

DRAFT
SUPPORTIVE SERVICES
PLAN
& BUDGET

DRAFT Supportive Services Plan

132 Northampton Road
Amherst, MA

Overview: Valley Community Development Corporation (“Valley”) plans to develop 28 units of mixed income housing, including some supportive housing units, at 132 Northampton Road in Amherst. This development responds to needs identified by the Town of Amherst for small housing units affordable to homeless and other lower income individuals who may benefit from supportive services.

The goals of the “Supportive Services” are as follows:

- Assure that all persons receive access to services that they need.
- Assure that residents have opportunities for community integration.
- Assure that other providers and organizations with which residents have relationships can work smoothly with the Residential Services Coordinator.
- Assure that residents know how to access transportation services.

Background: Valley owns and oversees 38 units of single person occupancy housing (a combination of single rooms and studio apartments) in three separate buildings in the nearby community of Northampton. As with the proposed development, these units are managed by Housing Management Resources, Inc. (HMR) and a portion of these units are reserved for homeless individuals and a portion for clients of the Department of Mental Health. From 1990 – 2018, Valley also owned and oversaw a 15-room lodging house that is currently undergoing renovations to create 31 studio apartments.

Populations to be Served: The proposed building at 132 Northampton Road will serve individuals who are extremely low income (not exceeding 30% Area Median Income or AMI), very low income (not exceeding 50% AMI), and moderate income (not exceeding 80% AMI). Each studio apartment is expected to house a single adult. Full-time undergraduate students will generally not be eligible for this housing. Standards used to determine student eligibility will follow LIHTC guidelines. **See guidelines attached.**

Population groups to be served include:

- Homeless Persons, including those with disabilities (e.g. mental illness, substance use, physical disabilities, HIV/AIDS and other chronic health conditions): 10 units (36% of total units) will have a preference for homeless applicants. These individuals are expected to earn between 0 and 30% of AMI, at entry. These 10 units will be paired with 10 MRVP vouchers (rental subsidy) and MRVP supportive service dollars. These tenants will pay approximately 30% of their income for rent (including utilities).

Homeless individuals include:

- ❖ individuals who lack a fixed, regular, and adequate nighttime residence; individuals who are sharing the housing of other persons due to loss of housing, economic hardship, or a similar reason; are living in motels, hotels, or camping grounds due to the lack of alternative accommodations; are living in emergency or transitional shelters; are abandoned in hospitals; or are awaiting foster care placement;
 - ❖ individuals who have a primary nighttime residence that is a public or private place not designed for or ordinarily used as a regular sleeping accommodation for human beings;
 - ❖ individuals who are living in cars, parks, public spaces, abandoned buildings, substandard housing, bus or train stations, or similar settings; and
 - ❖ individuals at-risk of homelessness. For an individual to qualify as “at risk of homelessness”, the individual must exhibit one or more specified risk factors: (1) the individual has income below 30 percent of median income for the geographic area; and (2) the individual has insufficient resources immediately available to attain housing stability, meaning the individual does not have sufficient resources or support networks, e.g., family, friends, faith-based or other social networks, immediately available to prevent them from moving to an emergency shelter; (3) has moved frequently because of economic reasons; (4) is living in the home of another because of economic hardship; (5) has been notified that their right to occupy their current housing or living situation will be terminated; (6) lives in a hotel or motel; (7) lives in severely overcrowded housing; (8) is exiting an institution; or (9) otherwise lives in housing that has characteristics associated with instability and an increased risk of homelessness.
- Individuals with mental health disabilities: 2 Facilities Consolidation Fund units (7% of total units) will be set aside for Department of Mental Health (DMH) service eligible clients who will be screened and referred by DMH and provided case management and other wraparound services directly through DMH or its vendor. These households are expected to earn between 0 and 30% of AMI at entry and will be paired with 2 MRVP vouchers. These tenants will pay approximately 30% of their income for rent (including utilities).
 - Individuals with low incomes (<50% AMI) who may be low wage earners, retirees, veterans, or persons with a disability. These persons will need to earn sufficient income to pay the fixed rent amount for these units using approximately 35% of their gross income without use of a rental subsidy. Projected initial rent for these units is \$740 (including utilities). The range of affordability is between \$25,000 and \$31,050 (between approximately 43-50% AMI).
 - Individuals with moderate incomes (<80% AMI) who may be low to moderate wage earners, retirees, veterans, or persons with a disability. These persons will need to earn sufficient income to pay the fixed rent amount for these units using approximately 35% of their income without use of a rental subsidy. Projected initial rent for these units is \$795

- (including utilities). The range of affordability is between \$27,257 and \$49,700 (between approximately 51-80% AMI).

Planned rental subsidies proposed for this property are:

- 12 new MRVP vouchers requested from DHCD (with a waiver anticipated to be requested, to restrict to 30% AMI)

These rental subsidies will be targeted to Homeless Persons (10 units) and DMH clients (2 units).

Service Needs of the Intended Populations:

Population	Service Needs
All Tenants	Information and referral regarding community-based services and programs, resident community activities, assistance with daily living, conflict resolution with other tenants, transportation assistance, educational opportunities, and community integration.
Formerly Homeless Persons	Individual case management with emphasis on primary and behavioral health needs, assistance with accessing mainstream services and other community based resources, individual service planning and support, crisis intervention.
Individuals with mental health disabilities	Intensive case management with emphasis on independent living skills, vocational/educational goals, individual service planning and goal setting, counseling and support, coordination of services.
Low and Moderate Income Tenants	As needed, service coordination with an emphasis on employment and training resources, information and referral with some supports to follow-up; skills supports (budgeting, supplemental resources), transportation assistance.

Support Service Design:

The overall philosophy of service delivery at 132 Northampton Road will focus on helping under-resourced residents maximize their ability to live independently and maintain successful tenancies.

Referral and Placement of Homeless Individuals:

When a unit with a priority for a homeless tenant becomes available, the Property Manager will send notice through an established network of local service providers. Providers will forward referrals for potential tenants. The Property Manager will consider these tenants for suitability using a Tenant Selection Plan approved by the MA Department of Housing & Community Development. Selection will consider a written commitment from the service provider making the reference. Service providers are expected to provide intensive case management services during the initial period of stabilization for the homeless individual (typically 9-12 months). Following the stabilization period, it is expected that the referring service provider will provide less frequent check-ins for the individual and assist the individual to transition, as needed, to on-going community based support services, including on-going case management.

Together with each formerly homeless tenant, the service provider will develop an individualized service plan that address identified needs and maximize self-sufficiency. Service Plans typically address the following areas:

- Maintaining a successful tenancy
- Securing or improving adult educational attainment and employment
- Maintaining and improving behavioral and physical health
- Improving financial and asset management skills
- Increasing community connections and supports
- Include measurable goals and outcomes

Referral and Placement of Department of Mental Health Clients:

The Department of Mental Health (DMH) provides clinical case management service. Adult Community Clinical Services (ACCS) is DMH's primary community service for adults, which served 11,223 people in Fiscal Year 2019. ACCS is a comprehensive, clinically focused service that provides clinical interventions and peer and family support to facilitate engagement, support functioning and maximize symptom stabilization and self-management of individuals residing in all housing settings. In addition, ACCS provides a range of provider-based housing options as treatment settings to assist individuals in developing skills, establishing natural supports and resources to live successfully in the community.

ACCS serves individuals who meet clinical criteria for serious and long term mental illness and are deemed eligible for DMH services support services. Additionally, it determines need/availability of medical entitlements and other services including Mass Rehabilitation Commission services or other local agencies. It is planned that two units will be targeted to individuals with a mental health disability.

DMH's responsibilities are to:

- Assign a DMH case manager to develop a plan for services for each tenant, enabling them to live safely in the apartment.
- Provide each tenant who lives at 132 Northampton Road with flexibly intensive case management hours based on the individualized Support Services Plan (daily, weekly, monthly levels of services)
- Provide emergency assistance and on-site counseling for tenants.
- Assess/refer tenants to the Adult Community Clinical Services- through its vendor, ServiceNet, Inc.

Adult Community Clinical Services: *ServiceNet* staff outreach teams provide individualized person centered services. The level, type, and intensity of support is determined by each client's Comprehensive Assessment and Individual Action Plan, which are designed to maximize the participation and input of clients and their families or other supports, as appropriate. Services change over time based on individual needs. For many people, recovery involves the identification of goals revolving around work, school, meaningful activities, wellness, housing, and social relations. Therefore, most of the support services are geared towards these objectives.

Flexible supports may include: individual therapy; substance abuse counseling; help paying bills, managing money, and/or gaining financial independence; assistance in activities of daily living; help running a household such as by purchasing food; transportation and/or help accessing public transportation, help accessing community-based services such as vocational training and education; help addressing complex issues such as insurance or legal matters; and if the Social Security Administration decides that a client is in need of a representative payee, the CBFS/ACCS provider may become the client's representative payee at no cost to the client.

The goals of the interventions are to:

- Allow for the self-management of psychiatric symptoms in the community;
- Restore or maintain independent living in the community;
- Restore or maintain daily living skills;
- Promote wellness and the management of medical conditions; and
- Assist clients to restore or maintain and utilize the skills necessary to undertake employment.

Each tenant has access to an on-call system via telephone to a DMH/ServiceNet staff 24- hours a day, seven days a week. This safety system is backed up by ServiceNet's, 24 hour on-call system.

On-going Supportive Services:

Valley is seeking \$15,000 per annum (\$1,500 per unit) from the MRVP supportive services program linked to the 10 homeless preference units. This annual revenue will pay a portion of the cost of an on-site Resident Services Coordinator (RSC) for 27.5 – 30 hours per week. The balance of this annual cost (\$45,000) will be paid from annual operations of the property and supported by a Capitalized Services Reserve.

1. The Resident Services Coordinator

The primary responsibility of the Resident Service Coordinator (RSC) is to coordinate support services, initiate referrals and advocate for tenants. The RSC will assist formerly homeless tenants to maintain a successful tenancy and maximize self-sufficiency. All services are voluntary on the part of tenants. At this time, Valley anticipates that it will sub-contract with a qualified and experienced social service agency (such as Center for Human Development, ServiceNet, etc.) to provide and oversee the RSC position. This will embed the RSC within social service networks and distinguish and segregate the function of housing management from that of coordinating supportive services. (Although there will be essential coordination between the RSC and property management, for example in the areas of tenancy preservation and conflict resolution between tenants.)

The RSC will identify and coordinate with appropriate partners to facilitate a social service team that can provide needed services to tenants. The RSC is responsible for creating a supportive atmosphere in which support staff work side-by-side with property management staff to ensure a comprehensive approach to meeting tenants needs that focuses on helping tenants to sustain their

housing. The RSC will work to help ensure that all services are culturally appropriate and special needs sensitive, and will work with the partnering agencies to develop and implement a plan for tenant engagement. The RSC will:

- Provide orientation for all tenants at move-in and establish contact with referring agency and associated support services;
- Implement voluntary surveys and collect data;
- Conduct individual assessments of tenant needs including financial resources, safety, legal, mental health, substance abuse, employment, health care and housekeeping;
- Coordinate support services, initiate referrals, provide advocacy; assist tenants in applying for services;
- Develop partnerships with internal and external service providers to ensure comprehensive and seamless service delivery;
- Plan and facilitate workshops and group activities for tenants;
- Offer support, to the extent demand exists from tenants, for smoking cessation programs in coordination with the Hampshire-Franklin Tobacco-Free Community Partnership;
- Plan and facilitate social activities within the property to foster a sense of community;
- Plan and facilitate social integration activities / events to foster connection between tenants and the larger community, including neighbors and Amherst College;
- Serve as public safety liaison with Amherst Police Dept. and Amherst College Campus Police;
- Collect and share information on available services and resources;
- Assist and / or mediate conflicts between tenants;
- Maintain Jobs Board in the Community Room (receive listings for help wanted; post listings; clear old listings);
- Coordinate transportation options; post current bus schedules in Common Room; organize shared rides; help eligible tenants access public transport options, such as the PVPA van service and Amherst COA van service; provide rides as schedule permits;
- As needed, convene and support meetings of service providers offering services to tenants at 132 Northampton Road to address client issues, on-site coordination issues, or additional resources needed for tenants.

The RSC is responsible for overall coordination of on-site services. [See also RSC Job Description attached.](#)

2. Community Partners

Valley will partner with multiple local service agencies to provide specialized services.

Some key service partners include those listed below. These agencies are committed to providing on-site services to qualified tenants, as well as providing services through central locations. Each of these agencies has entered into a Memorandum of Understanding with Valley.

- *The Department of Mental Health (Case Management) and ServiceNet, Inc. (its Adult Community Clinical Services vendor), will serve tenants with mental health disabilities,*

by providing access to a full range of services that advance self-determination, dignity and quality of life. Their services specifically focus on: housing retention, advocacy, employment, life skills, leisure, and primary/behavioral health self-care management. **Please see Memorandum of Understanding attached.**

- *Eliot Homeless Services* - Eliot CHS Homeless Services will provide its typical services which include the federal and state funded Project for Assistance in Transition from Homelessness (PATH) which provides services to individuals with serious mental health illnesses, as well as those with co-occurring substance use disorders, who are homeless or at risk of becoming homeless, Eliot outreach clinicians and/or Engagement Counselors will provide support services directly to homeless individuals residing in emergency shelter or on the streets, as well as transitional housing stabilization services as needed. These services include:
 - Mental health and Substance Use Assessment
Crisis Intervention
 - Counseling
 - Advocacy
 - Benefit assistance
 - Services referral
 - Housing assistance/Housing Stabilization Services

Eliot CHS Homeless Services staff will also refer potential tenants to the new housing who will come with a range of supportive services appropriate for the individual either provided by or assembled by Eliot CHS-PATH Western MA Team. **Please see Memorandum of Understanding attached.**

- *Amherst Community Connections (ACC)* ACC will offer services including use of the One-Stop Resource Center located in downtown Amherst. This Resource Center is within walking distance of 132 Northampton Road. The purpose of ACC's One-Stop Resource Center is to provide a comprehensive and consistent range of assistance daily, year-round, both on-site and in the community including street outreach to individuals who are homeless or at risk of becoming of homeless. ACC will also provide assistance by phone/text message, email and home visits.

ACC believes that stabilization of households' circumstances begins by ensuring that their vital needs (shelter, nourishment, health care, emergency assistance) are met in a timely and effective manner. Progress to greater self-sufficiency is supported over the long term through a trauma-informed, individualized service plan to meet housing, employment, health and educational goals. Specific services include assisting participants with the MassHealth application, connecting them with local medical, and mental health providers in the community, and extending Planet Fitness gym passes to participants. ACC's services also include financial assistance to those individuals who have lost their legal documents (ID, birth certificate, SS card) which they need for housing and other services. ACC will also make referrals to the housing units at 132 Northampton Road. **Please see Memorandum of Understanding attached.**

- *Veterans Services Officer (VSO)*. The Amherst area VSO will provide services to veterans including assisting veterans access the benefits they have earned including cash assistance for medical expenses; and cash assistance if the veteran is underemployed or unemployed or if the veteran is over age 65 or disabled and on a fixed income. **Please see Memorandum of Understanding attached.**

3. Other Community-Based Services

Service Provider Networks

The Resident Services Coordinator (RSC) will participate in monthly Homeless Systems meetings convened by the Amherst Department of Public Health and held at the Amherst Town Hall. These meetings include regular participation by staff of Craig’s Doors, Eliot Homeless Services, the local Veterans Agent, a representative of the Amherst Police Department, the Amherst Public Health & Community Services Director, among others.

The RSC will also participate in a round-table meeting of homeless and housing stabilization service providers held every other month. These meetings are convened by Valley & the Department of Mental Health and take place at 1 Prince Street in Northampton. Regular participants include ServiceNet, Eliot Homeless Services, DMH, the Northampton SRO Outreach Project Worker, and the local Veterans Agent. At these meetings, the Resident Services Coordinator can request assistance from the team to address specific tenant concerns. Most of the formerly homeless tenants are known to members of this group.

The RSC, along with the service partners listed above, will help tenants identify and receive services through a wide range of community based programs, some of which are highlighted below.

A. Primary Care Health, Dental, and Behavioral Health Services

i. John P. Musante Health Center

One of the motivating factors in site selection is the fact that 132 Northampton Road is within walking distance (6/10 mile) to a recently established community health center, the **John P. Musante Health Center**, located at 70 Boltwood Walk, Amherst. The Center is a “...Federally Qualified Health Center site, providing one-stop, affordable primary medical and oral health/dental care to anyone who needs it: our neighbors and families who do not have insurance or adequate financial resources, have life challenges that limit their ability to access necessary health care, or are intimidated by the seemingly complex health care system...” The Center is open Monday – Friday 8 AM – 5 PM.

ii. Amherst Public Health Nurse

The Public Health Director and the Public Health Nurse can deliver on-site health-related services according to tenant needs and interest. These services include:

- Flu Shots
- Health and Nutrition Information
- Information and Referral related to Health Services

- Information and Referral for Health Insurance
- Can arrange training for tenants and staff on the use of Narcan to prevent overdoses through Hampshire HOPE

Please see letter from the Amherst Health Department attached.

- iii. **AEIOU**, 170 University Drive, Suite 2, Amherst
 This is an urgent care center open for walk-ins. It is located within walking distance of 132 Northampton Road (6/10 of a mile). They offer:
- Urgent Care
 - DOT Exams
 - Occupational Health
 - Preventive Health Care
 - Physical Exams
 - X-Rays (Amherst office only)
 - 7D Exams
 - Respiratory Exams
- They are open evenings and weekends. Hours are:
 Monday - Friday: 8:00am - 8:00pm; Saturday & Sunday: 9:00am - 3:00pm
- iv. **Amherst Medical**, 170 University Drive, Amherst
 This is a primary care practice located walking distance from 132 Northampton Road (6/10 of a mile). They offer preventative and sick patient care, as well as lab work and mammography screenings. Same-day sick visits are available daily to regular patients. They are open Monday – Friday 8:00 AM – 5:00 PM.
- v. **Amherst Survival Center**, 138 Sunderland Road, Amherst
 Drop-in health clinic takes place every Monday 12:30pm-1:30pm Thursday 4:30pm-5:30pm. Health Insurance Support is available every Thursday 1:30pm-4pm.
- The Center is located on the PVTA R33 bus line. This bus line runs almost hourly service to Jones Library in downtown Amherst (1/2 mile walk from 132 Northampton Road) and Big Y (6/10 mile walk from 132 Northampton Road).
- vi. **Valley Medical Group**, 31 Hall Drive, Amherst
 Medical, behavioral health, physical therapy, eye care, and laboratory services on site.
 Monday – Friday 7:30 AM – 6:00 PM
- vii. **CVS Pharmacy** has two locations within walking distance of 132 Northampton Road: one on University Drive (6/10 mile walk) and one at 76 N Pleasant Street (also .6 miles). The location on University Drive is adjacent to a bus stop and large shopping area; the location at 76 N Pleasant Street is in the heart of downtown.

- viii. **ServiceNet, Inc.** Outpatient Clinic, 50 Pleasant Street, Northampton (mental health treatment). ServiceNet, Inc. Shelter and Housing programs, 43 Center Street, Northampton (aftercare case management for formerly homeless individuals through the downtown Resource/Drop-In Center, access to Healthcare for the Homeless, prescription assistance, eye care, dental referrals).
- ix. **Clinical Support Options**, 8 Atwood Drive, Northampton (crisis services, mental health and addictions treatment). This is an enhanced Behavioral Health Clinic w/SAMSHA funds that support an array of wellness and recovery groups, vocational counseling, free care, etc. – known as Certified Community Behavioral Health Clinic (CCBHC).
- x. **VA Medical Center** (421 North Main St., Leeds offers a full range of medical, behavioral health, PTSD, intensive case management, and VASH Vouchers with case management support).
- xi. Health Navigator services through **Cooley Dickinson Hospital** and Health Care for the Homeless
- xii. **CSO Mental Health Crisis Line:** 313-586-5555

B. Food and Nutrition

- i. The **Amherst Survival Center** provides free meals (community meals), free groceries (food pantry, mobile programs, and fresh food distribution.) Everything is free. The Center is open 4 days per week. Meals and fresh food can be accessed every day the Center is open. The Pantry can be accessed by each client once per month. (Bus riders may divide their Pantry trip into 2 x per month.)
See more information about the Amherst Survival Center attached.
- ii. **Not Bread Alone** is a food program based in the First Congregational Church of Amherst, UCC, 165 Main Street, Amherst—located walking distance from 132 Northampton Road. The program welcomes everyone to help prepare and enjoy fresh, nutritious, and family-style meals using local ingredients whenever possible. Their free meals program fosters a caring environment that relies on strong volunteer and community involvement. All who come are welcomed, accepted and appreciated for what they can offer.

The program offers FREE homemade, hot meals at noon every Saturday and Sunday and at 4 pm on every Wednesday. Donated groceries are distributed every Saturday at 12:45. There are counselors on site to help guests resolve issues such as housing, food stamp applications, health insurance, and employment.

- iii. **Craig’s Doors and The Unitarian Universalist Society of Amherst** offer a free community breakfast every Wednesday morning at the Universalist Society, located at 121 N Pleasant Street in Amherst. The location is walking distance (6/10 miles) from 132 Northampton Road.

- iv. **Food Stamp and SNAP Benefits.** A number of local providers, including the Amherst Survival Center, can help tenants apply for these food benefit programs.
- v. **Big Y and Stop & Shop.** These two major grocery stores are located within walking distance of 132 Northampton Road. Big Y is 6/10 of a mile and Stop & Shop is 8/10 of a mile.
- vi. The following **free community meals** are available in downtown Northampton and accessible by PVRTA bus from Amherst:

Monday, Tues, and Thurs 12-1 PM
MANNA, St. John’s Church, 48 Elm Street, Northampton

Wednesday 6-7 PM
Saturday 11:30 – 12:30 PM
MANNA, Edwards Church, 297 Main Street, Northampton

Sunday 5 PM
First Churches, Main Street, Northampton

Weds, Friday 7-10 AM
College Church Breakfast, 58 Pomeroy Terrace, Northampton

C. Transportation

- i. **Walkable Location.** As the attached amenities map illustrates, 132 Northampton Road is an excellent location for persons travelling by foot. Stores and services in downtown Amherst, including Town Hall, Craig’s Doors, Amherst Community Connections, the Jones Library, the Bangs Center, the Mustante Health Center, and others are within 5/10 – 8/10 of a mile. Major shopping centers on University Drive house two large grocery stores, the post office, CVS, Dunkin Donuts, and The Goodwill are within 6/10 of a mile.

Currently, sidewalks exist the full length of the north side of Northampton Road from Town Center to University Drive. There are also sidewalks from 132 Northampton Road to Town Center on the south side of Northampton Road. MA Department of Transportation plans (75% design status) are underway for improvements to Northampton Road (aka Route 9, a State highway) from University Drive to Town Center. Plans include improving and widening sidewalks to 5’ wide on both north and south sides of Northampton Road and installing crosswalks with flashing lights at the corners of Orchard Street and Hazel Street. These crosswalks will greatly improve the safety of pedestrians crossing Northampton Road. Widened and improved sidewalks will improve pedestrian safety and facilitate clearing snow in the winter.

- ii. Bike Friendly Location.** As shown on the amenities map, there is a well-used and well-maintained bike trail located within ¼ mile of 132 Northampton Road. The Norwottuck Rail Trail is 11 miles long and connects Amherst to the neighboring communities of Belchertown, Hadley, Northampton, and Easthampton.

Amherst participates in the ValleyBike Share Program. The public can rent electric assist bikes at multiple locations in the region. Payment can be one-time use or monthly or annual membership. There are two ValleyBike Share stations within walking distance of 132 Northampton Road. One is at University Drive (6/10 mile) and one is at Town Hall (6/10 mile).

A bike shop for purchase or repairs (Hampshire Bicycle Exchange) is located on University Drive –8/10 of a mile from 132 Northampton Road. This shop buys, sells, trades, rents, and services bikes.

iii. Public Bus Service

The Pioneer Valley Transit Authority (PVRTA) maintains multiple routes serving the Amherst area. See <http://www.pvta.com> for detailed route maps and schedules. There are several bus stops located in proximity to 132 Northampton Road. Closest stops are located 4/10 of a mile from the site, with other stops located 6/10 of a mile. Riders can access neighboring towns, as well as amenities such as the Amherst Survival Center, the Cooley Dickinson Hospital. Buses run daily except on major holidays. Riders can pay by the ride or purchase a monthly bus pass for unlimited use during a 30-day period. Bus passes can be purchased at a discount at Big Y, located 6/10 mile from 132 Northampton Road.

iv. Transportation for Special Populations

Several additional transportation options are available in Amherst for seniors and for persons with disabilities, as summarized below:

- a. The Town of Amherst offers van service for seniors (60+ years) and persons of any age with a disability that prevents them from using typical bus services. See <https://www.amherstma.gov/577/Transportation>.
 - Cost is \$3 - \$4 per ride for seniors (depending upon distance). Payment can be cash or van tickets purchased from the Amherst Senior Center. There is an initial Registration – a person needs to prove they are 60 years or older.
 - Cost is \$3 - \$5 per ride for the accessible van service (depending upon distance). Persons need to provide 1-day notice.
 - For both seniors and persons with disabilities, vans can bring people to locations in Hampshire and Hampden Counties.
- b. PVRTA Paratransit vans
 - Door-to-door transportation for people aged 60 and older is available Monday through Friday, 8:30 am - 4:00 pm. To schedule trips, call 1-866-277-7741 or 413-739-7436 two to five days prior to the trip date. Van tickets

can be purchased at the Senior Center Mondays through Fridays, 8:00 am-4:00 pm.

- c. PVTA ADA Paratransit vans
 - ADA (Americans with Disabilities Act) Paratransit Service is for individuals with a disability (of all ages) that prevents them from using the accessible fixed route bus. ADA rides can be booked seven days a week and holidays between 8:00 am and 4:30 pm. If you require a Personal Care Attendant (PCA) that person rides for free. You may also bring one traveling companion who must have the same pickup and drop off location as the paratransit rider. A companion pays the same fare as the paratransit traveler. You must apply for ADA service and be determined eligible under the guidelines of the ADA.

v. **Other Transportation**

The RSC will be responsible for coordinating other transportation options for tenants. These may include tenants who do not have cars sharing rides with those who do. Coordinating community volunteers to provide rides. As persons can only access the Amherst Survival Center Food Pantry once a month, the RSC may coordinate a monthly ride to the Pantry for several tenants.

The RSC will help tenants access subsidies or reduced rates, as applicable, for bus and ValleyBike share passes.

The RSC is required to have a vehicle and license and will provide rides for residents as schedule permits.

D. Substance and Addiction Treatment

There are numerous providers of drug and alcohol treatment in the area. See attached: **HAMPSHIRE COUNTY: A GUIDE TO DRUG & ALCOHOL TREATMENT RESOURCES**. As listed, regional resources include: Recovery Programs, Detox Programs, Peer Support Programs, Recovery Helplines, Intensive Outpatient Treatment Programs, and Case Management.

- **Substance Abuse Counseling** is available through Valley Medical Group (Amherst), Community Support Options (Northampton) and ServiceNet (Northampton).
- **Western Mass Intergroup of Alcoholics Anonymous (AA)** has weekly AA meetings at Grace Church and Immanuel Church in Amherst.
- **New England Region of Narcotics Anonymous (NA) – Pioneer Valley /Western Mass**
There are weekly NA meeting available on Wednesdays, 6:00 PM, 1066 South East Street, Amherst.

- **Northampton Recovery Center** – Drop-In/Resource Center, Peer Counseling and support, an array of recovery groups and activities
- **Hampshire HOPE** will provide on-site training for tenants and staff in the use of Narcan. The organization works in partnership with the Amherst Police Department to respond to any over-dose, or drug-related issues. Upon referral from the Police Department, Hampshire HOPE provides recovery counselors and harm reduction counselors, as well as other resources to assist those in recovery.
- **The Massachusetts Tobacco-Free Community Partnership of Hampshire / Franklin County** coordinates tobacco cessation programs in our region. (See flyer attached.) They provide “train the trainer” sessions to persons working with populations who smoke. In this case, they would train the RSC in their Ask-Advise-Refer model. The RSC would then provide smoking cessation support and information to interested residents.
- **MA Substance Abuse Helpline:** 1-800-327-5050

E. Other Types of Services

- Amherst Survival Center provides free clothing and housewares, easy one-stop access to other community programs and resources (resource center) as well as activities, workshops, and events (community activities).
- *Medicaid funded Housing Support Services/Case Coordination* – Community Support Program for people experiencing Chronic Homelessness is currently available via ServiceNet and CSO, as well as future plans to provide these services via Eliot CHS; ACO Behavioral Partnerships can provide case coordination with access to flexible housing funds to promote housing stabilization; Home Care and Visiting Nurse Services to assist people in need of home visits to manage medical concerns.
- Stavros, 210 Old Farm Rd, Amherst, MA 01002 (support for persons with disabilities including personal assistance services, advocacy, resource development, case management).
- Amherst Senior Center / Amherst Council on Aging. The Amherst Senior Center is located walking distance from 132 Northampton Road, in the Bangs Center in downtown Amherst. The Center offers a wide range of programs for seniors, including congregate meals, brown bag groceries, health services, exercise and other classes, social events and trips, a computer lab, and free convalescent equipment loan and repair.
- Center for New Americans, Bangs Center, Amherst. The Center offers educations and resources for immigrants. All Center for New Americans Classes are FREE. The Center:

- Teaches English.
 - Provides support services.
 - Offers Citizenship & Immigration Services
- Community Legal Aid, 20 Hampton Ave., Northampton (support for low income & elders – benefits and employment, elder law, eviction prevention, immigration).
 - Franklin/Hampshire One Stop Employment Center Access Point, Forbes Library, 20 West Street, Northampton, MA (employment training, job readiness, placement).
 - The Literacy Project, 742 Main Street, Amherst (adult literacy, GED preparation, Transitions programs to college, vocational training and work).
 - Community Staffing, a Division of Community Enterprises, 518 Pleasant St, Suite 8, Northampton. (Temporary employment, case management, direct care and referrals to individuals with disabilities)
 - Safe Passage, 76 Carlon Drive, Northampton provides support for victims of domestic violence (hotline, counseling, shelter, specialized support for individuals with disabilities, and legal assistance)
 - A Positive Place, 2 Conz Street, Northampton provides services for persons who are HIV positive. They can meet clients A Positive Place offers services at the offices in downtown Northampton, and in homes, doctor's offices, hospitals and long term care facilities, cafes, and other personal and social spaces as needed to serve their diverse clientele.

PROGRAMS & SERVICES include:

- Medical and social case management
- Government benefits, health insurance, and drug reimbursement application and advocacy
- Housing search, support and subsidies; rental and utilities assistance
- HIV education, positive prevention, risk reduction
- Peer navigation, recovery support and coaching
- Crisis management
- Medical transportation and emergency food assistance
- Referral to treatment, legal, dental, counseling, and other resources

4. Staffing:

Resident Services Coordinator (RSC): The RSC will work from an on-site office at this project location between 4-5 days per week, an estimated 27.5 - 30 hours. On-site hours will

coordinate with “peak” service need times that Valley has documented at other properties based upon use of emergency services—primarily afternoon and early evening times. This position is responsible for overall coordination of services, including activities of the service partners, where appropriate. The RSC conducts initial tenant orientations, works with site staff, tenants and service providers to identify tenant service needs; provides information and referral to tenants; schedules community/service space; organizes resident community activities, educational activities, or support groups; and maintains statistics.

HMR, Property Manager: The assigned Property Manager from HMR will work from an on-site office an anticipated average of 20 hours per week and will have overall responsibility for all aspects of building operations including: marketing and lease-up, maintenance of the property, rent collection, tenant relations, supervision of maintenance staff, vendor management, and compliance with affordability restrictions.

Sufficiency of staffing has been a point of discussion during project planning. A few local comparisons of on-site service staff are provided below.

King Street	10 single person studio units Including 5 formerly homeless	None
The Maples	11 single rooms 11 formerly homeless	1 visit per week (1-2 hours) by SRO Outreach Worker
Go West	17 single person studio units	1 visit per week (1-2 hrs) by SRO Outreach Worker
The Lorraine	28 single person studio units	4 hours SRO Outreach Worker (2 hours on-site) per week
Earle Street	14 single person studio units	1 visit per week (1-2 hours) by SRO Outreach Worker
Sergeant House	31 single person studio units including 8 formerly homeless	Planned 1 day per week (.2 FTE) RSC
VOC Housing	78 single person units in 3 bldgs Including 12 formerly homeless	15 hrs / week RSC

5. Community Engagement & Community Integration

Several neighbors, as well as Amherst College students, have expressed interest in fostering integration between tenants at the proposed property and neighboring residents. Valley proposes that one of the first tasks for the RSC after lease-up will be to undertake a survey of new residents to determine their level and areas of interest.

Welcome Event

At the time that the building is first occupied, the RSC will work with neighbor contacts and Amherst College representatives to host a welcome event—i.e. potluck, bar-b-que, etc. This may take place at the new development, or elsewhere in the neighborhood.

On-Going Ways to Connect

Social Events: The Resident Services Coordinator will facilitate regular social events (perhaps quarterly)—i.e. coffee hour, pot-luck—that can bring neighbors together with tenants.

Jobs Board: A Jobs Board located at the property can be a place where neighbors or other community members post help needed (i.e. yard work, child care) that residents seeking extra work might be able to fulfill.

Shared gardening: If new residents want to establish gardens at the property and need advice or help, neighbors may have skills and labor to assist.

Tutorials / Classes: Depending upon tenant interest and neighbor skills, volunteers may offer tutorials or classes at the new property.

Mentoring: Tenants wanting to advance their education or careers might benefit from mentoring from community volunteers. A tenant studying for their GED, for example, could be paired with someone with teaching experience or an Amherst College student for help.

Transportation: Similar to the Council on Aging Ride Programs or Neighbor to Neighbor Ride Shares, tenants needing transportation may be assisted by neighbors. For example, a neighbor doing weekly shopping might provide a ride to a tenant who does not have a car.

Volunteerism

Amherst College student volunteers can be identified through campus groups and the Director of Student Activities. The RSC would serve as point person for community volunteers.

A sample volunteer brochure from an established supportive housing program is attached that provides an example of the range of volunteer activities that is possible.

6. Tenant Safety and Security

Valley's goal is for all residents at 132 Northampton Road to be and to feel safe and secure. Measures to ensure safety and security include:

- On-site RSC and Property Management Staff
- Each tenant will receive an orientation to the property at move-in including review of the House Rules
- Security cameras at entries, parking lot, site, and interior common areas
- Controlled building and unit entries (locked entry doors, intercom system with viewing screen in each tenant room, unit doors with peepholes)
- Site lighting (must also comply with Town Dark Sky requirements)
- Regular opportunities for contact between Amherst Campus Police, Amherst Town Police, and 132 residents coordinated by the RSC
- 24-hour call line to report any incidents or emergencies to property management

- Overnight guest policy that limits and controls non-tenants who might stay overnight at the property

It is noted that this property is located within the area routinely patrolled by Amherst Campus Police.

7. Physical Facilities in Support of Services:

Each tenant will have his / her private unit, including a kitchenette and bathroom. Tenants can host a private meeting with a clinician or service worker in their own units.

A common room will be available for small group activities, such as a coffee hour, pot-luck supper, training, or smoking cessation peer group. Postings for general tenant information will be placed in the common room, such as bus schedules, the Jobs Board, or other resource information. The RSC will maintain a scheduling calendar for organized uses of the common room. When no group activities are taking place, the common room will function as an informal place for tenants to spend time or socialize.

Two on-site offices are available for use by staff. The RSC will use an office adjacent to the Common Room as his / her home base during on-site hours. The office will provide confidential meeting space and locked files for secure records. A separate office on a different floor will be used by property management staff, who will also maintain locked records and security equipment at this location.

8. Evaluation:

Program success will be evaluated using a variety of methods. Use of services and participation in surveys shall be voluntary.

The general goal and objective of the support services plan is to assist tenants to (1) maintain stable housing; and (2) maximize self-sufficiency.

Homeless tenants moving to the property will be asked to complete an initial intake survey. These tenants will be asked to complete follow-up surveys every six months after move-in for a period up to 36 months.

Quantitative Outcome Objectives:

- Support services staff (Resident Services Coordinator) will conduct outreach and engagement to 100% of tenants who are formerly homeless and those who self-identify a need for services.
- 100% of tenants who have not paid rent on time or who have been formally notified of a lease violation will be referred to supportive services; 60% of those who engage in services will establish a written plan that remedies late payment of rent and/or lease violation; 80% of those who develop a plan will remain in housing for at least 90 days without being evicted.

- At least 85% of homeless tenants will maintain their tenancy for 12+ months after move-in
- 100% of homeless tenants will report improved sense of security and well-being since moving in to housing

DRAFT

Student Restrictions: HUD vs. LIHTC vs. HOME

Andrea Champine

US Housing Consultants receives numerous inquiries regarding student status and proper documentation of applicant/tenant files to ensure compliance. This article applies to properties with HUD Section 8, Low-Income Housing Tax Credit (LIHTC) and/or HOME funding. Confirming student status requirements are met is a critical piece in determining eligibility. Applying student rules based on funding can be challenging, especially when properties have multiple funding sources in which an applicant/tenant may need to meet separate student-related rules in order to qualify. Here are some guidelines that we hope will be helpful when determining eligibility for a household with a student(s).

Why are there student restrictions in affordable housing?

For LIHTC... The LIHTC student restrictions were primarily implemented to prevent dormitory and/or transient housing.

For HUD... The HUD student restrictions were primarily implemented for two reasons:

- To address incidents of children of wealthy parents receiving federal housing assistance; and
- To address incidents of college students obtaining federal housing assistance without their educational financial assistance counted as income for purposes of income eligibility for federal housing assistance.

For HOME... In 2013, HUD revised regulations governing the HOME program and decided that HOME funded properties should follow HUD's student restrictions.

What are the student restrictions?

For LIHTC... A household cannot be comprised of all full-time students (Kindergarten through 12th grade and institutions of higher education) unless they meet one of the following exceptions:

- A student receiving assistance under Title IV of the Social Security Act (TANF); or
- A student who was previously in the foster care program; or
- A student enrolled in a job training program receiving assistance under the Job Training Partnership Act or under other Federal, State or local laws; or
- The household is comprised of single parents and their children and such parents are not dependents of another individual and such children are not dependents of another individual other than a parent of such children. In the case of a single parent with children, the legislative history explains that none of the tenants (parent or children) can be a dependent of a third party; or
- The household contains a married couple entitled to file joint tax returns.

Note that for the LIHTC program, a student who is a full-time student for **any portion** of 5 months out of the current calendar year is considered a full-time student for the entire calendar year. The months do not need to be consecutive.

For HUD/HOME programs... A household is not eligible for occupancy if the household contains a full- or part-time student at an institution of higher education and all of the following statements are true for the student:

- Is under the age of 24;
- Is not a veteran of the United States military;
- Is unmarried (if married, the couple cannot live apart from each other);
- Does not have a dependent child who resides with the household member at least 50% of the time;
- Is not a person with disabilities receiving Section 8 assistance as of November 30, 2005;
- Is not otherwise individually eligible or has parents who (individually or jointly) are not income eligible to receive Section 8 assistance, unless the student can demonstrate his or her independence from his/her parents*.
- Is not residing with parents who are receiving or applying for Section 8 assistance.

To determine a student's independence from his or her parents, the owner/manager should use the following criteria:

- The individual must be of legal contract age under state law.
- The individual must have established a household separate from parents or legal guardians for at least one year prior to application for occupancy, or the individual must meet the U.S. Department of Education's definition of an independent student. Per definition, an independent student is:
 - At least 24;
 - Married;
 - A graduate or professional student;
 - A veteran;
 - A member of the armed forces;
 - An orphan;
 - A ward of the court;
 - Someone with legal dependents other than a spouse;
 - An emancipated minor; or
 - Someone who is homeless or at risk of being homeless.
- The individual must not be claimed as a dependent by parents or legal guardians pursuant to IRS regulations.
- The individual must obtain a certification of the amount of financial assistance that will be provided by parents, signed by the

individual providing the support. This certification is required even if no assistance will be provided.

Note that for HUD/HOME, current student status is determined; the 5-month rule does not apply (LIHTC only).

Since there are substantial differences in the student restrictions, it is important that property owners/managers are asking the right questions of applicants/tenants when there is layered funding to ensure proper eligibility guidelines are met.

If...	Is the HUD/HOME student rule triggered?	Is the LIHTC student rule triggered?
The student is aged 18-23	Yes	Yes, if all household members are full-time students
The household is comprised of all full-time students	Yes	Yes
The household is comprised of all part-time students	Yes	No
The household consists of all full-time high school students	No	Yes
The household consists of all recent high school graduates	No	Maybe (if full-time students for 5 months of the current calendar year)
The household consists of all recent college graduates	No	Maybe (if full-time students for 5 months of the current calendar year)

For properties with layered funding (both LIHTC and HUD Section 8 or HOME), both sets of student restrictions must be met.

Is Financial Assistance in Excess of Tuition and Required Fees considered income?

For LIHTC... If an applicant/tenant does not receive Section 8 assistance, all forms of student financial assistance are excluded from annual income. Financial assistance includes grants, scholarships, educational entitlements, work study programs, and financial aid packages. It doesn't matter whether the assistance is paid to the student or directly to the educational institution.

For HUD/HOME and for an LIHTC household who receives Section 8 assistance... Financial assistance in excess of tuition and other required fees and charges is included as income, except for students who are living with their parents who are applying for or receiving Section 8 assistance or if the student is over the age of 23 with dependent children.

Has your verification form been updated to include fees? In December 2015, HUD updated the definition of "tuition" to include "required fees and charges". Required fees include all fixed sum charges that are required for a large proportion of all students. Examples of required fees and charges include lab fees, athletic fees, student center fees, technology fees and fees specific to the student's major or program (i.e., nursing program).

Expenses associated with room and board, books, supplies, meal plans, transportation, parking and other non-fixed sum charges are **not** included in tuition.

At Annual Recertification...

- **For LIHTC**, if the entire household is comprised of full-time students and does not meet an exception to the student rule, the tenant household no longer qualifies for the unit and may be required to vacate the unit.
- **For HUD**, if the student rule is triggered and the household does not meet an exception to the student requirements, the household is no longer eligible to receive a subsidy. Therefore, termination of assistance is warranted.
- **For HOME**, if the student rule is triggered and the household does not meet an exception to the student requirements, please check with your HOME-monitoring participating jurisdiction. It is unclear how these situations should be handled since tenants in HOME units do not pay rent based on income; therefore, termination of assistance would not be applicable.

What about unborn children?

For LIHTC... An unborn child **IS** considered a household member when determining eligibility based on student status. Therefore, if a self-certification is provided that a household member is pregnant, the unborn child is not a student and the student rule is not triggered.

For HUD/HOME... An unborn child **IS NOT** considered a household member for the HUD/HOME programs when determining eligibility based on student status.

Examples:

For LIHTC

- Sally applies to XYZ Apartments, which is a Tax Credit property. She is applying for herself and is 18 years old. She indicates on her application that she is expecting a child, is a full-time student, and is not a dependent of someone else. Is Sally eligible for this property?
- **YES** - According to the IRS, an unborn child is a member of the household for both determining whether the household is income qualified and applying the student exception rules. Sally can be considered eligible for an apartment based on meeting one of the exceptions to the student rule.

For HUD/HOME

- Debbie applies to ABC Apartments, which is a HUD Section 8 property. She is applying for herself and is 23 years old. She indicates on her application that she is expecting a child and is a full-time student. Is Debbie eligible for this property?
- **NO**-- According to HUD regulations, any person applying for HUD Housing who is a full or part-time student, enrolled in an institution of higher education, who is expecting a child and doesn't meet one or more of the exceptions to the rule is not eligible to receive Section 8 assistance. The unborn child is only taken into consideration for purposes of establishing the student's income eligibility and appropriate unit size.

Due to the complexity of student rules, it is best practice to ensure all required information specific to funding source(s) is captured on third party verification forms. Having the right student questions answered is the key to determining both initial and continued eligibility.

About the author



Author's recent posts

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Latest Blogs

On August 21, 2019, HUD published a set of proposed rules in the Federal Register "Notice of Demonstration To Assess the National Standards for the Physical Inspection of Real Estate and Associated Protocols" 24 CFR Parts 5 and 200; [Docket No. FR-6...

On August 20, 2019, HUD released the first of the new NSPIRE protocols which will be expected to become active once the pilot/demonstration program has concluded. This is a first look at what deficiencies will look like under NSPIRE, the inspection ...

July 8, 2019 HUD's Office of Multifamily Housing Asset Management and Oversight released a memorandum reiterating the rules surrounding notice prior to entering resident's units, availability of documentation for residents to review, and clarificati...

The House Financial Services Committee passed a bill - the Safe Housing for Families Act of 2019 (H.R. 1690), and it will likely move forward to a full vote in the near future. The bill provides \$300 million over three years to fund the installation...

Enter your text here ...HUD REAC Released a PowerPoint document (Click here) in an email to REAC Inspectors. This presentation is intended to provide clarify to sometimes subjective interpretations of what is considered to be "Non-Industry Standard"...

Resident Services Coordinator – 132 Northampton Road, Amherst

Position Summary:

The primary responsibility of the Resident Service Coordinator is to coordinate support services, initiate referrals and advocate for tenants. Assist formerly homeless tenants to maintain a successful tenancy and maximize self-sufficiency.

Position Responsibilities:

- Provide orientation for all tenants at move-in;
- Implement voluntary surveys and collect data;
- Conduct individual assessments of tenant needs including financial resources, safety, legal, mental health, substance abuse, employment, health care and housekeeping;
- Coordinate support services, initiate referrals, provide advocacy. Assist tenants in applying for services.
- Develop partnerships with internal and external service providers to ensure comprehensive and seamless service delivery;
- Plan and facilitate workshops and group activities for tenants;
- Offer support, to the extent demand exists from tenants, for smoking cessation efforts in coordination with the Hampshire-Franklin Tobacco-Free Community Partnership;
- Plan and facilitate social activities within the property to foster a sense of community;
- Plan and facilitate social integration activities / events to foster connection between tenants and the larger community, including neighbors and Amherst College.
- Serve as public safety liaison with Amherst Police and Amherst College Police;
- Collect and share information on available services and resources;
- Assist and / or mediate conflicts between tenants;
- Maintain Jobs Board in the Community Room (receive listings for help wanted; post listings; clear old listings)
- Coordinate transportation options: Post current bus schedules in Common Room. Organize shared rides. Help eligible tenants access public transport options, such as the PVPA van service and Amherst COA van service. Provide rides as schedule permits.
- As needed, convene and support meetings of service providers offering services to tenants at 132 Northampton Road to address client issues, on-site coordination issues, or additional resources needed for tenants

Position Requirements:

- 4-year degree, preferably in Social Work or Social Services
- Experience working with low income, at-risk populations
- Able to effectively organize and prioritize
- Able to effectively communicate
- Valid Driver's License and vehicle

- CORI clearance
- Bi-lingual (English/Spanish) preferred

Location and Hours:

This is an on-site position at 132 Northampton Road in Amherst. Coordinator will ensure 27.5-30 hours of on-site service coordination during afternoon and early evening hours.

**Memorandum of Understanding between Valley Community Development Corporation (Valley) and
the Massachusetts Department of Mental Health (DMH)**

Valley and DMH propose to collaborate to provide supportive services to a variety of homeless and extremely low income individuals who are clients of DMH and may be housed at the proposed Amherst Supportive Housing Studio Apartments to be located at 132 Northampton Road, Amherst, the purpose of which is to keep individuals permanently housed.

Period: This MOU will be in effect from six months before initial occupancy (expected no sooner than October 2021) and then moving forward during occupancy.

Services To Be Provided: DMH provides clinical case management services, Adult Clinical Community Services (ACCS) or both to individuals who meet clinical criteria for serious and long term mental illness and deemed eligible for DMH support services. Additionally, it determines need/availability of medical entitlements and other services including Mass Rehabilitation Services or to other local agencies. It is planned that two units at Sergeant House will be targeted to individuals with a mental health disability.

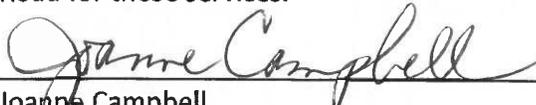
DMH's responsibilities are to:

- Assign a DMH case manager to develop a plan for services for each tenant, enabling them to live safely in the apartment
- Provide each tenant who lives at Sergeant House with flexibly intensive case management hours based on the individualized Support Services Plan (daily, weekly, monthly levels of services)
- Provide emergency assistance and on-site counseling for tenants
- Assess/refer tenants to the ACCS services through its vendor, ServiceNet, Inc. The goals of ACCS interventions are to:
 - Allow for the self-management of psychiatric symptoms in the community;
 - Restore or maintain independent living in the community;
 - Restore or maintain daily living skills;
 - Promote wellness and the management of medical conditions; and
 - Assist clients to restore or maintain and utilize the skills necessary to undertake employment.

Each tenant has access to an on-call system via telephone to a DMH/ServiceNet staff 24- hours a day, seven days a week. This safety system is backed up by ServiceNet's, 24 hour on-call system.

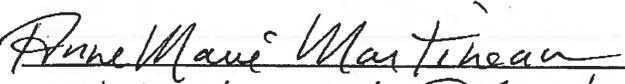
DMH staff will also refer potential tenants to the new housing who will come with a range of supportive services appropriate for the individual either provided by or assembled by DMH.

DMH will be solely responsible for determining eligibility of each individual residing at 132 Northampton Road for these services.



Joanne Campbell
Executive Director
Valley Community Development Corporation

2-21-19
Date



Anne Marie Martineau
Hampshire Site Director
Department of Mental Health

2/20/19



Memorandum of Understanding between Valley Community Development Corporation (Valley) and Eliot Community Human Services (Eliot)

Valley and Eliot CHS, through Eliot CHS Homeless Services, propose to collaborate to provide supportive services to a variety of homeless and extremely low income individuals who may be housed at the proposed Amherst Supportive Housing Studio Apartments to be located at 132 Northampton Road, Amherst, the purpose of which is to keep individuals permanently housed.

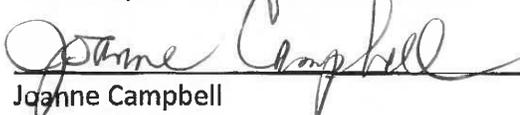
Period: This MOU will be in effect from six months before initial occupancy (expected no sooner than October 2021) and then moving forward during occupancy.

Services To Be Provided: Eliot CHS Homeless Services will provide its typical services which include the federal and state funded Project for Assistance in Transition from Homelessness (PATH) which provides services to individuals with serious mental health illnesses, as well as those with co-occurring substance use disorders, who are homeless or at risk of becoming homeless. Eliot outreach clinicians and/or Engagement Counselors will provide support services directly to homeless individuals residing in emergency shelter or on the streets. These services include:

- Mental health assessment
- Counseling
- Advocacy
- Benefit assistance
- Services referral
- Housing assistance

Eliot CHS Homeless Services staff will also refer potential tenants to the new housing who will come with a range of supportive services appropriate for the individual either provided by or assembled by Eliot CHS-PATH Western MA Team.

Eliot CHS PATH Team will be solely responsible for determining eligibility of each individual residing at 132 Northampton Road for these services.



Joanne Campbell
Executive Director
Valley Community Development Corporation

1/31/19
Date



Director of Homeless/Outreach Services
Eliot Community Human Services

1/31/2019

**Memorandum of Understanding between Valley Community Development Corporation (Valley)
and
Amherst Community Connections (ACC)**

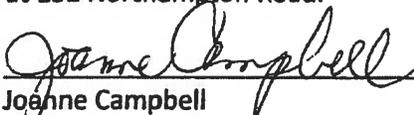
Valley and ACC propose to collaborate to provide supportive services to a variety of homeless and extremely low income individuals who may be housed at the proposed Amherst Supportive Housing Studio Apartments to be located at 132 Northampton Road, Amherst, the purpose of which is to keep individuals permanently housed.

Period: This MOU will be in effect from six months before initial occupancy (expected no sooner than October 2021) and then moving forward during occupancy. - Either party can terminate the MOU agreement with a 60-day notice. Valley and ACC are to make a joint press release to the public about the MOU once it is signed by both parties.

Services To Be Provided: ACC will provides its typical services which include the services of the One-Stop Resource Center located in downtown Amherst. The purpose of ACC's One-Stop Resource Center is to provide a comprehensive and consistent range of assistance daily, year-round, both on-site and in the community including street outreach to individuals who are homeless or at risk of becoming of homeless. ACC will also provide assistance by phone/text message, email and home visits.

ACC believes that stabilization of households' circumstances begins by ensuring that their vital needs (shelter, nourishment, health care, emergency assistance) are met in a timely and effective manner. Progress to greater self-sufficiency is supported over the long term through a trauma-informed, individualized service plan to meet housing, employment, health and educational goals. Specific services include assisting participants with the MassHealth application, connecting them with local medical, and mental health providers in the community, and extending Planet Fitness gym passes to participants. ACC's services also include assistance with sealing CORI records if appropriate as well as financial assistance to those individuals who have lost their legal documents (ID, birth certificate, SS card) which they need for housing and other services.

ACC will be solely responsible for determining eligibility and type of service for each individual residing at 132 Northampton Road.

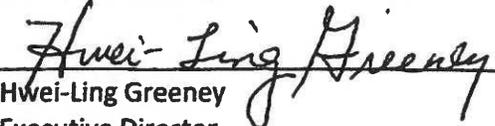


Joanne Campbell

Executive Director

Valley Community Development Corporation

1/31/19
Date



Hwei-Ling Greeney

Executive Director

Amherst Community Connections

2/6/2019
Date

**Memorandum of Understanding between Valley Community Development Corporation
(Valley) and Local Veteran Service Officers/Amherst (VSO)**

Valley and VSO propose to collaborate to support veterans who may be housed at the proposed Amherst Supportive Housing Studio Apartments to be located at 132 Northampton Road, Amherst.

Period: This MOU will be in effect from six months before initial occupancy (expected no sooner than October 2021) and then moving forward during occupancy assuming VSO services continue to be funded by the Commonwealth of Massachusetts.

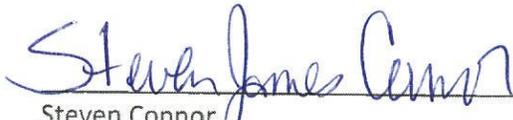
Services To Be Provided: VSO will provides its typical services which include assisting veterans access the benefits they have earned including cash assistance for medical expenses; and cash assistance if the veteran is underemployed or unemployed or if the veteran is over age 65 or disabled and on a fixed income. VSO will be solely responsible for determining eligibility of each veteran residing at 132 Northampton Road for these services.



Joanne Campbell
Executive Director
Valley Community Development Corporation

1/25/19

Date



Steven Connor
Veteran Service Officer

2/19/2019

Date



TOWN OF
AMHERST
MASSACHUSETTS

Amherst Health Department
70 Boltwood Walk
Amherst, MA 01002
(413) 259-3077

Health Department
Town of Amherst
70 Boltwood Walk
Amherst, MA 01002

January 7, 2020

Dear Ms. Baker,

I am writing to confirm that the Amherst Health Department is willing and able to provide certain on-site health related services at your proposed studio apartment development, to be located at 132 Northampton Road in Amherst.

We can provide the following on-site services at no cost to tenants:

- Flu Shots
- Health and Nutrition Information
- Information and Referral related to Health Services
- Information and Referral for Health Insurance

We would also be glad to help arrange training for tenants and staff on the use of Narcan to prevent drug overdoses through Hampshire HOPE or another local program.

Yours truly,

Julie Federman
Public Health Director



HAMPSHIRE COUNTY A GUIDE TO DRUG & ALCOHOL TREATMENT RESOURCES

OUTPATIENT COMMUNITY BEHAVIORAL HEALTH CLINICS

**Clinical & Support Options
(CSO): Licensed Behavioral
Health & Substance Abuse Clinic**
8 Atwood Drive, Suite 201
Northampton, MA 01060
(413) 582-0471 www.csoinc.org
Walk-In Hours: M-F: 8:30AM—4:30PM

ServiceNet, Inc.
**Licensed Behavioral Health
& Substance Abuse Clinic**
129 King Street, Northampton, 01060
(413) 585-1300 www.servicenet.org

**Center for Human
Development, Inc.**
179 Northampton Street
Easthampton, MA 01027 (844) 243-
4357 www.chd.org

The Carson Center
96 South Street
Ware, MA 01082
413-967-6241
<http://www.carsoncenter.org/>

YOUTH SERVICES

**MA Dept. of Public Health Sub-
stance Abuse Services: Central
Intake & Care Coordination**
Free, confidential information and
referral for youth substance abuse
and residential programs
(617) 661-3991; (866) 705-2807
TTY: (617) 661-9051 mass.gov

Phoenix House
Outpatient & Residential Services
15 Mulberry St., Springfield, MA 01105
(413) 739-2440 Ext. 6274
www.phoenixhouse.org

Motivating Youth Recovery (MYR)
(508) 860-1244; TTY: (508) 860-5641
communityhealthlink.org

**The CASTLE (Clean & Sober
Teens Living Empowered)**
(508) 638-6000 castlekids.org

**Springfield Recovery High
School**
334 Franklin Street, MA, 01104
(413) 750-2484; TTY: (413) 750-2660
[sps.springfield.ma.us/schoolsites/
recovery](http://sps.springfield.ma.us/schoolsites/recovery)

DETOX PROGRAMS

**McGee Unit of Berkshire
Medical Center**
725 North Street, Pittsfield, MA 01201
(413) 442-1400
berkshirehealthsystems.org/mcgee

Carlson Recovery Center
471 Chestnut Street Springfield, MA
01107 / (413) 733-1431; TTY: (413)
732-4045 [bhninc.org/content/
carlson-recovery-center](http://bhninc.org/content/carlson-recovery-center)

Providence Detox
1233 Main Street, Holyoke, MA 01040
(413) 536-5111 www.mercycares.com
Clinical Assessment: (800) 274-7724

Adcare Detox
107 Lincoln Street,
Worcester, MA 01605 /
(800) 345-3552 www.adcare.com

Community Healthlink
72 Jacques Ave, Worcester, MA
01610 / (508) 860-1000
communityhealthlink.org

Spectrum Acute Treatment
154 Oat Street, Westborough, MA
01581 / (800) 366-7732
spectrumhealthsystems.org

Brattleboro Retreat
1 Anna Marsh Lane, Brattleboro, VT
05302 / (802) 258-3700
brattlebororetreat.org

RESOURCES & OUTREACH

Hampshire HOPE
www.HampshireHOPE.org
Cherry Sullivan
(413) 587-1219

**Opioid Task Force, Franklin
County & North Quabbin Region**
101 Munson Street, Greenfield,
01301 / Marisa Hebble:
opioidtaskforce@gmail.com
(413) 834-3161
www.opioidtaskforce.org

**Office of Northwestern District
Attorney**
Lynn Ferro: (413) 586-9225
northwesternnda.org

RESIDENTIAL RECOVERY PROGRAMS

**Beacon House for Men,
ServiceNet**
57 Beacon Street, Greenfield, 01301
(413) 773-1706; TTY: (413) 773-3274
www.servicenet.org

**Beacon House
for Women, ServiceNet**
53 Beacon Street, Greenfield, 01301
(413) 773-1705; TTY: (413) 773-3171
www.servicenet.org

**Watershed Recovery Home
(Women)**
148 Montague City Road
Greenfield, MA 01301
(413) 512-5018 www.chd.org

Grace House
1143 West St. Northampton MA 01060
(413) 586-8212
[http://chd.org/adult-services/addiction-
recovery-services/grace-house/](http://chd.org/adult-services/addiction-recovery-services/grace-house/)

Gandara Recovery (Women)
507 Appleton Street, Holyoke, 01040
(413) 540-9881 gandaracenter.org

Gandara Hairston House (Men)
25 Graves Ave, Northampton, 01060
(413) 585-8390 gandaracenter.org

12-STEP SUPPORT PROGRAMS

Alcoholics Anonymous (AA) Western MA

List of AA groups:
westernmassaa.org
24-hour help line: (413) 532-2111
Spanish only: (413) 734-7500

Narcotics Anonymous

List of NA groups: newenglandna.org
Informational line: (866) 624-3578

NARCAN TRAINING & DISTRIBUTION

Narcan is available at **Walgreens and
CVS** pharmacies *without prescription*
Training is available at:

Tapestry Health, Northampton
16 Center Street, Suite 415, 01060
(413) 586-0310 tapestryhealth.org

Holyoke Needle Exchange
15A Main St.
Holyoke, MA 01040
(413) 315-3732 ext. 1

NARCAN training video -
[northwesternnda.org/nasal-narcan-
training-2014](http://northwesternnda.org/nasal-narcan-training-2014)



HAMPSHIRE COUNTY A GUIDE TO DRUG & ALCOHOL TREATMENT RESOURCES

PEER RECOVERY & SUPPORT

CSO Peer Support Services

Behavior Health & Substance Abuse Clinic
8 Atwood Drive, Suite 201
Northampton, MA 01060
(413) 582-0471 www.csoinc.org

RECOVER Project

68 Federal Street
Greenfield, MA 01301
(413) 774-5489
<http://recoverproject.org/>

Learn to Cope

Peer-led support network for families & Narcan training
www.learn2cope.org
Marcy Julian, Western MA Manager
c: (508) 404-3539
email: mjulian@learn2cope.org

Western MA Parents Support Group

Sisters of Providence
Behavioral Health Hospital
1233 Main Street, Holyoke, MA 01040
(413) 246-0677; (413) 534-7237
Wednesdays: 6:30—8:30PM

RECOVERY HELPLINES

Clinical and Support Options

Technological counseling support
(413) 773-1314 csoinc.org/recovery

Western MA Peer Support Line

Open Friday-Monday, 8PM—Midnight
(888) 407-4515

Narcotics Anonymous

Phone meetings & resource list
www.naphone.org

MOM Program

Methadone pregnancy information
methadonesupport.org/pregnancy.html

MA Information & Education

(800) 327-5050; TTY: (888) 448-8321
M-F: 8AM—10PM,
Sat/Sun: 9AM—5PM
Interpreter services available
www.helpline-online.com

CRISIS SERVICES

Clinical & Support Options

Crisis Services

29 N. Main Street, Florence, MA
01062

(413) 586-5555; (800) 322-0424

*If you need immediate support and assistance, call Crisis Services
*Accepts all insurances and uninsured
*24-hour support

Central Intake for Youth & Pregnant Women

Institute for Health & Recovery

(866) 705-2807

*Pregnant women seeking substance abuse treatment have priority access to care options in MA

**CALL 9-1-1 IF THERE ARE SYMPTOMS OF AN OVERDOSE
DO RESCUE BREATHING IF BREATHING IS SLOWED OR STOPPED**

INTENSIVE OUTPATIENT TREATMENT PROGRAMS

CSO Intensive Outpatient Program

8 Atwood Drive, Northampton, MA
01060 / (413) 582-0471
www.csoinc.org

Baystate Franklin Medical Center: Partial Hospitalization Program

164 High Street, Greenfield, MA
01301 / (413) 773-4444
www.baystatehealth.com

Holyoke Medical Center: Center for Behavioral Health

575 Beech Street, Holyoke, MA
01040 (413) 534-2500
www.holyokehealth.com

Providence Behavioral Health Hospital: Outpatient Dept.

1233 Main Street, Holyoke, MA
01040(413) 536-5111
www.mercycares.com

Griswold Behavioral Health Center

40 Wright Street, Palmer, MA 01069
413-283-1178
www.baystatewinghospital.org

AdCare Hospital

117 Park Ave.
West Springfield
413-209-3124
<http://800alcohol.com/west-springfield-outpatient-care/>

MEDICATION ASSISTED TREATMENT

Clean Slate Suboxone Treatment

Locations: Greenfield, Holyoke,
Pittsfield, Springfield, Ware,
West Springfield
(800) 639-7827
cleanslatecenters.com

Community Substance Abuse Center Methadone Clinic

Greenfield: (413) 774-3321
177 Shelburne Road, MA 01301
Northampton: (413) 584-2404
297 Pleasant Street, MA 01060
www.csachelp.com

OnCall Urgent Care Center

Northampton: (877) 489-0915
6 Hatfield Street, MA 01060

Trailside Health

111 Bridge Street,
Shelburne Falls, MA 01370
Office: (413) 625-6240
Urgent: (866) 305-6588

Valley Medical Group

Amherst: (413) 256-8561
31 Hall Drive, MA 01002
Easthampton: (413) 529-9300
238 Northampton Street, MA 01027
Greenfield: (413) 774-6301
329 Conway Street, MA 01301
Northampton: (413) 586-8400
70 Main Street, Florence, MA 01062

CASE MANAGEMENT

Community Support Program (CSP)

8 Atwood Drive, Suite 201
Northampton, MA 01060
(413) 582-0471 www.csoinc.org
*Pregnant women in recovery, those on

Last Updated: November 12, 2015

Creating a Tobacco-Free Community

Massachusetts Tobacco-Free Community Partnerships

What are Tobacco-Free Community Partnerships (TFCPs)?



Tobacco-Free Community Partnerships support communities' efforts to:

- Help people quit using tobacco/nicotine
- Prevent youth from starting to use tobacco/nicotine
- Protect everyone from secondhand smoke

Funded by the Massachusetts Tobacco Cessation and Prevention program, a Community Partnership in your region can provide **free** resources to your community.

How do Tobacco-Free Community Partnerships work?



By educating local groups and the broader community on tobacco issues and how to take action.

- Inform parents, educators, and other concerned adults about the tobacco industry's effort to target our kids, and expose the industry's latest tactics
- Educate about new and emerging tobacco/nicotine products such as e-cigarettes and other vaping devices
- Provide information about the dangers of secondhand smoke and the benefits of smoke-free housing



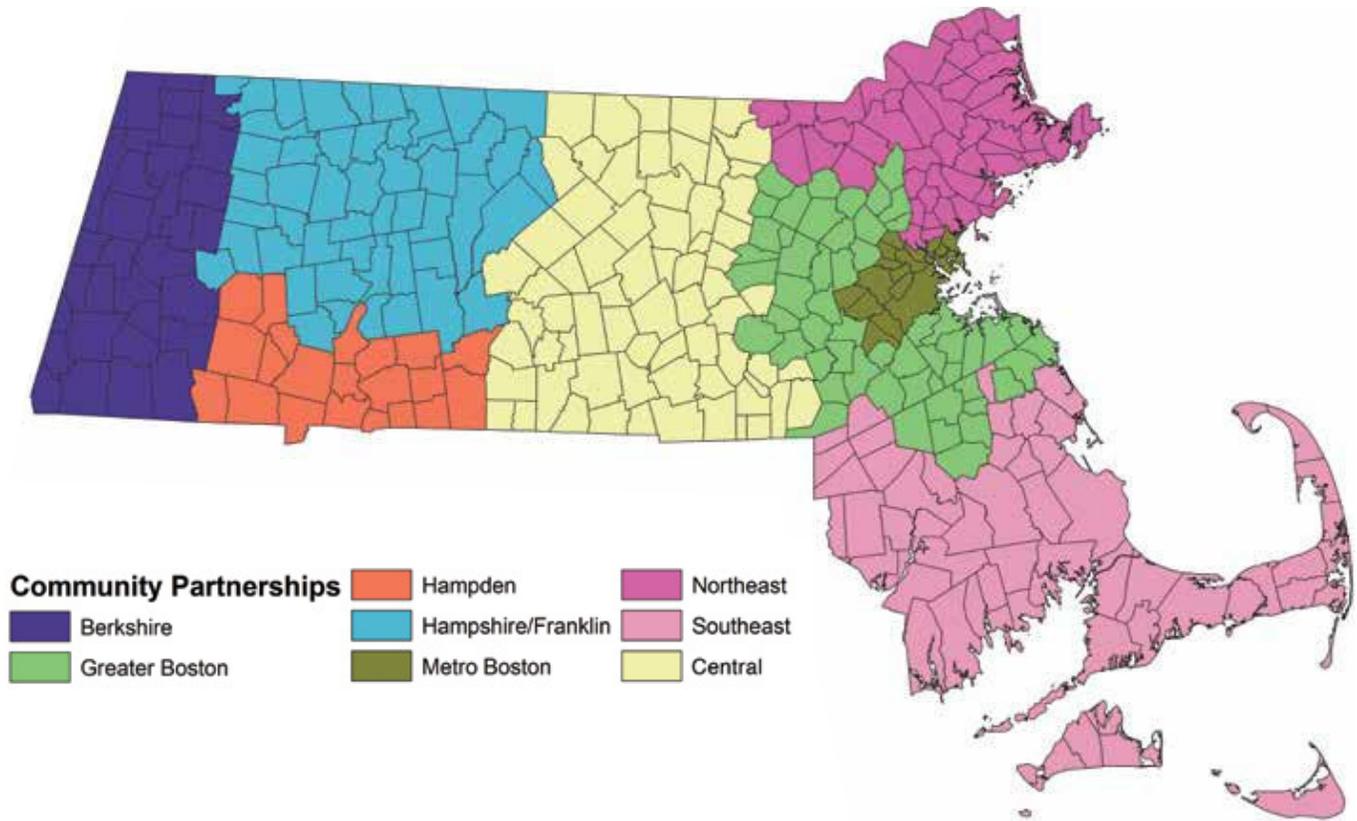
By serving as a resource for local coalitions, health and human service agencies, municipalities, workplaces, school systems, and housing developments that want to address tobacco issues.

- Provide resources to prevent youth from using tobacco and nicotine delivery products like e-cigarettes
- Connect to community resources for quitting smoking
- Provide resources to make a home smoke-free
- Support people interested in changing municipal policies about tobacco, and mobilizing community support

What can my TFCP do for my school or organization?

Contact your local Tobacco-Free Community Partnership for presentations and talks with adult groups, resources of all kinds, and connections to other members in your community who care about preventing youth tobacco and nicotine use.

Massachusetts Tobacco Cessation and Prevention Program (MTCP): Community Partnerships



Area	Group	Contact Email
MetroWest and SouthShore area	Greater Boston Tobacco-Free Community Partnership	Mary Cole mcole@baystateecs.org
Berkshire Area	Berkshire County Tobacco-Free Community Partnership	Joyce Brewer jbrewer@berkshireahec.org
Hampden County	Hampden County Tobacco-Free Community Partnership	Sara Moriarty smoriarty@gandaracenter.org
NorthShore Area	Northeast Tobacco-Free Community Partnership	Ashley Hall ashley.hall@glfhc.org
Northampton Area	Hampshire-Franklin Tobacco-Free Community Partnership	Melinda Calianos mcalianos@collaborative.org
Boston Area	Metro Boston Tobacco-Free Community Partnership	Edgar Duran Elmudesi eduran@hria.org
New Bedford and Fall River Area, Cape Cod and the Islands	Southeast Tobacco-Free Community Partnership	Morissa Vital mvital@sevenhills.org
Central Mass Area	Central Mass Tobacco-Free Community Partnership	Tina Grosowsky Tina.grosowsky@umassmed.edu



Make smoking history.

COMMONWEALTH LAND TRUST (CLT) is a 501(c)(3) non-profit corporation based in Roxbury (Boston), Massachusetts. CLT has a 25 year track record of affordable housing and supportive services provision in the Greater Boston Area. We have more than 350 units in our portfolio which, combined, house more than 650 of our state's most vulnerable individuals and families, and provide services that will end the cycle of homelessness by ensuring that our residents stay housed.

CLT also provides social services for our formerly homeless/chronically homeless clients struggling with addictions, HIV/AIDS, mental illness and/or other disabilities. Our social services coordinators maintain offices in all of our SRO buildings and live-in staff members provide support outside of regular business hours.

VOLUNTEER/INTERN PROGRAM
(continued)

HEALTH & RECREATION

- Game nights
- Movie nights
- Book clubs
- Resident walking or running club
- Free yoga instruction
- Meditation & stress relief
- Health & nutrition classes
- Substance abuse/relapse prevention
- Support groups

FINANCE

- Administrative support for accounts payable and accounts receivable staff
- Supplies & materials cost-comparison research

OTHER

- What inspires you?
- What special talents might you have to offer?

As long as you are sincere, have a positive attitude and want to help, we'll work with you to find a role you'll enjoy and learn from.

TO APPLY:

send resume/statement of interest to mobrien@commonwealthlandtrust.org

Preserving Neighborhoods

COMMONWEALTHLAND TRUST

Preventing Homelessness





VOLUNTEER/INTERN PROGRAM

Our volunteers and interns assist us in many different areas, including: administration, supportive housing management, finance, social services, fine arts and music, health and recreation, technology and maintenance. Our volunteers are a constant inspiration to the work that we do. See the next few panels for a more detailed description of our volunteer/intern activities.

ADMINISTRATION

- Basic office support (filing, copying, faxing, scanning, reception, data entry, renewing advertising, etc.)
- Advanced office support (policy research, board recruitment, organizing archives, donations requests and grant writing, vendor bidding, resident surveys)
- Updating contacts database
- Volunteer recruiting
- Advertising & marketing
- Event planning

SUPPORTIVE HOUSING MANAGEMENT

- Giving tours to prospective residents
- Helping applicants fill out paperwork
- Completing application, move-in documentation
- Fielding basic resident concerns
- Collecting demographic data
- Developing better systems, procedures
- Revision, translation of forms

SOCIAL SERVICES

- Help coordinate resident activities (arrange for or lead activities such as crafts, cooking classes, music, reading clubs, yoga, etc.)
- Identify area resources for residents such as financial assistance, food stamps, mental health counseling, furniture, clothing, soup kitchens, community centers, and free events
- Revision & translation of forms

FINE ARTS & MUSIC

- Advertising, marketing design
- Murals
- Interior/exterior large-scale beautification projects
- Forming or leading band, & group performances
- Free instruction, classes for residents & adults and children

TECHNOLOGY

- Website design, redesign
- Implement organizational "wiki"
- Database development, programming
- Computer upgrades, maintenance
- Free instruction, classes for residents - adults and children



DRAFT Supportive Services Budget

132 Northampton Road, Amherst

		<u>Services to be Delivered</u>		<u>Source of Funding for Services</u>		
Services Provided By	Estimated Level of Service at 132 Northampton Rd	Cost of Services at 132 Northampton Rd	Included in Operating Budget	Project Operating Budget*	Off Budget Other State & Fed. & Local Sources	
			MRVP Service Funds			
Resident Services Coordinator	.75 FTE hrs / wk)	\$45,000	\$15,000	\$30,000		
Department of Mental Health Case Workers* (est service cost for 2 DMH clients)	2 clients @ \$61.08 per person/ per day	\$44,588			\$44,588	
Elliot Services / Service Net PATH Services (case coord, short-term counseling, Crisis Intervention)	4.5 hrs / week per client avg. 6 clients for 6 mos Total = 702 hrs. / year	\$20,000			\$20,000	
Veterans Services Client Services	Est. 4 clients per year	\$3,373			\$3,373	
Veterans Services Direct Cash Benefits	Est. 4 clients per year	\$29,136			\$29,136	
Amherst Community Connections	Est. 6 clients per year @ 3 hrs/ wk @ \$25 / hr	\$23,400				
Amherst Health Department	On-Site Flu Shots Health Info and Referral	\$500 \$500			\$500 \$500	
Totals		\$166,497	\$15,000	\$30,000		\$98,097

* Including draws from Capitalized Services Reserve

* DMH Case Workers for 2 FCF units. Cost is paid by DMH and services are typically outsourced to an area mental health agency, such as Service Net.