



HELPING PEOPLE.CHANGING LIVES.

SPRINGFIELD PARTNERS
for Community Action

Directory of Programs and Services

Springfield Partners for Community Action

721 State St., Springfield, MA 01109
413-263-6500

www.springfieldpartnersinc.com
<http://springfieldpartners.blogspot.com>

About Us

***Springfield Partners:
Helping People. Changing Lives.***

Springfield Partners helps families break the cycle of poverty.

We help people obtain assets, like a home, a business or a college education.

Maintaining assets is important, too, so we offer home weatherization, foreclosure prevention, and scholarships.

We also help people make ends meet by facilitating access to health insurance, health care, affordable childcare, food stamps, income tax filing assistance and many more basic needs.

If you need help, we'll provide it or to point you to someone who does.

Call us at 413-263-6500.

Our mission is to empower people in need to attain self-sufficiency and economic stability.

Springfield Partners for Community Action is the federally designated Community Action Agency (CAA) for the greater Springfield area, serving about 11,000 low-income people annually.

Established in 1964 under the Economic Opportunity Act, Springfield Partners is a 501(c)(3) non-profit, SOMWBA-certified enterprise. The agency has 47 years of experience providing services and advocacy to alleviate the conditions of poverty for area residents.

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Federal Poverty Guidelines

2011 HHS Poverty Guidelines				
Persons in Family	48 Contiguous States and D.C.	125%	200%	250%
1	\$10,890		\$21,780	
2	14,710		29,420	
3	18,530		37,060	
4	22,350		44,700	
5	26,170		52,340	
6	29,990		59,980	
7	33,810		67,620	
8	37,630		75,260	
For each additional person, add	3,820			

New Beginnings Childcare Center

Quality care provides a foundation for a child's future achievements in school and in life. We operate a fully licensed, year-round center with a full curriculum that is designed to work in partnership with parents.

New Beginnings accepts children ages one month to five years.

Eligibility:

Services are open to all Springfield families.

- **Private pay:**
 - Preschoolers, \$167 per week
 - Toddlers, \$216 per week
 - Infants, \$228 per week
- **Subsidized Slots:** Parent must work 30 hours per week or attend school. Children must be 15 months or older.
- **Vouchers:** Department of Transitional Assistance (DTA) and New England Farm Workers Council (NEFWC) approval

Documents:

- ✓ Verification of income
- ✓ Updated physical and immunizations record
- ✓ Current lead test
- ✓ Proof of address
- ✓ Social Security
- ✓ Birth Records

Service Area:

Springfield residents

Contact:

Julia Vergara 413-263-6500 x6520

Latesha Jackson-Simpson 413-263-6500 x6521

Telephone Reassurance

Springfield Partners provides senior citizens with a sense of independence through our Telephone Reassurance program. Staff makes a daily phone call to seniors and residents with physical disabilities or long-term illnesses.

Bilingual callers offer access to community resources, medication or appointment reminders, and a friendly, caring voice.

Eligibility:

- ✓ 125% of the Federal Poverty Income Guidelines (*see Page 4*)
- ✓ People of any age living with physical or medical challenges
- ✓ Elderly residents living alone

Documents:

- ✓ Proof of income
- ✓ Proof of residency

Service Area:

Springfield residents

Contact:

Elsa Dones 413-263-6500 x6257

Weatherization

Weatherization can help keep homes warm (or cool), more energy efficient, and cut utility costs. We do this by weather-stripping doors and windows, insulating hot water tanks, attics and walls, and providing a heating system analysis. The average savings to a family's heating and cooling budget is approximately \$400 per year. Priority is given to families with elderly residents or children under the age of six.

Eligibility: At or below 200% Federal Poverty Income Guidelines

Documents:

- ✓ Current Photo ID
- ✓ Proof of Address
- ✓ Social Security numbers & birthdates for all household members
- ✓ Proof of Income for all household members
- ✓ Gas & Electric bills (and name of dealer if oil/kerosene/propane)
- ✓ Renters should bring the tenant/landlord information sheet
- ✓ Renters receiving a subsidy must bring a copy of the recertification housing sheet or letter from the housing authority.

You will also need to bring the following income documentation (as applicable):

- ✓ Wages (4 most recent pay stubs)
- ✓ Welfare, Social Security, SSI, VA, Workers' Comp, Pensions (copy of most recent document of proof)
- ✓ Unemployment (copy of Division of Unemployment Assistance claim record)
- ✓ Alimony/Child Support (copy of checks, divorce decree, court order, Department Of Revenue print out)
- ✓ Bank Interest, Dividends (statement from bank, copies of checks, tax forms)
- ✓ Rental Income (mortgage interest, property tax, water/sewer, insurance, proof of rent received)
- ✓ Self Employment (copy of Federal Tax Return from previous year)

Service Area: Hampden County

Low-Income Taxpayer Clinic (LITC)

The clinic is designed to help people with back taxes or long-standing IRS issues by providing educational workshops and confidential, one-on-one counseling. Taxpayers with limited English proficiency can get assistance in their native language.

Eligibility:

Income at or below 250% of Federal Income Poverty Guidelines

Documents:

Letter from the IRS (Internal Revenue Service)

Service Area:

Hampden, Hampshire, Franklin and Berkshire counties (Western Massachusetts)

Contact:

Martin O'Connor 413-263-6500 x6566

Volunteer Income Tax Assistance (VITA)

VITA provides free income tax filing for low-to moderate-income taxpayers. IRS-trained volunteers help clients get maximum returns in minimal time, by ensuring that working families claim all available tax credits and offering electronic filing and direct deposit.

Not only can clients save in tax preparation fees, they are also spared from pricey Refund Anticipation Loans offered by for-profit tax preparers. Clients are encouraged to use their tax returns to enroll in our IDA program or to open a savings account.

Eligibility:

Income at or below 200% of Federal Income Poverty Guidelines

Documents: (If filing jointly, both taxpayers must bring all documents)

- ✓ Current Photo ID
- ✓ Social Security Cards of all household members. This helps to insure that the number and name on file with the government will match IRS records and therefore prevent DELAYS in processing your return and any refunds
- ✓ Birthdates for everyone to be included on the tax return
- ✓ Last year's tax returns-federal and state if available
- ✓ Copies of all W-2, Forms 1098 and 1099, unemployment, gambling winnings, tips, alimony paid or received
- ✓ Financial statements from banks or other institutions with interest and or dividend earned
- ✓ Amounts contributed to retirement funds, education expenses, medical expenses
- ✓ Retirement income, Social Security or Railroad Retirement Benefits statements
- ✓ Childcare provider's name, address, EIN (employer identification number) or social security number and amount paid to provide care

- ✓ Bank routing and account numbers for direct deposit. Direct deposits equal faster refunds
 1. Checking accounts (actual check preferred) OR
 2. Savings account numbers-contact your bank to verify the routing and account numbers as these may be different than the numbers listed on monthly statements or deposit slips.
- ✓ State and/or federal income taxes paid (usually on the W-2). If payments made in other forms (for example, estimated payments using Form 1040-ES) bring documentation of payment including dates paid
- ✓ Investments date of purchase, price paid, date sold, price received
- ✓ Proof of 2010 rent or property taxes, home mortgage interest paid

Service Area:

Hampden County

Contact:

Martin O'Connor 413-263-6500 x6566

Individual Development Accounts (IDAs) and Youth IDAs

Participants open savings accounts which are matched by Springfield Partners. Participants may take as long as two years to reach of one of three goals: buying a home, going to college, or opening a business.

Eligibility:

Income at or below 200% of Federal Income Poverty Guidelines

Documents:

- ✓ Signed IDA agreement
- ✓ Current Photo ID
- ✓ Residence Verification
- ✓ Income Verification
- ✓ Asset Verification
- ✓ Participant Credit Report (if available)
- ✓ Certificate of completion of Financial Literacy Class
- ✓ First time Homebuyers Certificate
- ✓ Approved Business Plan

Service Area:

Hampden County

Contact:

Tanya Jones-Murray 413-263-6500 x6545

Housing Counseling

As a HUD-certified Housing Counseling agency, Springfield Partners provides comprehensive housing counseling. Services include: first-time homebuyer education; pre- and post-purchase counseling; predatory lending education; foreclosure prevention assistance; and mortgage default and delinquency counseling.

Eligibility:

Income at or below 200% of Federal Income Poverty Guidelines

Documents:

- ✓ Photo ID
- ✓ Social Security card
- ✓ Proof of income
- ✓ Utility bills
- ✓ Homeowners insurance
- ✓ Most recent 3 months of bank statements
- ✓ Mortgage note
- ✓ Hardship letter
- ✓ Most recent mortgage statement
- ✓ All payment receipts for mortgage
- ✓ Property tax
- ✓ Delinquent and/or default notices
- ✓ Foreclosure notice
- ✓ Refinancing/loan documents
- ✓ Bankruptcy documentation

Service Area:

Hampden County

Contact:

Brandi Gamble-Eddington 413-263-6500 x6538

Food Vouchers

We provide vouchers for local food pantries to families and people in need.

Eligibility:

Each food pantry has its own income requirements.

Documents:

- ✓ Current Photo ID
- ✓ Social Security cards for each family member
- ✓ Proof of address
- ✓ Referral from agency

Referrals To:

Northern Educational Services/Christine's Cupboard	413-733-2238
Open Pantry Community Services	413-737-5353
Salvation Army Family Services	413-733-1518
Shiloh Community Service Center	413-734-0103
St. John's Congregational Church, Friend's Place	413-734-2283
Straightway to Heaven, COGIC Food for the Souls	413-731-9852
Gray House	413-734-6696
Third Baptist Church	413-734-4143
Mission Church	413-858-8111
Freedom House of God	413-734-8083
Hispanic Baptist Church	413-731-8087
Holy Redeemer Cathedral	413-734-7013
Martin Luther King Jr. Community Center	413-737-4382

Senior Community Service Employment

Known as the Senior Aide Program, this is a job-training program that helps low-income residents over 55 upgrade their job skills through internships at Hampden County non-profit agencies. Participants work 20 hours per week and receive a stipend. Participants may not be employed elsewhere while in the program.

Eligibility:

- ✓ Must be 55 or older
- ✓ Income at or below 125% of Federal Poverty Income Guidelines

Documents:

- ✓ Photo ID
- ✓ Residence Verification
- ✓ Income Verification
- ✓ Checking and Savings account
- ✓ Market Value of Home
- ✓ Value of Business, Land, or Investments
- ✓ Voided Blank Check (for direct deposit)
- ✓ Resume

Referral Resources:

Eligible non-profit agencies with approved agreements

Service Area:

Hampden County

Contact:

Johnetta Baymon 413-263-6500 x6539

Mammogram Referrals

Springfield Partners can provide referrals for several free screenings including: routine mammograms; gynecologic exams; Pap smears; and clinical breast exams.

Further diagnostic procedures such as biopsies and diagnostic breast exams may also be available free or at a low cost.

Eligibility:

You may be eligible for free services if you:

- ✓ are age 40 to 64
- ✓ have no other insurance that covers these services
- ✓ meet income eligibility OR
- ✓ are over age 64 and ineligible for Medicare or Part B
- ✓ are age 18 to 39 and have never had a Pap smear or have not had one in five years

Contact:

413-263-6500

Eviction Clinics

Springfield Partners for Community Action offers an innovative Eviction Clinic program, focused on approaching and assisting residents facing eviction in Hampden County Housing Court.

Counseling includes housing search and relocation assistance. Our tenant-landlord mediation service helps tenants craft a repayment plan acceptable to both parties.

Documents:

- ✓ 14 day letter of eviction
- ✓ Summary Process (court papers)
- ✓ Current Photo ID
- ✓ Proof of Income

Service Area:

Springfield residents

Contact:

Steve Plummer

413-263-6500 x6567

Asthma Outreach

Our Asthma Outreach Specialist provides follow-up visits to residents hospitalized for asthma. The specialist meets with the patient and his or her family to identify asthma triggers in the home, and to create strategies for removing those triggers. This helps reduce expensive ER visits.

Going beyond case management, our specialist also works with the Pioneer Valley Asthma Coalition to offer educational events and collaborative programs in area schools and advocate for improved indoor air quality.

Eligibility:

Child with asthma

Documents:

Referral letter from Baystate Pediatrics

Service Area:

Springfield

Contact:

413-263-6500

Multicultural Alzheimer's Program

Springfield Partners for Community Action knows how prevalent this disease has become and recognizes the importance of helping the families and caregivers. Our bilingual, bicultural program coordinator, Elsa Dones, has been providing case management to local residents with Alzheimer's for eight years.

Ms. Dones works with VNA nurses, Alzheimer's Association personnel, Stavros workers and other medical providers to identify and provide referrals and resources for the families.

Eligibility:

Income at or below 125% of Federal Income Poverty Guidelines

Documents:

Referral from Baystate Medical Center's High Street Clinic

Service Area:

Springfield residents

Contact:

Elsa Dones 413-263-6500 x6257

Credit Counseling

Our certified Credit Counselor is available for one-on-one assistance to residents needing to improve or repair their credit. The counselor also provides information on household budgeting; credit repair; credit information and counseling; and the importance of checking and savings accounts.

Eligibility:

Income at or below 125% of Federal Income Poverty Guidelines

Documents:

- ✓ Photo ID
- ✓ Proof of income
- ✓ Credit report (if available) and
- ✓ Major bills (utilities, credit cards, hospital, car payments, etc.)

Service Area:

Springfield

Contact:

Steve Plummer

413-263-6500 x6567

Total Health Project

Through funding from the Mason Square Health Task Force, our Community Health Workers visit Mason Square residents in their homes to establish relationships and build trust.

These visits will result in residents receiving better overall care, as well as self-management and awareness of how obesity and food choices affect chronic conditions such as diabetes, hypertension and chronic heart disease.

We also assist with health insurance and SNAP enrollment.

Eligibility:

- ✓ Income at or below 125% of Federal Income Poverty Guidelines
- ✓ Residents of Mason Square

Documents:

- ✓ Photo ID
- ✓ Residence Verification
- ✓ Income Verification

Service Area:

Residents living in the following neighborhoods adjacent to Mason Square:

- McKnight
- Old Hill
- Upper Hill
- Bay

Community Resources

CHILDCARE RESOURCES:

Thom Infant and Toddler Services	413-783-5500
Center for Human Development	413-781-6556
Parent Information Center	413-787-7276
Behavior Health Network	413-737-3000
Dept. of Transitional Assistance	413-858-1300 or 413-858-1000
New England Farm Workers Council	413-272-2209

TELEPHONE REASSURANCE RESOURCES:

Greater Springfield Senior Services	413-781-8800
Stavros	413-781-5555
New England Farm Workers Council	413-272-2209
Alzheimer's Association	413-748-9000
SNAP (Food Stamps)	413-263-6500
Department of Elder Affairs	413-787-6785
Hungry Hill Senior Center	413-733-9411
Mason Square Senior Center	413-733-3917
Mayflower Senior Center	413-782-4536
Pine Point Senior Center	413-732-1072

Riverview Senior Center 413-787-5220
Greenleaf Center 413-750-2873

WEATHERIZATION RESOURCES:

New England Farm Workers Council 413-272-2209
Western Mass Electric Company (WMECO) 1-800-666-3303
Columbia Gas (formerly Bay State Gas) 1-888-232-0120
National Grid 1-800-889-0096

IDA RESOURCES:

Housing Office, City of Springfield 413-787-6500
Section 8 413-785-4521
Small Business Administration 413-785-0339

HOUSING COUNSELING RESOURCES:

Neighborhood Assistance Corporation of America 413-788-6220
HAP Housing 413-233-1500
Springfield Neighborhood Housing Services 413-739-4737

EVICITION CLINIC RESOURCES:

HAP Housing 413-233-1500

New England Farm Workers Council	413-272-2209
Catholic Charities	413-452-0605
Springfield Housing Authority	413-785-4500
Center for Human Development	413-781-6556

ASTHMA RESOURCES:

United Way	211
Council of Churches	413-733-2149
Community Survival Center, Indian Orchard	413-543-3930
Catholic Charities	413-452-0605
New England Farm Workers Council	413-272-2209
American Lung Association	413-737-3506
Pioneer Valley Asthma Coalition	413-794-2945
High Street Health Clinic	413-794-2515

INFORMATION/REFERRAL AND OUTREACH RESOURCES:

Department of Transitional Assistance Offices:

310 State Street	413-858-1300
95 Liberty Street	413-858-1000
MassHealth	1-800-841-2900

MULTICULTURAL ALZHEIMER’S PROGRAM RESOURCES:

Greater Springfield Senior Services	413-781-8800
Stavros	413-781-5555
New England Farm Workers Council	413-272-2209
Alzheimer’s Association	413-748-9000
SNAP (Food Stamps)	413-263-6500
Department of Elder Affairs	413-787-6785

CREDIT COUNSELING RESOURCES:

Springfield Neighborhood Housing Services	413-739-4737
Mayor’s Office of Consumer Affairs	413-787-6437