



EVERYBODY MATTERS



SOUTH MIDDLESEX OPPORTUNITY COUNCIL, INC.



EVERYBODY MATTERS

Founded in 1965 as part of the Federal “War on Poverty,” South Middlesex Opportunity Council (SMOC) is an umbrella organization that works in the community to provide opportunities for people to enhance their economic security and to create a safety net when short-term support is needed.

SMOC is the designated community-based anti-poverty agency for the MetroWest region and is headquartered in downtown Framingham, convenient to transportation and additional services. We also provide services to meet housing needs of homeless and formerly homeless individuals in the greater Worcester and Lowell regions through the Greater Worcester Housing Connection and the Lowell Transitional Living Center. SMOC is also affiliated with Open Pantry Community Services in Springfield to provide additional housing, food and supportive services in the Springfield region.

As a multi-service agency, SMOC is in a unique position to provide integrated community-based services recognizing that the lives of the individuals and families are complex and that needs are inter-related. As a Community Action Agency, we also seek to create new opportunities for economic security through community advocacy for the resources people need to move forward. In addition, SMOC is a statewide Community Development Corporation (CDC), providing opportunities for the creation of affordable housing and small business development.

Our four main areas of programming include: Family and Nutrition; Employment and Education; Behavioral Health Services and Comprehensive Housing Services.

SMOC programs strive to produce positive outcomes and we apply known best practices in environments that are client-centered, strength-based and trauma-informed. SMOC guarantees high quality, accessible, individualized, culturally appropriate services to any individual regardless of race, color, religion, gender, national origin, age, disability, sexual orientation or ability to pay for services.





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# HOUSING PROGRAMS

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**SMOC housing programs and services provide affordable, safe and secure home environments for many hundreds of families and individuals.**

## ENDING HOMELESSNESS

### METROWEST

- Families: The Housing Consumer Education Center provides direct counseling, referral and placement services for families who are experiencing or are at risk of homelessness. The Center assists families to access emergency housing and provides permanent housing search and stabilization services. The Center also provides information, referrals, education and intervention to prevent foreclosures, to stabilize difficult housing situations for families and individuals, to educate and inform potential homebuyers, to assist landlord/tenant relationships and to support and enhance homeownership.
- Individuals: The Common Ground Resource Center provides housing and services to homeless and formerly homeless individuals in the MetroWest region. The Center provides permanent housing solutions, services and linkages to resources including employment, healthcare, behavioral health and education.

### WORCESTER MA

The Greater Worcester Housing Connection provides housing and services to homeless and formerly homeless individuals in the Worcester region. The Housing Connection provides permanent housing solutions, services and linkages to resources including employment, healthcare, behavioral health and education.

### WESTERN MA

Open Pantry's Open Door Social Services program provides case management, housing search assistance, and medical, mental health, and substance abuse referrals for homeless people living in area shelters, on the streets, or temporarily doubled up with friends or relatives.

### LOWELL MA

Lowell Transitional Living Center provides emergency shelter, case management and housing and stabilization services to homeless and formerly homeless individuals in the Lowell region.



# HOUSING PROGRAMS

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## SUPPORTED HOUSING NETWORK

The Supported Housing Network provides subsidized and non-subsidized transitional and permanent housing opportunities for individuals and families including emergency housing programs, housing first programs, service-enriched housing and permanent affordable housing.

## HOUSING DEVELOPMENT AND MANAGEMENT

The South Middlesex Non-Profit Housing Corporation owns, develops, and manages the agency's housing portfolio to address the need for decent, safe and affordable housing for low and moderate income families and individuals through the preservation and improvement of existing affordable housing and the development of new housing.

## ENERGY AND CONSERVATION SERVICES

The fuel and weatherization programs assist households with the costs of home heating and weatherization.

## RENTAL ASSISTANCE

The Rental Assistance Program utilizes the MA Rental Voucher Program and Federal Section 8 subsidies to provide direct housing assistance for eligible households by paying landlords directly.

## HOME MODIFICATION

The Home Modification Loan Program provides interest-free or low-interest loans to disabled homeowners and their families to enhance accessibility and to enable persons with disabilities to remain in their homes.





# EMPLOYMENT & EDUCATION PROGRAMS

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**SMOC employment and education programs enhance the local economy and contribute to a vibrant community by preparing people for meaningful work through education, employment, skills training and financial services.**

## **EDUCATION**

The Joan Brack Adult Learning Center provides both classroom and individualized instruction for adults who benefit from math, science, social studies, reading and writing in order to attain greater self-sufficiency.

The Joan Brack Adult Learning Center offers:

- Adult Basic Education (ABE)
- English as a Second Language (ESL)
- High School Equivalency Test (HiSET)



# EMPLOYMENT & EDUCATION PROGRAMS

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## EMPLOYMENT

- Ready, Willing and Able is a temporary labor program which is often a “first step” employment program that allows people the opportunity to engage (or re-engage) with the workplace with the goal of transitioning into permanent employment.
- Specialized Employment Services provide a wide range of vocational services to targeted populations who we work with to overcome significant social, economic, health and education challenges. Comprehensive and supportive employment services are provided to assist individuals to move towards greater economic security and independence.
- The Secure Jobs Initiative is an intensive training and placement program for homeless and formerly homeless families. Program staff work closely with participants, make linkages to supportive services, provide job readiness training, make referrals to training programs, cultivate relationships with employers and place participants in living wage jobs.
- The Competitive Integrated Employment Services (CIES) Program and the Young Parents Program (YPP), in partnership with the Framingham Department of Transitional Assistance, provide intensive one-on-one employment and educational/skills training and counseling to eligible individuals. Services include career assessment and evaluation, weekly job readiness workshops, job search assistance, linkages to area training programs, direct connections with employers in the community and stabilization support after job placement.

## BUSINESS DEVELOPMENT

- SMOC Financial Services is an initiative that helps financially underserved entrepreneurs start, stabilize, or grow their businesses through access to SMOC’s microloan fund, one-on-one counseling and group workshops.

## TRAINING

- Green Jobs Academy is a training program in the growing field of weatherization and conservation. The program provides classroom training, hands-on lab training, job placement and employment support.
- The Office Skills Training program provides computer and other office skills training to individuals looking for a career in traditional office settings.
- The Job Readiness Program provides a range of workshops and one on-one-assistance to help prepare individuals to become ready to search for a job and enter the workforce.
- First Time Home Buyers Classes are taught by industry experts that present information on budgeting and credit, financial planning, housing search and mortgage process, legal aspects of home buying, home inspections, the appraisal process, and homeowner’s insurance.



# FAMILY & NUTRITION PROGRAMS

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**SMOC family and nutrition programs enhance the health and well-being of the entire community by providing healthy food, nutrition education and child and family centered education**

## **CHILD CARE**

The child care program, with centers and home-based services located in the MetroWest area, provides nurturing and educational environments that are conducive to learning and personal growth for children ages one month to 12 years. Child care services emphasize the individuality of each child, a positive self-image and the strengthening of family and community relationships.

## **HEAD START**

The Head Start program is a comprehensive community based program for three and four year olds and their families. This pre-school program, with sites located in the MetroWest area, provides nurturing services in early education, health, nutrition and social services that prepare children for kindergarten and a lifetime of learning.





# FAMILY & NUTRITION PROGRAMS



The Women, Infants and Children program provides interactive individual and group nutrition/health education, healthy food, infant formula, breastfeeding classes/support and referrals for additional services to pregnant and postpartum women and children under age 5. All services are provided free of charge in a friendly and caring environment with the goal of keeping families healthy.

## OPEN PANTRY COMMUNITY SERVICES: LOAVES AND FISHES KITCHEN

The Loaves and Fishes Kitchen provides free hot meals (lunch and supper), seven days a week, to anyone living in the Greater Springfield area and in need of a meal. The program relies on an extensive network of individual and organizational volunteers to prepare and serve nutritious meals and address hunger in the region.

## OPEN PANTRY COMMUNITY SERVICES: EMERGENCY FOOD PANTRY

The Emergency Food Pantry provides perishable and non-perishable food for households in the Springfield area. In addition, there are two specialized programs embedded in the pantry including the Senior Food Choice program as well as an outreach site for the Department of Transitional Assistance that provides online food stamp enrollment and all follow-up services.

## LOWELL TRANSITIONAL LIVING CENTER: COMMUNITY MEALS PROGRAM

The Community Meals Program provides three meals per day, 365 days a year to homeless individuals and low income individuals living in the greater Lowell community.



## BEHAVIORAL HEALTHCARE PROGRAMS

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**SMOC Behavioral Healthcare services and programs provide treatment, counseling, skill building and support to individuals and families so they can overcome obstacles and are prepared and empowered to lead successful lives in their communities.**

### **SMOC BEHAVIORAL HEALTHCARE OUTPATIENT CLINICS**

There are two licensed clinics – one in Framingham and one in Marlborough that provide professional counseling through outpatient clinical substance abuse and mental health services.





# BEHAVIORAL HEALTHCARE PROGRAMS

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## RESIDENTIAL SUBSTANCE ABUSE PROGRAMS

- The New Beginnings program is a permanent housing program for men and women living with HIV/AIDS who are in recovery.
- Sage House provides residential substance abuse treatment and case management for families who are homeless or at risk of homelessness due to previous substance abuse. The program targets two-parent families and families with a single-male head of household.
- Women's Residential Substance Abuse Treatment consists of three distinct programs: Rhodes to Recovery, Serenity House and the Meadows Program. Each program provides individualized case management and also facilitates a schedule of daily support and educational groups to enhance sobriety.

## IN HOME SERVICES

In Home Behavioral Services may be provided to eligible families in the home when outpatient therapy services are not sufficient to meet the mental health needs of youth under age 21.

## DRIVER ADULT EDUCATION

The Driver Adult Education program is a 16-week education program that is mandated by the courts for first and second time offenders who were charged with driving under the influence of alcohol.

## GAMBLING ADDICTION SERVICES

We provide individual, couple and family therapy to individuals with gambling addiction. The treatment may also address co-occurring mental health diagnosis or other addictions.

## VOICES AGAINST VIOLENCE

Voices Against Violence operates an emergency domestic violence and sexual abuse hot-line service, provides comprehensive support, counseling, legal advocacy and confidential shelter to victims and survivors of domestic violence and sexual assault and provides ongoing community education and awareness activities.



# CONTACT SMOC

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## CHILD CARE

### CHILD CARE & HEAD START:

508-820-8380

## NUTRITIONAL NEEDS

### EMERGENCY FOOD PANTRY (Springfield):

413-737-5353

### LOAVES & FISHES KITCHEN (Springfield):

413-731-5668

### OPEN PANTRY COMMUNITY SERVICES (Springfield):

413-737-5354 - [www.openpantry.org](http://www.openpantry.org)

### WIC (WOMEN, INFANTS & CHILDREN NUTRITION):

Framingham: 508-620-1445

Marlborough: 508-481-1605

Waltham: 781-642-7194

## BEHAVIORAL HEALTHCARE

### SMOC BEHAVIORAL HEALTHCARE:

(Mental Health & Substance Abuse)

Framingham 508-879-2250

Marlborough 508-480-0092

### VOICES AGAINST VIOLENCE:

508-820-0834

Emergency Hotline 508-626-8686

Toll Free Hotline 800-593-1125

## ADDITIONAL RESOURCES

### LOWELL TRANSITIONAL LIVING CENTER

978-458-9888 - [www.ltllc.org](http://www.ltllc.org)

## ADDITIONAL RESOURCES (CONT.)

### GREATER WORCESTER HOUSING

#### CONNECTION:

508-757-8331

### HOUSING CONSUMER EDUCATION CENTER:

(Families) 508-872-0765

### COMMON GROUND RESOURCE CENTER:

(Individuals) 508-620-2690

### ENERGY/FUEL ASSISTANCE:

508-620-1230 - 800-286-6776 (Toll Free)

### RENTAL ASSISTANCE:

508-620-2335

### HOME MODIFICATION LOAN PROGRAM:

508-620-2682

### HOUSING CORPORATION:

508-879-6691

### EMPLOYMENT & EDUCATION SERVICES:

508-620-2677

### SMOC FINANCIAL SERVICES:

844-766-2737

### GREEN JOBS ACADEMY:

508-626-7150

### FIRST TIME HOME BUYERS CLASSES:

508-620-2402

### ADMINISTRATIVE OFFICE:

508-620-2300



**SOUTH MIDDLESEX OPPORTUNITY COUNCIL, INC.**  
7 BISHOP STREET, FRAMINGHAM, MA 01702  
508-872-4853 OR TTY: 844-807-7989 [WWW.SMOC.ORG](http://WWW.SMOC.ORG)