



Community Teamwork

Agency Resource Catalog for Constituent Services

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Division of Child, Family & Adolescent Services (CFAS)

Programs and Eligibility Requirements

(Child, Family & Adolescent Services
Head Start, Early Head Start, Family Child Care,
School-Age Before and After School Care,
YouthBuild, Merrimack Valley Homeless Young Adult Consortium)

Program Contact: Chris Hunt, Division Director, CFAS
978-654-7115
chunt@commteam.org
Meghan Siembor, Deputy Division Director C&FS
978.654.7130
msiembor@commteam.org
Michael Bacigalupo, Deputy Division Director, Family Child Care
978-654-7174
mbacigalupo@commteam.org
Nokuthula Sibanda, Deputy Division Director, Adolescent Services
978-446-9803
nsibanda@commteam.org

Child & Family Services

(Head Start, Early Head Start, Family Child Care, School Age Before & After School Care)

Child and Family Services support family self-sufficiency by providing nurturing, safe and supportive programs for families with children birth through middle school age. Its programs help low-income families meet their children's educational, social, nutritional, and health needs and encourage parents to participate fully in shaping these programs and services to best meet their needs.

Service Area: Billerica, Chelmsford, Dracut, Dunstable, Lowell, Tewksbury, Tyngsboro and Westford. Also: Everett, Malden, Medford, Melrose, No. Reading, Pepperell, Stoneham, Wakefield, Wilmington

Eligibility: Several options listed in detail below.

Funding : HHS, EEC

- Eligibility Criteria for Full Time Childcare
 - All parents must be working or going to school for a total of 30 hrs every week, or 20 hours/week for teen parents
 - Income must be below 50% of the State Median Income Guidelines
 - Birth Certificates are required for all children in the household
 - Social Security Cards are required for all members of the family
 - Address Verification is needed to prove residency (i.e. Utility Bill with Name)
 - Head Start/Early Head Start applications must also meet the US Poverty Guidelines.
 - Parents who are receiving cash benefits from DTA must speak to their DTA worker in order to see if they qualify for a Voucher Slot.
- Eligibility Criteria for Part-Time Preschool and Home Visiting
 - Income must be below 100% of the Federal Poverty Guidelines

Adolescent Services

(YouthBuild, Merrimack Valley Homeless Young Adult Consortium)

Program Contact: Nokuthula Sibanda,
Deputy Division Director, YouthBuild, MVHYAC
167 Dutton Street, Lowell, MA 01852
978-446-9803
nsibanda@commteam.org

YouthBuild

Program Contact Nokuthula Sibanda, Deputy Division Director YouthBuild
978-446-9803, nsibanda@commteam.org

Adolescent Services include YouthBuild, which is a program for young adults between the ages of 17 and 24 who have dropped out of school. YouthBuild offers GED preparation classes, construction skills, culinary skills and leadership development.

Service Area: Billerica, Chelmsford, Dracut, Dunstable, Lowell, Tewksbury, Tyngsboro and Westford

Eligibility: Maximum 200% of poverty

Funding: DOL, HUD, Commonwealth Corp., MA DOESE, City of Lowell, YBUSA OJJDP, MassClean Energy Center

Merrimack Valley Homeless Young Adult Consortium (MVHYAC)

Program Contact Nokuthula Sibanda, Deputy Division Director MVHYAC
978-446-9803, nsibanda@commteam.org

The Merrimack Valley Homeless Young Adult Consortium (MVHYAC) was formed to create a system of supports and services for young adults in the Merrimack Valley region experiencing homelessness and housing instability. The consortium consists of 16 organizations that have come together across disciplines and silos to address the needs of young adults in the community.

Service Area: Greater Lowell, Lawrence and Haverhill

Eligibility: Unaccompanied youth experiencing housing instability

Funding EOHHS

Division of Housing and Homeless Services (HHS)

Programs and Eligibility Requirements

Primary Contact: Carl Howell
Division Director, HHS
978-654-5806
chowell@commteam.org
155 Merrimack Street, Lowell, MA 01852

The Division of Housing & Homeless Services has several programs that help low and moderate income households establish and maintain safe and permanent housing.

Housing Choice Voucher Program (Section 8) and Other Rental Assistance

Program Contact: Denise Hough, Director of Rental Assistance, Housing
978-459-0551
dhough@commteam.org

Section 8 is a federally funded rental subsidy program available to assist low-income families, the elderly, and the disabled to rent decent, safe, and sanitary housing in the private market.

Service Area: Billerica, Chelmsford, Dracut, Dunstable, Lowell, Tewksbury, Tyngsboro and Westford. Also: Amesbury, Andover, Beverly, Boxford, Danvers, Essex, Georgetown, Gloucester, Groveland, Hamilton, Haverhill, Ipswich, Lawrence, Lynnfield, Manchester, Marblehead, Merrimac, Methuen, Middleton, Nahant, Newbury, Newburyport, North Andover, Peabody, Rockport, Rowley, Salem, Salisbury, Saugus, Swampscott, Topsfield, Wenham, West Newbury.

Eligibility: 50% of area median income

Funding: HUD via DHCD

Family Shelter Programs

Program Contact: Barbara Warren, Assistant Director of Emergency Shelter, Residential Programs
978-654-5803
bwarren@commteam.org

Family Shelters assist homeless families by providing a safe and supportive environment while the family seeks affordable housing.

Service Area: Community Teamwork's shelters are located in Lowell but families can be from anywhere in the Commonwealth.

Eligibility: Emergency Assistance (EA) Eligibility is determined at local DHCD/DTA office

Funding: DHCD

HomeBASE

Program Contact: Renata Rourke Assistant Director of Re-Housing & Stabilization, Residential Programs
978-654-5775
rrourke@commteam.org

HomeBASE provides an alternative to shelter for families that are homeless or at risk of homelessness.

Service Area: Merrimack Valley
Eligibility: HomeBASE Eligibility is determined at local DHCD/DTA office
Funding: DHCD

Merrimack Valley Regional Consortium (MVRC)

Program Contact: Kristin Ross-Sitcawich, Director of Homelessness Prevention & Homeownership Program, HCEC
978-654-5617
kross@commteam.org

MVRC is a partnership of regional stakeholders from the private and public sectors which coordinates services in the Valley to assist homeless and at risk households.

Service Area: Billerica, Chelmsford, Dracut, Dunstable, Lowell, Tewksbury, Tyngsboro and Westford. Also: Amesbury, Andover, North Andover, Groveland, Haverhill, Lawrence, Merrimac, Methuen, Newburyport, West Newbury and Salisbury.

Eligibility: 100% - 200% Poverty Level
Individuals: Tier 3 and 4.
Families: Tier 1 and 2

Funding: ICHH, DHCD, City of Lowell

**New Horizons
(Domestic Violence Services)**

Program Contact: Solange Acevedo
Assistant Director of Residential Housing Programs
978-654-5818
sacevedo@commteam.org

New Horizons offers a safe haven to victims of domestic violence by providing temporary emergency shelter and resources to become stabilized and gain self-sufficiency.

Service Area: Billerica, Chelmsford, Dracut, Dunstable, Lowell, Tewksbury, Tyngsboro and Westford. Also: Merrimack Valley

Funding: DHCD/HUD, DCF

Division of Energy and Community Resources (E&CR)

Programs and Eligibility Requirements

Primary Contact: **Connie Martin**
 Division Director, E & CR
 978-654-5636
 cmartin@commteam.org

The Division of Energy and Community Resources offers a host of heating and conservation programs to help families stay safe and warm each winter including fuel assistance, weatherization, and burner repair/replacement. Community Resources programs offer individuals, families, seniors, and volunteers easy access to Workforce Training, Financial Literacy classes, Volunteer Opportunities and other diverse and essential community-based resources.

Energy Programs Contact : **Susan Brittain**
 Deputy Division Director, Energy Programs
 978-654-4905
 sbrittain@commteam.org

LIHEAP Fuel Assistance

Program Contact: **Mary McKenney**
 Director Fuel Assistance
 978-654-4917
 mmckenney@commteam.org

The Low-Income Home Energy Assistance Program (LIHEAP), more commonly known as fuel assistance, is designed to help households with their heating costs when their income falls within the federal poverty guidelines.

Service Area: Billerica, Chelmsford, Dracut, Dunstable, Lowell, Tewksbury, Tyngsboro and Westford. Also: Arlington, Bedford, Belmont, Burlington, Carlisle, Groton, Lexington, Pepperell, Waltham, Watertown, Wilmington
Eligibility: Maximum 200% of poverty (Please see eligibility grid on page 8.)
Funding: HHS, DHCD

Community Teamwork Fuel Assistance

45 Kirk Street, 2nd Floor

Lowell, MA 01852

978-459-6161

www.commteam.org

Having a hard time paying for your heating bills?
Don't struggle on your own!! We can help.

You can RENT or OWN your home.
If your heat is included in your rent or condo fee,
you may qualify.
Contact us for information or to schedule an appointment.

Fuel Assistance Annual Household Income Guidelines (FY 2017)

Family Size	100% of poverty	125% of poverty	150% of poverty	175% of poverty	200% of poverty	60% of State Median Income
1	\$11,880	\$14,850	\$17,820	\$20,790	\$23,760	\$34,001
2	\$16,020	\$20,025	\$24,030	\$28,035	\$32,040	\$44,463
3	\$20,160	\$25,200	\$30,240	\$35,280	\$40,320	\$54,925
4	\$24,300	\$30,375	\$36,450	\$42,525	\$48,600	\$65,387
5	\$28,440	\$35,550	\$42,660	\$49,770	\$56,880	\$75,849
6	\$32,580	\$40,725	\$48,870	\$57,015	\$65,160	\$86,311
7	\$36,730	\$45,913	\$55,095	\$64,278	\$73,460	\$88,272
8	\$40,890	\$51,113	\$61,335	\$71,558	\$81,780	\$90,234
9	\$45,050	\$56,313	\$67,575	\$78,838	\$90,100	\$92,196
10	\$49,210	\$61,513	\$73,815	\$86,118	\$94,157	\$94,157
Benefit Levels: Deliverable Fuel	\$850	\$748	\$658	\$579	\$579	\$448
Utility & Heat Included in Rent	\$710	\$625	\$550	\$484	\$484	\$375

Weatherization Assistance Program

Program Contact: Lawrence Bever
Director of Weatherization Programs
978-654-4923
lbevere@commteam.org

The Weatherization Assistance Program (WAP) offers eligible homeowners and renters access to insulation, repair work and a range of energy conservation measures to help low income families to stay warm, stay housed, and conserve fuel.

Service Area: Billerica, Chelmsford, Dracut, Dunstable, Lowell, Tewksbury, Tyngsboro and Westford. Also: Bedford, Burlington, Carlisle, Groton, Pepperell, and Wilmington
Eligibility : Maximum 200% of poverty
Funding: HHS, DOE, DHCD

Home Energy and Retrofit Task Weatherization Program (HEARTWAP)

Program Contact: Lawrence Bever, Director of Weatherization Programs
978-654-4923
lbevere@commteam.org

HEARTWAP, also known as the Burner Repair and Replacement Program, allows Community Teamwork to make necessary repairs and, in some cases, even replace faulty heating systems.

Service Area: Billerica, Chelmsford, Dracut, Dunstable, Lowell, Tewksbury, Tyngsboro and Westford. Also: Bedford, Burlington, Carlisle, Groton, Pepperell, and Wilmington
Eligibility: Maximum 200% of poverty
Funding: HHS, DOE, DHCD

Appliance Management Program

Program Contact: Laurie Petersen, Energy Conservation Dispatcher
978-654-4904
lpetersen@commteam.org

Appliance Management Program (AMP) provides eligible renters and homeowners with free energy saving light bulbs, water conservation devices, and in some cases a free refrigerator.

Service Area: Billerica, Chelmsford, Dracut, Dunstable, Lowell, Tewksbury, Tyngsboro and Westford. Also: Bedford, Burlington, Carlisle, Groton, Pepperell, and Wilmington
Eligibility: Maximum 200% of poverty. Based on high usage of electricity
Funding: National Grid & Other Utility Companies

Housing Consumer Education Center (HCEC)

Program Contact: Kristin Ross-Sitcawich
Director of Homelessness Prevention & Homeownership Program,
HCEC
978-654-5617
kross@commteam.org

HCEC provides information that helps consumers make informed decisions about their housing situation. Contact the HCEC for information regarding foreclosure prevention, first-time homebuyer classes, fair housing issues, veterans services, Representative Payee, Home Modification Loans for the disabled, and emergency assistance programs such as FEMA (Federal Emergency Management Association) and RAFT (Rental Assistance for Families in Transition)

Service Area: Billerica, Chelmsford, Dracut, Dunstable, Lowell, Tewksbury, Tyngsboro and Westford. Also: Amesbury, Andover, Beverly, Boxford, Danvers, Essex, Georgetown, Gloucester, Groveland, Hamilton, Haverhill, Ipswich, Lawrence, Lynnfield, Manchester, Marblehead, Merrimac, Methuen, Middleton, Nahant, Newbury, Newburyport, North Andover, Peabody, Rockport, Rowley, Salem, Salisbury, Saugus, Swampscott, Topsfield, Wenham, West Newbury.

Eligibility: Varies by Service, Tenants, Landlords, Homeowners
Funding: DHCD

Home Modification Loan Program

Program Contact: Alan Trebat, Home Modification Loan Coordinator, HCEC
978-654-5741
atrebat@commteam.org

The state-funded Home Modification Loan Program provides 0% and 3% loans to make modifications to the primary, permanent residence of elders, adults with disabilities, and families with children with disabilities. Such modifications allow people to remain in their homes and live more independently in their communities.

Service Area: Northeast and North Shore
Eligibility: under 100%-200% of Median Income
Frail Elders or Individuals with Disabilities
Funding Source: HUD

Women Infants and Children (WIC)

Program Contact: Deanna Nole
Assistant Director, WIC
45 Kirk Street, Lowell, MA 01852
978-654-4930
dnole@commteam.org

WIC services: nutritious supplemental foods, nutrition education and counseling, health and human service referrals and coupons for Farmers' Market produce are currently provided to 5,638 participants.

Service Area: Billerica, Carlisle, Chelmsford, Dracut, Dunstable, Lowell, Tewksbury, Tyngsboro, and Westford
Eligibility: 100% - 185% of Poverty Level and Massachusetts Resident
Funding: USDA

SuitAbility

Program Contact: Meg Gaffney, Client Services Coordinator
17 Kirk Street, Lowell, MA 01852
978-459-0551 x5626 / 978-654-5626
mgaffney@commteam.org

SuitAbility assists low-income women who are entering the workforce with a comprehensive clothing consultation and free interview/work appropriate clothing.

Service Area: Billerica, Chelmsford, Dracut, Dunstable, Lowell, Tewksbury, Tyngsboro and Westford.

Funding: CDBG, City of Lowell, Private funds

Community Teamwork Volunteer Center

(Foster Grandparent, Senior Companion & Retired Senior Volunteer Program AND Spindle City AND Big Brothers Big Sisters of Greater Lowell)

Program Contact: Bridget Quinn, Director of Volunteer Center
978-654-5679, bquinn@commteam.org

Senior Corp Volunteer Programs

Our Senior Corps Volunteer Programs offer Seniors the opportunity to remain engaged and active in their communities and offers a stipend for income eligible seniors.

Service Area: Billerica, Chelmsford, Dracut, Dunstable, Lowell, Tewksbury, Tyngsboro and Westford

Eligibility: 200% Federal Poverty Level (RSVP has no income eligibility requirements)
55+ years of age

Funding: Corporation for National Service

Spindle City Corps, Urban Youth Service Corps

Program Contact: Bridget Quinn, Director of Volunteer Center ,
978.654.5679, bquinn@commteam.org

Spindle City Corp unites young people between 16 and 21 years of age for a demanding schedule of community service and leadership development.

Service Area: Billerica, Chelmsford, Dracut, Dunstable, Lowell, Tewksbury, Tyngsboro and Westford.

Funding: US Department of the Interior

Big Brothers Big Sisters of Greater Lowell (BBBS)

Program Contact: Bridget Quinn, Director of Volunteer Center,
978.654.5679, bquinn@commteam.org

Big Brothers Big Sisters of Greater Lowell provides children with a supportive , nurturing adult mentor to assist them in reaching their greatest potential.

Service Area: Billerica, Chelmsford, Dracut, Dunstable, Lowell, Tewksbury, Tyngsboro and Westford Also: Ashby, Ayer, Carlisle, Groton, Littleton and Townsend.

Eligibility: No income eligibility requirements
Child must be between the ages of 7 and 14

Funding: Mass Mentoring Partnership (DESE) DPH Violence Prevention, Private

The Center for Financial Self-Sufficiency (FSSC) (Financial Education, Asset Development, Secure Jobs, and Benefit Access)

Program Contact: Chris Santos-Gordon, Director, Center for Financial Self-Sufficiency,
Family Resource Network (FRN)
17 Kirk Street, Lowell, MA 01852
978-654-5675
csantosgordon@commteam.org

Family Finance Solutions (FFS)

Family Finance Solutions programs include extensive financial literacy offerings in a variety of venues such as group workshops, one-on-one financial counseling, online web programs and a local cable TV show.

Service Area: Billerica, Chelmsford, Dracut, Dunstable, Lowell, Tewksbury,
Tyngsboro and Westford
Eligibility: No eligibility requirements
Funding: HSS, DHCD, Private funds

Volunteer Income Tax Assistance

Program Contact: Gail Fortes, Financial Literacy & VITA Coordinator, (FRN)
978-654-5676
gfortes@commteam.org

The VITA program provides free tax preparation to individuals and families who qualify for the Earned Income Tax Credit.

Service Area: Billerica, Chelmsford, Dracut, Dunstable, Lowell, Tewksbury, Tyngsboro and Westford.
Eligibility: For people earning under \$53,000 per year. People with higher incomes may be served if they file basic tax returns. Clients may own their own home as long as it is a single family home. VITA cannot prepare tax returns for foreign students, foreign income, business returns, military, stocks and bonds, rental real estate, annuities or Health Savings Accounts.
Funding: DHCD, Private Funds

Secure Jobs Program

Program Contact: Chris Santos-Gordon, Director, Center for Financial Self-Sufficiency
978-654-5675
csantosgordon@commteam.org

The Secure Jobs Program aims to remove barriers to employment and secure the best job possible for each participant so they have the skills, self-esteem and knowledge to sustain and increase economic security.

Service Area: Greater Merrimack Valley
Eligibility: 18 years of age and older; receiving housing assistance through Home BASE, RAFT or Emergency Assistance programs; ready, willing and able to work; able to attend regular case management meetings
Funding: Department of Housing and Community Development (DHCD); Paul and Phyllis Fireman Charitable Foundation

Individual Development Accounts—Matched Savings Program (IDA)

**Program Contact: Chris Santos-Gordon, Director,
Center for Financial Self-Sufficiency
978-654-5675
csantosgordon@commteam.org**

This program offers the opportunity for individuals to have every single dollar they save over a 2 to 3-year period matched with \$3 of program funds (up to a limit of \$2,000 saved, matched by \$6,000 in program funds, for a total of \$8,000) to be used to purchase a home, pay for secondary education, or start a small business

Service Area: Billerica, Chelmsford, Dracut, Dunstable, Lowell, Tewksbury, Tyngsboro and Westford
Eligibility: 200% Federal Poverty Level. Must be employed.
Funding: HHS, City of Lowell, Private funds

Family and Community Engagement Programs

**Program Contact: Deborah Berthiaume, CFCE Coordinator (FRN)
978-654-5704
dberthiaume@commteam.org**

FCE programs offer support to parents through educational workshops, play groups, health and developmental screenings, family literacy activities, family and community events and services to support children with disabilities.

Service Area: Billerica, Chelmsford, Dracut, Dunstable, Lowell, Tewksbury, Tyngsboro and Westford
Eligibility: No eligibility requirements
Funding: Department of Early Education and Care

Community Teamwork's Resource Center

**Program Contact: JoAnn Howell, Director, Resource Center
17 Kirk Street, Lowell, MA 01852
978-654-5607
jhowell@commteam.org**

The Resource Center offers a consistent, comprehensive and compassionate approach to client intake, assessment and referral. The Resource Center provides general informal and streamlined access to the full range of Community Teamwork programming.

Community Teamwork's Lowell Farmers' Market

Program Contact: Stacie Frechette, Market Manager
88 Middle Street, 2nd floor, Lowell, MA 01852
978-322-8400
sfrechette@commteam.org

The Lowell Farmers' Market is located at JFK Plaza, in front of Lowell City Hall, and it offers fresh, locally grown produce, fish, eggs, meat, flowers, baked goods and crafts from local artisans. The Market runs every Friday from 2 P.M. to 6 P.M. from the beginning of July through the end of October.

Merrimack Valley Small Business Center

Program Contact: TBD, Director of MVSBC / Connie Martin, Division Director
88 Middle Street, 2nd floor, Lowell, MA 01852
978-322-8400 / 978-654-5636
cmartin@commteam.org
www.merrimackvalleysmallbusiness.com

The Merrimack Valley Small Business Center was founded to provide entrepreneurs from ethnically and economically diverse groups with the education, tools and access to SBA micro loan products necessary to launch, expand and sustain small businesses.

Service Area: Merrimack Valley
Eligibility: Entrepreneurs looking to start or grow small business
Funding: City of Lowell, Private funds, SBA

Adult Basic Education

Program Contact: JoAnn Howell, Resource Center Director
17 Kirk Street, Lowell, MA 01852
978-654-5607
jhowell@commteam.org

In partnership with Lowell Adult Education Center, Community Teamwork hosts an adult education program that offers assistance to adult learners who need to improve their basic literacy skills for the GED examination or for employment and/or educational purposes. We also provide ESOL courses for non-native English speakers who want to increase their oral and written fluency.

Service Area: Billerica, Chelmsford, Dracut, Dunstable, Lowell, Tewksbury, Tyngsboro and Westford
Eligibility: 100% Poverty Level
Funding: City of Lowell, DESE

ADMINISTRATION

Karen N. Frederick
Chief Executive Officer
978-654-5668
kfrederick@commteam.org

Penny Judd
Chief Financial Officer
978-654-5660
pjudd@commteam.org

Michael Collins
Chief Program Officer
978-654-5633
mcollins@commteam.org

Lisa Wholey
Director of Human Resources
978-654-5675
lwholey@commteam.org

Bill Lipchitz
Director of Real Estate Operations
978-654-5664
blipchitz@commteam.org

Main Phone: 978-459-0551
Main Address: 155 Merrimack Street, Lowell, MA 01852
www.commteam.org



MISSION

**Community Teamwork is a
catalyst for social change.**

**We strengthen communities and
reduce poverty by delivering vital services
and
collaborating with key stakeholders to
create housing, education and
economic opportunities.**