

# Community Resource Guide

## for those who care for **Children**



Compiled & distributed by  
**The Resource Referral Program**  
At Everywoman's Center

A Guide of Select Resources For:  
Parents, childcare providers, teachers, and others who care for children in the Hampshire County area.

FOR INFORMATION REGARDING ALL EVERYWOMAN'S CENTER SERVICES CALL 413-545-0883



University of Massachusetts Amherst  
The Resource Referral Program at Everywoman's Center

UMASS  
AMHERST

# Community Resource Guide

## for those who care for **Children**

*The Resource Referral Program at Everywoman's Center  
Offers specialized Information and Referral Services to the Five Colleges and Hampshire County.  
All services are free and open to everyone.*

*You are invited to call or visit the center during our business hours  
or access our human service provider database on-line at any time. In our lounge, you will find a comprehensive  
listing of area support groups, a lending library, employment and volunteer information,  
a children's area, and a comfortable place to be.  
Our trained staff is available to assist you in finding the resources you need.  
Our services are available in English and Spanish.*

The Resource Referral Program at Everywoman's Center  
221 Stockbridge Rd.  
Amherst, MA 01003-9315

[ewcrr@stuaf.umass.edu](mailto:ewcrr@stuaf.umass.edu)

**413-545-0883**  
voice/TTY

[www.umass.edu/ewc/rr](http://www.umass.edu/ewc/rr)

### Emergency Hotlines

Everywoman's Center Rape Crisis & Domestic Violence.....	413-545-0800
Bilingual Domestic Violence.....	877-536-1628
Emergency Services (mental health) .....	800-322-0424
Child Abuse Reporting .....	800-792-5200
Ma. Society for the Prevention of Cruelty to Children .....	413-536-2251
Parental Stress .....	800-632-8188
Poison Control .....	800-682-9211
Police.....	911

***The latest version of this guide is available for copy and distribution on our website. Please contact us with additions or corrections.***

**Compiled December 2006**

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### Amherst Family Center

Unitarian Church  
C/O UMass Commuter Services 428 Student Union UMass  
Amherst, MA 01003  
<http://www.cshrc.org/familycenter.php>  
(413) 256-1145 or (413) 545-4466

**Eligibility Requirements:** All families welcome

**Description:** The Amherst Collaboration for Families with Young Children Community Drop-In Center

- A family room and family fun programs
- Support services for parents and families
- Parent education workshops and support groups
- Home visiting program
- Individual and group consultation
- Information and Referral services
- Short-term counseling and case management
- One professionally staffed multi-age childcare room with Early Childhood and Parent Educators

### Amherst La Leche League

37 Thayer Street,  
Amherst, MA 01035  
[www.lalecheleague.org](http://www.lalecheleague.org)  
(413) 253-3100

**Eligibility Requirements:** Pregnant women, mothers nursing babies and any women interested in breastfeeding and their partners are welcome at meetings

**Description:** Internationally recognized as a leading authority on breastfeeding. Our local leaders are experienced mothers who are available for mother to mother help, backed by LLLI's Research and Medical Advisory Board. Local monthly meetings are informal discussions where mothers can meet and share their thoughts and concerns.

- Lending library available

### Amherst Leisure Services and Supplemental Education

70 Boltwood Walk,  
Amherst, MA 01002  
[www.lsse.org](http://www.lsse.org)  
(413) 256-4065

**Description:** Offers a wide array of arts, activities, sports, swimming, after-school and summer camps, and educational programs for children, adolescents and adults

- Works to enhance the quality of leisure time for the surrounding community
- Fee reduction available for those who qualify
- Quarterly publication of programs is available at the Bangs Community Center, on their website, and in various community locations

### Amherst Survival Center

1200 North Pleasant Street  
North Amherst, MA 01059  
<http://www.people.umass.edu/support/asc/>  
(413) 549-3968

**Eligibility Requirements:** Our mission is to provide a welcoming community where families and individuals who are struggling to make ends meet can come for food and clothing, for companionship and relief from isolation, and to share their material resources, information, concerns and frustrations. We don't ask where they have been or why they don't get their act together, just whether they want their coffee black or white. It is assumed that if someone comes for help, they need it, and no one is turned away. An equally important function of the center is to help people move beyond a condition of need, to help them to help themselves and each other. Volunteering is encouraged as a means of giving to the center as well as receiving.

**Description:**

- The Free Store: offers such items as clothing, house wares, blankets, toys, etc. For specialty items, such a furniture or computers, please speak with the Free Store Coordinator. Donations accepted.
- The Kitchen: Fresh foods, such a fruits, vegetables, breads and cakes and hot nutritious meals are available to everyone for lunch at 11am on Monday, Tuesday, Thursday and Friday. Everyone is welcome
- The Food Pantry: offers non-perishable and frozen foods for individuals and families. This is the only program that requires proof of address and proof of income. Food assistance serves Amherst and Hampshire towns except Ware and Northampton.
- Referral Services to other programs in the area
- Volunteers: We need volunteers who can cook, sort donations, clean, wash dishes, lift heavy things, drive, answer phones, enter computer data, fundraise, coordinate the front desk, fix and build things, etc.

### Big Brothers Big Sisters of Hampshire County

Bangs Community Center  
70 Boltwood Walk  
Amherst, MA 01003  
<http://www.bbshampshirecounty.org/>  
(413)253-2591

**Description:** Big Brothers Big Sisters of Hampshire County provides one-to-one mentoring relationships to local children in need of positive adult influence and friendship. Supervised by a staff of professional case coordinators, volunteers spend time weekly with a child for at least one year developing a positive, trusting, and enriching friendship.

### Casa Latina, Inc.

140 Pine Street, Florence, MA 01062

<http://www.casalatinainc.org>

(413) 586-1569

**Eligibility Requirements:** Community, youth and children

**Description:** Casa Latina, Inc. is a community organization committed to promoting Latino empowerment and cultural pride in Hampshire County through providing services, developing educational spaces, and facilitating individual and collective action for social change among members of the Latino community.

- Information and referrals to the community at large
- Medical Interpretation Program in conjunction with the local hospital
- Quarterly newsletter

### Center for Restructuring Family Relationships

541 Station Road, Amherst, MA 01002

(413) 256-1046

**Eligibility Requirements:** Couples or parents who want to stay involved after the divorce regarding custody and co-parenting

**Description:**

- Custody negotiation and counseling services
- To work on building skills in negotiating with each other, working out problems and disagreements

### Child and Family Services

39 Union Street, Easthampton, MA 01027

<http://www.cfs.org/>

(800)232-0510

**Description:** Offers group and individual counseling, as well as classes such as parent training. Professional counseling services for individuals and families. Workshop topics include: career change and your family, separation and divorce, adult children of alcoholics, etc. Programs include:

- Counseling, psychotherapy and trauma recovery
- Parent aide services and family life education
- Budget counseling
- Employees assistance programs
- Refugee & Immigrant Services
- Early Intervention and Disability Resources

### Children's Aid At Berkshire Center

8 Trumbull Road, Northampton, MA 01060

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

(413) 584-5690

**Description:**

- Two home visiting programs to provide parents support and education; Healthy Families, serving first-time parents under 21 and The Parent Aide Program which serves parents in Hampshire County at risk for child abuse and neglect.

- Fathers Connection - offers support and parenting education to fathers of young children
  - Adoption counseling and placement services
  - Provide referrals for: Parent education, counseling, primary care providers, and nutrition and lactation services
  - Priority populations: adolescents, battered women, low income women, survivors of child abuse, young mothers.
- Note: Not fully accessible to wheelchair clients. Home visits are provided for disabled clients.

### Children's Clinic

17 Brewster Court, Northampton, MA 01060

<http://www.cutchins.org/program-description-childrens.htm>

(413) 587-3265

**Eligibility Requirements:** Parents and children

**Description:** Outpatient mental health clinic for children up to 18 years old

- Provides therapy for children and parents
- Wheel chair accessible, lot parking, PVTA
- Psychological testing of young children; issues of trauma, anxiety and adoption; parent guidance

### Child Care Outlook at Community Action - Hampshire County

56 Vernon Street

Northampton, MA 01060

<http://www.fcac.net/>

(413) 582-4230

**Description:** Child Care Outlook is the local Child Care Resource and Referral Agency serving Franklin and Hampshire County, as well as the North Quabbin area. They have a database of childcare providers in the area, and will help parents through the process of selecting a provider that best serves the needs of their family. Child Care Outlook also provides information on the state voucher (subsidy) program and additional subsidy options. They offer customized services for children with disabilities. Other services include:

- Lending Library for parents and child care providers with over 100 resource books, as well as Parent Take-Home Packs, CD's, cassettes, books on tape and videos
- Curriculum kits to any child care provider who would like to enhance their programs
- A Parent Counselor is available for counseling and support
- Trainings for new and existing providers

*The Resource Referral Program at Everywoman's Center*

*221 Stockbridge Road-Wilder Hall-UMass Amherst, MA 01003*

*Tel: (413)545-0883 TTY/Voice*

*[www.umass.edu/ewc/rr](http://www.umass.edu/ewc/rr)*

*Email: [ewcrr@stuaf.umass.edu](mailto:ewcrr@stuaf.umass.edu)*

### Community Health Center of Franklin County

338 Montague City Road  
Turners Falls, MA 01376

<http://www.chcfc.org>

(413) 772-3748

**Description:** The Community Health Center of Franklin County (CHCFC) is a non-profit health center where you and your family can receive preventive and primary health care regardless of your ability to pay.

Health and Medical Services:

- Preventive and primary health care for children, adolescents, adults and elders
- Chronic disease management (high blood pressure, asthma, diabetes)
- Women's health services
- Farm worker's health services
- Physical exams for jobs, sports, school and health assessment
- Health education and nutrition counseling
- Immunizations
- Dental health program
- HIV counseling and testing
- Routine laboratory services on-site
- School Based Health Centers
- WIC Program Site

### Cooley Dickinson Hospital – Women's Health Services and Childbirth Center

30 Locust Street  
Northampton, MA 01060

[www.cooley-dickinson.org](http://www.cooley-dickinson.org)

(413) 582-2000

**Description:** Provides full hospital services in addition to:

- Board Certified OB/GYNs and Certified Nurse Midwives
- Breastfeeding Clinics
- Family Birth
- In-Home Doula Care
- Prenatal Yoga and Infant Massage
- New Parent Support Groups

### Consumer Credit Counseling Services

409 Main St.  
Amherst, MA 01002

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

(800) 282-6196

**Description:** Provides financial counseling, offers assistance in arranging repayment plans with creditors, and provides personal budgeting workshops.

### Department of Early Education and Child Care

95 Liberty Street  
Suite 1124  
Springfield, MA 01103

<http://www.eec.state.ma.us>

(413) 788-8401

**Description:** Department of Early Education and Child Care combines the services of Office of Child Care Services and Early Learning Services Division at the Department of Education.

- Place for parents and child care providers to get answers to their important questions about child care and early education
- Aims to make sure all children receive the highest quality child care from providers in Massachusetts

### Disability Law Center

30 Industrial Drive East  
Northampton, MA 01060

[www.dlc-ma.org](http://www.dlc-ma.org)

(413) 584-6337 Intake: 1-800-872-9992 (central number)

**Eligibility Requirements:** Those who are disabled that need referrals or representation regarding legal rights.

**Description:** DLC works with policy makers to address legislative and administrative changes which benefit persons with disabilities. DLC operates a speaker's bureau with experienced lawyers and paralegals speaking about their areas of expertise to community groups. DLC provides information, referral and advice and counsel in addition to producing publications on a variety of disability law issues.

- Developmental Disabilities: serves clients with developmental disabilities which are defined as chronic and severe impairments, which were evident prior to age 22, and which result in substantial limitations in 3 or more major life activities.
- Discrimination and Accessibility: represents clients with disabilities who have been discriminated against because of their disability.
- Special Education: provides legal representation in special education negotiations, hearings and in court.
- Assistive Technology: provides legal representation to individuals denied access to technology services.
- Disability Benefits: provides support and assistance to a statewide network of attorneys and paralegals that represent disabled people denied SSI and SSDI benefits.

## Everywoman's Center

Wilder Hall  
221 Stockbridge Road - University of Massachusetts  
Amherst, MA 01003

[www.umass.edu/ewc](http://www.umass.edu/ewc)

(413) 545-0883 Voice/TTY

(413) 545-0800 24 Hour Rape Crisis Hotline

(888) 337-0800 Toll Free Rape Crisis Hotline

**Eligibility Requirements:** All community members and 5-College students

**Description:** The Everywoman's Center has four programs:

- **Resource Referral Program** provides specialized and confidential information and referral services in English and Spanish, a comprehensive listing of area support groups, many online resources, a lounge to sit and relax, a lending library, a job bank book and more.
- **Counseling Services Program** offers free counseling for women in a safe, confidential and supportive environment with emphasis on understanding and supporting the issues that women are facing in their lives. Assessments provided for individuals, short-term counseling, referrals to campus and community mental health agencies and therapists in private practice. Workshops and support groups are also offered.
- **Rape Crisis Services** provides confidential rape crisis services for the Hampshire County and 5-College Community aiming to support ALL survivors of rape, sexual assault, incest, relationship violence, emotional, psychological and verbal abuse. Services are provided to those of all genders and friends and family members of survivors. In addition to the 24-Hour Rape Crisis Hotline, the program offers short-term counseling, support groups, and specialized teen services.
- **Educator/Advocate Program** offers a variety of educational workshops on topics such as sexual assault, relationship violence, media images, date rape, and healthy relationships to middle schools, high schools, community groups, and universities throughout Hampshire County.
- **Specialized Teen Services** includes a Teen Education Specialist and Teen Crisis Specialist. Provides advocacy, short-term counseling, support groups and referrals to all teen (ages 12-19) survivors of sexual assault/abuse/harassment and dating/domestic violence. Services are also available to friends and family of teen survivors. Others who work with teens - teachers, counselors and social service providers - can consult with us regarding how to identify survivors and connect them with resources.

## English-as-a-Second-Language Program

Division of Continuing Education / UMass

100 Venture Way

Hadley, MA 01035

[www.umassulearn.net](http://www.umassulearn.net)

(413) 545-2484

**Eligibility Requirements:** UMass students and community members with English as a Second Language

**Description:** The English as a Second Language Program offered through the University of Massachusetts Division of Continuing Education is a non-credit program. The workshops offered are not for beginners, but rather for those students who wish to improve their English skills.

## Family Outreach of Amherst

150 Fearing Street

Amherst, MA 01002

<http://www.chd.org/programs.htm#top>

(413) 549-5548

**Eligibility Requirements:** Low-income Amherst residents

**Description:**

- **Crisis Intervention:** responds to any immediate crisis that an Amherst Family may be having. A Family Outreach case worker will help a family through a housing, parenting, medical or mental health crisis to ensure that the family gets the help they need.
- **Referrals:** responds to calls from families seeking help in finding resources within our community.
- **Case Management:** case workers provide ongoing weekly support to families struggling with isolation, mental health issues, substance abuse and domestic violence. Services include identifying, accessing and securing financial benefits, transportation to doctor's visits and appointments, life skills counseling, housing advocacy, parenting support, and accessing proper health care.
- **Advocacy:** provides short-term assistance on specific issues such as mediation with a landlord or utility companies, help assessing childcare and assisting with health emergencies.
- **Home Visiting:** advocacy, case management, and crisis intervention.
- **Juvenile Court Division:** Serves first time juvenile offenders offering them mentors, parent counseling, support groups and a supervised community service project.

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*221 Stockbridge Road-Wilder Hall-UMass Amherst, MA 01003*

*Tel: (413)545-0883 TTY/Voice*

*[www.umass.edu/ewc/rr](http://www.umass.edu/ewc/rr)*

*Email: [ewcrr@stuaf.umass.edu](mailto:ewcrr@stuaf.umass.edu)*

### Federation for Children with Special Needs

1135 Tremont Street  
Suite 420  
Boston, MA 02120  
<http://www.fcsn.org>  
(617) 236-7210

**Description:** The Federation is a center for parents and parent organizations to work together on behalf of children with special needs and their families. Organized in 1975 as a coalition of parent groups representing children with a variety of disabilities, the Federation operates a Parent Center in Massachusetts which offers a variety of services to parents, and others who are concerned with children with special needs.

- Provides information, support and assistance to parents of children with disabilities, their professional partners, and their communities

### Fuel Assistance/Energy Conservation Program

Community Action  
393 Main Street  
Greenfield, MA 01301  
<http://www.fcac.net/page.php?id=26>  
(413) 774-2310

**Description:** The Fuel Assistance Program helps low-income families and individuals in Hampshire and Franklin Counties with the cost of their heating bills each winter.

- Applications are accepted from November 1 to April 30. Eligibility is determined by family size and gross income from all household members over 18 years of age.
- Payment of a portion of heating bills is provided for eligible homeowners and renters. Depending on eligibility, Fuel Assistance may be able to provide the following:
  - Payment of a portion of monthly rent (if heat is included in rent)
  - Discount on telephone and utility bills
  - Energy Conservation/Weatherization Program: provides weatherization and heating system services for income-eligible people who are Fuel Assistance customers and residents of Franklin and Hampshire Counties.
  - Program provides free and extensive energy conservation improvements in the homes and apartments.
  - The Heating System Program can assist in the payment of winter emergency heating services. Typical work includes repairs, replacements, asbestos removal, cleanings and tune-ups to oil fired systems.

### Grace House

Center for Human Development  
17 Seelye Street  
Amherst MA 01002  
(413) 253-5155

#### Description:

- Substance abuse treatment services
- Residential long-term treatment (more than 30 days), outpatient
- Serving women with residential beds for clients' children

### Hampshire County Bar Association Legal Referral Service

15 Gothic St  
Northampton, MA 01060  
<http://www.hcbar.org/>  
(413) 586-8729

**Description:** Legal Referral Service (LRS) provides legal and non-legal referrals. LRS provides referrals to lawyers, referrals to agencies, and information. All attorneys belong to the Hampshire County Bar Association. All first half-hour consultations are free.

### Hampshire Educational Collaborative

97 Hawley Street  
Northampton, MA 01060  
<http://www.collaborative.org/>  
(413) 586-4900

**Description:** The Hampshire Educational Collaborative (HEC) is a nonprofit, multi-service agency offering programs and services to ensure that learning is accessible and engaging for our community's most vulnerable and at-risk youth. HEC operates ten 21st Century Community Learning Centers, a network of after school programs supporting the academic and developmental needs of elementary and middle school youth.

- The Early Childhood Department offers a comprehensive range of training and consulting services to early education and care providers, parents, childcare centers, schools, and communities.
- The Hampshire County Family Network is a group of approximately 30 human service agencies, health providers and early care and education providers working together to provide comprehensive services and support to Hampshire County families with infants, toddlers, and preschool-aged children. A primary focus of the Network is supporting the 8 Family Centers in Hampshire County. These family centers provide services for families including drop-in parent-child playgroups, parent education workshops, as well as parent support programs. Most

programs serve all families with children ages 0-5 regardless of income. Services include:

- o Health and nutrition
- o Family literacy, adult education and child development
- o Advocacy and Translation
- o Transportation
- o Family support and child care
- o Information and Referral for families with young children

See the following list for a *Family Center* in your area.

#### **Amherst Family Center**

Unitarian Church  
C/O UMass Commuter Services 428 Student Union UMass  
Amherst, MA 01003  
<http://www.cshrc.org/familycenter.php>  
(413) 256-1145 or (413) 545-4466

#### **Belchertown Family Center**

720 Franklin Street  
Belchertown, MA 01007  
<http://www.belchertown.org/departments/belchertownfamilycenter/index.html>  
(413) 283-7594

#### **Cummington Family Center**

33 Main St., Cummington, MA 01026  
(413) 634-5362

#### **Easthampton Family Center**

271 Rocky Hill Road Route 66  
Easthampton, MA 01027  
[www.easthamptonfamilycenter.org](http://www.easthamptonfamilycenter.org)  
(413) 563-7672

#### **Gateway Family Center**

Hilltown Social Services Building  
9 Russell Rd  
Huntington, MA 01050  
(413) 667-2203

#### **Northampton Parents Center**

297 Main Street  
Lower Level- Edwards Church  
Northampton, MA 01060  
[www.northamptonparentscenter.org](http://www.northamptonparentscenter.org)  
(413) 582-2636

#### **South Hadley Family Center**

7 Woodbridge St  
South Hadley, MA 01075  
[www.shfamilycenter.org](http://www.shfamilycenter.org)  
(413) 533-7096

#### **Ware Family Center**

49 Church Street  
Ware, MA 01082  
[www.warefamilycenter.com](http://www.warefamilycenter.com)  
(413) 205-8714

#### **Holyoke Community Health Center**

230 Maple Street  
Holyoke, MA 01040  
<http://www.hhcinc.org/>  
(413) 420-2200

##### **Description:**

- Provides full health care services including dental services, regardless of ability to pay for adults and children
- Immunization Program
- Help with any accompanying paperwork (e.g. immunization records, welfare forms, or school records)

#### **Jessie's House**

17 Seelye Street  
Amherst, MA 01002  
[www.jessieshouse.org](http://www.jessieshouse.org)  
(413) 658-0060

**Eligibility Requirements:** Available for families primarily, but also for single men and women

##### **Description:**

- Provides emergency shelter for families, pregnant women, children, or people in the process of reunification.
- No maximum stay period. There is a waiting list through Department of Transitional Assistance, call for more information

#### **Llamanos y Hablemos**

799 West Boylston St.  
Worcester, MA 01606  
<http://www.llamanos.org>  
(800) 223-5001

**Eligibility Requirements:** Spanish speakers in crisis related to sexual assault and abuse

**Description:** Spanish speaker's hotline staffed by volunteers from all over the state offering Counseling and Rape Crisis Information and Referrals

### Massachusetts Offices of Health and Human Services

One Ashburton Place 11<sup>th</sup> Floor  
Boston, MA 02108

<http://www.mass.gov> (type in Office of Health and Human Services in search box)

(617)573-1600

**Description:** Provide eligibility screening for a wide variety of state funded human service programs such as Department of Mental Health, Department of Social Services, Department of Mental Retardation, Department of Transitional Assistance, Food Stamps, Mass Health, Women's Health Network, Adoption and Foster Care Programs, Nutrition Programs, Housing and Shelter, Disability and Legal Services, Immigration and Refugee, Employment and Training, and more.

### Massachusetts Justice Project

57 Suffolk Street, Suite 401

Holyoke, MA 01040

(413) 533-2660 Toll Free: (800) 639-1209

**Eligibility:** low income people in Western Mass: 125% of federal poverty guidelines

Accessible by public transportation. Accessible to physically disabled clients.

**Description:** The Mass Justice Project is a non-profit legal service program for the low-income communities of Western Massachusetts. We provide initial intake, advice or brief service for all income-eligible callers in our service area who seek legal assistance, referring eligible clients to other legal services programs and the private bar pro-bono. They provide more extensive representation as resources permit.

Legal Areas Covered:

- Domestic Relations including: Contested/Uncontested Divorce, Modification, Pro-Se Divorce, Child Custody, heterosexual, GLBT
- Domestic Violence: Restraining Order 209-A
- Welfare & Social Service: Aid to Families with Dependent Children, Food Stamps, Unemployment Appeals, Social Security Appeals
- Civil including: Landlord/Tenant, Debtor Problems, Bankruptcy, Credit & Consumer Rights
- Civil Rights/Discrimination including: Disability Rights, Housing Rights, Employment Rights
- No Criminal Cases

### Massachusetts Relay Service

(800)439-0183

**Description:**

- Service to relay messages between voice and people with TTY/TDD machines

### Massachusetts Society for the Prevention of Cruelty to Children

230 Maple St. Suite B1

Holyoke, MA 01040

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

(413)532-9446 Helpline: (413)536-2251

**Description:** MSPCC's comprehensive array of programs and services includes child abuse and intervention programs, mental health treatment, and adoption services that place the agency in a class by itself. Services are provided both in the home and through 25 community-based locations across the Commonwealth.

- Adoption Services
- Family Support and Child Abuse/Neglect Prevention
- Early Intervention Services
- Mental Health and Child Abuse/Neglect Intervention
- Day Care and After School Programs
- Foster Parent Training and Support
- After-Hours Helpline

### Men's Resource Center, The

236 N. Pleasant St

Amherst, MA 01002

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

(413) 253-9887

**Description:** Serves Tri-County area providing:

- Education
- Drop-in men's support groups
- Youth Services
- Domestic violence services
- Anger Management Classes
- Education/prevention
- Men's General and Specialized Support Groups
- Batterer's treatment: MOVE, Men Overcoming Violence program
- Support for gay, bisexual and questioning men

*The Resource Referral Program at Everywoman's Center*

*221 Stockbridge Road-Wilder Hall-UMass Amherst, MA 01003*

*Tel: (413)545-0883 TTY/Voice*

*[www.umass.edu/ewc/rr](http://www.umass.edu/ewc/rr)*

*Email: [ewcrr@stuaf.umass.edu](mailto:ewcrr@stuaf.umass.edu)*

### New England Learning Center for Women in Transition

479 Main Street  
Greenfield, MA 01301

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

(413) 772-0871 Hotline: (413)772-0806 TTY

#### Description:

- Safe Housing Network: **provide short-term stays for women fleeing domestic violence situations**
- Counseling and Advocacy for Women: NELCWIT offers short term crisis counseling for women who have experienced physical, sexual and/or emotional assault/abuse.
- Legal Advocacy: Safe Plan advocates can assist women with legal matters relating to abuse, divorce, custody, visitation and related issues, including helping women to obtain restraining orders at the Greenfield and Orange courts.
- Support Groups: Held throughout the year on various topics such as assertiveness, sexual assault, relationship issues and more.
- Community Education: We offer information, resources, and workshops on domestic violence, sexual assault, teen dating violence and building healthy relationships.
- Community Crisis Support Service: Support and assistance to communities and groups that have experienced violence, crime and other tragedies. Located in Greenfield: (413)772-0582 and Northampton: (413)586-6705

### Northampton Center for Children and Families

78 Pomeroy Terrace  
Northampton, MA 01060

<http://www.cutchins.org/program-description-noho.htm>

(413) 584-1310

**Description:** Psycho-educational treatment for emotionally disturbed children, adolescents and their families. Goal is to diagnose, treat, and work towards the prevention of mental illness. During the summer, students participate in high-interest, interactive, thematic, and academic or work opportunities both on campus and in the community. Program includes:

- Residential living
- SPED school
- Clinic which provides services such as:
  - Intake and diagnostic planning
  - Case management, after care and follow up services
  - Individual, group, and family counseling
  - Medication
  - Direct and consultative nursing services
  - Crisis and emergency intervention

### Northampton Parents Center

297 Main Street Lower Level- Edwards Church  
Northampton, MA 01060

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

(413) 582-2636

**Description:** A co-operative drop-in center for children from birth to age 4 and their parents, providing:

- Amusing and educational spaces for: climbing, riding toys, crafts, puzzles, books, trains, dramatic play, building blocks, and other forms of exploring
- A place for families to meet, socialize, and have fun
- A lending library for parents
- Nutritious snacks for the kids and coffee and tea for the grown-ups

### Northampton Survival Center

256 Prospect St PO Box 773

Northampton, MA 01060

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

(413) 586-6564

**Description:** Distributes food, clothing, toys, books, shoes and some household items (no furniture). Serves low income residents Northampton, Easthampton, Southampton, Westhampton, Williamsburg, Chesterfield, Worthington, Cummington, Haydenville, South Hadley, Hatfield, Leeds, Hadley, Goshen. Extra food packages to school age children all during the summer vacation.

- Walk-in service
- Information and referral
- Serves the homeless

### Not Bread Alone

First Congregational Church

165 Main St

Amherst, MA 01002

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

(413) 256-0128

**Description:** A free meal and resource program for adults and children. Provide home-style meals, friendship and information about local services. Also serves meals on Thanksgiving and Christmas Day.

### PVTA-UMass Transit Services

[www.umass.edu/campus\\_services/transit/](http://www.umass.edu/campus_services/transit/)

(413) 586-3548

**Description:** PVTA provides local transportation for the Pioneer Valley, including transportation for disabled persons

### Safe Passage

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

(413) 586-1125 Hotline: (413) 586-5066, (888) 345-5282

**Description:** A confidential shelter and support services for battered or abused women and their children.

- Legal advocacy: Can accompany women to court for custody hearings, 209A, etc.
- Counseling, support groups and peer support counseling
- Advocacy including Housing
- Help filling out forms
- Welfare advocacy and help determine eligibility for social services
- Women's Emergency Fund
- Community education and educational materials
- Information and Referral

Note: Accessible by wheelchair. Support group meeting space is NOT wheelchair accessible. Western Mass Legal Services Lawyer is available in our office one afternoon per week and is available for consultation at other times.

### ServiceNet

129 King Street

Northampton, MA 01060

<http://www.servicenetinc.org/index.php>

(413) 586-0390

#### Description:

- Early Intervention Services (REACH) serving infants and toddlers (to age 3) and their families in Hampshire Counties. The REACH Program provides assistance that is individualized, family focused, practical, and integrated
- Outpatient Mental Health Center and Substance Abuse Treatment Services
- Crisis and Respite Services
- Sheltering and Housing Services and more
- Mental health and mental retardation/head-injured residential rehabilitation programs

### Stavros Center for Independent Living-Amherst

210 Old Farm Rd

Amherst, MA 01002

<http://www.stavros.org/>

(413) 256-0473

**Description:** Independent Living Centers (ILC) are private, nonprofit, consumer-controlled, community-based organizations providing services and advocacy by and for persons with all types of disabilities. Their goal is twofold; to create opportunities to promote independence, and to assist individuals with disabilities achieve their maximum level of independent functioning within their families and/or communities.

Services offered to those differently abled, servicing the needs of the individual.

Programs include:

- Peer advocate counseling
- Transportation services
- Housing assistance and placement
- Services coordination
- Personal Care Attendant program
- Individual and group advocacy
- Information & Referral and online resources
- Deaf and Hard of Hearing Services
- Financial counseling
- Adaptive technology: grants for making home accessible
- Equipment loan programs

### Tapestry Health

Various Locations throughout Western Massachusetts

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

(413) 586-2539 Toll Free: (800) 696-7752

**Description:** Tapestry offers comprehensive family planning health care including:

- Sexually Transmitted Infection testing and treatment for men and women
- Birth control and emergency contraception
- Needle exchange
- Gynecological care
- The Woman's Health Network Program
- Hormone replacement therapy
- Mid-life services
- HIV counseling & testing
- WIC program site

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### Valley Human Services: Outpatient Services

96 South St  
Ware, MA 01082  
<http://literacyproject.org/vhs.html>  
(413) 967-6241

#### Description:

- Individual therapy and Support Groups
- Recreational Therapy and Home Support services offered for those who are connected through Department of Mental Health and Department of Social Services

### Valley Infant Development Services

160 High Street  
Springfield, MA , 01105  
[www.cfs.org](http://www.cfs.org)  
(413) 739-3954

**Description:** Early Intervention program is of Child and Family Services. The program helps infants and toddlers from birth to three years of age who have or are at risk of developmental delays. Valley Infant Development can help children with cerebral palsy, spina bifida, Downs Syndrome, blindness, hearing impairments or any other disability that may alter a child's learning and development.

### Western Mass Legal Services (All offices)

127 State Street 4th Floor (Main)  
Springfield, MA 01040  
[www.wmls.org](http://www.wmls.org)  
(413) 781-7814

**Eligibility Requirements:** Direct services offered to all eligible low-income community citizens (125 % of poverty level) in Franklin, Hampshire, Hampden, and Berkshire counties

**Description:** Wheel Chair accessible, accessible parking, on bus route \*\*Most inquiries for advice are handled by our intake unit, The Massachusetts Justice Project, to avoid being transferred back and forth, client should call Mass. Justice Project first to have a screening and then they are referred to the appropriate legal service.\*\* WMLS provides advocacy in the following areas:

- Public Benefits: termination, reduction, denials
- Housing: evictions, subsidy terminations, problems with admission to public and subsidized housing.
- Employment
- Family Law: actions for divorce, paternity, and custody.
- Domestic Violence Assistance.
- Elder Law:
- WE DO NOT DO: personal financial, personal injury, wills, trusts, workers compensation, criminal cases, problems with schools or employers.

### Western Mass. Electric Co. Assistance Plans

P.O. Box 2010  
174 Brush Hill Ave  
W. Springfield, MA 01089  
[www.magoodneighbor.org](http://www.magoodneighbor.org)  
(413) 787-9520, (800) 632-8175 Energy Hotline: 1-866-ENERGY-7

**Eligibility Requirements:** To qualify you must have a monthly income that falls between 200% and 275% of Federal Income Poverty Guidelines. Apply through your local Salvation Army, or visit <http://www.wmeco.com/> for more information. Family size and gross annual household income determine eligibility and benefits.

#### Description:

- Good Neighbor Energy Fund: supplementary assistance program for those not eligible for other fuel assistance programs. It can be used for payment for any fuel or energy utility service.
- Fuel Assistance Program: designed to assist low income households or homeowners and renters in meeting part of the high cost of home heating. Receivers of Fuel Assistance may also be eligible for phone bill assistance and the Weatherization and Heating System Programs.
- Winter Protection Program: helps to setup payment arrangement for electric bills so you won't have a large balance to pay when fuel/electric assistance ends in March. Call 1-800-286-2828.

### Womanshelter/ Companeras

PO Box 1099  
Holyoke, MA 01041  
<http://literacyproject.org/CPORGDataBase/womanshelter.html>  
(413) 536-1628 Toll Free Hotline: (877) 536-1628

**Description:** 24 Hour bilingual hotline and emergency shelter, 90 day maximum stay time. Space for 8 families, 24 beds

- Legal, welfare and housing advocacy
- Support groups for women in English and Spanish
- Child advocacy
- Community education
- Student internships
- Teen Services including a dating violence program
- LEAP- Legal Emergency Assistance Program - a Womanshelter advocate is available in Holyoke and Chicopee courts and Hampden county probate court

### Women, Infants & Children Nutrition Program

15 Straw Avenue  
Florence, MA 01062

[www.mass.gov/wic](http://www.mass.gov/wic)

(413) 584-3591 Toll Free: (800) 942-1007

**Eligibility Requirements:** WIC is for all kinds of families: married and single parents, working or not working. If you are a father, mother, grandparent, foster parent or other legal guardian of a child under 5, you can apply for WIC for your child. Automatic eligibility if currently receiving TAFDC, Food Stamps, or Medicaid

**Description:** WIC is a nutrition program that provides nutrition and health education, healthy food and other services free of charge to Massachusetts families. Services include:

- Personalized nutritional information, consultations, and support
- Immunization screening and referral
- Information on good health during pregnancy and breastfeeding
- Referrals to doctors, health centers and clinics, dentists and programs like Food Stamps, TAFDC, Medicaid/Mass Health, Healthy Start, Early Intervention, Children's Medical Security Plan, daycare and fuel assistance
- Fathers, guardians or foster parents may apply for WIC to feed their children

### YWCA of Western Massachusetts - Northampton

6 Myrtle Street  
Northampton, MA 01060-2210

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

(413) 586-6807 Hotline: (800) 796-8711

**Description:** YWCA has been meeting the critical needs of women and girls in our community for more than 130 years, providing responsive and responsible services. YWCA has many programs geared to the safety, education and well-being of women programs include:

- ARCH crisis hotline for battered women and their children. Offers shelter, counseling, legal/court advocacy, outreach and support groups
- Domestic Violence and Sexual Assault Unit
- New Beginnings
- Teen Transitional Living Program
- Youth and Young Women's Programs
- Relocation Support Program for women who have suffered domestic violence.
- Young Parents Services including: Outreach, advocacy and referral, short-term case management, support groups, parenting and life skills education, individual counseling, and Mentor Program.
- Day Care for children of teen parents.

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