 Federal Street, Greenfield, MA 01301 [www.westernmassrlc.org](http://www.westernmassrlc.org)

### **Members**

Janice Sorensen, Franklin County Coordinator

413-561-3268

[Janice@westernmassrlc.org](mailto:Janice@westernmassrlc.org)

Andy Grant, Franklin County Peer Worker

413-325-6245

[andy@westernmassrlc.org](mailto:andy@westernmassrlc.org)

### **Brief Description of Program/Agency**

The Western Mass Recovery Learning Community (RLC) supports individuals in finding their own voices within the communities of their choice by offering trauma-informed peer support and through the development of a regional peer network.

### **Scope of Services**

The Western Mass RLC offers trauma-informed, community based peer supports throughout our area. All RLC workers have lived experience and are committed to sharing their own recovery stories. As the RLC is not site-based, groups and supports are available throughout the county.

RLC offers:

**Groups and Trainings** (Wellness Recovery Action Planning WARP) groups and trainings, advocacy training and support groups, art groups, yoga classes and more!

**Individual Supports** offers individual and advocacy and peer support for Spanish and English speakers.

**Resource and Referral Information** is provided on-line, by phone or in person.

**Resource Connection Center (RCC)** at 68 Federal Street (shared space with the RECOVER Project).

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## **Women, Infants and Children (WIC) a program of Community Action**

393 Main Street, Greenfield, MA 01301

[www.commnityaction.us](http://www.commnityaction.us)

### **Member**

Killeen Perras, Community Coordinator

413-376-1155(work)

### **Brief Description of Program/Agency**

WIC provides free nutrition education and free WIC foods (milk, eggs, peanut butter, juice, cheese, cereal ,etc) to income eligible families. WIC also provides referrals to other agencies. WIC encourages breastfeeding and provides breastfeeding support and information to clients.

WIC's Community Coordinator does outreach and provides educational materials to local agencies and advocacy groups.

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