History of SMOC

SMOC’s mission is to improve the quality of life and promote self-sufficiency of low-income and disadvantaged individuals and families by advocating for their needs and rights; providing comprehensive and integrated services; educating the community; building a community of support; participating in coalitions with other advocates and searching for developing new resources and partnerships.

Founded in 1965 as part of the Federal “War on Poverty:”

- Community approach to address the challenges of poverty
- One of more than 1000 Community Action Agencies throughout the Country
- Most provide similar core federally-funded services with various local adaptations
Over the past forty years, the agency has evolved to meet a wider range of challenges that people living in the community face.

Our four main areas of programming include:
✓ Family and Nutrition
✓ Workforce Development
✓ Behavioral Healthcare
✓ Comprehensive Housing Services
SMOC’s Philosophy

Our approach to services: high quality, accessible, individualized, culturally appropriate regardless of race, color, religion, gender, national origin, age, disability, sexual orientation or ability to pay for services.

SMOC programs apply known best practices in environments that:
• Focus the delivery of services on the client’s own needs and goals
• Build on the strengths and successes of our clients
• Understand the prevalence and impact of trauma and support the complex paths to healing and recovery
SMOC is the federally-designated community-based “anti-poverty” agency for ten towns in the Metrowest area:

- Ashland
- Bellingham
- Framingham
- Holliston
- Hopkinton
- Marlboro
- Northbridge
- Natick
- Southborough
- Wayland

In addition to these towns, our programs reach people in more than 80 communities throughout the Commonwealth.
In Framingham

During FY10:

- More than 3000 families received nutrition support through the WIC program
- More than 2500 Framingham households received housing support through the Housing Consumer Education Center
- More than 1100 Framingham households stayed warm last winter as a result of our fuel assistance programs
- More than 1100 Framingham residents received mental health or substance abuse treatment
- Nearly 900 Framingham households stayed housed as a result of our rental assistance program
- Nearly 600 Framingham children received education in a supportive, family-centered environment
- Nearly 500 households remained housed in Framingham through our supportive housing network
- Approximately 450 Framingham residents received victim support through Voices Against Violence
- Among our Workforce Development programs, we helped more than 300 people move towards self-sufficiency
In Framingham

- Value added during FY10
  - SMOC employs 159 Framingham residents
  - SMOC paid $137,308 in real estate taxes
  - Residential property owners in Framingham received $4,326,901 through the rental assistance program
  - SMOC partners with 305 distinct businesses in Framingham
  - SMOC paid a total of $7,525,944 to business partners in Framingham
Unique Approach

SMOC provides comprehensive, integrated, community-based services recognizing that the lives of individuals and families are complex and that needs are inter-related.

To enhance this approach, efforts are currently underway to launch the Adult Opportunity Center and the Family Opportunity Center in Metrowest.

Mission: The Adult and Family Opportunity Centers are a fully integrated, multi-disciplinary, social service delivery system that addresses, reduces and eliminates poverty. The Center provides a wide array of resources, programs and initiatives as well as critical linkages that enhance opportunities for maximizing self-sufficiency.
By the late 1980’s, SMOC had a significant focus on housing and by the end of the decade had begun to take this mission to the Central part of the State.

Housing and services that focus on self-sufficiency and tenancy preservation continues to be a major focus of what we do today.
Central & Western MA initiatives

**Worcester**

- **1986:** SMOC created the *South Middlesex Non-Profit Housing Corp* (SMOC Housing) to address the housing needs of economically disadvantaged and disabled households in Middlesex County.

- **1998:** SMOC Housing expanded its regional approach to address the housing needs of homeless and disadvantaged single adults in Worcester.

- **2000:** SMOC Housing expanded its housing and services to Worcester County and surrounding communities, including Fitchburg, Gardner, Hardwick, Leominster, Oxford, Spencer, Millbury, and West Boylston.

- **2004:** The People in Peril (PIP) shelter, and its various housing programs, became an affiliate of SMOC.

- **2009:** The Greater Worcester Housing Connection (*The Housing Connection*) -- including emergency housing beds that comprised the PIP shelter -- was launched to address the need for permanent supported housing for formerly homeless individuals.

- **2011:** The PIP Shelter closes and the system is converted to a housing-based model.
Central & Western MA initiatives

**Western MA**

- **2000:** SMOC Housing expanded its housing and services to Western MA when it opened a housing program for men who had been homeless and were in early stages of recovery in Palmer (Crossroads II).

- **2001-2003:** Continued expansion to include five housing programs including programs for women, veterans, and general low-income housing in Palmer, Easthampton, and Hardwick.

- **2009:** SMOC affiliates with the Open Pantry Community Services, Inc. located in Springfield which provides a base to provide additional services to homeless and low-income individuals in Western MA.

Open Pantry Community Services, Inc. was established as a non-profit organization in 1975. The agency provides a variety of services to needy residents in the greater Springfield Area:

- Emergency Food Pantry
- Loaves and Fishes Kitchen
- Rutledge and Tranquility Houses
- Open Door which provides case management and health services to people experiencing homelessness in the area.
SMOC Programs
Workforce Development

Employment
- Computer lab
- Comprehensive pre-employment skills workshops
- Job postings / telephone
- Job counseling and job search assistance

- The United Way Supporting Work Program
  - Helps people from the community get a job and connect with a variety of resources to support self-sufficiency

- Ready, Willing and Able
  - A “day labor” program

- Employment for specialized populations
  - Serenity Vocational: for women at Serenity House
  - Individual Program Support: For individuals that receive services from DMH
  - Competitive Integrated Employment Services: For individuals that receive TAFDC
  - Mobile Resource Team: For people that are homeless

In FY10, approximately 300 individuals got a job with help from SMOC
Brack Adult Learning Center

- GED / Pre-GED
- Adult Basic Education
- English as a Second Language

In FY10, 18 people received their GED
Nearly 500 people obtained pre-employment skills to enhance self-sufficiency with help from SMOC

“I never knew what I wanted to do; I had no goals, no plans. I was just doing nothing,” -- Gwen
SMOC Programs
Workforce Development

Green Jobs Academy

- SMOC was awarded grants from the US Dept of Labor and the US Dept of Energy to provide training and employment support for unemployed and underemployed to become weatherization installers with the goal of 80 trained each year

- Installers earn a living wage and the opportunity for growth in an expanding industry

- To date:
  - 4 Installer training classes held - 46 graduates
  - 22 - OJT Placements (subsidized)
  - 9 - Permanent Placement (unsubsidized)
  - 6 – graduates have been recommended for Crew Chief training
  - 1 Crew Chief training class held - 9 graduates
  - 21 working agreements signed with contractors
SMOC Programs
Workforce Development

Re-Entry Services

- **Women’s Transition Program** helps women have a successful re-entry from MCI Framingham

- **Norfolk County Sherriff's Program** teaches comprehensive life skills to inmates in a local jail

- **Fresh Start** helps people transition from prison with housing and case management to reduce recidivism

“I think sometimes people don’t really know how to change and life has to be taught to them. SMOC shows you a better way to live” – Gary
SMOC Programs
Behavioral Healthcare

- **Outpatient Clinics**
in Framingham and Marlborough provide clinical substance abuse and mental health services, medication management and psychosocial evaluation

- **Residential Substance Abuse Treatment**
  - Serenity House – for women and infants
  - Sage House – for custodial fathers and their children
  - New Beginnings – Permanent housing for people in recovery who are living with HIV/ AIDS

- **In-Home Services** for therapy and behavioral health for families

- **Driver Adult Education** for drivers convicted of driving under the influence of alcohol

**In Fy10,**
Nearly 3000 individuals were helped through SMOC clinics and home-based services.
Voices Against Violence

Provides comprehensive services for domestic violence and sexual assault including:

- 24 hour hotline
- Confidential emergency shelter
- Legal support
- Community education
- Advocacy
- Batterer’s intervention
- Supervised visitation

In FY10, 4539 individuals and families were helped through the Voices programs.
SMOC Programs
Family and Nutrition

• **Childcare:** Centers and home-based care throughout Metrowest

• **Headstart:** Provides comprehensive community based programs for 3 and 4 year olds and their families

• **WIC / WIC on Wheels:** Women, Infant and Children program provides nutrition, health education, nutrition and social services throughout Metrowest

• **Metrowest Harvest:** Harvest is a food recovery program that distributes high quality donated food and prepared meals to housing a food programs in Metrowest

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**In FY10:**

• 750 children obtained childcare or afterschool care

• 645 children participated preschool activities to advance school readiness

• 8053 households improved health as a result of the WIC program
SMOC Programs
Comprehensive Housing Services

Energy and Conservation Services

• Fuel Assistance (LIHEAP) provides subsidies for fuel and other winter heating

• HEARTWAP replaces old heating systems with ones that are more efficient

• Weatherization includes an energy audit and insulation services

“My family cannot thank you enough for all of the help you have provided to us this winter season. From fuel assistance, the insulation, our new furnace and the energy services provided… Our home is so much warmer and energy efficient… Thank you so much for all you do” – The H. Family / Marlborough

In FY10, more than 6000 households were warmer as a result of SMOC energy & conservation services
SMOC Programs
Comprehensive Housing Services

Rental Assistance

The Rental Assistance program utilizes State and Federal resources to provide housing vouchers to eligible households.

The Family Self-Sufficiency Program provides additional support for households that are receiving rental assistance.

Home Modification

The Home Modification Loan Program provides interest-free or low interest loans to disabled homeowners and their families to enhance accessibility.

“You always were open to creating options for me and routinely provided the expert help that I needed. I am grateful for all the help you extended me as I took on a better job and struggled to move forward with my goals of employment which is a key step on my journey of recovery.” – Gloria, FSS 2009
SMOC Programs
Comprehensive Housing Services

Ending Homelessness

**Metrowest:**

- **Housing Services Center** provides comprehensive housing and services to families who are having a housing crisis.
  - Services include: homeless prevention, access to emergency housing and permanent housing search and stabilization services as well as information, referral, education and intervention for a variety of housing issues

- **Common Ground Resource Center** is the hub of an integrated service delivery system for single adults that who are homeless or at risk of becoming homeless.
  - Services include: assessment, access to emergency housing, substance abuse treatment, permanent housing, job search assistance and case management
Ending Homelessness

Worcester

The Greater Worcester Housing Connection is part of a collaborative effort with the City of Worcester, various providers and a wide range of stakeholders to reduce and eliminate homelessness throughout Worcester County.

The Housing Connection focuses on rapid re-housing for people that are experiencing homelessness in the Worcester region as well as stabilization services for formerly homeless adults.

*Services include: emergency housing, access to transitional and permanent housing, case management, linkages to resources including employment, health, behavioral health and education.*
SMOC Programs
Comprehensive Housing Services

Ending Homelessness

*Western Mass*

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

Comprehensive Housing Services

Supported Housing Network

SMOC is committed to a Housing First approach as there is ample evidence that people are more successful when they are housed.

We have numerous programs that provide housing-based services, especially for people that are formerly homeless.

The network of housing provides opportunities for individuals and families to live as independently as possible at any point in time.

*Housing opportunities include:*

  - Emergency housing
  - “Housing First” for chronically homeless
  - Service-enriched housing with case management support
  - Permanent affordable housing
SMOC Programs
Comprehensive Housing Services

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, individuals and disabled adults through the preservation and improvement of existing affordable housing and the development of new housing choices.

We currently own approximately 1400 units of housing across the Commonwealth.
SMOC Programs

Current Housing Development Projects

Dayton St, Worcester, 16 units
Opening: May 2011

Franklin St., Freedom Village, West Boylston – 26 units, Opening: May 2011

Main St, Oxford, 16 units
Opening: Fall 2011
SMOC Programs
Current Housing Development Projects

Main St, Spencer, 24 units
Opening: Fall 2011

Bowdoin Street, Springfield, up to 16 units, Opening: Summer 2011

Pearl St, Gardner, 16 units, Opening: Fall 2011
In Conclusion

Questions?

Contact Information:
Framingham Main Number: 508-872-4853
Marlborough Main Number: 508-460-9699
Greater Worcester Housing Connection: 508-757-8331
Open Pantry Community Services (Springfield): 413-737-5354