

# **Quincy Housing Authority**

## **Public Housing**

**&**

## **Housing Choice Voucher**

## **Family Self Sufficiency Program**

## **Action Plan**



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## **INTRODUCTION**

The Family Self Sufficiency (FSS) Program is a federal program funded by the Department of Housing & Urban Development (HUD). It was created for the purpose of connecting participants on HUD housing assistance with existing public and private resources in their communities to support increased economic self- sufficiency. The Quincy Housing Authority (QHA) began its FSS program in 1998. The QHA currently runs the FSS Program for both Public Housing and Section 8 Housing Choice Voucher participants. The QHA's Family Self-Sufficiency Program represents a community-based approach to the organization and delivery of locally available community services in order to assist eligible families to become self-reliant and independent of all forms of public assistance. The Program is designed to identify the needs of participating families and to deliver a comprehensive and coordinated set of services to facilitate their efforts to achieve and maintain economic self-sufficiency. As such, the program operates under the guidance of a Program Coordinating Committee with a membership representative of the community served, the target population, and the Authority itself.

This Action Plan outlines the steps that will be taken to ensure that each participant has the greatest opportunity for success. It will also provide a guide for the administrative issues and framework involved in the implementation of the Family Self-Sufficiency Program.

## **GOALS AND OBJECTIVES**

The goal of the QHA FSS Program is to assist residents and participants to become self sufficient. Each participant will have an opportunity to explore their skills and preferences as they plan out their economic development plan. FSS goals include increasing a family's expectation, ability and confidence to exert control over economic events in their lives. Each participant, with the assistance and encouragement of their case manager will plan their own personal economic development by identifying career, education, salary and saving goals.

Individual goals will be tailored to the needs of the participants.

A series of workshops will be provided to help participants increase their knowledge including credit repair and banking, interviewing techniques, resume writing and self esteem workshops.

## **PROGRAM SIZE**

The QHA's FSS Program will consist of the minimum number of Section 8 and Public Housing families as required by HUD. The QHA is not required to operate an FSS Program for public housing residents, but has chosen to do so. There is no minimum number of public housing families. The initial mandatory program size for the Section 8 program was 100. The ongoing mandatory program size is reduced by one slot for each program graduate. The QHA reserves the option to operate a larger non mandatory FSS program. All FSS slots will be filled with current Section 8 and public housing participants volunteering for the program.

## **FAMILY DEMOGRAPHICS**

The QHA FSS program is marketed to all federal public housing tenants and Section 8 housing choice voucher participants. There are 649 federal public housing units in the Quincy Housing

Authority portfolio. Of this total, 94 units are designated for the disabled, 375 units are designated for the elderly, and 180 units are designated for families. Of the 180 units designated for family occupancy, 175 are currently occupied. Of this total 60 family are white, 24 are black, 84 are Asian, and 7 are Hispanic. There are 54 male head of households, and 121 female head of households. 119 families, or 68% have an income at or below 30% of the median, 38 families have an income between 30% and 50% of the median, and 18 have an income above 50% of the median.

There are also 1280 Section 8 vouchers managed by the Quincy Housing Authority. Of the 1280 families, 647 are elderly households. 740 families are white, 359 are black, 96 are Asian, 3 are American Indian, and 82 are Hispanic.

898 families, or 70% have an income at or below 30% of the median income, 289 families have an income between 30% and 50% of the median income, and 93 families have an income above 50% of the median income. It is anticipated that families who may be expected to participate in the FSS program would need the following supportive services.

- Career development
- Child care
- Credit counselling
- ESOL
- Family counseling
- Financial/Money management
- GED
- Homeownership counseling
- Household management skills
- Job retention training
- Job search assistance
- Job training/placement
- Parenting skills
- Post secondary education
- Rehabilitation/substance abuse counseling
- Remedial education
- Resume/job interview skills
- Secondary education
- Transportation
- Vocational assessment

### **ESTIMATE OF PARTICIPATING FAMILIES**

It is estimated that approximately 390 Section 8 housing choice voucher participants and 274 public housing residents may participate in the FSS Program. It is anticipated that 100% of the FSS participants will be recipients of various types of support services. The type of support services provided will depend on the family's individual needs, goals and objectives as outlined in their service plan.

## **INCENTIVES TO ENCOURAGE PARTICIPATION**

As part of the FSS program, the QHA offers incentives to encourage participation and enhance the participant's ability to achieve self-sufficiency.

The QHA will establish an FSS Escrow Account for each eligible participating family in accordance with HUD guidelines as a financial incentive for program participation. Please see the Escrow Account section for more detailed information on this program incentive, and how it can help financially assist clients to reach their self-sufficiency goals.

Participation in the QHA FSS program will count as the community service hours required for public housing residents.

FSS program participants who qualify, may take advantage of homeownership opportunities.

Participants in the FSS Program have priority seating in any and all classes, workshops and activities sponsored by the QHA Support Services.

Additional incentives include, but are not limited to: access to a variety of referrals for education, job training and employment support, access to free financial management classes and comprehensive credit counseling, access to ESOL classes, and GED preparation services. If participants are interested in pursuing homeownership, FSS clients have a wide network of services available that assist with homebuyer education, home inspections, credit repair, and down payment assistance programs. FSS participants also have a number of personal incentives for involvement including structured goal planning, greater opportunity to increase their standard of living, and an enhanced support system.

## **OUTREACH EFFORTS**

Outreach efforts for the FSS program may include, but are not limited to: mass mailing of program information to all current QHA residents and Section 8 participants; informational flyer included in all new housing choice voucher briefing packet and all new public housing resident lease signing sessions; door to door recruitment and flyers, along with program information available on the QHA website. Outreach materials will be available in Chinese and Vietnamese. Interpreters will be utilized as needed for all aspects of the FSS Program and clients may contact staff via our TTD telephone line, fax, email, telephone or in person. Efforts will be targeted equally to minority and non-minority families to ensure that non-English and limited English speaking families receive information and have the opportunity to participate in the FSS program. Upon request, the QHA provides reasonable accommodations for people with disabilities.

## **FSS FAMILY SELECTION PROCEDURES**

The QHA will select families for participation in the FSS program in accordance with HUD guidelines. There will be no preference selection system. Selection for participation in the FSS program will be based on a first come, first serve basis. FSS applicants will be selected for participation without regard to race, color, sex, religion, national or ethnic origin, familial status, source of income or disability. In addition, the QHA will, upon request, provide

reasonable accommodation to persons with disabilities to ensure they are able to take advantage of the services provided by the FSS program.

The FSS staff have the primary responsibility to ensure that applicants and participants are not discriminated against in the selection process. It is the policy of the QHA to comply with all federal, state, and local non discrimination laws, the Americans with Disabilities Act and the U.S. Department of Housing and Urban Development regulations governing Fair Housing and Equal Opportunity. No person shall be excluded from participation in, be denied the benefits of, or otherwise be subjected to discrimination under the FSS program.

FSS program eligibility requirements include, but are not limited to the following:

- the family must be a current QHA Section 8 Housing Choice Voucher Program participant or a tenant in QHA Federally Subsidized Public Housing.
- the family must be in good standing, including current in all rent or other financial obligations.
- the family must attend a mandatory FSS orientation/briefing session.
- the family must have an overall goal to obtain self-sufficiency and be off public assistance as required by the FSS contract.
- the Head of household must be willing to seek and maintain employment during the FSS contract period.
- the family must be willing to receive and participate in case management as part of their supportive services.

### **ACTIVITIES AND SUPPORTIVE SERVICES**

FSS program participants have access to an extensive network of activities and supportive services to assist them in becoming self sufficient. Some of the activities and services are done directly by the FSS staff, some through program partners, and others through referrals to community agencies. The following list of activities, services, and providers reflect the current opportunities.

**Adult Basic Education:** Quincy Community Action  
Thomas Crane Library,  
Training Resources of America

**Career Development:** Quincy Career Center

**Career Closet:** Germantown Neighborhood Center  
Interfaith Social Services

**Child Care:** Germantown Neighborhood Center  
Quincy Community Action Programs,

**Credit counselling:** Quincy Community Action Programs  
Citizens Bank

**Domestic violence:** Dove, Inc.  
Germantown Neighborhood Center

**Education:** Quincy College  
Quincy Housing Authority Support Services

**Employment:** Quincy Career Center

**ESOL:** Quincy Housing Authority Support Services  
Thomas Crane Library  
Quincy Community Action Programs  
Quincy Asian Resources, Inc.

**Family counseling:** Interfaith Social Services  
Germantown Neighborhood Center

**Financial/Money Management:** Neighborhood Housing Services  
Quincy Community Action

**Food Pantry:** Germantown Neighborhood Center  
Interfaith Social Services

**Fuel Assistance:** Quincy Community Action

**GED:** Thomas Crane Library  
Quincy Community Action Programs  
Quincy College

**Health Services:** Manet Community Health Center

**Homeownership:** Neighborhood Housing Services,  
Quincy Community Action Programs,

**Job retention training:** Quincy Career Center

**Job search assistance:** Quincy Career Center

**Job placement:** South Shore Coastal Development

**Parenting skills:** Germantown Neighborhood Center  
Training Resources of America

**Resume/Job interview skills:** Quincy Housing Authority Support Services

**Self Esteem Programs:** Germantown Neighborhood Center

Case Management, Advocacy and Referrals: A family participating in the FSS program will be in regular contact with a case manager to develop and carry out the Individual Training and Service Plan. The case manager will provide ongoing supervision of the participant's progress

and act as an advocate to empower families toward self-sufficiency. In addition, the case manager will facilitate and monitor other agency involvement and track participant progress on a regular basis.

### **METHOD FOR IDENTIFICATION OF FAMILY SUPPORT NEEDS**

Participants in the FSS program work closely with the FSS case managers to identify family needs in a holistic manner and to develop an Individual Training and Services Plan (ITSP) which is an attachment to the Contract of Participation. The ITSP identifies the final goals the participant will complete while enrolled in the program and the interim goals and activities that will be included in reaching those goals. During the first meeting with a new FSS applicant, the case manager will complete the FSS Enrollment Form with the client. This helps the case manager and the applicant begin the goal setting process. The FSS Case Manager will assist the FSS applicant in setting, specific, measureable, attainable, realistic and timely (SMART) goals whenever possible. After the first meeting, the case manager will review the enrollment form, and contact the appropriate staff to verify eligibility for the program, along with determining whether a new rent review must take place before a contract of participation can be executed. Generally, if a rent has not been reviewed/calculated within the last two months, a rent review must be completed.

During the goal setting process, the case manager and the FSS applicant will identify obstacles to achieving self-sufficiency and the services and resources that will be needed. Goals will be designed to enable FSS participants to improve their employment skills, retrain for different occupations or continue their education. Such services that might be part of the ITSP may include counseling and support services, aid in finding vocational training, education and employment, health, child care, transportation, legal assistance and financial counseling.

Once the goal setting process is completed, and the Individual Training and Service Plan developed, the head of household will complete and sign the Contract of Participation (COP), the Individual Training and Services Plan (ITSP), and any related documentation.

While on the FSS program, a client must work with their FSS case manager to report progress towards their ITSP goals within the timeframes indicated. The FSS case manager will assist the clients to locate and secure resources available in the community to assist them with their goals, and will help navigate barriers to completing the goals whenever possible. The FSS case manager will track this progress with the FSS case management form. Each time this FSS case management form is completed with a participant, it serves as an internal needs assessment to continue helping the participant and the case manager identify new/existing needs as they relate to their goals of self-sufficiency.

The QHA recognizes that throughout the course of the FSS Program, a participant's priorities and goals may change. Therefore, the program allows for changes to be made to the ITSP during the contract term. Changes to an ITSP goal, including cancellation of that goal entirely, must be signed by the client and the FSS case manager before they will be considered valid. All proposed changes to a participant's ITSP will be evaluated on a case by case basis and the FSS case manager will have the final authority in the approval or denial of a change in a ITSP goal.

The head of household is the only family member required to have an ITSP while on the FSS program, however, other adult household members can choose to work with an FSS case manager to create an ITSP. This secondary ITSP does not have the same employment requirements; however, all goals must be completed within the designated timeframes.

In accordance with HUD guidelines, the head of household on the FSS contract of participation will always be the same as the head of household for the purposes of housing assistance.

Changing the head of household in the housing assistance will result in the need for a change in the FSS Contract, if the new head of household chooses to participate in the FSS program. If the new head of household does not wish to participate in the FSS program, any accumulated escrow funds will be forfeited.

### **FSS ESCROW ACCOUNT**

In accordance with 24 CFR part 984.305 The QHA shall deposit the FSS account funds of all families participating in the QHA's FSS program into a single depository account. The total of the combined FSS account funds will be supported in the QHA's accounting records by a subsidiary ledger showing the balance applicable to each FSS family.

An FSS Escrow deposit is calculated based on an increase in earned income from the beginning of the client's FSS contract of participation. In general, an increase in the family's earned income after enrolling in the FSS program that leads to an increase in the household's "family rent" (as compared to the original "family rent" in the COP) generates the beginning of escrow earnings. Escrow credit calculations are made whenever QHA conducts an interim or annual re-examination during the contract of participation. The FSS program will notify a participant when s/he begins to earn escrow in the program. QHA will credit escrow amounts monthly; these credits will be effective on the first day of the month during which they are credited. Annually QHA will provide all current FSS participants with an escrow statement reflecting the current balance, deposits, withdrawals, and interest accrued in the participant's escrow account.

If the FSS family has not paid the family contribution towards rent, or other amounts, if any, due under the public housing or section 8 assisted lease, the balance in the family's FSS account shall be reduced by that amount before prorating the interest income. If the family has fraudulently underreported income, the amount credited to the FSS account will be based on the income amounts originally reported by the FSS family.

.If the head of household ceases to reside with other family members in the Section 8 or public housing Unit, the QHA may grant the new head of household the opportunity to revise the family's action plan and enter into a contract of participation. If the new head of household does not participate in the FSS program, any accumulated escrow funds will be forfeited. The QHA reserves the right to deny a request to enter into a contract with a new head of Household.

### **Interim Disbursement of the escrow account:**

The QHA FSS program allows clients to receive interim disbursement from their escrow accounts in accordance with the following guidelines:

Participants in the FSS program with a positive escrow balance will be allowed to request money from their escrow accounts prior to the completion of their contract of participation. Requests for interim disbursements must be related to one or more goals articulated in the participant's ITSP. The participant must demonstrate they have made progress toward that goal before being approved for an interim disbursement. Acceptable progress towards the goal(s) will be determined by the FSS case manager while s/he reviews the participant's complete application for interim disbursement.

The FSS program reserves the right to request that a participant complete a budget and/or provides additional documentation prior to making a decision on the participant's interim disbursement request. Interim disbursement checks are cut directly to the party providing the service/benefit/product.

**Section 8 residency and portability requirements:**

A family participating in the QHA section 8 housing choice voucher program must lease an assisted unit within the QHA's jurisdiction for twelve months after entering into the contract of participation. In accordance with 24 CFR part 984.306 the QHA will terminate the contract of participation for any participant not meeting this requirement. After the first 12 months of the FSS contract or participation, the FSS family may move outside the QHA's jurisdiction under portability procedures. A relocating FSS family may continue in the FSS program with the QHA if the family can demonstrate to the satisfaction of the QHA that, notwithstanding the move, the relocating FSS family will be able to fulfill its responsibilities under the initial or modified contract of participation at its new place of residence. (for example, the FSS family may be able to commute to the supportive services specified in the contract of participation, or the family may move to obtain employment as specified in the contract.) If the relocating family remains in the FSS program of the initial PHA, there will only be one contract of participation, which shall be the contract executed by the QHA. If a family cannot fulfill their responsibility under the FSS contract of participation, the FSS contract of participation shall be terminated.

When a relocating FSS family is absorbed by another Housing Authority, if that Housing Authority has an FSS program, the family may participate in the FSS program of the receiving Housing Authority, if the receiving PHA allows the family to participate. A PHA is not obligated to enroll a relocating FSS family in its FSS program. If the receiving PHA allows the relocating FSS family to participate in its FSS program, the receiving PHA will enter into a new contract of participation with the FSS family for the term remaining on the contract with the QHA. The QHA will terminate the contract with the family but continue to administer the balance on the family's FSS account. The receiving PHA shall notify the QHA when the family completes or terminates their contract of participation.

**Final Disbursement of the escrow account:**

Final disbursement of the FSS escrow account will be made to the FSS head of household when the participant completes the contract of participation and can verify that no one in the household is receiving welfare, as defined by the FSS guidelines (see contract completion section below for more information and the QHA's FSS program's definition of welfare). The final disbursement check will be made payable to the current head of household receiving the

housing assistance. There are no requirements or stipulations on the participant's use of the final disbursement funds. Any outstanding debt owed by the participant to the QHA will be debited from the escrow account before the final escrow is paid out. If the FSS contract of participation is terminated, the balance of the participant's FSS escrow account will be forfeited in accordance with HUD guidelines. In the case of forfeiture of escrow, clients will not be responsible to "pay back" any interim disbursements of their escrow account they received while enrolled in the QHA FSS program.

### **CONTRACT EXTENSIONS**

The initial term of the contract of participation is five (5) years, but in some circumstances the contract may be extended for up to two (2) additional years. Requests for an extension of the contract will be evaluated on a case by case basis to see if "good cause" exists for granting an extension. In general "good cause" means a circumstance beyond the family's control and that directly prevents the participant from meeting the obligations of the contract.

Such causes may include:

- Serious illness or injury in the immediate family.
- Involuntary loss of employment.
- Unavailability of one or more services critical to FSS achievement
- Delayed approval of mortgage loan for a participant with a goal of homeownership
- Inability to meet interim goal of remaining off welfare for final twelve months.
- Economic conditions which result in poor job market in the area.
- Other good cause.

Extensions will not be granted for loss of employment due to the lack of performance on the part of the FSS participant. All requests for extension must be submitted prior to the expiration of the contract of participation by completing the Extension Request Form. Participants will be notified in writing within ten (10) business days of the QHA decision and may request an informal hearing if they disagree with the decision.

### **CONTRACT COMPLETION**

In order to complete the FSS contract of participation and receive the balance of the FSS escrow account, the FSS Family must meet one of the following sets of criteria:

1) The head of household must seek and maintain suitable employment and must verify that no one in their household has received welfare for the previous 12 months. In addition, the head of household, and any additional adult family members who created an ITSP, must complete all goals listed on the ITSP within the designated timeframes. Lastly, the participant must apply and be approved for their final disbursement from their escrow account by completing the Final Disbursement Application, Landlord Statement, Verification Form from Welfare, Employment Verification Form and any documentation required to verify completion of goals. The complete application will be reviewed by the case manager for approval.

OR

2) Thirty percent (30%) of the monthly adjusted income of the FSS family equals or exceeds the published fair market rent for the size of the unit for which the FSS family qualifies based on the QHA's occupancy standards. The contract of participation will be considered completed and the family's participation in the FSS program concluded on this basis even though the contract term, including any extension thereof, has not expired, and the family members who have ITSPs

have not completed all the activities set forth in their plans. It is possible in this instance to complete the contract of participation and not be eligible for a final escrow disbursement because a family member is still receiving welfare.

### **CONTRACT TERMINATION**

A participant's contract of participation with the QHA FSS Program may be terminated under the following circumstances:

- If the family withdraws from the FSS program
- Mutual consent of both parties.
- The failure of the FSS family to meet its obligations under the contract of participation without good cause. In general, this will be determined on a case by case basis to determine if there is "good cause" for not meeting the contract obligations. "Good cause" means a circumstance beyond the family's control that directly prevents the participant from meeting the obligations of the contract.
- If the participant fails to report progress to their FSS case manager at least quarterly. The Case Management Form will serve to document compliance with reporting progress. In the event the participant cannot be contacted for a report on progress, the case manager will mail the participant a final notice describing what action is needed of them to avoid contract termination. In the event that the participant does not comply with the actions outlined in the final notice, the contract of participation will be terminated.
- If the participant's housing assistance is terminated.
- If a HCV FSS participant ports their voucher to another jurisdiction and enters into an FSS Contract in the new jurisdiction, the QHA FSS contract of participation will be terminated.

In the case of a participant's contract of participation being terminated:

- All escrow money held on the family's behalf will be forfeited in accordance with HUD regulations.
- The participant will receive a written notice stating the reason for their termination from the FSS Program, and advising them of their right to request a hearing.

Termination of the FSS contract of participation is the only corrective action for failure to comply with family obligations as defined in the COP. This program will not terminate supportive services obtained for the client or terminate an HCV participant's housing assistance if a participant is terminated from the FSS program. Termination from the FSS program for any reason does not preclude a client from future participation in the FSS program.

### **PROGRAM MONITORING**

At least annually the Director of Program Management will complete an evaluation of the FSS Program. The evaluation will not only satisfy the HUD reporting requirements, but also serve as an assessment of accomplishments and needed improvements related to the goals and objectives as established in this Action Plan.

## **EXHIBIT A**

### **DEFINITIONS**

**Seek:** Seek is defined as making progress towards activities, interim goals and final employment goal as set out in the ITSP. The participant must demonstrate this progress by meeting at least quarterly with the FSS Case Manager and reporting/verifying progress thereof.

**Suitable Employment:** Suitable employment is defined as a lawful activity that falls into at least one of the following categories:

- 1) Employment which is verifiable, and which is at or above 30% of the median income for the family size for the Quincy area as established by HUD. Employment must be with an established legitimate business.
- 2) Self-employment which is verifiable and reflects net earnings (after business expense deductions) which is at or above 30% of the median income for the family size, and for the Quincy area established by HUD.

**Reasonable Accommodation for Disabled individuals:** Request for reasonable accommodation to the FSS program's definition of "suitable" must be submitted in writing prior to program completion. The statement must be supported by a written statement from the individual's certified medical provider, which is required to include a recommendation from the medical provider as to a specific number of hours that the individual is able to work per week. The QHA will consider the number of hours specified by the medical provider when determining the income requirement for "suitable" employment.

In addition to the above listed criteria, "suitable" employment will be determined by the QHA Case Manager, after consulting with the head of household, and will be determined based on the skills, education, and job training of the participant, and available job opportunities in the area.

**Welfare:** HUD defines welfare specifically for the FSS program in their guiding documents. It is defined as income assistance from Federal or State welfare program, and includes only cash maintenance payments designed to meet a family's ongoing basic needs. It does not include food stamps, Social Security payments, Medicaid, or similar benefits.

## EXHIBIT B

### PROGRAM COORDINATING COMMITTEE

According to federal regulations guiding the FSS program, a Program Coordinating Committee (PCC) must be created and maintained to assist in securing commitments of public and private resources for the operation of the FSS program. The PCC is also helpful in providing the FSS Program with input and guidance with the development and implementation of the program. The PCC is required to have a current QHA public housing tenant as well as a current QHA housing choice voucher participant. The PCC will also include staff members, including the Director of Program Management, the FSS Coordinator, and the ROSS Program Coordinator. In addition, the PCC will consist of a variety of community partners who choose to participate in the PCC. This helps assist the FSS team and its community partners to better coordinate community resources with the hope of continuous improvement in the services provided to our shared client base and avoiding duplication of services and activities. The PCC meets quarterly and may conduct business on an as needed basis via email, telephone conference and in person.

Current Program Coordinating Committee members may consist of the following participants.

Carolyn M. Crossley, Director of Program Management  
Akemi Barden, QHA, FSS Coordinator/Case Manager  
Michelle Routhier, QHA ROSS Program Coordinator  
Alejandro Rivera, Vice President, Bay State Social Services, Inc.  
Thomas Fabrizio, City of Quincy Constituent Services  
Kathy Quigley, Executive Director, Germantown Neighborhood Center  
Rick Doane, Executive Director, Interfaith Social Services  
Cynthia Sierra, Senior Director of Programs, Manet Community Health Center  
Ashley Abernethy, Victim Services Program Coordinator, Norfolk Sheriff's Office  
Roland Holstead, Quincy College  
Beth Anne Strollo, Executive Director, Quincy Community Action Programs  
Pat Yanovich, Job Developer, Quincy Career Center  
Ruth Jones, Public Health Nurse/Educator, Quincy Health Department  
John Brothers, Executive Director, Quincy Asian Resources  
Mary Diggle, Literacy Tutor, Thomas Crane Library,  
Elvira Caldeira, Homeownership Center Director, Neighborhood Housing  
Nathan Stowell, Manager, Training Resources of America Inc.,  
Leslie Bridson, Homeless Coordinator, Quincy Public Schools  
Jennifer Yeardon, BSW Outreach and Education Advocate, DOVE, Inc.  
Dean Rizzo, Executive Director, Quincy Chamber of Commerce  
Lucreta Bolding, President, Harborview Residents Committee

## EXHIBIT C

### SERVICE PROVIDERS

#### **Alcoholics Anonymous**

1-978-957-4690

#### **Bay State Community Services**

13 Temple Street

Quincy, MA 02169

Phone: (617) 471-8400

<http://www.baystatecs.org/aboutus.html>

BSCS is a not for profit human service agency dedicated to improving the social functioning of adults, adolescents, and children within a framework that recognizes the primary importance of family and community. To this end, the agency's mission is to support individual, family, and community empowerment through an integrated, culturally competent continuum of social, mental health, addiction and correctional services.

#### **DOVE, Domestic Violence Ended**

P.O. Box 690267

Quincy, Ma 02169

24 hour Crisis hotline (617) 471-1234

DOVE, Inc. is committed to servicing communities, families and individuals impacted by domestic violence.

#### **Germantown Neighborhood Center**

366 Palmer Street,

Quincy, MA 02169

617-376-1384

Provides a food pantry, day camp, women's self esteem programs, nutrition programs, and woman's wellness programs.

#### **Interfaith Social Services**

105 Adams Street

Quincy, MA 02169

Phone: (617\_ 773-6203

Fax (617) 472-7987

Email: [info@interfaithsocialservices.org](mailto:info@interfaithsocialservices.org)

<http://www.interfaithsocialservices.org/network/>

Programs include: Pantry Shelf, distributed 350,000 lbs of food to impoverished families last year, HomeSafe, services families who find themselves at risk for homelessness due to financial

hardship, Harvest Helpers, organizes backyard gardeners and community groups who donate fresh local produce to food pantries, New Directions Counseling Center, services adults, children, couples and families who are dealing with a myriad of life issues. In addition, a special program within the center reaches out to clients who cannot afford the help they need. Bureau Drawer thrift shop, provides the community with an affordable option for clothing and household items, Career Closet, provides free professional attire to low income job seekers.

### **Manet Community Health Center**

9 Bicknell Street  
Quincy, MA 02169  
Phone: (617) 471-8683  
Fax: (617) 773-1625  
<http://manetchc.org/index.html>

Manet Community Health Center, Inc. serves the broad health needs of South Shore residents through family practice model of care. A multi-site community based health center, Manet works to ensure that its patients have access to all levels of the health care system.

### **Neighborhood Housing Services**

1200 Hancock Street,  
Quincy, MA 02169  
617-770-2227  
Provides home buyer workshops.

### **Quincy Asian Resources, Inc.**

1509 Hancock Street #209  
Quincy, MA 02169  
617-472-2200  
Offers adult education, bilingual social services and free legal clinic.

### **Quincy Career Center**

617-745-4000  
One-Stop Career Centers help job seekers connect with employers. The South Shore Career Centers host a variety of employment-related workshops and events each month. Experienced Job Specialists are available to assist with reviewing your resume and provide job search assistance.

### **Quincy Chamber of Commerce**

180 Old Colony Avenue  
Quincy, MA 02169  
617-471-1700  
Assists with business start up.

**Quincy College**  
Presidents Place  
1250 Hancock Street  
Quincy, MA 02169

**Quincy Community Action Programs**

1509 Hancock Street  
Quincy, Ma 02169  
Phone: (617) 479-8181  
<http://www.qcap.org/home>

Quincy Community Action Programs Inc (QCAP) is a leading private nonprofit organization in the Greater Quincy area dedicated to reducing poverty and helping low-income people achieve self-sufficiency. Programs include child care, fuel assistance.

**Recovery Learning Community**

Metro Suburban  
460 Quincy Ave  
Activity Area B, 2nd Floor  
Quincy, MA 02169  
Phone: (617) 472-3237  
[info@metrosubrlc.org](mailto:info@metrosubrlc.org)  
<http://metrosubric.org/>

The mission of Recovery Learning Communities is to offer services for people in recovery from mental health through the utilization of peer support, advocacy, referral, education, career coaching and job readiness.

**Salvation Army/Quincy Food Pantry**

6 Baxter Street  
Quincy, MA 02159  
617-472-2345

**South Shore Mental Health**

460 Quincy Ave  
Quincy, MA 02169  
Phone: (617) 847-1950  
Fax (617) 786-9894  
<http://www.ssmh.org/>

South Shore Mental Health is a private, non-profit comprehensive behavioral healthcare organization providing mental health and substance abuse services for people of all ages throughout the South Shore. The continuum of services includes outpatient counseling, medication, intensive outpatient programs, early intervention, day treatment, residential services, twenty-four hour emergency services, and crisis stabilization.

**Thomas Crane Public Library**

40 Washington Street,  
Quincy, Ma 02169

**Training Resources of America**

1458 Hancock Street #201  
Quincy, MA 02169  
Phone: 617-773-1470

Training Resources of America Incorporated (TRA) is a private, non-profit organization that has been providing quality education, employment and training services in Massachusetts since 1975. Services provided include coaching in basic reading, language and math levels, improving English speaking and comprehension capabilities, obtaining a High School Equivalency Credential, learning new skills, developing self confidence, finding and retaining gainful employment and Improving opportunities for increased earnings and job advancement.

**WIC**

Quincy Medical Center  
121 Whitwell Street  
Quincy, Ma 02169  
Phone: (617) 376-4190

<http://www.fns.usda.gov/wic/>

<http://www.quincymc.org/commitment-to=community/wic.html>

to safeguard the health of low income women, infants and children up to age 5 who are at nutrition risk by providing nutritious foods to supplement diets, information on healthy eating, and referrals to health care.