



**Directory
of
Services**

**Citizens
For
Citizens, Inc.**

FY'17

Our Motto: “We deliver more than promises”

Citizens for Citizens, Inc. (CFC) is the community action agency serving a sizable section of Southeastern Massachusetts including the Greater Fall River and Greater Taunton areas. CFC was established in 1965 and has continuously offered a broad range of programs and services to meet the needs of qualified individuals/families in our service area.

This Directory of Services, which we update annually, contains a comprehensive list of our services. Descriptions are given of our various programs, along with eligibility requirements, the application process and criteria for selection to each program, program location, telephone number, office hours and contact person is provided for each program/service.

The Directory is divided into two sections.

*Section One for the **Fall River area** includes Fall River, Somerset, Westport, Freetown and Swansea. **Refer to these programs on pages 1 through 21.***

*Section Two for the **Taunton area** includes Taunton, Seekonk, Berkley, Dighton, Lakeville and Rehoboth. **Refer to pages 22 through 35.***

Feel free to contact CFC if you need more information on our mission or if you need a service which we do not provide but we may be able to refer you to another area human service agency which provides the service (s) that would meet your needs.

Citizens for Citizens, Inc.
264 Griffin Street
Fall River, MA 02724

Telephone: (508) 679-0041
Fax: (508) 324-7503

Citizens for Citizens, Inc.
1 Taunton Green
Taunton, MA 02780

Telephone: (508) 823-6346
Fax: (508) 823-6348

James E. Dolin
President

David A. Biltcliffe
Executive Director

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Program: LIHEAP (Fuel Assistance)

Director: Garth Patterson

Address and Telephone: 250 Griffin Street
Fall River, MA

TEL	(508) 679-0041	(508) 676-7397 Automated information
FAX	(508) 675-0245	in four languages
		English, Spanish,
E-mail	gpatterson@cfcinc.org	Portuguese, Khmer

Office Hours: November 1st thru April 30th Mon. Wed. Thur. 8:30 a.m.-4:30 p.m. Tuesday 8:30 – 6:30 p.m. Friday emergencies only 8:30 a.m.-4:30.p.m Sat. 9:00 a.m. – 12:00 p.m.

Brief Program Description: The program assists eligible households pay their heating bills during the winter season or until benefits are exhausted. Clients receive various discounts such as telephone, electric, gas and oil discounts.

Eligibility: Eligibility is based on annual gross household income, family size and annual heat consumption. Income guidelines used are established by the federal government.

Documentation Needed: Clients must document a minimum of “4” consecutive weeks of income or any number not to exceed the prior “52” weeks. Proof of residence is required for all applicants by submitting a copy of a current heating or electric bill. Social security numbers are required of all household members 18 yrs of age and older. Proof of housing costs is also required. For renters, please submit a copy of the current lease or rent receipt and for homeowners, please submit a current mortgage statement, real estate tax bill and homeowners insurance policy with annual premium.

Application Process: Face to face interview with an intake worker for the initial application of assistance is required. In subsequent years, client is mailed a pre-printed application which the client verifies for accuracy of the information or updates incorrect information and returns the application to C.F.C.’s Fuel Office.

Criteria for Selection: Same as eligibility

Program: Heater Repair Program (Heart WAP)

Director Madeleine Cormier

Address and Telephone: 427 Robeson Street
Fall River, MA 02720

TEL (508) 675-2157 Ext. 277
FAX (508) 324-7522

Office Hours: 8:00 a.m. – 4:00 p.m.

Brief Program Description: Program provides homeowners and some tenants with repairs and replacement of heaters. Program operates in the Greater Fall River, Greater Taunton and Greater New Bedford areas.*

Eligibility: An applicant must be on Fuel Assistance and be the homeowner. A tenant can receive minor service. The landlord must also be on Fuel Assistance for the tenant to receive major service.

Documentation Needed: If a boiler or furnace replacement is needed, proof of home ownership is required. Owner must sign an agreement allowing the heating system to be evaluated and, where warranted, repairs or replacement to be conducted.

Application Process: One may apply through the Fuel Assistance program or directly through the Heater Repair Program office. A home visit may be necessary.

Criteria for Selection: Eligible households with a “No Heat” situation are given first priority. Elderly, handicapped, children under 6 are given additional priority.

*Note: Under special arrangements CFC is offering services to eligible clients in the following communities:

Acushnet	Mattapoisett
Dartmouth	New Bedford
Fairhaven	Rochester
Marion.	

Interested residents of the listed communities are encouraged to contact the above listed telephone number.

Program: Weatherization Assistance Program (WAP)

Director: Madeleine Cormier

Address and Telephone: 427 Robeson Street
Fall River, MA 02720

TEL (508) 675-2157 Ext. 232, 287
FAX (508) 324-7522

Office Hours: 8:00 a.m. – 4:00 p.m.

Brief Program Description: Provide insulation, air sealing and perform health and safety testing at no cost to homeowner or tenant. Program operates in the Greater Fall River, New Bedford and Taunton areas.

Eligibility: People who ARE ON THE FUEL ASSISTANCE PROGRAM. Interested people should call the office to determine eligibility.

Documentation Needed: A Property Owner Agreement must be signed.

Application Process: One may apply directly through the Weatherization office at the above phone number.

Criteria for Selection: High priority clients are done first. It's a numbered system with elderly receiving 3 points, handicapped-2, children under seven-2, Native American-1, and high energy costs-2. The total number of points determines the order in which houses will be served.

Note: Greater Taunton residents seeking information or who wish to apply should contact the office in Fall River at the telephone number listed above

Program: Appliance Management Program (AMPs)

Director: Madeleine Cormier

Address and Telephone: 427 Robeson Street
Fall River, MA 02720

TEL (508) 675-2157
Ext. 274 for National Grid
Ext. 275 for Eversource

FAX (508) 324-7522

Office Hours: 8:00 a.m. – 4:00 p.m.

Brief Program Description: Provide energy efficient light bulbs; determine if you qualify for an energy efficient refrigerator to replace an existing high use refrigerator. Help you to understand which appliances are using the most energy.

Eligibility: Must be on the utility discount rate with either National Grid or Eversource Electric and the electric bill must be in client's name. Most fuel assistance clients are on this rate. *Documentation Needed:* None, if on fuel assistance. Copy of current utility bill showing the discount rate may be necessary.

Application Process: Interested persons should call the Weatherization Office.

Criteria for Selection: Higher electric use customers may be done first.

Eligible National Grid and Eversource Electric customers are encouraged to contact the above listed telephone number. TMLP and Middleborough Electric Customers are not eligible

Program: Family Planning

Director: Lynda Sampson

Address and Telephone: 337 Hanover Street
Fall River, MA 02720

TEL (508) 679-0198 and (508) 673-2400
FAX (508) 324-7508

Office Hours: Mon 9:00 – 5:30, Tues. 9:00 – 4:30. Wed. 9:00 – 4:30, Thurs. 9:00 – 5:30,
Fri. 9:00 – 4:30

Brief Program Description: Comprehensive Family Planning services include: Comprehensive gynecological exams, birth control counseling and supplies, client education about HIV/AIDS prevention, screening for breast, pelvic, and cervical cancer, testing and treatment for most sexually transmitted infections, emergency contraception, pregnancy testing, nondirective counseling and referral for pregnancy, infertility, substance abuse, and other health conditions. Services have been expanded to include health assessment, sexually transmitted infection screening and treatment for men.

Family Planning services include community education/outreach programs for school, religious, and parent groups, human services, and other organizations. These programs cover such topics as: sexuality, teen pregnancy prevention, family communication about sexuality issues, sexually transmitted infections and HIV/AIDS.

Eligibility: Reproductive health services are open to anyone. Sliding fee scale. No one is refused because of fees.

Documentation Needed: None required.

Application Process: 1st available appointment is given.

Criteria for Selection: None

Program: Teen Pregnancy Prevention Program Fall River

Director: Lee LeBlanc Corrigan

Address and Telephone: 337 Hanover Street
Fall River, MA 02720

TEL (508) 679-0198 and (508) 673-2400
FAX (508) 324-7508

Office Hours: Monday – Friday 9:00 – 4:30

Teen Pregnancy Prevention Program in Fall River / Making Proud Choices

Brief Program Description: The Making Proud Choices (MPC) curriculum is an educational curriculum designed for middle school youth age's 11-14 in urban areas. CFC Family Planning has adapted it for use in the Fall River Public Schools. The program is designed to provide adolescents with the tools they need to reduce their risk of sexually transmitted diseases, including HIV, and pregnancy. Youth are provided with comprehensive and up-to-date information regarding their reproductive health. Emphasis is also placed on goal setting, communication, including refusal and negotiation skills, as well as the decision making process. Various instructional media tools are used to meet the varied learning styles of the participants. Activities include video clips, interactive games, role-

Program: Foster Grandparent

Program Director: Judy Charest

Address and Telephone: 264 Griffin Street
Fall River, MA 02724

TEL (508) 679-0041 Ext.215
FAX (508) 324-0643

E-Mail: judy.charest@cfcinc.org

Office Hours: 8:30 a.m. to 4:30 p.m.

Brief Program Description: The Foster Grandparent Program serves children throughout Fall River and Taunton who have exceptional or special needs and at the same time provides low income elderly with the opportunity to work with these children and improve their income.

Eligibility: Must be age 55 or older and meet income guidelines.

Documentation Needed: Proof of income, picture ID, and Social Security Card

Application Process: Interested parties must apply at the Fall River office.

Program: Retired Senior Volunteer Program (RSVP)

Director: Judith Charest

Address and Telephone: 264 Griffin Street
Fall River, MA 02724

TEL (508) 679-0041 x 215

E-Mail: judy.charest@cfcinc.org

FAX (508) 324-0643

Office Hours: 8:30 a.m. – 4:30 p.m.

Brief Program Description: RSVP allows approximately 300 to 400 seniors over the age of 55 to be placed in worthwhile activities in public and private non-profit agencies throughout our service area. On a day to day basis senior volunteers continue to address the needs of their community.

Eligibility: Must be age 55 or older.

Documentation Needed: Picture ID

Application Process: Interested parties must come to the Fall River office and fill out an application. We then match the skills and interest of the volunteer against a list of community needs and assign the volunteer to where he or she is needed the most.

Criteria for Selection: Anyone 55 years of age or older may apply.

- * All Volunteers are reimbursed for mileage to and from volunteer site (.22/mile no more than \$22.00 per month) and some sites providemeals.
- * All Volunteers are covered by supplemental Accident & Liability Insurance.
- * An Annual Recognition Day Brunch is held every June at the Venus De Milo Restaurant to honor all Volunteers

Program: Senior Community Service Employment Program

Director: Gail Bernier

Address and Telephone: 264 Griffin St.
Fall River, MA 02724

TEL (508) 679-0041

FAX (508) 324-0643

Office Hours: 8:30 a.m. to 4:30 p.m.

Brief Program Description: Senior employment is a training program for elders to be placed back into the work force. Seniors in Bristol, Hampden and Plymouth County are served by this program.

Eligibility: Must be age 55 or older and meet income guidelines.

Documentation Needed: Proof of income and age.

Application Process: Interested parties should contact the Fall River office.

Criteria for Selection: Those who meet income guidelines will be considered first.

Program: After School Child Care

Director: Eloise Carrier

Address and Telephone: 427 Robeson Street
Fall River, MA 02720

TEL (508) 675-2154 Ext. 221
FAX (508) 324-7525

Office Hours: 8:00 a.m. – 5:30 p.m.

Brief Program Description: After School Child Care is a center-based program geared for school-aged children in the Fall River area. The purpose of this program is to provide a safe and informal educational environment for the children while the parents are working, attending school, enrolled in a job training program, or participating in a program offered by the Department of Early Education and Care. The center hours are made flexible enough to coordinate with the parents' daily activities. While school is in session the center is open from 1:30 p.m. to 5:30 p.m., during school year vacation weeks, the hours are from 7:30 a.m. to 5:30 p.m. and Summer hours are 7:00 a.m. – 5:30 p.m.

Eligibility: The main criteria is the sliding fee scale which corresponds the family size to the gross monthly income. The child must be school age (K-13 years) and reside in the Greater Fall River area. Vouchers are also accepted.

Documentation Needed: Proof of income, service need documentation, birth certificates, proof of residency, Social Security cards and parent/guardian photo ID.

Application Process: Registration is provided by appointment with the program director.

Criteria for Selection: Income eligibility and availability of space are considered. A waiting list is maintained and it is regulated by the Department of Early Education and Care.

Program: Extended Day

School Age Child Care Site Supervisor: Michelle Castro-Almeida

Address and Telephone: Spencer Borden School Site
1400 President Ave.
Fall River, MA 02720

TEL (508) 324-7530

Central Office: 427 Robeson St.
Fall River, MA 02720

TEL (508) 675-2154

FAX (508) 324-7525

Office Hours: 8:00 a.m. – 5:30 p.m.

Brief Program Description: Extended Day is a year-round school-based program for children enrolled at the Spencer Borden School. The purpose of the program is to provide a safe and informal education environment for the children at the end of the school day. While school is in session the center is open from the end of the school day to 5:30 p.m. and during vacation weeks, the hours are from 7:30 a.m. to 5:30 p.m.

Eligibility: All children enrolled at the Spencer Borden School are eligible. Rates are based upon a sliding fee scale using total family income. Subsidized slots are available through the voucher program and the Department of Early Education and Care.

Documentation Needed: Verification of enrollment at Spencer Borden by school official. Subsidized slots require an approved voucher or proof of income and service need birth certificates, proof of residency and Social Security cards.

Application Process: Registration is provided by appointment with the Program Coordinator.

Criteria for Selection: A wait list is maintained on a first come, first serve basis and children are selected as vacancies are available.

Program: Extended Day

Site Supervisor: Michelle Castro-Almeida

Address and Telephone: Greene School Site
409 Cambridge Street
Fall River, MA 02721

TEL (508) 324-7528

Central Office: 427 Robeson St.
Fall River, MA 02720

TEL (508) 675-2154

FAX (508) 324-7525

Office Hours: 9:30 a.m. – 5:30 p.m.

Brief Program Description: Extended Day is a year-round school-based program for children enrolled at the Greene Elementary School. The purpose of the program is to provide a safe and informal educational environment for the children at the end of the school day. While school is in session the center is open from the end of the school day to 5:30 p.m. and during vacation weeks, the hours are from 7:30 a.m. to 5:30 p.m.

Eligibility: All children enrolled at the Greene Elementary School are eligible. Rates are based upon a sliding fee scale using total family income. However, subsidized slots are available through the voucher program and contracts with the Department of Early Education and Care.

Documentation Needed: Verification of enrollment at the Greene Elementary School by school official. Subsidized slots require an approved voucher or proof of income and service need, birth certificates, proof of residency and Social Security cards.

Application Process: Registration is provided by appointment with the site coordinator or program director.

Criteria for Selection: A wait list is maintained on a first come, first serve basis and children are selected as vacancies are available. The center has a two day minimum for enrollment.

Program: Family Child Care

Director: Linda Wheelock

Address and Telephone: 427 Robeson Street
Fall River, MA 02720

TEL (508) 324-7517

FAX (508) 324-7525

Office Hours: 8:00 a.m. – 5:00 p.m.

Brief Program Description: Family Child Care is a home-based program geared for a mixed age group which includes infants, toddlers, and preschoolers. One of the important characteristics of family child care is the diversity and individuality of its educators. The purpose of this program is to provide a safe, healthy, nurturing environment for young children while the parent/parents are working, attending school, seeking employment or participating in a program offered by the Department of Children and Families (DCF) and/or the Department of Early Education and Care (EEC). Family child care allows an educator to care for a small group of children in the educator's own residence with daily routines and developmentally appropriate activities planned for the young children. Program hours are 7:00 a.m. to 5:00 p.m. Family Child Care educators participate in a USDA food program which allows them to feed the children a nutritious breakfast, snack, and lunch on a daily basis.

Eligibility: The program takes in children between the ages of six weeks to seven years who reside in the Greater Fall River area. Eligibility is based on a sliding fee scale which corresponds with the family size to the gross monthly income. The income eligibility level table is used to identify whether a family's income meets EEC's eligibility criteria. The parent co-payment schedule is used to determine the parent's co-payment once family eligibility is determined. The program accepts vouchers.

Documentation Needed: Proof of income, service need documentation, birth certificates, current proof of residency, social security cards and parent/guardian photo ID.

Application Process: Registration is provided by appointment with the program director.

Criteria for Selection: Income eligibility and availability of space. A centralized wait list is kept by EEC for eligible families.

Program: Head Start

Director: Pamela Wildnauer

Address and Telephone: 427 Robeson Street
Fall River, MA 02720
TEL (508) 675-2151 E-Mail: pwildnauer@cfcinc.org
FAX (508) 324-7501

Office Hours: 8:00 a.m. – 4:00 p.m.

Brief Program Description: Head Start is a free child development program which provides comprehensive education, health, nutrition and social services to pre-school children ages 2.9 – 5 years of age from income eligible families. The overall goal of Head Start is to increase school readiness for children and self-sufficiency for parents.

Because parents are the most important influence in their child's development, Head Start provides many opportunities for parents to become involved in the program and to improve their own education and employment potential.

Eligibility: Children ages 2.9 to 5 from families who meet income requirements.

Documentation Needed: Proof of income.

Application Process: An appointment must be made with the Head Start intake worker for an intake. The intake will discuss documentation of income, health concerns, developmental and social concerns, family history, etc.

Criteria for Selection: Age and income are considered first; availability of space is also a factor. At least 10% of those enrolled must be children with special needs and up to 10% may come from families who are over income guidelines.

Serving: Fall River, Somerset, Swansea, Westport, Freetown, Dighton, Rehoboth, Seekonk, Berkley and Lakeville.

Options: Partial Day – 8:30 a.m. to 1:00 p.m. Mon-Fri (Sept - June)
Full Day – 7:00 a.m. to 5:00 p.m. Mon-Fri Year Round
Home Based – Instruction takes place in the home which is supplemented by the child and parent attending a Head Start facility one day per week to promote socialization.

Program: Early Head Start

Director: Pam Wildnauer

Address and Telephone: 571 Second Street
Fall River, MA 02721

TEL (508) 678-2961

E-Mail: pwildnauer@cfcinc.org

FAX (508) 678-5294

Office Hours: 8:00 a.m. – 4:00 p.m.

Brief Program Description: Early Head Start is a home-based program which provides services for low-income expectant couples and families with infants and toddlers. Early Head Start is a comprehensive, two-generation program which includes intensive services that begin before the child is born and concentrate on enhancing the child's development by supporting the family during the critical first three years of life.

Eligibility: Infants and toddlers to age 3, and pregnant mothers.

Documentation Needed: Proof of income.

Application Process: An appointment must be made with the Intake Clerk for an intake. The intake will discuss documentation of income, health concerns, developmental and social concerns, family history, etc. Call 508-675-2151 for an appointment.

Criteria for Selection: Age and income are considered first; availability of space is also a factor. At least 10% of those enrolled must be children with special needs and up to 10% may come from families who are over income guidelines.

Serving: Fall River, Somerset, Swansea, Westport, Freetown, Dighton, Rehoboth, Seekonk, Berkley and Lakeville.

Options: Home based model, one 90 minute home visit during the week and one 3 hour "Discovery Day" for socialization per week, for infants, toddlers and their parent

Program: Emergency Food and Shelter Program

Director: Barbara Travis

Contact: Chrystal Arpa Email: carpa@cfcinc.org

Address and Telephone: 264 Griffin Street Fall
River, MA 02724

TEL (508) 679-0041

FAX (508) 324-0643

Office Hours: 8:30 a.m. – 2:00 p.m. by appointment

<p><i>Brief Program Description:</i> Emergency aid for rent and utilities when funding is available. Provides a one time payment for utility or fuel. Rental assistance on a case by case basis as needed to prevent homelessness.</p>
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Eligibility: Client must be in the process of moving into or being evicted from there current living environment.

Documentation Needed: Varies with type of assistance needed.

Application Process: Application is taken at the office.

Criteria for Selection: Must be moving into or in the process of being evicted from current living situation.

Program: Food Pantry

Directors: Barbara Travis & Chrystal Arpa

Address and Telephone: 264 Griffin Street Fall River, MA 02724

TEL (508) 679-0041

FAX (508) 324-0643

EMAIL: carpa@cfcinc.org

Office Hours: Monday/Wednesday/Friday
8:30 a.m. – 12:00 p.m.

<p><i>Brief Program Description:</i> Those in need can receive food once every 30 days as long as food is available.</p>
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MUST BRING ID & BILL OR PIECE OF MAIL TO PROVE RESIDENCY.

Continued operation of the Food Pantry is contingent upon the availability of food supplied to us from various sources.

Program: Operation Christmas

Director: Barbara Travis

Contact: Chrystal Arpa

EMAIL: carpa@cfcinc.org

Address and Telephone: 264 Griffin Street
Fall River, MA 02724

TEL (508) 679-0041

FAX (508) 324-0643

Office Hours: 9:00 a.m. – 3:00 p.m.

<p><i>Brief Program Description:</i> Operation Christmas distributes toys to parents of children from birth to 12 years of age to be given as gifts at Christmas.</p>

Eligibility: Custodial parents of children may apply.

Documentation Needed: ID and social security cards.

Application Process: Applicant may apply by filling out an application at the Griffin St. office.

Program: Information and Referral

Director: Barbara Travis & Chrystal Arpa

Address and Telephone: 264 Griffin Street
Fall River, MA 02724

TEL (508) 679-0041
FAX (508) 324-0643
EMAIL carpa@cfcinc.org

Office Hours: 9:00 a.m. – 4:00 p.m.

<p><i>Brief Program Description:</i> Information and referral is assistance given to clients in need of services. Clients are directed to appropriate programs or agencies for services.</p>
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Eligibility: None

Documentation Needed: None

Application Process: No formal process. Interested persons can call the director or go to the Griffin Street address.

Criteria for Selection: Open to anyone in need of information.

Program: On-Line Supplemental Nutrition Assistance Program (SNAP)
Formerly Food Stamps

Director: Paul Desmarais

Contact: Leida Batista or Christine Boardman

Address and Telephone No.: 264 Griffin Street
Fall River, MA 02724
508-679-0041

Office Hours: M-F 8:30 a.m. to 4:30 p.m.

<p><i>Brief Program Description:</i> The purpose of this program is to improve access to SNAP (formerly Food Stamps) benefits for low income households. Applications are completed and transmitted to the Massachusetts Department of Transitional Assistance by CFC personnel who also assist applicants with the necessary follow-up.</p>
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Eligibility: Eligibility is based on such factors as monthly income, household size, age of applicants, and housing costs. The Massachusetts Department of Transitional Assistance makes the final decision on eligibility in accordance with their guidelines.

Documentation Needed: Applicants must produce proof of identity and residence, proof of income for the previous four weeks, receipts for child care, utility bills, medical bills, and rent or mortgage statements.

Application Process: Applications are prepared and transmitted during a face to face interview with a CFC case worker. Supporting documents are faxed.

Criteria for Selection: These are determined by the Massachusetts Department of Transitional Assistance.

Service Area: The program currently services the greater Fall River area

Program: Volunteer Income Tax Assistance Program (VITA)

Director: Paul Desmarais

Contact: Leida Batista

Address and Telephone: 264 Griffin Street
Fall River, MA 02724
(508) 679-0041

Office Hours: Tuesday evenings 4:30 p.m. – 8:00 p.m. and Saturday mornings from 8:30 a.m. - 12:00 (noon) on a first come first served basis.

Brief Program Description: Through this program, income tax returns are prepared and electronically filed for lower income households by trained volunteers free of charge. This enables more families to benefit from earned income tax credits and child tax credits. This program is administered by CFC personnel who also provide financial literacy information to our clients.

Eligibility: This program is geared toward households with income of less than \$52,000.

Documentation Needed: Social security cards, photo identification, dates of birth, proof of taxable income such as W-2 forms, proof of medical insurance and relevant expense records must be provided at the time that the returns are prepared.

Application Process: Intake forms provided by the IRS are completed prior to the tax returns being prepared.

Criteria for Eligibility: Same as eligibility.

Seasonal Operation: The program operates from mid-January through mid-April for each tax filing season. Tax assistance is also available throughout the year by appointment.

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Program: LIHEAP (Fuel Assistance)

Director: Garth Patterson

Address and Telephone: 1 Taunton Green*
Taunton, MA 02780

TEL (508) 823-6346 (508) 676-7397 Automated Information
FAX (508) 823-6348 in four languages
English, Spanish,
Portuguese, Khmer

Office Hours: From November 1st Thru April 30th - Mon. Wed. Thur. 8:30 a.m.- 4:30 p. m.,
Tuesday 8:30 – 6:30 p.m. (Call for appointment). Fridays are for emergencies only
8:30 a.m.- 4:30 p.m.

Brief Program Description: The program assists eligible households pay their heating bills during the winter season or until benefits are exhausted. Clients receive various discounts such as telephone discounts, electric discounts, and gas and oil discounts.

Eligibility: Eligibility is based on annual gross household income, family size and annual heating consumption. Income guidelines used are established by the federal government.

Documentation Needed: Clients must document a minimum of “4” consecutive weeks of income or any number not to exceed the prior “52” weeks. Proof of residence is required for all applicants by submitting a copy of the current heating or electric bill. Social security numbers are required of all household members over 18 yrs. of age. Proof of housing cost is also required. For renters, please submit a copy of the current lease or rent receipt and for homeowners, please submit a current mortgage statement, real estate tax bill and homeowners insurance policy with annual premium.

Application Process: Face to face interview with an intake worker for the initial application of assistance is required. In subsequent years, client is mailed a pre-printed application which the client verifies for accuracy of the information or updates incorrect information and returns the application to C.F.C.’s Fuel Office.

Criteria for Selection: Same as eligibility.

**Although the main LIHEAP office is in Fall River, applications are taken at the Taunton office for the Greater Taunton area residents*

Program: Heater Repair Program (Heart WAP)

Director: Madeleine Cormier

Address and Telephone: 427 Robeson Street
Fall River, MA 02720

TEL (508) 675-2157 Ext. 277
FAX (508) 324-7522

Office Hours: 8:00 a.m. – 4:00 p.m.

Brief Program Description: Program provides homeowners and some tenants with repairs and replacement of heaters. Program operates in the Greater Fall River, Greater Taunton and Greater New Bedford areas.*

Eligibility: An applicant must be on Fuel Assistance and be the homeowner. A tenant can receive minor service. The landlord must also be on Fuel Assistance for the tenant to receive major service.

Documentation Needed: If a boiler or furnace replacement is needed, proof of home ownership is required. Owner must sign an agreement allowing the heating system to be evaluated and, where warranted, repairs or replacement to be conducted.

Application Process: One may apply through the Fuel Assistance program or directly through the Heater Repair Program office. A home visit may be necessary.

Criteria for Selection: Eligible households with a “No Heat” situation are given first priority. Elderly, handicapped, children under 6 are given additional priority.

*Note: Under special arrangements CFC is offering services to eligible clients in the following communities:

Acushnet	Mattapoisett
Dartmouth	New Bedford
Fairhaven	Rochester
Marion.	

Interested residents of the listed communities are encouraged to contact the above listed telephone number.

Program: Weatherization Assistance Program (WAP)

Director: Madeleine Cormier

Address and Telephone: 427 Robeson Street
Fall River, MA 02720

TEL (508) 675-2157 Ext. 232, 287

FAX (508) 324-7522

Office Hours: 8:00 a.m. – 4:00 p.m.

Brief Program Description: Provide insulation, air sealing and perform health and safety testing at no cost to homeowner or tenant. Program operates in the Greater Fall River, New Bedford and Taunton areas.

Eligibility: People who ARE ELIGIBLE FOR THE FUEL ASSISTANCE PROGRAM
Interested people should call the office to determine eligibility.

Documentation Needed: A Property Owner Agreement must be signed.

Application Process: One may apply directly through the Weatherization office at the above phone number.

Criteria for Selection: High priority clients are done first. It's a numbered system with elderly receiving 3 points, handicapped-2, children under seven-2, Native American-1, and high energy costs-2. The total number of points determines the order in which houses will be served.

Note: Greater Taunton residents seeking information or who wish to apply should contact the office in Fall River at the telephone number listed above.

Program: Family Planning

Director: Lynda Sampson

Address and Telephone: 1 Taunton Green
Taunton, MA 02780
School Street Entrance

TEL (508) 823-6924

FAX (508) 821-9254

Office Hours: Mon. 12:30 p.m. – 4:30 p.m. Tues. 9:00 a.m. to 5:30 p.m.
Wed. 9:00 a.m. – 4:30 p.m. 9:00 a.m. to 5:30 p.m. everyother Tuesday
Friday 9:00 a.m. to 4:30 p.m.
(Closed Thursday)

Brief Program Description: Comprehensive Family Planning services include: comprehensive gynecological exams, birth control counseling and supplies, client education about HIV/AIDS prevention, screening for breast, pelvic, and cervical cancer, testing and treatment for most sexually transmitted infections, emergency contraception, pregnancy testing, nondirective counseling and referral for pregnancy, infertility, substance abuse, and other health conditions. Services have been expanded to include health assessment and sexually transmitted infection screening and treatment for men.

Family Planning services include community education/outreach programs for school, religious, and parent groups, human services, and other organizations. These programs cover such topics as: sexuality, teen pregnancy prevention, family communication about sexuality issues, sexually transmitted infections and HIV/AIDS.

Eligibility: Reproductive health services are open to anyone. Sliding fee scale. No one refused because of inability to pay.

Documentation Needed: None required.

Application Process: 1st available appointment is given.

Criteria for Selection: None

Program: Teen Pregnancy Prevention Program Taunton

Director: Lee LeBlanc Corrigan

Address and Telephone: 337 Hanover Street
Fall River, MA 02720

TEL (508) 679-0198 and (508) 673-2400
FAX (508) 324-7508

Office Hours: Monday – Friday 9:00 – 4:30

Teen Pregnancy Prevention Program in Taunton / Focus on Kids

(FOK) is a science-based curriculum designed for high school teens. It has been proven to reduce the risk of HIV infection among urban youth. FOK is designed to provide youth with both the knowledge and the skills they need to protect themselves from becoming infected with HIV. The program emphasizes communication and negotiation skills, goal setting, and decision-making. CFC Family Planning implements this program in Taunton High School running four groups per year. The program is funded through the Department of Public Health.

Program: Women, Infants, & Children (WIC)

Director: Darlene Horton

<i>Address and Telephone:</i>	1 Taunton Green	95 Pine Street
Full time offices:	Taunton, MA 02780	Attleboro, MA 02703
	TEL (508) 823-6346	TEL (508) 226-4543
	FAX (508) 821-9254	FAX (508) 285-3879

Part time offices:

Mansfield Town Hall (Call Taunton for appointment)
6 Park Row 3rd floor

Office Hours: Taunton- Mon., Wed., Thurs., & Fri. 9:00 a.m. - 4:30 p.m.
Tues 11:00 a.m. – 6:30 p.m.
3rd Saturday of the month 9:00 a.m. – 4:30 p.m.

Attleboro-Mon., Thurs & Fri. 9:00 a.m. - 4:30 p.m.
Tues. 11:00 a.m. – 6:30 p.m.

Mansfield – 1st Wednesday of each month

Brief Program Description: WIC is a special supplemental nutrition and health care program for Pregnant and Postpartum Women, Infants, and Children up to age five. WIC provides dietary assessment and counseling, nutrition education, electronic benefits for food, screening for immunizations, assessment, voter registration, farmer's market checks, Infant feeding choices classes, Breastfeeding Peer Counselors, breastfeeding education, breastfeeding promotion and support, and health and human service referrals.

Eligibility: Must be a pregnant or postpartum woman, an infant or child up to age 5; must meet income guidelines; must live in Massachusetts. TAFDC, MassHealth or SNAP (Food Stamp) participation makes WIC eligibility automatic. Grandparents with custody of their grandchildren may apply, as well as Foster Parents.

Documentation Needed: Proof of income, proof of birth date, and proof of residency.

Application Process: Applications are taken via telephone. Appointment is made for a consultation. At the consultation, medical information is gathered, along with documentation of income, residency, and date of birth. Once certified, electronic benefits are issued the same day.

Criteria for Selection: Must meet eligibility criteria. There is no waiting list at this time

Program: Foster Grandparent

Program Director: Judy Charest

Address and Telephone: 264 Griffin Street*
Fall River, MA 02724

TEL (508) 679-0041

FAX (508) 324-0643

Email: judy.charest@cfcinc.org

Office Hours: 8:30 a.m. – 4:30 p.m.

Brief Program Description: The Foster Grandparent Program serves children throughout Fall River and Taunton who have exceptional or special needs and at the same time provides low income elderly with the opportunity to work with these children and supplement their income.

Eligibility: Must be age 55 or older and meet income guidelines.

Documentation Needed: Proof of income, picture ID and Social Security Card.

Application Process: An applicant must come to the Fall River office and fill out an application. .

Criteria for Selection: Those who meet income guidelines will be considered first.

**Although our main office is located in Fall River, Greater Taunton residents are welcome to join the program.*

Program: Retired Senior Volunteer Program (RSVP)

Director: Judith Charest

Address and Telephone: 264 Griffin Street*
Fall River, MA 02724

TEL (508) 679-0041 x 215
FAX (508) 324-0643

E-Mail: judy.charest@cfcinc.org

Office Hours: 8:30 a.m. – 4:30 p.m.

Brief Program Description: RSVP allows approximately 300 to 400 seniors over the age of 55 to be placed in worthwhile activities in public and private non-profit agencies throughout our service area.

Eligibility: Must be age 55 or older.

Documentation Needed: Photo ID

Application Process: Interested parties must call the Fall River office and make an appointment to come in and fill out an application. The office is located at 264 Griffin Street, Fall River, MA. The skills and interests of the volunteers are matched up to meet a community need.

Criteria for Selection: Anyone 55 years of age or older may apply.

**Although our main office is located in Fall River, Greater Taunton residents are welcome to join the program.*

- Volunteers may be reimbursed for mileage to and from volunteer sites (.22/mile no more than \$22.00 per month) and some sites provide meals.
- All volunteers are covered by supplemental Accident and Liability Insurance.
- An Annual Recognition Day Brunch is held every June at the Venus de Milo Restaurant to honor all volunteers.

Program: Senior Community Service Employment Program

Program Director: Gail Bernier

Address and Telephone: 264 Griffin St.
Fall River, MA 02724

TEL (508) 679-0041
FAX (508) 324-0643

Office Hours: 8:30 a.m. to 4:30 p.m.

Brief Program Description: Senior employment is a training program for elders to be placed back into the work force. Seniors in Bristol, Hampden and Plymouth County are served by this program.

Eligibility: Must be age 55 or older and meet income guidelines.

Documentation Needed: Proof of income and age.

Application Process: Interested parties should contact the Fall River office.

Criteria for Selection: Those who meet income guidelines will be considered

Program: Emergency Food and Shelter Program

Director: Debbie Araujo

Address and Telephone:

1 Taunton Green
Taunton, MA 02780

TEL (508) 823-6346
FAX (508) 823-6348

Office Hours: 8:30 a.m. – 4:30 p.m.

<p><i>Brief Program Description:</i> Emergency aid for food and utilities. Provide one time voucher for food or payment for utility or heating oil when all other sources are exhausted.</p>
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Eligibility: Must have no food, no heating oil, no money, or be in a shut off situation.

Documentation Needed: Varies with type of assistance needed.

Application Process: Application is taken at the office, need to have an appointment.

Criteria for Selection: Must be in an emergency situation.

Program: Operation Christmas

Director: Debbie Araujo

Address and Telephone: 1 Taunton Green
Taunton, MA 02780

TEL (508) 823-6346

FAX (508) 823-6348

Office Hours: 8:30 a.m. – 4:30 p.m.

<p><i>Brief Program Description:</i> Operation Christmas distributes toys and clothing to custodial parents of children age 12 and under to be given as gifts at Christmas.</p>

Eligibility: Children must be 12 or under and document a need.

Documentation Needed: Signed and returned application. Applications available November 1st.

Application Process: Must have application signed by School Dept., Dept. of Transitional Assistance, D.S.S., or an appropriate human service agency to document a need.

Criteria for Selection: Children 12 and under.

Program: Information and Referral

Director: Debbie Araujo

Address and Telephone: 1 Taunton Green
Taunton, MA 02780

TEL (508) 823-6346

FAX (508) 823-6348

Office Hours: 8:30 a.m. – 4:30 p.m.

<p><i>Brief Program Description:</i> Information and referral is assistance given to clients in need of services. Clients are directed to appropriate programs or agencies for services.</p>
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Eligibility: None

Documentation Needed: None

Application Process: Application taken over telephone.

Criteria for Selection: Open to anyone in need of information

Program: On-Line Supplemental Nutrition Assistance Program (SNAP)
Formerly Food Stamps

Director: Paul Desmarais

Contact: Leida Batista 508-679-0041

Address and Telephone No.: One Taunton Green
Taunton, Ma. 02780
508-823-6346

Office Hours: Applications taken by appointment only.

Brief Program Description: The purpose of this program is to improve access to SNAP (formerly Food Stamps) benefits for low income households. Applications are completed and transmitted to the Massachusetts Department of Transitional Assistance by CFC personnel who also assist applicants with the necessary follow-up.

Eligibility: Eligibility is based on such factors as monthly income, household size, age of applicants, and housing costs. The Massachusetts Department of Transitional Assistance makes the final decision on eligibility in accordance with their guidelines.

Documentation Needed: applicants must produce proof of identity and residence, proof of income for the previous four weeks, receipts for child care, utility bills, medical bills, and rent or mortgage statements.

Application Process: Applications are prepared and transmitted during a face to face interview with a CFC case worker. Supporting documents are faxed.

Criteria for Selection: These are determined by the Massachusetts Department of Transitional Assistance.

Service Area: The program currently services the greater Taunton area

Program: Volunteer Income Tax Assistance Program (VITA)

Director: Paul Desmarais

Contact: Leida Batista

Address and Telephone: 1 Taunton Green
Taunton, MA 02780
508-823-6346

Office Hours: By appointment only! Please call 508-679-0041 to schedule an appointment

Brief Program Description: Through this program, income tax returns are prepared and electronically filed for lower income households by trained volunteers free of charge. This enables more families to benefit from earned income tax credits and child tax credits. This program is administered by CFC personnel who also provide financial literacy information to our clients.

Eligibility: This program is geared toward households with income of less than \$52,000.

Documentation Needed: Social security cards, photo identification, dates of birth, proof of taxable income such as W-2 forms, proof of medical insurance and relevant expense records must be provided at the time that the returns are prepared.

Application Process: Intake forms provided by the IRS are completed prior to the tax returns being prepared.

Criteria for Eligibility: Same as eligibility.

Seasonal Operation: The program operates from mid-January through mid-April for each tax filing season. Tax assistance is also available throughout the year by appointment