



# Property Management Resource Guide

## Western MA

Pictured:  
The MassHousing-financed  
Skyview Downtown in Springfield

[www.masshousing.com](http://www.masshousing.com)  
617.854.1000

  
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# About

MassHousing is an independent, quasi-public agency created in 1966 and charged with providing financing for affordable homeownership and rental housing in Massachusetts. The Agency raises capital by selling bonds and lends the proceeds to low- and moderate-income homebuyers and homeowners, and to developers who build or preserve affordable and/or mixed-income rental housing. MassHousing does not use taxpayer dollars to sustain its operations, although it administers some publicly funded programs on behalf of the Commonwealth. Since its inception, MassHousing has provided more than \$29.5 billion for affordable housing.

The Housing Stability Department (HSD) provides a variety of programs and resources aimed at promoting positive tenancies, reducing evictions, and creating opportunities for residents of affordable rental housing. HSD leads Inter-governmental collaborations to address disparities in housing access and stability for at-risk populations; offers program and grant support to help MassHousing partners foster inclusive, safe, healthy and thriving communities; and organizes learning opportunities that focus on the intersection of social issues and affordable housing.

For more information, visit [masshousing.com/housingstability](https://masshousing.com/housingstability).

The following guide is a non-exhaustive list of resources.

Contact Kara Johnson, Senior Strategy and Program Manager in the HSD, with any questions at: [kpjohnson@masshousing.com](mailto:kpjohnson@masshousing.com)

# **Communities Included in Western MA:**

Adams  
Agawam  
Amherst  
Belchertown  
Chicopee  
Dalton  
East Longmeadow  
Easthampton  
Greenfield  
Huntington  
Holyoke  
Lee  
Longmeadow  
Montague  
North Adams  
Northampton  
Orange  
Palmer  
Pittsfield  
South Hadley  
Southampton  
Southwick  
Springfield  
Ware  
Westfield  
Wilbraham  
Williamstown  
Worthington

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# Childcare Assistance

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## Statewide/National Resources:

### [Child Care Aware](#)

Child Care Aware of America is a national network of childcare resource and referral (CCR&R) agencies that connect communities with quality and affordable childcare. They provide information on selecting childcare, paying for childcare, military family fee assistance and respite care, in addition to many other family and childcare issues.

Contact: 1-800-242-2246

### [Childcare.gov](#)

Childcare.gov helps families across the country by providing resources and information regarding selecting and paying for childcare, health and human services, and financial assistance. Childcare.gov offers a search engine to find childcare programs and services within the state of Massachusetts.

### [Children's Trust of Massachusetts](#)

55 Court St, 4th Floor, Boston, MA 02108

The Children's Trust of Massachusetts has created this program search site to connect families with help and services within their own communities. The Children's Trust's mission is to stop child abuse and they have partnered with various family programs to ensure that families have accessible and affordable resources.

Contact: 617-727-8957

### [Community Action Agencies \(CAAs\)](#)

CAAs were created in 1964 as private, non-profit human service and advocacy organizations to fight poverty and expand access to achieve economic stability for communities. CAAs offer resources for center- and home-based childcare, Head Start and Early Head Start programs, and other programs such as housing, food banks, energy assistance, and many more.

Contact: 617-573-1100

### [Coordinated Family and Community Engagement](#)

The Coordinated Family and Community Engagement (CFCE) Network is a group of local programs that provide families with child development resources and services to families with young children.

### [Massachusetts Department of Early Education and Care \(EEC\)](#)

100 Hancock St., 4th Floor, Quincy, MA 02171

The Department of Early Education and Care (EEC) operates within the Massachusetts Executive Office of Education. EEC aims to provide access to resources and information to all residents of Massachusetts. EEC offers childcare search for different types of childcare, financial assistance, voucher information, Head Start and Early Head Start resources, and among many forms of information.

Contact: 617-472-2881

### [Family TIES of Massachusetts](#)

Family TIES of Massachusetts is a program that provides information and training for families and children with special health needs or disability and their professional partners. They are a key source of information about Early Intervention (EI) and have an ongoing list of EI programs in the state.

800-905-TIES (8437)

### [Head Start and Early Head Start Centers](#)

Head Start and Early Head Start are federal childcare programs that offer center-, home-based, and family childcare options. Head Start is offered to three- and four-year-olds prior to them entering kindergarten, and Early Head Start accepts infants and toddlers. These programs are offered statewide and available where there are openings for eligible families. Early Head Start may not be available in all communities.

### [KinderCare](#)

KinderCare offers early education programs for children from birth through kindergarten across the country. Tuition support is available, if eligible.

### Mass 211

Mass 211 is an easy to remember telephone number that connects callers to information about critical health and human services available in their community. It serves as a resource for finding government benefits and services, nonprofit organizations, support groups, volunteer opportunities, donation programs, and other local resources. Always a confidential call, Mass 211 maintains the integrity of the 9-1-1 system saving that vital community resource for life and death emergencies.

Contact: 211 or Toll Free 877-211-MASS (6277)

### YMCA Childcare Search

YMCA's across the country offer early learning, childcare, and out-of-school programs assisting working families. They typically offer full day and partial day programs which can be found using their location search by zip code.

### **Regional Resources:**

#### 18 Degrees

480 West St., Pittsfield, MA 01201

59 Interstate Dr., West Springfield, MA 01089

18 Degrees provides comprehensive family services in four different areas: early education and care; foster care and adoption; child and family well-being; and youth and community development. They offer out of school care and a family resource center that hosts events and parent support groups, while often providing transportation, snacks, and childcare.

Contact:

- Pittsfield: 413-448-8281
- Springfield: 413-584-5690
- [info@18degrees.org](mailto:info@18degrees.org)

### [Child Care of the Berkshires \(CCB\)](#)

219 State St., North Adams, MA 01247  
46 Howland Ave., Adams, MA 01220

Child Care of the Berkshires (CCB) has several childcare centers and coordinates a network of family childcare providers. CCB also has family support programs for a range of topics including Healthy Families, early literacy, and child lead poisoning. They offer parent support groups, home visits, play groups, and engagement events.

Contact:

- North Adams: 413-663-6593
- Adams: 413-664-4657

### [Clarendon Early Education Services](#)

1985 Main St. #305, Springfield 01103

Clarendon Early Education Services is a childcare and nutrition agency that has services for a range of ages from birth to 13 years old. They offer night and weekend care options, door-to-door transportation, and childcare referrals, and financial assistance for childcare.

Contact: 413-731-7966

### [Community Action Pioneer Valley](#)

17 New South St., Suite 116, Northampton, MA 01060  
393 Main St., Greenfield, MA 01301  
119 New Athol Rd., Suite 150, Orange, MA 01364

Community Action Pioneer Valley offers Head Start and Early Learning programs for children from birth to age 5, family support and parenting groups, and educational play groups for families in Franklin, Hampshire, and Western Hampden counties. All services are offered at no cost or low cost to eligible families, and some may only be available for residents of specific towns.

Contact:

- Northampton: 412-582-4230
- Greenfield: 413-774-2318
- Orange: 978-554-5423

### [New England Farm Worker's Council](#)

1628-1640 Main St., 2nd Floor, Springfield, MA 01103  
141 North St., Suite 106-Lower Level, Pittsfield, MA 01201

New England Farm Workers Council provides childcare referrals for families throughout Western MA. A referral form may be completed and submitted via fax or in person at their Springfield office. Click [here](#) for the childcare referral form.

Contact: 413-236-5890

### [Seven Hills Child Care Resources](#)

116 North St., 1st Floor, Pittsfield, MA 01201  
95 Elm St., West Springfield, MA 01089  
21 Mohawk Trail, Unit 4, Greenfield, MA 01301

Seven Hills is a resource, referral, and information agency that serves families and Central and Western Massachusetts. The Child Care Resources (CCR) program gives referrals for early education and out of school care at no cost and makes information available in English and Spanish. Eligible families also have access to subsidized childcare vouchers.

Contact:

- Pittsfield: 508-796-0270
- West Springfield: 508-796-0281
- Greenfield: 508-796-0275

### [Valley Opportunity Council](#)

300 High St., Holyoke, MA 01040

The Valley Opportunity Council (VOC) is a Community Action agency that serves the Holyoke, Chicopee, and the surrounding neighborhoods. VOC offers center and family-based childcare, before and after school programs, and summer early education programs. Tuition and transportation assistance are available to eligible families, and breakfast, lunch and snacks are provided.

Contact: 413-552-1554

# Domestic/Sexual Violence Support <sup>6</sup>

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## Statewide/National Resources:

### [Behavioral Health Network](#)

This [link](#) provides a list of locations across Western Massachusetts.

Behavioral Health Network, Inc. (BHN) is a regional provider of comprehensive behavioral health services for adults, children and families. Since its origins in the Child Guidance Clinic of 1938, BHN has grown into the largest behavioral health service provider in Western Massachusetts.

Contact: Use this [link](#) to find contact information for each location.

### [Jane Doe Inc](#)

A coalition against domestic violence across the state of Massachusetts. This website offers specific resources and contact information throughout the state.

### [MA Safelink](#)

Hotline for safety planning, resources, and referrals.

Contact: (877) 785-2020

### [Massachusetts Society for the Prevention of Cruelty to Children](#)

125 Hartwell Avenue, Lexington, MA 02421

Massachusetts Society for the Prevention of Cruelty to Children is a private, non-profit society dedicated to leadership in protecting and promoting the rights and well-being of children and families. This program offers pregnancy and parenting support, child and family therapy, foster care and adoption, and advocacy work. This program is specifically designed to end violence towards children and families. Use this [link](#) to find a regional office's location and contact information.

Contact: Main office (781) 861-0890

### [National Domestic Violence Hotline](#)

This is a 24 hour hotline.

Contact: (800) 799-7233 or text LOVEIS to 22522

### [The Network/La Red](#)

The Network/La Red is a survivor-led, social justice organization that works to end partner abuse in LGBTQ communities. We strengthen our communities through organizing, education, and the provision of support services. Support services include 24-hour hotline, housing pathway programs, support groups, and resources.

Contact: (617) 742-4911 or toll free (800) 832-1901

### [The Northeast Native Network of Kinship and Healing](#)

We create safe spaces by offering: crisis sheltering to provide safety during crisis and emergency situations, relocation assistance to assist program participants in relocating after fleeing/leaving an abusive situation, and transitional assistance to help support program participants become economically stable after domestic violence, and through sexual assault sheltering services.

Contact: (508) 663-3874

### [Safe Horizon](#)

24 Hour hotline or chat with an advocate using this link.

Contact: 1-800-621-HOPE (4673)

### [Victim Rights Law Center](#)

The Victim Rights Law Center's mission is to provide legal representation to survivors of rape and sexual assault to help rebuild their lives; and to promote a national movement committed to seeking justice for every rape and sexual assault survivor. They offer legal services, pro bono programs, and trainings.

Contact: (617) 399-6720

### [Visioning B.E.A.R Circle Intertribal Coalition](#)

The mission of VBCIC is to prevent domestic and sexual violence and other interpersonal violence in the tribal, intertribal, and multicultural communities in the Northeast, as well as nationally. Visioning B.E.A.R. provides prevention education, training, and technical assistance to all indigenous and multicultural communities in the Northeast and nationally who wish to eliminate interpersonal violence in their tribal, intertribal, or other types of communities. The acronym B.E.A.R. in our name stands for "Balance, Equality, and Respect."

Contact: (413) 961-9167

### [Alianza](#)

We empower survivors of domestic violence to stay safe and achieve greater independence by helping with logistics such as safe housing, food, clothing, medical support, court orders, legal help, therapy, and childcare – practical things survivors need to flourish. We also provide emotional support, empathy, and the space for survivors to tell their story.

Contact: (413) 538-9717 or Hotline: (877) 536-1628

### [Center for Women & Community at UMass Amherst](#)

New Africa House, 180 Infirmary Way, University of Massachusetts, Amherst, MA 01003

We are committed to providing free and confidential support services to all of Hampshire County. If you are struggling, want to explore new possibilities, are learning about yourself, or have experienced violence, we welcome you to reach out to our support services. Our support services use an empowerment strength-based approach and recognize you as the expert of your experience and needs. In addition to the support services listed below, we offer training, professional development and various workshops.

Contact: (413) 545-0883

### [Elizabeth Freeman Center](#)

43 Francis Avenue, Pittsfield, MA 01201

168 Main Street, Suite 4\*, Great Barrington, MA 01230

61 Main Street, Suite 202, North Adams, MA 01247

Elizabeth Freeman Center offers hope, help, and healing to all experiencing or affected by domestic and sexual violence through free, accessible, and confidential services in Berkshire County.

Contact:

- Pittsfield: (413) 499-2425
- Great Barrington: (413) 429-8190
- North Adams: (413) 663-7459
- Hotline: 1-866-401-2425

### Hilltown Community Health Center

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The Bangs Community Center, 70 Boltwood Walk, Lower Level, Amherst, MA 01002

Hilltown Safety at Home provides a domestic violence victim advocate for those who have experienced domestic and/or sexual abuse. The advocate works confidentially with people on the phone or in person. If it's safe for an advocate to come to your home, home visits are also available. The advocate can also help friends and family members who are trying to support a loved one in an abusive situation. All services are free.

Contact: (413) 835-4980

### New England Learning Center for Women in Transition

479 Main St, Greenfield, MA 01301

We offer counseling, advocacy, and resources to individuals whose lives have been impacted by domestic violence or sexual abuse, and assist in prevention and education work to decrease violence in our community.

Contact: (413) 772-0806 or For an interpreter: (413) 772-0815

### Safe Passage

76 Carlon Drive, Northampton, MA 01060

Safe Passage counselors can help you get connected to the statewide system of emergency shelters and additional housing resources. Community services include counseling, advocacy, support groups, and legal advice and counsel on Probate and Family Court matters., offered at our office in Northampton and in locations throughout Hampshire County.

Contact:

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

### Salasin Project

474 Main Street, Greenfield, MA 01301

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. Their values include seeking compassion, acceptance, respect, equality, and safety.

Contact: (413) 774-4307

### YWCA of Western Massachusetts

1 Clough Street, Springfield, MA 01118

The Community-Based Domestic Violence Services (CBDV) program provides wraparound services to victims of domestic violence, ages eighteen and over. These services include short-term individual counseling, safety planning, system advocacy, service coordination, relocation assistance, provision of material items, and other services as needed by clients. This program also regularly facilitates groups that educate DCF-referred clients on domestic violence. Referrals can be made by calling the YW's hotline.

Contact:

- (413) 732-3121
- Hotline: (413) 733-7100
- Espanol: (800) 223-5001

## Statewide/National Resources:

### [Meals on Wheels](#)

Meals on Wheels provides nutritionally balanced meals to elders, their dependents, and adults with disabilities in the Commonwealth through home delivery or at dining sights. Meals on Wheels programs in the Commonwealth also provide many different medically tailored and culturally appropriate meals. Use the agency directory to find your local Meals on Wheels provider.

Contact: 1-800-243-4636

### [Project Bread's Food Source Hotline](#)

Project Bread's FoodSource Hotline is the food assistance line for all of Massachusetts. Whether you need help paying for food and don't know where to start or you're curious about ways to boost your food budget or save on groceries, you can chat.

Contact: call or text 1-800-645-8333

### [Salvation Army](#)

Follow link and enter zip code for nearest location

The Salvation Army offers information about food pantries, meal programs, community gardens, and more. Salvation Army programs and services vary with local needs. For information on specific programs and locations, contact your local Salvation Army Corps Community Center by using the location search.

Contact: 800-725-2769 or use the location search to find local contact information

### [SNAP Program Benefits](#)

SNAP is a federal nutrition program administered by the Department of Transitional Assistance (DTA) for Massachusetts residents. Check your eligibility using the confidential [screener](#) or see the chart on the website. If eligible, apply, and DTA will mail you an [Electronic Benefit Transfer \(EBT\) card](#). You can use the funds on your EBT card to shop for food. It looks and works like a debit card.

Contact: DTA Assistance Line: 1-877-382-2363 (press 7 to apply for SNAP)

### [Women, Infants, and Children Nutrition Program](#)

WIC is a nutrition program that provides healthy foods, nutrition education, breastfeeding support, and referrals to healthcare and other services, free of charge, to Massachusetts families who qualify. Use this [link](#) to check your eligibility.

Contact:

- 1-800-942-1007
- [wicinfo.dph@massmail.state.ma.us](mailto:wicinfo.dph@massmail.state.ma.us)
- Check local contact information by using this [link](#) and entering your location information

## **Regional Resources:**

### [Amherst Survival Center](#)

138 Sunderland Rd, North Amherst, MA 01059

Amherst Survival Center provides free groceries to any residents of Amherst, Belchertown, Deerfield, Granby, Hadley, Leverett, Pelham, Shutesbury, South Deerfield, South Hadley, Sunderland, Ware and Whately, and to those who are experiencing homelessness. Groceries are available through in person shopping, curbside pickup, express pick up, or delivery. Fill out the online [food pantry registration form](#) or register in person onsite during open hours.

Contact: 413-549-3968 or [pantry@amherstsurvival.org](mailto:pantry@amherstsurvival.org)

### [Center for Human Development - Not Bread Alone](#)

165 Main Street, Amherst, MA 01002

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Not Bread Alone prepares family-style meals for those in need. It is a place to relax, refuel, and connect with others in the community. Homemade meals are served on the lower level of the First Congregational Church of Amherst UCC every: Saturday & Sunday at noon, Wednesday at 4:00 pm, and Thanksgiving & Christmas.

Contact: 413-256-0128

### [Food Bank of Western MA](#)

97 North Hatfield Rd, Hatfield, MA

The Food Bank of Western Massachusetts distributes a variety of food to our member agencies throughout western Massachusetts, which consist of food pantries, meal sites, shelters, childcare centers, and other food assistance programs. Enter your zip code, city and state, or full street address [here](#) to find food near you.

Contact: 413-247-9738 or 800-247-9632

## Statewide Resources:

### [Community Action Agencies](#)

Community Action Agencies (CAAs) were created in 1964 as private, non-profit human service and advocacy organizations to fight poverty and expand access to achieve economic stability for communities. CAAs are often providers of LIHEAP and offer a variety of other services and programs such as housing, food banks, child care, and many more. [Here](#) is a list of CAAs in Massachusetts with their contact information.

### [JOE-4-SUN Massachusetts](#)

JOE-4-SUN MA is available to low-income Massachusetts residents who receive an Eversource or National Grid electric bill. JOE-4-SUN is not a utility company or energy supplier. You will continue to receive an electric bill from your utility as usual. JOE-4-SUN is a low-income community solar program that works with your utility to reduce your total balance due by applying credits to your electric bill.

Contact: 855-JOE-4-SUN or Joe4Sun@citizensenergy.com

### [Massachusetts Home Energy Assistance Program \(LIHEAP\)](#)

The Massachusetts home energy assistance program (LIHEAP) is a 100% no-cost resource that helps eligible households pay a portion of their heating bills. There is a large network of local service providers which can be located through this [portal](#). Eligibility is based on factors including but not limited to household size and combined gross annual income of household members. Homeowners and renters may apply, in person or through the online application.

Contact:

- Executive Office of Housing and Livable Communities: 617-573-1100
- TTY: 617-573-1140

### Mass 211

Mass 211 is an easy to remember telephone number that connects callers to information about critical health and human services available in their community. It serves as a resource for finding government benefits and services, nonprofit organizations, support groups, volunteer opportunities, donation programs, and other local resources. Always a confidential call, Mass 211 maintains the integrity of the 9-1-1 system saving that vital community resource for life and death emergencies.

Contact: 211 or 877-211-MASS (6277)

### Mass Save

Mass Save is a collaborative of various electric and gas companies in Massachusetts, serving customers of Berkshire Gas, Cape Light Compact, Eversource, Liberty, National Grid, and Unitil. Mass Save offers a variety of services, rebates, incentives, trainings, and information for residents, businesses, renters, and communities. [Here](#) you can enter your zip code and topic to find the most relevant contact.

### Massachusetts Good Neighbor Energy Fund

The Massachusetts Good Neighbor Energy Fund is available to any Massachusetts resident who, because of temporary financial difficulty, cannot meet a month's energy expense and is not eligible for state or federal energy assistance. Income must fall between 60 and 80 percent of the state's median income levels. There are Corps and Community Centers in Athol, Boston, Brockton, Cambridge, Chelsea/East Boston, Fall River, Fitchburg/Montachusett, Framingham, Greenfield, Haverhill, Holyoke, Hyannis, Lawrence, Lowell, Lynn, Milford, New Bedford, Newburyport, North Adams, North Shore, Pittsfield, Quincy, Springfield, Waltham, and Worcester.

Contact:

- Area codes: 508, 617, 781, and 978, call: 800-334-3047
- Area code 413, call: 800-262-1320

### [Berkshire Community Action Agency](#)

85 Main Street, North Adams, MA 01247  
1531 East Street, Pittsfield, MA 01201

Fuel Assistance, also known as Low Income Home Energy Assistance Program (LIHEAP), is a free resource offered by Berkshire Community Action Council in partnership with the Department of Housing and Community Development. All heating types may be eligible for assistance: oil, propane, electric, kerosene, coal, cord wood, wood pellets, and natural gas included. You may be eligible even if your utilities are included in your rent. The program begins November 1st and ends April 30th each year.

Contact:

- North Adams: 413-663-3014
- Pittsfield: 413-445-4503

### [Community Action Pioneer Valley](#)

17 New South Street, Suite 116, Northampton  
6 South Street, Ware  
393 Main St, Greenfield  
119 New Athol Rd, Suite 150, Orange

The Massachusetts' home energy assistance program (LIHEAP) is a free resource, offered by Community Action Pioneer Valley in partnership with the Department of Housing and Community Development, to help eligible households pay a portion of winter heating bills. Community Action Pioneer Valley offers LIHEAP for residents in Franklin and Hampshire counties. Available to homeowners and renters, all Massachusetts residents are encouraged to explore eligibility for this free program and apply for assistance.

Contact:

- Northampton: 413-582-4230
- Ware: 413-967-4920
- Greenfield: 413-774-2318
- Orange: 978-544-5423

### [Mary Lyon Foundation](#)

The Guardian Angel Fund provides emergency support for children and their families who find themselves in unexpected and difficult circumstances. We provide stop-gap assistance such as internet access, computers, fuel, etc.

Contact: 413-625-2555 or [office@marylyonfoundation.org](mailto:office@marylyonfoundation.org)

### [Valley Opportunity Council](#)

300 High St, 2nd Floor, Holyoke, MA 01040

Valley Opportunity Council's (VOC) Fuel Assistance Program (also known as the Low-Income Home Energy Assistance Program) helps eligible households challenged by the high cost of home heating fuel pay a portion of their winter heating bills. This program provides assistance through a fixed benefit amount for the cost of the primary source of heat, which includes, but is not limited to oil, electricity, natural gas, propane, kerosene, wood, and coal. VOC also offers 30 other programs in a variety of social issues, including food and nutrition, energy assistance, education and child care, youth and adult programs and community outreach.

Contact: 413-552-1548

# Mental Health Assistance

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## Statewide/National Resources:

### [Massachusetts Department of Mental Health](#)

The Department of Mental Health, as the State Mental Health Authority, assures and provides access to services and supports to meet the mental health needs of individuals of all ages; enabling them to live, work and participate in their communities.

Contact: 1-833-773-2445

### [Behavioral Health Help Line](#)

The Behavioral Health Help Line (BHHL) connects individuals and families to the full range of treatment services for mental health and substance use offered in Massachusetts, including outpatient, urgent, and immediate crisis care. Call for real-time support, initial clinical assessment, and connection to the right evaluation and treatment.

Contact: 1-833-773-2445

## Regional Resources:

### [Center for Human Development \(CHD\) - Emotional & Behavioral Health](#)

332 Birnie Avenue Springfield, MA 01107

Their mission and value are being able to help treat those in Massachusetts that are dealing with behavioral or crisis health issues. They offer providers a variety of options to effectively treat adults and children in the community. Mobile crisis services meet people where they are that is not clinical; provides services up to seven days of high-level care in a comfortable, home-like environment; and outpatient clinic provides urgent care also even same-day access to psychiatry, therapists, case management, and wide-ranging care for substance-misuse disorders. This [link](#) will take you to a list of other site locations and contact information across Western Massachusetts.

Contact: (413) 733-6624

The Wildflower Alliance supports healing and empowerment for our broader communities and people who have been impacted by psychiatric diagnosis, trauma, extreme states, homelessness, problems with substances and other life-interrupting challenges. They do this through peer-to-peer support & genuine human relationships, alternative healing practices, learning opportunities and advocacy.

Contact: (413) 539-5941 or [info@wildfloweralliance.org](mailto:info@wildfloweralliance.org)

## Statewide Resources:

### [Continuum of Care Programs \(CoC\)](#)

A Continuum of Care (CoC) is a regional or local planning body that coordinates housing and services funding for homeless families and individuals. Across the Commonwealth there are 12 CoCs eligible to apply for money from HUD to help homeless people. Each of the 12 CoCs serves a unique geographic area. The EOHLC serves the communities not covered by the other CoC's as the Balance of State CoC.

### [HomeBASE](#)

HomeBASE is the Commonwealth's re-housing benefit created to provide families who are in the emergency shelter assistance system an opportunity to overcome some of the financial barriers to ending their homelessness. Families deemed eligible for Emergency Assistance (EA) Shelter by an Executive Office of Housing and Livable Communities (EOHLC) Homeless Coordinator can access HomeBASE.

If you are in a housing crisis and need help and/or want to know more about the HomeBASE Program, contact: Housing Consumer Education Centers or EOHLC Division of Housing Stabilization: 1-866-584-0653

### [Housing Consumer Education Centers of Massachusetts](#)

Housing Consumer Education Centers offer answers to a wide range of questions about all types of housing problems. Tenants, Landlords, Prospective Buyers, and Homeowners can access information designed to maximize housing stability, strengthen investments, and minimize disputes.

### [Mass 211](#)

Mass 211 is an easy to remember telephone number that connects callers to information about critical health and human services available in their community. It serves as a resource for finding government benefits and services, nonprofit organizations, support groups, volunteer opportunities, donation programs, and other local resources. Available 24/7

### [Regional Administering Agencies](#)

Regional Administering Agencies (RAAs) manage subsidized housing assistance, or Rental Assistance, throughout the Commonwealth of Massachusetts. The link will bring you to the Regional Administering Agencies Contact Listing.

Use this [link](#) to select your city/town from the drop-down menu to get contact information for a regional admin agency and review income-limits for the housing payment assistance programs.

### [Residential Assistance for Families in Transition \(RAFT\) program](#)

RAFT is administered by eleven Regional Administering Agencies (RAAs) as well as the Rental Assistance Processing (RAP) Center operated by Nan McKay and Associates (NMA).

The RAFT Program is a homelessness prevention program funded by the Executive Office of Housing and Livable Communities (EOHLC). RAFT provides short-term financial assistance to low-income families who are homeless or at risk of becoming homeless. The RAFT program helps keep households in stable housing situations when facing eviction, loss of utilities, and other housing emergencies. RAFT can provide up to \$7,000 per household (directly to the landlord, utility provider, mortgage servicer, or other vendor) within a 12-month period to help preserve current housing or move to new housing.

### [Tenancy Preservation Program](#)

The Tenancy Preservation Program (TPP) is a homelessness prevention program. TPP works with tenants, including families with children with disabilities, facing eviction as a result of behavior related to a disability (e.g. mental illness, intellectual disability, substance abuse, aging related impairments). TPP functions as a neutral party to the landlord and tenant. In consultation with the Housing Court Department, TPP works with the property owner and tenant to determine whether the disability can be reasonably accommodated, and the tenancy preserved. The TPP does not provide any financial assistance.

### CoC's:

#### [Springfield-Hampden County Continuum of Care](#)

The Springfield-Hampden County Continuum of Care (CoC) is a network of municipalities, organizations, community residents, and businesses that coordinate initiatives with the primary goal of ending homelessness in our community.

#### [Three County CoC | Massachusetts](#) (Franklin, Hampshire, Berkshire)

393 Main Street Greenfield, MA 01301

The Three County Continuum of Care (CoC) MA-507 promotes and guides a community-wide vision, strategy, and commitment to efforts to prevent and end homelessness

Contact: 413-376-1184

### RAA's:

#### [Berkshire County Regional Housing Authority](#)

1 Fenn Street Pittsfield, MA 01201

Berkshire County Regional Housing Authority is committed to providing innovative programming to improve the lives of Berkshire County residents through: housing & consumer education programming, dispute resolution services, comprehensive legal and educational counseling services, pre & post foreclosure counseling, homelessness prevention/tenancy preservation services, homelessness resolution and housing search assistance, and anti-poverty resources.

Contact: 413-443-7138 or 1-800-248-9002

#### [Franklin County Regional Housing & Redevelopment Authority](#)

241 Millers Falls Road Turners Falls, MA 01376

Serves the housing and community development needs of the twenty-six towns of Franklin County in northwestern Massachusetts. Works with residents to successfully access a wide variety of housing resources.

Contact: (413) 863-9781

## Way Finders

1780 Main Street Springfield, MA 01103

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Way Finders works to strengthen housing stability and economic mobility, and to build thriving neighborhoods in communities throughout Western Massachusetts, including Hampden and Hampshire counties.

Contact: 413-233-1500

## Western Massachusetts Network to End Homelessness

The Western Massachusetts Network to End Homelessness (WMNEH) creates collaborative solutions across Hampden, Hampshire, Franklin and Berkshire Counties to prevent and end homelessness through a Housing First approach that centers racial equity. The help page includes resources for Youth/Young Adults, Housing/ Homelessness Prevention, Rapid Rehousing, and Shelters.

Use this [link](#) to access a list of emergency shelters and services in Western Mass.

## 413cares.org

Housing resources in Western, MA

### **More rental assistance resources:**

## A Guide to Obtaining Housing Assistance

This reference guide, provided by the Massachusetts Executive Office of Housing and Livable Communities is for Massachusetts residents seeking information on housing for low and moderate income families and individuals

## Housing Assistance Application Reference Guide

This guide will take you through applying for housing assistance from the Commonwealth of Massachusetts, using the “[Massachusetts Emergency Housing Payment Assistance Portal](#).” The application described in this guide is for the Residential Assistance for Families in Transition program (RAFT).

## Housing Navigator ([housingnavigator.ma.org](http://housingnavigator.ma.org)) \*

This is a database that consists of income-restricted rentals from all over the state.

If you are facing eviction, this [link](#) will guide you towards plenty of resources that the Commonwealth of Massachusetts has available to help. Legal help and mediation are also available to help low-income tenants and small landlords to avoid an eviction. This [link](#) is a more comprehensive breakdown of the resources available when facing eviction.

## Training Resources for State Rental Assistance Program Providers

Program partners for state rental assistance programs can access video trainings, guidance, and other presentations offered by EOHL.



## **Rental Vouchers:**

Rental assistance programs that provide financial rental assistance to low-income persons renting apartments on the private market.

### **AHVP (The Alternative Housing Voucher Program)**

A state funded rental voucher program. The Alternative Housing Voucher Program provides rental assistance to people with disabilities under the age 60, who either live in, or are eligible to live in elderly/disabled state assisted public housing. [Local Housing Authorities that administer AHVP](#)

### **Department of Mental Health Rental Subsidy Program (DMHRSP)**

Provides rental assistance to units occupied by low-income persons who receive supportive residential services through the state's Department of Mental Health (DMH) Eligible participants must be determined in need of supportive residential services by DMH, and a closed referral process is used. Assistance targets individuals with incomes of 80%AMI or less. DMH refers eligible clients to service providers across the state. Information on how to apply for DMH services or eligibility can be found [here](#).

### **Mobile HCVP/Section 8 (The Section 8 Housing Choice Voucher Program)**

The federal Section 8 program. Apply at the Regional Administering Agency that serves the town you live in. That agency can be located here: [Service Providers](#). You can also apply at [Mass NAHRO](#).

### **Mobile MRVP (The Massachusetts Rental Voucher Program)**

A state funded rental voucher program. Apply at the local housing authority in the town you live in. You can locate your Local Housing Authority here [Service Providers](#).

### **Project based HCVP/Section 8 or project based MRVP**

These vouchers are tied to specific private housing developments and cannot change location. You need to apply separately to each development.

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

This is a federal voucher program for eligible Veterans. Apply at your local Veteran's Administration Hospital. You can find more information by calling 1-877-4AID-VET or their [website](#).

# Substance Use Disorder Support

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## Statewide/National Resources:

### [Bureau of Substance Addiction Services](#)

Statewide system of prevention, intervention, treatment, and recovery support. Different types of addictions, including alcohol and gambling

Contact: (617) 624-5111

### [Massachusetts Substance Abuse Information and Education Helpline](#)

The Helpline is the only statewide, public resource for finding substance use treatment, recovery, and problem gambling services. Helpline services are free and confidential. Our caring, trained Specialists will help you understand the treatment system and your options.

Contact: 1 (800) 327-5050

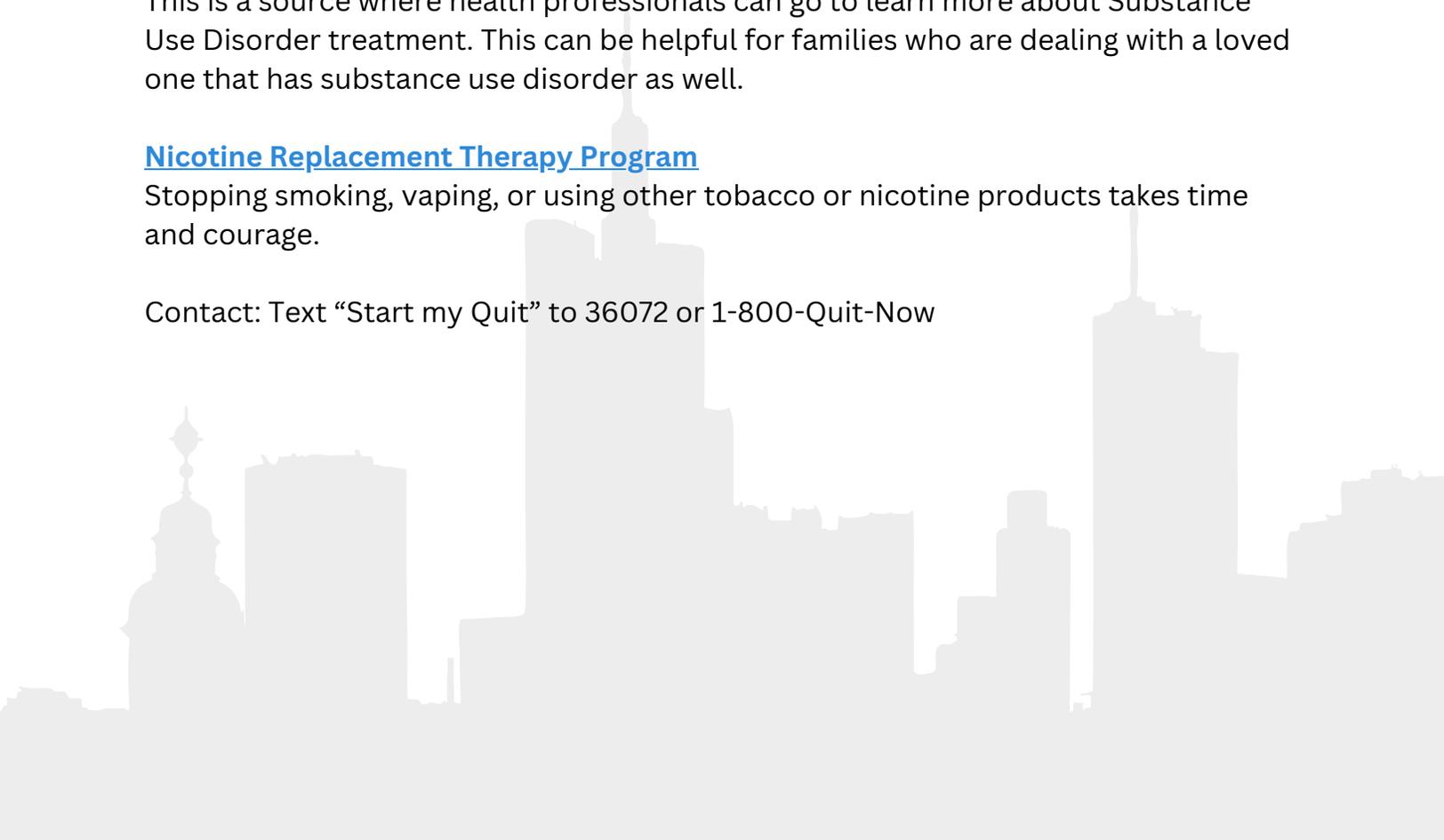
### [National Institute on Drug Abuse](#)

This is a source where health professionals can go to learn more about Substance Use Disorder treatment. This can be helpful for families who are dealing with a loved one that has substance use disorder as well.

### [Nicotine Replacement Therapy Program](#)

Stopping smoking, vaping, or using other tobacco or nicotine products takes time and courage.

Contact: Text "Start my Quit" to 36072 or 1-800-Quit-Now



### [AdCare Inpatient Rehabilitation](#)

1950 Tower Hill Road, North Kingstown, RI 02852

AdCare Inpatient Hospital is a level 4, 114-bed drug and alcohol rehab facility in Worcester, MA. Staffed by the region's most highly qualified physicians, nurses, clinicians, nurse practitioners, counselors, and case managers, your care is always in the most capable hands at our addiction rehabilitation center.

Contact: (508) 799-9000

### [Behavioral Health Network](#)

This [link](#) provides a list of locations across Western Massachusetts.

Behavioral Health Network, Inc. (BHN) is a regional provider of comprehensive behavioral health services for adults, children and families. Since its origins in the Child Guidance Clinic of 1938, BHN has grown into the largest behavioral health service provider in Western Massachusetts.

Contact: Use this [link](#) to find contact information for each location.

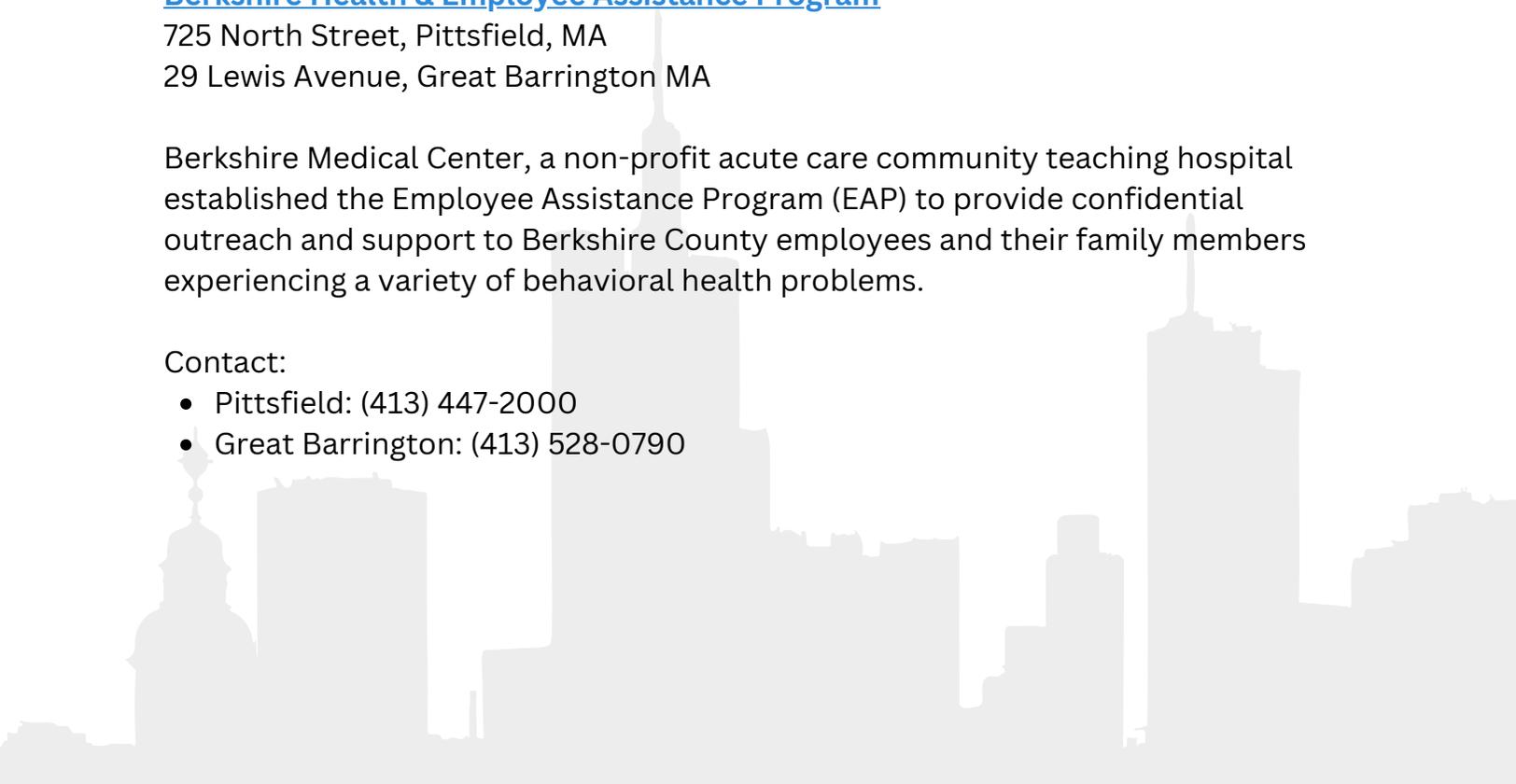
### [Berkshire Health & Employee Assistance Program](#)

725 North Street, Pittsfield, MA  
29 Lewis Avenue, Great Barrington MA

Berkshire Medical Center, a non-profit acute care community teaching hospital established the Employee Assistance Program (EAP) to provide confidential outreach and support to Berkshire County employees and their family members experiencing a variety of behavioral health problems.

Contact:

- Pittsfield: (413) 447-2000
- Great Barrington: (413) 528-0790



### [Brien Center for Mental Health and Substance Abuse Services](#)

359 Fenn Street Pittsfield, MA 01201

The Brien Center provides people with a successful transition from a detox center or hospital-based detox, a 24-hour Residential program (Sober Supportive Housing programs), Intensive Outpatient Services (Day Treatment/SOAP), and outpatient services for individuals, groups, and families Full reintegration into one's community.

Contact: (413) 499-0412

### [Carlson Recovery Center](#)

471 Chestnut Street, Springfield, MA 11070

Medically monitored treatment for adults, including medical evaluation, withdrawal management, and the option of beginning Medication-Assisted Treatment. Services are provided by a 24-hour multidisciplinary team which includes nursing, counseling, and board-certified physicians.

Contact: (413) 309-9355 ex: 2

### [Community Substance Abuse Center](#)

For all locations please use this [link](#).

Health Care Resource Centers (HCRC), a [BayMark Health Services](#) company, has been providing outpatient medication-assisted treatment for opioid use disorder for more than 32 years. Our primary focus is on methadone treatment supported by substance use counseling and other recovery services to accommodate underserved populations affected by the worsening opioid crisis.

Contact: This [link](#) provides addresses and phone numbers for individual locations

### [MiraVista Substance Abuse Recovery Care](#)

1233 Main Street, Holyoke, MA 01040

MiraVista's recovery services are designed to help individuals initiate and receive treatment at any stage of their recovery. Our caregivers are addiction experts with specialized training in both the medical and therapeutic fields of substance use recovery and treatment.

Contact: (413) 701-2600

### [Opioid Addiction Treatment Program](#)

151 South Street, Cummington, MA 01026

At Swift River, we are a leading behavioral healthcare provider for mental health and substance use disorders. We are proud to provide a complete continuum of care based on our patients' various needs at different points in their recovery and wellness journey.

Contact: (844) 426-7323

### [ServiceNet Recovery Houses and Supportive Housing](#)

21 Olander Drive, Northampton, MA 01060

Recovery houses serve as transitional residences for men and women 18 years of age and older, who are in the early stages of recovery from addiction. Our supportive environment is staffed by skilled case managers and support staff 24 hours-a-day. The Moltenbrey Apartments in Turners Falls offer sober housing for individuals who are making the transition from a recovery house or other treatment program to community living.

Contact:

- Administration Phone: 413.585.1300
- Outpatient Clinics Phone: 413.584.6855