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H.L. 12/23/19

## Cover Sheet – Social Service Activity

AGENCY NAME: Amherst Community Connections  
AGENCY ADDRESS: 236 N Pleasant Street, Amherst, MA  
AGENCY PHONE NO: 413-345-0737 CONTACT PERSON: Hwei-Ling Greeney  
CONTACT PERSON EMAIL: ACCinAmherst@gmail.com  
CDBG FUNDING REQUEST: \$50,000

### 1. **Project Name:** Housing-Based Homeless Services

### 2. **Project Description:**

The **Housing-Based Homeless Services (HBHS)** program provides focused and sustained support services to individuals who are homeless, or at risk of becoming homeless. Leveraging ACC's available agency-run housing units, and a monthly rent payment program—both through CPA funding, participants of HBHS can access housing and rent assistance. The goals of the Program are to help the homeless to exit from the street/homeless shelter and to secure permanent affordable housing, and to achieve self-sufficiency within 6-12 months.

### 3. **Project Location:** 236 North Pleasant St., Amherst, MA

### 4. **Budget Request:** \$50,000.00

### 5. **Type of Activity:**

Family Stabilization

Individual Stabilization

Youth Development

Economic Self-sufficiency (adult education)

Food and Nutrition

Health Services

Emergency and Preventive Services: rental assistance, fuel assistance and shelter services

### 6. **National Objective:** Objective # 1 – benefiting low income/ extremely low income/homeless households

- Total Number of beneficiaries: 350 (if fully funded)
- Total Low/Moderate beneficiaries served: 350 (if fully funded)

## **National Objective Description**

Amherst Community Connections' Housing-Based Homeless Services (HBHS) program meets National Objective #1- to benefit low/moderate-income households in Amherst. To document their eligibility, participants will complete and sign a self-declaration form including income/household size.

### **A. Demonstrate Consistency with Community Priorities**

The HBHS program is consistent with the priorities of the Community Development Strategy as it provides comprehensive support services to people experiencing homelessness so that they can achieve individual stabilization. The HBHS program works to interrupt the streets-shelter cycle by working with participants to secure permanent and affordable housing. The program has two main goals: housing stability and self-sufficiency. Amherst Community Connections (ACC) will help participants reach these goals by utilizing a variety of comprehensive support services (see Attachments A, B, C and D). Using the housing grants from the Amherst Community Preservation Act (CPA), ACC will provide HBHS participants with access to the agency's own short-term housing units or monthly rental payment assistance.

### **B. Agency Information**

Amherst Community Connections (ACC) was founded in 2009 to serve the needs of the homeless and those who are at risk of becoming homeless, and has evolved continuously over the past decade to better serve them. Throughout its history, ACC has provided extensive case management, as well as transitional and supportive housing to our participants. The needs of our participants are varied, and it's difficult to address one issue without running into another, as the homeless population is disproportionately vulnerable to medical, mental health, and substance use problems. This is why ACC has adopted a comprehensive and vertically integrated approach to our work. We operate a range of comprehensive services in our office, and bring together a variety of service providers all under the roof of ACC, so that participants will face no transportation barriers and can access necessary resources in the most efficient way possible.

True to our community-based approach, ACC works collaboratively with a number of other agencies to maximize the support we are able to provide. These agencies include WayFinders, Catholic Charities Agency of Springfield, Clinical Support Options (CSO), and Mercy Hospital/Health Care for the Homeless. Our office is a space for our collaborating agencies to meet with ACC's participants weekly. We provide them with free office space, equipment, and administrative support as needed. This collaborative, multi-agency approach has proven to be highly effective. For example, several of our chronically homeless participants have recently been granted priority housing from public housing authorities with the help of health care providers in our office. These health care providers deliver medical care and diagnoses which are then used to complete medical documentation, which is often required for emergency housing applications. This would otherwise be difficult to obtain-- for many participants lack health insurance and a means of transportation. Additionally, our participants who are unable to pay move-in costs have weekly access to financial assistance agencies, such as WayFinders and Catholic Charities Agency of Springfield, in our office. We aim to make our office like a community day center for the homeless, a place where they are able to come in from the street, fresh up, have something to eat and drink, and socialize while also accessing necessary resources. We believe that this is crucially important given how socially isolating the experience of homelessness can be. As our agency's name suggests, we work to *connect* our participants to a *community*.

Under the framework of housing-based support services and the systematic approach outlined in the attached four documents, our caseworkers work closely with participants to identify what steps must be taken in order to achieve stabilization, then work with them to carry those steps out. This includes applying for public housing or voucher programs, applying for government benefit programs-- such as

SNAP or social security disability, searching for private housing, searching for jobs, and whatever other tasks may be necessary. Our caseworkers are trained in support services, knowledgeable of local housing resources, and highly responsive to the various needs of our participants. We are proud that our participants - based on our Consumer Satisfaction Survey - are consistently satisfied with the services they receive here.

ACC also provides subsidized housing units to our chronically homeless participants. Our 2016-2021 Supportive Housing Program (SHP) was funded through grants we have received from Amherst Community Preservation Act (CPA). The goal of the Supportive Housing Program is to provide supportive transitional housing for those who have been homeless for years, or decades in some cases. Many of these participants face severe challenges, such as personal health issues, substance use, troublesome rental history, or CORI issues. These participants are not required to have an income. Once they are in living the Supportive Housing Program housing, they're in a much better position to work towards stabilization with their caseworkers. While they are in SHP, participants work intensively with ACC staff in weekly appointments. The results of this program have been positive. On average it takes nine months for chronically homeless participants to graduate from the program and move into their own permanent affordable housing. Upon the signing of our third CPA contract in the next month or so, ACC will begin its 2020-2023 Supportive Rental Subsidy (SRS) program. This program is designed for non-chronically homeless participants who do not require as intense services as those who are chronically homeless. It will provide monthly rental subsidy payments and some supportive case management services to those who are experiencing episodic homelessness, or are at risk of becoming homeless.

ACC firmly believes that housing is the solution to homelessness, and this belief underlies all of the work we do. We provide the help necessary to break the streets-shelter cycle that many of our participants are stuck in. On average, we serve over 750 households a year. Our caseworkers are fluent in Spanish, Taiwanese, and Mandarin, and are able to serve Amherst's growing immigrant population. We open daily from 8:30 am to 5:30 pm during the week, and serve the public off-site on Tuesdays and Thursdays at the Jones Library.

ACC is well respected by its peers and collaborators. Given our agency's wealth of knowledge and experience, we have done workshops at UMass to train campus staff to better assist their students who experience homelessness. Local entities such as Amherst Housing Authority, the Town of Amherst, Cooley Dickinson Hospital, and local churches and houses of worship consistently request ACC's assistance in handling homelessness among their constituents.

ACC's six-member Board of Directors is composed of past and current participants, small business owners, and local social services professionals. Our directors come from a variety of backgrounds, and some have experienced incarceration, substance use, and homelessness themselves. This range of perspectives provides valuable insight into how our agency can best support the population we serve.

ACC's short-term goals are to comprehensively address the immediate needs of our participants, and to help them work towards permanent housing and self-sufficiency. Our long-term goals are to expand our support services and housing programs. We have been collaborating with local housing authorities and non-profit groups to secure more funding for public housing vouchers. We are also working towards the long-term project of closing Amherst's affordable housing gap; we are advocates in the community for a fairer rental market and more affordable housing units.

We consistently meet our short-term goals by assisting over 100 people every year to either get off the streets and become housed or to avoid being evicted. Just this fall, we have assisted the Amherst Housing Authority in securing ten additional special housing vouchers for the homeless. Furthermore,

ACC has signed onto a memorandum of understanding with the Valley Community Development Corporation, under which we have agreed to be the service provider for homeless residents to be housed in the Northampton Road Studio Apartments Project. This project has recently received the Town's CPA funding of \$500,000. We are very proud to be making progress with our long-term goals.

**C. Project Budget Information**

Please see the attached for a detailed budget for the proposed Housing-Based Homeless Services program. It includes program delivery, direct program costs, all sources of revenue, and all expenses.

**In-kind services:** The in-kind services provided by our well-trained interns and volunteers will be an important part of the HBHS program, as they have been the backbone of ACC's operations since its inception in 2009. Here is the data from our one decade of service to the homeless community:

- On average, in our agency's experience, it takes 50-75 hours of one-on-one casework to help a person who experiences chronic homelessness to exit from the streets-shelter cycle and secure permanent affordable housing.
- ACC has 20-30 interns/volunteers a year who work alongside our professional staff. Collectively, they contribute over 6,000 hours a year to serve ACC's participants. The in-kind value is estimated to be nearly \$200,000. This helps to explain why ACC can have such a small and lean budget for personnel expenditures and still make impressive accomplishments in aiding the homeless.
- It is ACC's long-standing tradition to serve the homeless with carefully selected and supervised college interns from UMass Amherst and local private colleges. They work smartly and diligently every year to help participants secure permanent, affordable housing and access benefit programs. So far this year, they have successfully helped over 100 people to get off the streets and into their own housing, or to obtain funding for them to pay rent arrears and avoid evictions.

**Costs of comparable services:** ACC is committed to serving 350 individuals with the HBHS grant proposal. To answer the question asked in the 2020 CDBG grant proposal of the cost of comparable services, ACC took the liberty of comparing the cost per person with that of the two CDBG grant proposals from 2019 who deal with similar issues of homelessness and housing instability. Here is the comparison:

<b>Agency</b>	<b>CDBG Request (\$)</b>	<b># People Served</b>	<b>Cost/Person Served</b>
ACC	\$50K (in 2020)	350	\$143
Craig's Doors	\$60K (in 2019)	200	\$300
Family Outreach of Amherst	\$50K (in 2019)	200	\$250

While appreciating the complexity of each agency's operations, ACC can state that we are a remarkably cost effective agency. This is largely due to the efficacy of our trained college interns and volunteers.

**Qualifications:** Our budget is prepared by ACC's executive director (ED). The ED has successfully managed budgets for ACC's operations over the past ten years. These operations include a) the operation of a private transitional housing rental program serving 20+ people for two years; b) two multi-year CPA grants from the Town of Amherst on housing for the chronically homeless; c) the operation of the One-Stop Resource Center funded by a 2018 CDBG grant serving over 750 households. The personnel costs in the proposed budget include examination of comparable salaries in the social

service field. The assessment of current payroll tax and fringe rates is done in consultation with the agency's accounting contractor who has 30 years of experience. The non-personnel costs, including the facility and operational costs, are based on ACC's typical operations which are needed to support the office workers, our various collaborators, and the required insurance portfolio to secure the three grants awarded to ACC by the Town of Amherst.

#### **D. Project Description**

ACC is requesting CDBG funding for our Housing-Based Homeless Services (HBHS) program. The goals of HBHS are housing security and self-sufficiency for the homeless. Drawing on the experience ACC has acquired from working with the chronically homeless in our Supportive Housing Program, the proposed project aims to expand our housing-based support services to the scope necessary to address Amherst's homelessness problem. This will be achieved by providing focused, individualized, one-on-one mentoring and support. With 2-3 sessions of intensive, individualized support service meetings a week, participants who have been chronically homeless can secure permanent, affordable housing in 6-9 months and lead a more self-sufficient life.

The scope of the HBHS, as outlined in attachments A, B, C, and D, includes the following:

- Capacity and Needs Assessment
- Housing-based Case Management Plan
- Housing Engagement Map
- Self-Sufficiency Pathway

Caseworkers first identify the strengths and needs of a homeless participant. Using their strengths to help address their various needs, caseworkers design a housing-based case management plan with an eye toward housing stability and self-sufficiency. Caseworkers map out 20-40 suitable housing programs to apply with the participants and help them to keep organized with these complicated applications and associated paper work. Along the way, they work with the participants to boost their income and coach them to do budgeting and paying back debts to repair their credit scores.

ACC has a team of 4 to 6 caseworkers working daily at our office. Support service sessions are one hour long and are "intensive" in that they dedicate highly focused attention to the details of participants' cases. These sessions focus most directly on housing issues, such as public housing applications, but are also specific to the individual participant's needs, which can include obtaining an ID, a birth certificate, or social security card, applying for government benefit programs, and many other tasks.

The average waiting period for public or subsidized housing is 3 to 4 years. At ACC, we compress that waiting period to under a year. On average, it takes about 50-75 support service sessions, over a period of 6 to 9 months, for a participant to secure permanent affordable housing. Public housing applications are usually slowed down by a number of obstacles, most commonly a lack of necessary documents - such as ID, social security card, birth certificate, and medical documentation for one's severe disabilities. Such documents are increasingly difficult to obtain as concerns about undocumented immigrants have made the process very burdensome and complicated. Additionally, lack of move-in funds prevents low-income and homeless people from moving into housing. ACC removes these barriers by helping participants to obtain both necessary documents and financial assistance. ACC has rented additional space, in the same building, to house our collaborators, such as Health Care for the Homeless, WayFinders, Catholic Charities Agency of Springfield, and a MassHealth application specialist. These collaborators help our participants to obtain health insurance, medical care, and move-in funding. This additional space is at a considerable financial cost to ACC but it is deemed necessary. With direct access to these necessities, it is much faster and easier to achieve the goal of securing permanent housing.

To make sure participants can withstand this rigorous, fast-paced, and intense case management approach, ACC will provide eligible participants with short-term supportive housing or supportive rental

subsidies. We have learned from experience that our homeless participants are better able to get into public housing and become self-sufficient if they have transitional short-term safe housing to begin with.

### **E. Project Need**

The rental housing market in Amherst is increasingly expensive and inaccessible to low-income renters, not to mention the homeless. Gentrification and the increasing population of college students living off-campus have led to a steep increase in rental prices. Low-income renters are shut out of the housing market and their chances of becoming homeless are increased. The only affordable housing left for those who are in the “extremely low-income” bracket, (<30% AMI) is public housing or subsidized private housing, such as Clark House and Village Park.

Amherst has a large homeless and at-risk population, and it is growing. Based on our records alone, ACC has served 750+ unique individuals in the last 12 months. About 90% of them sought help regarding homelessness or other housing-related issues, such as eviction. Over 350 of these individuals identified themselves as homeless, about 40 of whom are seniors. Additionally, people of color, who make up 50% of our participants, are disproportionately affected by housing challenges.

It is easy for people under a certain income level to become homeless in our community. Once homeless, it is nearly impossible to improve one’s life under such precarious conditions - this is why individuals become chronically homeless. More needs to be done to create affordable housing, but, in the meantime, these people cannot wait. They need stability and support while they work to get their lives back on track. Of course local shelters provide individuals with a place to stay, but they are only open seasonally and during specific hours. Short-term housing is necessary in order for people experiencing homelessness to achieve stabilization. The HBHS will operate year-round and provide support to each participant on an individual basis. HBHS’s unique model of temporary housing combined with intensive support has proven to be effective because it provides homeless and at-risk individuals with the necessary resources they need to exit homelessness.

### **F. Community Involvement and Support**

From our donors to our community volunteers, ACC benefits from the incredible commitment of the Amherst community. ACC holds meetings regularly to ensure that the needs of the homeless community are being met, and to make programmatic improvements based on the Consumer Satisfaction Survey. ACC also has a good working relationship with the local colleges, specifically UMass and Amherst College. Our college interns--who are carefully selected, trained, well-supervised, and continuously mentored, make up a significant segment of our staff, and we value the opportunity to bring these students into the Amherst community and to train them in the field of human services.

As previously mentioned, ACC fosters collaboration between Amherst’s different social service organizations, and we have offered our office space as a place for this collaboration. These agencies include Eliot Homeless Services, Way Finders, Catholic Charities Agency, Clinical Support Options (CSO), and Mercy Hospital/Health Care for the Homeless. These agencies come to ACC to directly provide services to our participants. Many of the participants face difficulties with transportation, and having these services readily available in our office has made them much more easily accessible. Our multi-agency approach has allowed us to file priority housing claims and help some of our participants achieve their housing stability goals in as short as two to three months’ time.

### **G. Project Feasibility**

ACC’s multi-year housing funding through CPA gives the HBHS proposal a tremendous leverage. The HBHS is modeled off of ACC’s highly effective supportive housing programs. Combining temporary housing and intensive support services is the best way to interrupt the streets-shelter cycle and permanently end homelessness. As previously mentioned, ACC has received two CPA grants to run supportive housing programs for the chronically homeless from 2016 to 2021. Participants from the

program, on average, have been homeless between 10 to 20 years. They all had severe mental health problems, physical disabilities and/or substance abuse issues. The individualized, one-on-one support service coupled with the housing provision has been essential to secure their swift transition from streets-shelters into their own permanent housing. Based on our data analysis, they were able to graduate from ACC's housing program and receive their own housing vouchers, on average, in nine months. The 3rd funding from CPA will run from 2020--2023. ACC will use the grant to provide short-term monthly rental subsidy payments to homeless or at-risk individuals while helping them secure permanent affordable housing within six months, and increase their income to afford the rent.

In September 2019, ACC successfully completed, within 12 months of award, its 2018 CDBG-funded One-Stop Resource Center project. As a matter of fact, even though CDBG funded the project only at 80% level (\$40K instead of \$50K), ACC served 385 households instead of 240. This is 60% above the contracted. Based on this excellent track record, ACC will be ready to proceed at the time of award and complete the HBHS program successfully and on budget within 12 months--if we receive CDBG funding this year. Given the high number of people who indicated that they experience homelessness or are at risk of becoming homeless - over 90% of the people we served last year - we expect there will be strong demand for our housing-based homeless services. The need for a case manager and caseworkers to serve the number of people/households who seek help from ACC is clearly demonstrated here.

ACC's good community relationships will also help to make the project a success. Our agency has good working relationships with local public housing authorities and rental agencies such as Kamins and Eagle Crest. Often, ACC will know about vacant units before those units are put on the rental market. Additionally, public housing authorities and private landlords have used ACC's services to mediate tenancy-related challenges with their renters. These relationships enable us to effectively advocate on behalf of our participants so that they can find and maintain housing.

## **H. Project Impact**

**Project Impact:** By combining intensive support services with temporary housing for the chronically homeless, and providing financial resources and support services to those who are facing eviction and at-risk of homelessness, we expect that the HBHS will have the following impact:

### **Qualitatively:**

- Enabling the homeless to quickly exit from homelessness to affordable housing
- Providing the chronically homeless with support to regain self-sufficiency, employment income, educational attainment, greater sense of belonging in the community
- Helping long-time Amherst residents who face eviction remain in Amherst with timely financial assistance and support to avoid stressful housing court proceedings
- Increased utilization of preventive medical and mental health services; decreased use of the emergency room, police, ambulance and correctional facility

### **Quantitatively:**

- HBHS participants exit from homelessness or housing insecurity in 6-9 months with their own permanent affordable housing vouchers
- The vouchers will allow HBHS participants to rent housing up to \$950/ month
- HBHS participants receive estimated government benefits by as much as \$16,400:  
SSI - \$9,500; SNAP - \$2,200; fuel assistance - \$700; RAFT - \$4,000

**Measuring HBHS Impact:** The above impact can be measured over time in the following ways:

- Tracking the # of people successfully receiving housing vouchers
- Tracking the dollar amount, and # of people receiving government benefits such as SNAP, SSI, fuel assistance, Town of Amherst Emergency Funds, etc.

- Tracking the # of people remaining housed after a year
- Tracking the # of people engaging with the ACC/Health Care for the Homeless
- Tracking the # of people engaging with the WayFinders and Catholic Charities of Springfield at ACC office to access housing funding
- Tracking consumer satisfaction survey to improve agency's service delivery



**Amherst  
Community  
Connections**

236 N Pleasant Street, PO Box 141, Amherst, MA 01004  
(413) 345-0737

*Housing is THE Solution to Homelessness*

**Housing-Based Homeless Services program/Amherst Community Connections  
FY 2020 Budget: July 1, 2020—June 30, 2021**

<b>REVENUE SOURCES</b>	
Income- Fundraising	\$7,000
Income- United Way of Hampshire County	\$10,000
Income- Community Foundation of Western Mass	\$15,000
Income- Catholic Annual Appeals	\$2,000
Income- CDBG	\$50,000
<b>Total Revenues</b>	<b>\$84,000</b>
<b>PERSONNEL</b>	
Program Manager	\$36,000
Program Director	\$4,000
Caseworker	\$18,000
<b>Total Salaries</b>	<b>\$58,000</b>
F.I.C.A.	\$4,437
Unemployment Tax	\$557
Workman's Compensation	\$678
Family Leave Act (FMLA) Tax	\$218
<b>Total Payroll Taxes</b>	<b>\$5,890</b>
<b>Total Personnel Costs (= Salaries + Payroll Taxes)</b>	<b>\$63,890</b>
<b>HSBS Facility and Operational Costs</b>	
Client financial assistance	\$500
Community relations	\$200
Copying/printing	\$200
Food/household/office	\$400
Phone	\$200
Postage	\$200
Fundraising expenses	\$1,200
Rent office	\$6,000
Internet	\$400
Professional Service (General liability insurance and property insurance)	\$1,400
<b>Total HSBS Facility and Operational Costs</b>	<b>\$10,700</b>
Total HBHS Program Costs (=Total Personnel Costs + Total Facility and Operational Costs)	\$74,590
Overhead Agency Costs (12% X Total HBHS Program Costs)	\$8,951
<b>GRAND TOTAL COSTS</b>	<b>\$83,541</b>
<b>SUPPLUS/(DEFICIT)</b>	<b>\$459</b>



**Amherst  
Community  
Connections**

236 N Pleasant Street, PO Box 141, Amherst, MA 01004  
(413) 345-0737

*Housing is THE Solution to Homelessness*

**Amherst Community Connections Budget  
July 1, 2019 through June 30, 2020**

<b>Revenue</b>	
Income- Appeal	\$34,000
Income- CPA, Supportive Housing, Phase (I)	\$5,700
Income- CPA, Supportive Housing, Phase (II)	\$37,000
Income- CDBG One-Stop Resource Center	\$10,000
Income- CPA, Supportive Rental Subsidy	\$38,760
Income- Accum Donations Used	\$38,880
<b>REVENUES TOTAL</b>	<b>\$164,340</b>
<b>Expense</b>	
Payroll expenses	\$66,000
Client financial assistance	\$2,000
Community relations	\$500
Copying/printing	\$500
Food/household/office	\$1,000
Phone	\$400
Postage	\$400
Fundraising expenses	\$2,500
Internet	\$900
Professional fees (General liability insurance and property insurance)	\$2,800
Rent- office	\$12,000
Rent –for tenants in CPA (I), (II), and Supportive Rental Subsidies	\$75,340
<b>EXPENSES TOTAL</b>	<b>\$164,340</b>
<b>SUPPLUS/DEFICIT</b>	<b>\$0</b>

## Amherst Community Connections--Board of Directors and Officers, 2019

### 1. Patricia Creaser

Board Role: President

Affiliations: Retired human service worker; member of Newman Catholic Center, Amherst

Residence: 145 N Silver Lane, Sunderland, MA 01375

Phone: 413-687-5521

### 2. Josh Berins

Board Role: Treasurer

Affiliations: Small business owner; consumer advocate

Residence: 272 Lincoln Ave. Amherst, MA 01002

Phone: 413-345-1481

### 3. Loreto A Ruiz

Board Role: Secretary

Affiliations: Licensed Massage Therapist and Reiki Master, Friend of Nipponzan Myohoji Buddhist Order for World Peace

Residence: 8 Villore Drive, #3, Leeds, MA 01053

Phone: 617-997-5748

### 4. Bella Holstead

Board Role: Member

Affiliations: Artist; member of Markham-Nathan Fund for Social Justice, Northampton

Residence: 35 Pine Grove, Amherst, MA 01002

Phone: 413-256-6454; 413-687-2204

### 5. Jeffrey S McLeod

Board Role: Member

Affiliations: Licensed Massage Therapist and Northampton Recovery Center Member.

Residence: 8 Villore Drive, #3, Leeds, MA 01053

Phone: 617-803-3648

### 6. Tom Fair

Board Role: Member

Affiliations: Government sector worker

Residence: 85 Amity Street, #207, Amherst, MA 01002

Phone: 413-768-9184

### 7. Hwei-Ling Greeney

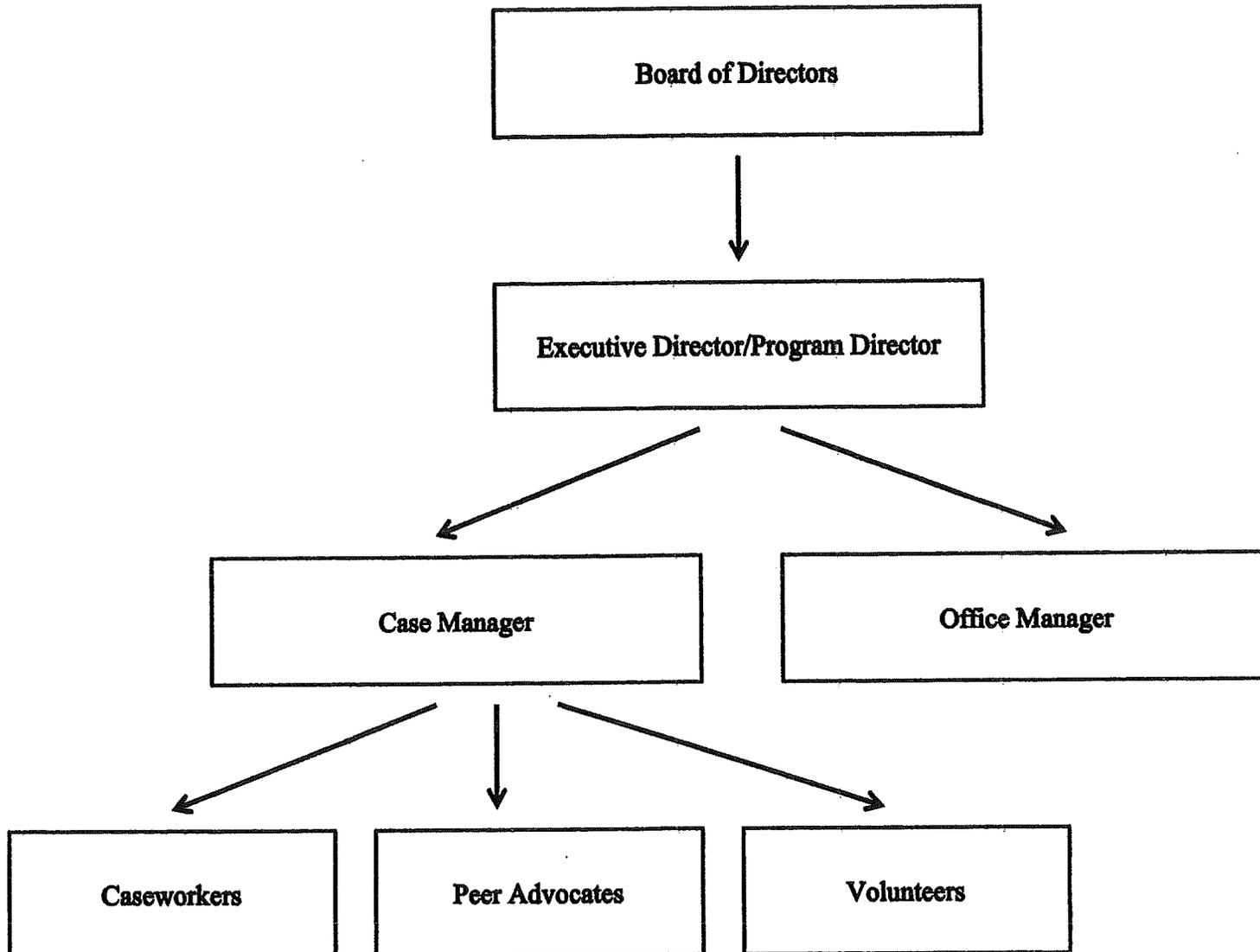
Board Role: Ex-officio

Affiliations: Founder/executive director, Amherst Community Connections

Residence: 76 McClellan Street, Amherst, MA 01002

Phone: 413-253-4882

**AMHERST COMMUNITY CONNECTIONS ORGANIZATIONAL CHART**



# **Attach. A: Capacity and Needs Assessment /Housing-Based Homeless Services**

**Date:** \_\_\_\_\_ **Name:** \_\_\_\_\_ **DOB:** \_\_\_\_\_ **Worker:** \_\_\_\_\_

	<b>Response</b>	<b>Action needed?</b>
Home address?		
Homeless since?		
Craig's Place guest?		
Phone #?		
Need housing?		
Need a free phone?		
Need SNAP?		
Has income?		
Need ID?		
Need Social Security card?		
Need birth certificate?		
Need Mass Health?		
Need medication?		
Need a therapist?		
Need a doctor?		
Need dental care?		
Need detox?		
Need Methadone, Suboxone, or Vivitrol?		
Self-harm?		
Domestic violence?		
Need respite?		
Need to appl. Sec. 8?		
Need Pub. Housing?		
Need to rent a place?		
Behind on rent?		
Behind on utility?		
Need a job?		

## Attach. B: Case Management Plan/Housing-Based Homeless Services

<b>1. General Support Services</b>	<b>ACC</b>	<b>Local agencies</b>
Case management or services coordination	X	
Individualized service planning	X	X
Public housing and subsidized housing applications	X	
Referrals to other services and programs	X	
Crisis intervention planning	X	X
Peer support/support groups	X	X
Recreational/socialization opportunities	X	
Legal assistance referral		X
Transportation	X	
Financial assistance	X	
<b>2. Independent Living Skills</b>		
Personal financial management and budgeting	X	
Credit issues	X	
Representative payee	X	X
Entitlement assistance/benefits application	X	
Cooking/meal preparation	X	
Personal hygiene and self-care	X	
Housekeeping	X	
Orientation in the use of public transportation	X	
Assistance for activities of daily living		X
<b>3. Health/Medical Services</b>		
Routine medical/dental/eye care		X
Medication management or monitoring		X
Health and wellness awareness	X	X
Nursing/visiting nurse care		X
Home health aide services		X
f. Pain Management		X
g. Other (specify):		
<b>4. Mental Health Services</b>		
Individual psychological assessment		X
Individual counseling		X
Group therapy		X
Support group		X
Peer mentoring/support	X	
Medication management/monitoring	X	X
Mental illness awareness	X	X
Psychiatric services		X
<b>5. Substance Abuse Services</b>		
Recovery readiness services		X
Relapse prevention and recovery planning	X	X
Substance abuse counseling		X
Methadone/Vivitrol maintenance		X
Harm-reduction education		X
AA/NA meeting		X
<b>6. Vocational Services</b>		
Job skills inventory	X	
Job readiness assistance-resumes, cover letter, interviewing skills	X	
Job development/job placement assistance	X	
Opportunities for participants to volunteer	X	

## **Attachment C: Housing Engagement Map/Housing-Based Homeless Services**

<b>Housing Authority</b>	<b>Phone #</b>	<b>Address</b>	<b>Comments</b>
<b>Amherst HA (A/M)</b>	(413) 256-0206	33 Kellogg Ave #81, Amherst 01002	
AHA-family housing	(413) 256-0206	33 Kellogg Ave #81, Amherst 01002	
Butternut Farms	(413) 233-1500	12 Longmeadow Drive	
Clark House	(413) 256-0141	22 Lessey Street	
Presidential Apartments	(413) 253-2515	950 North Pleasant Street	
Village Park	(413) 549-0099	497 East Pleasant St.	
North Square at the Mill District	(413) 345-6600	75 Cows Road	
Olympia Oaks	(413) 233-1705	85 Olympia Dr	
<b>Belchertown HA</b>	(413) 323-4064	41 Everett Ave, Belchertown 01007	
Lord Jeffrey Apartments	(413) 323-5535	121 N. Main Street	
Mill Hollow	(413) 323-5535	133 Jabish Street	
<b>Chicopee HA</b>	(413) 592-6132	128 Meetinghouse Rd, Chicopee 01013	
<b>Easthampton HA</b>	(413) 527-1600	112 Holyoke St, Easthampton, 01027	
Parsons Village	(413) 233-1773	71 Parsons Street	
<b>Franklin County Regional HA</b>	(413) 863-9781	42 Canal Rd, PO Box 30, Turner Falls 01367	
<b>Granby HA</b>	(413) 467-9300	50 Phin's Hill Manor, Granby 01033	
<b>Greenfield HA (M)</b>	(413) 774-2932	One Elm Terrace, Greenfield 01301	
Greenfield Gardens	(413) 772-8710	2 Pray Street	
Leydon Woods	(413) 774-4708	24 Aster Court	
<b>Hadley HA (60+)</b>	(413) 584-3868	42 Golden Court, Hadley 01035	
Windfield Family Housing	(413) 256-0600	36 Greenleaves Drive	



**Amherst  
Community  
Connections**

*Housing is THE Solution to Homelessness*

236 N Pleasant St. PO Box 141, Amherst MA 01004  
(413) 345-0737

## Attach. D: Self-Sufficiency Pathway/Housing-Based Homeless Services

Name \_\_\_\_\_

Date \_\_\_\_\_

### **Dimension 1: Increasing Income & Entitlement Benefit**

	Y/N	Complete Form	Mailing date	Follow up
SNAP				
Free cell phone				
State emergency cash				
SSI/SSDI				
Fuel assistance				
Utility discount				
Salvation Army voucher				
First Baptist Church emergency food pantry				
Amherst Survival Center emergency food pantry				

## Dimension 2: Increasing Employment/Volunteerism, or Scholarship Opportunities

Job/volunteerism/scholarship	Application (online, hard copy, in person)	Date completed	Follow up (online, by phone, in person)	Reason for rejection
1.				
2.				
3.				

## Dimension 3: Budgeting and Debt Management--a.) Fill the budget sheet; b.) Debt management

	Name of Debtor	Contact info	Negotiation date	Follow up
Bank				
Utility/gas company				
Credit card				
Court/probation				
Landlord				

December 11, 2019

To the Community Development Block Grant Advisory Group:

I heartily frame this draft to appeal to the CDBG to support the funding of Amherst Community Connections (hereafter referenced as ACC); an indispensable refuge to the population without homes, those in danger of impending homelessness, and for anyone in need of that which is within their opportunity to provide.

I also write on behalf of all of the fellow citizens who have expressed a desire give back in some way to raise the awareness of just how life-saving an institution ACC has become for Amherst and surrounding towns.

ACC works closely with other agencies in the spirit of great cooperation. One would say for sure that ACC is the first place to go if you need anything from a bus pass to a new job to a place to live while you work that job.

This crucial resource, for a very real and visible cross section of townspeople, is imperative to the health and welfare of those who arrive daily to ask for and receive both hope and guidance.

I had absolutely no experience with needing help until recently. I have always been well employed and have even run my own successful business.

I had no experience being disenfranchised until I found myself without a home. This was the first time I had to even think about asking for my most basic needs, and I would not be writing this if it had not been for ACC's constant availability and tireless patience.

Through Amherst Community Connections I have been helped by nearly every other agency in town with whom ACC has a steady and vigorous rapport.

You are cordially brought through a broad-ranging intake to determine the best way to approach your needs, this is what takes the most time and interns and staff are purposeful and attentive to how to tailor exact solutions for each individual's situation.

ACC will leave no stone unturned and they are bright, quick, and discerning as they cast the widest net possible.

So again I implore the CDBG to see their way to provide funding for this much needed resource for our town and those who live here. ACC is indispensable!

If you have specific questions, please don't hesitate to reach out.

Tom Fair

[13moonharvest@gmail.com](mailto:13moonharvest@gmail.com)