Community Service Office

Directory of Projects and Internships

Spring 2015

Smith Students in the Community

Community Service Office
Center for Community Collaboration
Wright Hall, Smith College
(413) 585-2793

www.smith.edu/cso    cso@smith.edu
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Introduction to the Community Service Office (C.S.O.)

C.S.O. is a comprehensive community service program that both supports and informs the Smith College community by working to engage Smith students and members of the Smith community in a wide range of community service and social action projects, educational workshops and placements.

Our mission is to support student engagement in meaningful community service work and leadership training that enhances their educational experience, meets community identified needs, provides opportunities for reflection, models the development of effective collaborative community partnerships with local non-profit organizations, and encourages a lifelong commitment to community engagement. We are part of the Center for Community Collaboration (CCC), which also provides support for community based learning courses, community based participatory research, and outreach projects.

Our philosophy, which focuses on community work, centers around: building bridges among diverse groups of people and encouraging learning through community work.

Community Service Opportunities:

Orientation Program: First Link
• A specialized community service orientation for new students program that combines short-term community service projects, reflective discussion, introducing students to local community partners and helping students to put community needs into a context. First Link is a collaborative program between the Community Service Office and the Center for Community Collaboration.
• By the end of First Link, students will have helped harvest vegetables in an urban setting for local food pantries and programs, or reclaimed land for an urban sustainable agricultural site. They will examine local social problems, discuss effective solutions, improve their skills working within diverse communities, and discover how community service relates to a college education. First Link participants also have fun meeting other new students with similar interests. First Link also trains 5-8 student leaders to assist new students in their Community Engagement experience.

Short-term
One-time projects that last from several hours to a full day.
• Harvesting or planting vegetables at urban agricultural programs
• Helping at fundraisers for local non-profits
• Refurbishing space at a local agency
• Participating in a community clean-up
• Building houses with Habitat for Humanity

C.S.O. organizes short-term projects, as well as provides technical support and assistance to groups or house communities who want to organize their own projects.
Long-term
Regular weekly placements and community partnerships ranging from 1-8 hours a week. There are a wide range of projects in which the Smith community can get involved:

• Volunteer at the local shelter, Assist in community development/ social action programs
• Companions to children, teenagers, young parents, people with disabilities, etc.
• Tutors to children, middle school and high school students or recent immigrants
• Decisional trainers to inmates/legal advocates
• Hotline workers at local shelters for battered women
• Teaching ESL to adult immigrants, and children who are refugees

Community-based Learning
The CCC provides support for faculty with community based learning courses (CBL) and community based participatory research projects (CBR). Community-based learning is a teaching methodology and philosophy of reciprocal learning designed to put theory into practice by combining the elements of academic study with interactive community placements or research.

Student Leadership, Development, and Training:

CSO Board:
These positions require a full year commitment.
• Being a member of the C.S.O. Board offers students a voice in the scope and direction on the administrative side of C.S.O. helping to shape community service projects and programs. Board members gain life-long, leadership and project management skills.
• Board Members learn the basics of operating a small, non-profit organization, attend weekly one-hour board meetings, and spend two hours per week in the office on administrative tasks. A board position is a one-year commitment. Each chairperson is responsible for specific events and community programs.
• Ten students are appointed to the Executive Board. The Board develops policies, coordinates events, and organizes educational gatherings on community needs and volunteering. Recruitment for these positions is usually done in the spring. Interested students complete an application and our outgoing board chooses the proceeding board members.

CSO Community Fellows:
The Community Fellows program is designed for students who are interested in deepening their commitment to a particular long-term community partnership by acting as a leader/liaison between the Smith community and the agency. In addition to working directly with the community partner, the fellows focus on recruiting/supporting volunteers, being a primary contact person, and organizing reflection sessions for Smith volunteers.
How to Get Involved

1. Come to the Community Service Recruitment Fair! Held every September and February, representatives from many C.S.O. agencies attend. You can talk to them about the type of work available at their agency, the hourly commitment required, and even sign up to work with the agency right there.

2. Browse through the C.S.O. Directory of Projects and Internships or our website www.smith.edu/cso. The directory contains a listing of approved local agencies and their respective contact people. You can call the contact person directly and talk about service opportunities and arrange to work at the agency. The website contains information on agencies, board/staff information and contacts, and how to request transportation for volunteering.

3. Make an appointment to speak with the Director. If you would like to talk to us before calling the agency contact person or need any other support, call or email the Director of Voluntary Services, Tiertza-leah Schwartz at (413) 585-2758, tswartz@smith.edu or Ellen Lord, CSO Program Coordinator, (413) 585-2793, elord@smith.edu to set up an appointment

4. Attend a Community Ed Luncheon. These luncheons, occurring three times per semester, offer a chance for students and employees to learn about agencies in the community. They also provide valuable volunteer opportunities and ideas.

5. Take part in a Short-term project. If you’re not sure, take part in a short-term project. It’s a great way to get your feet wet! We can help you organize a project for your department or organization or you can join one of our projects that happen throughout the year.

6. Like us on Facebook- www.facebook.com/SmithCSO to get regular updates on Community Service events and opportunities

7. Become a C.S.O. House Representative to promote C.S.O. activities. At the beginning of the academic year each house elects a CSO House Representative. If you are interested in promoting CSO events and activities by encouraging your housemates to volunteer by giving blood, donating money or their time to local organizations, and increasing your house involvement on campus and the local communities, you can contact your house president, house community advisor, or the CSO office directly. Bi-weekly meetings are held on Thursday afternoons at 5:15 pm.

Please note that there are many agencies within walking distance or on a bus route from campus, and that C.S.O. also has vehicles to help with transportation to projects or placements. Go to http://www.smith.edu/cso for more details
Questions to Ask Yourself

We receive many calls from students interested in community service work and social action who don’t quite know what they would like to do. So we created a list of questions you can ask yourself as you sort through the process of becoming involved as a volunteer with a local agency or community group. These questions could form the basis of your volunteer interviews.

TIME
How much free time do you have available to do community service or social justice work?
• How many hours a week would you like to be involved?
• How much of a commitment are you willing to make? How many months are you able to commit to a volunteer job?
• Can you follow through with your commitment? Do not start a placement unless you are sure you can follow through.

SKILLS/INTERESTS/EXPERIENCE
• What are you passionate about? How do you feel you can make a contribution to the community and, very importantly, to yourself?
• Have you done community service work before? What did you like/dislike about it? Do you want to do something similar again?
• Do you have any hobbies, interests, or paid work experience that you could use in your job?
• Are their career skills or experience you would like to develop through your community work? What do you want to learn from your placement?

SETTING
• Do you have a geographic preference? How far are you willing to travel to do volunteer work? How would you get there? Do you have access to transportation? Can you become a Smith approved driver? Go to: http://www.smith.edu/sga/vans.php for info.
• What kind of atmosphere would you like to work in? Quiet? Fast-paced?
• Do you want to work inside or outside?
• Do you want to work independently or with other volunteers or staff in a team effort?

CLIENTELE
• What age group do you want to work with? Infants; children; teenagers; adults; elderly.
• Do you want to work with a community action or social justice program, school and educational program or disability program? What kind of disability? Physical; mental; emotional.
IMPORTANT TIPS FOR VOLUNTEERS

WHEN CONTACTING AN AGENCY (Try telephone, e-mail or web-based contact)
1. Introduce yourself. State your interests and expertise. Ask them what positions are available.

2. Make an appointment with the agency coordinator or find out if they have a group screening meeting or send an email stating your interest, availability, and contact information.

3. Understand that some agencies are very busy, or understaffed, and may not return your phone call right away. Be patient. Take the initiative. Be politely persistent. Leave detailed messages. Feel free to call us for help or info.

DURING THE INTERVIEW
1. Let the agency know your time commitment. Be open and honest with the agency from the beginning.

2. Ask for an orientation. It is important to know and respect the rules and regulations of an agency. Some agencies will automatically give you an orientation; with others, you may have to take the initiative and ask.

3. Ask who the person is to go to if you have questions or concerns. During the interview or any time during your placement, feel free to ask them questions. The more you understand how the agency works, the more you can offer and the more worthwhile your experience will be.

IF YOU HAVE CONCERNS ABOUT YOUR PLACEMENT
1. Reassess the goals of the agency. Are they compatible with yours? Have you followed the agency’s goals consistently? Have you fulfilled all of your responsibilities and been consistent with your attendance?

2. Try to have an open dialogue with them about your concerns.

3. Don’t hesitate to call us for assistance and support and/or arrange to meet with the C.S.O. Director or Program Coordinator.

4. Remember that your role is to be a partner with the organization and help them with their projects. This means that you might have questions about their approach or procedures. Be thoughtful in how you articulate your questions given that agencies have limited resources and staffing.
Placement Guidelines/Suggested Best Practices

• Remember that you are a guest in the community/agency.
• Don’t make a commitment you cannot keep. Show up; people are depending on you.
• If you are expected to be somewhere, be there on time—every time.
• Make your placement a priority by organizing your life and responsibilities so that you show up when expected. If you were up late the night before because you were studying, our expectation is that you will still go to your placement.
• The clients/mentees/tutees you are working with deal with many disappointments in their daily lives. You need to show them respect and extend your support by showing up.
• If you are sick and can’t go to your placement, you need to get in touch with your supervisor to provide as much advance notice as possible.
• Your placement has a beginning, middle, and end. It is very important to be clear with the client/mentee/tutee when you will be there for your volunteering and when you will finish your placement. In the field of social work, this is called “termination”; termination starts at the beginning of the placement by being clear about your role.
• Periodically during the placement you should remind the client/mentee/tutee when the placement will end. You should also give advance notice, if possible, about any instance you will not be coming in at your regularly scheduled time. You will want to remind people several weeks beforehand about termination; say, for example, “I have enjoyed working with you. You have made good progress in… I wanted to let you know that I will be working with you for 4 more weeks.” The focus is on your work and commitment to them, not about details of your upcoming vacation. If you have trouble with terminating relationships, practice what you are going to say beforehand and make sure you follow through. Do not wait until the last week to tell the client that you are not going to be working with them any longer. Make sure that when you are acting out the termination process, you talk about the progress they have made.
• Realize that termination or breaks in the placement may also bring up complex issues for the client. Listen and help them to express and process their feelings. A client/mentee/tutee’s response may vary widely—from indifference to anger. Each of these responses has complex meaning behind it. These responses are not about you as much as they are about other relationships and disappointments in their lives.
• You are a role model. You need to be friendly and supportive but also keep in mind that you are not friends with your client/mentee/tutee; as such, contact outside of the placement is not okay. You have a specific role and it is very important that you follow the particular parameters of your responsibility. Keeping terms clear shows respect for the person you are working with and models good, transparent practices and communication.

Your contact with the people you are working with is limited to the hours, times, and
scope of the placement. For example, you would not continue to meet with a tutor/mentee after the placement is finished, in different settings, or at an unsupervised location—or give them the expectation that you will stay in touch with them after the placement is completed. Some mentoring relationships have contact outside the primary meeting built into the structure, but most client/mentee/tutee programs do not. Do not be in contact through e-mail, calling, Facebook, etc. unless specifically approved by an agency policy

- Because there may be economic disparity between you and your client and because it is essential to keep the focus on your client/mentee/tutee, you should not exchange gifts with him or her at the end of the placement. You can write the client a card about their progress and efforts.

- In client/mentee/tutee relationships, the primary goal is to meet the academic needs of the tutee. However, lives are complex and things will come up that don’t directly have to do with learning math or English. The following suggestions will help you to be supportive:

  o You and the client/mentee/tutee may come from different or similar circumstances, cultures, and types of communities. Remember to put your preconceived judgments aside about their culture, community, or reasons why they need tutoring support. Look for strength in their ability to persevere under challenging circumstances.

  o When your client/mentee/tutee brings up something that is challenging for them in their family or school, listen carefully.

  o Do not try to make their situation better by attempting to "balm" their feelings or make things right. The issues and complexities they grapple with on a daily basis are challenging and you are only working with them for a short period of time.

The best way you can support them is to be an attentive listener. Keep the focus on them and their expressions. Rather than telling them about a similar experience you may have had and how you managed it, demonstrate that you are “following what they are saying” or encouraging them to come up with responses to their situation.

Sometimes people just need to tell someone how they are feeling or talk about how they are experiencing a difficult situation. If you show you are listening and engaged, they will feel affirmed. Try using some of the following; they open up the conversation rather than direct it:

  Be open, attentive, and curious about what they share with you or bring up in a tutoring session. Ask “How come?”, not “Why?”. Ask “How so…?” or “What was that like?” instead of “How did that make you feel?” or “What do you think?” Ask “What do you want to do about that?” or “Is there someone at school or home you could talk to
about this?“ Use phrases such as “Can you give words to that...”, “What do you imagine...?” or “Can you say more about that..?” Repeat their phrasing to show that you are listening. For example, “So you are upset because your Dad doesn't visit you...?” Let them finish the sentence and take it where they want to go.

At times when you reach an impasse in tutoring or during a difficult conversation, it is ok to sit with the silence to let them take the lead.

When meeting with them, your focus is on the session and their learning goals. Share with them as much as is necessary, but at the same time as little as possible about you and your life. We want to keep the focus on them.

If they bring up concerns about abuse or neglect, their personal safety, depression, bullying, or other at-risk behaviors or significant problems, you want to let the on-site supervisor and someone within the C.S.O. know about the situation.

COMMUNITY ENGAGEMENT SAFETY POLICIES FOR STUDENTS

Community work is a wonderful way to enrich your education and life experiences. In every community setting, whether rural, urban, or a small town, you need to pay careful attention to your personal safety. There are ever-present risks to safety, and we strongly encourage you to follow at all times the “best practices” listed below.

PERSONAL SAFETY
Be alert at all times. Pay careful attention to your surroundings at all times of the day. Let friends and colleagues know where you are going, what you are doing, and when you plan to return.
If possible, travel with another person or in a small group.
Carry a cell phone for emergencies.
Do not wear headphones or be so busy texting that you are unaware of your surroundings.

SAFE TRAVEL
Only certified drivers may drive college vehicles. Drivers must follow all safety guidelines listed in the CSO van regulations (www.smith.edu/cso/transportation.php). In the event of an accident or breakdown, follow the safety instructions in the key packet.
When transporting placement program participants, all regulations concerning permission slips and volunteer/participant ratio must be followed (www.smith.edu/cso/transportation.php). When traveling to and from a placement, be aware of your surroundings. Have your key ready to open the car door; keep the car locked and your valuables out of sight. Do not label keys with your name or other identification. Reduce exposure to risk by taking the shortest distance and the safest route. Always park the van in a well-lit and well-traveled location. In general, avoid parking in an underground parking garage, where it can be difficult to remove yourself from a situation. Remain visible to others around you.
ON-SITE CONSIDERATIONS
All of our partner organizations have emergency policies to respond to fire, assaults, hostage situations, or other safety issues. Ask them to review these policies with you, so you will know how to respond should a situation occur. Violent situations can happen quickly anywhere at any time, so be alert. They can be home-based (domestic violence), school-based or site-based (peer-to-peer violence, an attacker coming into the school), street violence (gang- or drug-related, an assault or robbery). Our partner agencies are aware of incidents in the community and want to ensure your safety. Check in with agency staff to find out if anything has happened recently of which you should be aware and what steps have been taken. For instance, at times agencies have requested increased police patrols or designated specific travel routes or entrances to use when coming and going. • Ask agency coordinators for the contact information and locations of Community Policing substations in the community where you are working, so that if you are concerned for your safety you can contact them or go there. In case of emergency, call 911 or Smith College Campus Police (413-585-2490).
If someone confronts you in anger or you observe an escalation in tension, do not try to manage it yourself. Immediately inform agency staff so that they can respond. Do not hesitate to get agency staff involved; part of what we are teaching program participants is how to behave appropriately to ensure their safety. If you are out in the community, immediately go to a safe location, such as a store or business.
If accosted, do not engage in a confrontation about your personal possessions. They are not worth the risk of getting hurt.
Trust your intuition or gut. If you feel unsafe, do what you need to do to ensure your safety. Leave the situation and go to a place that is safe, then let someone in authority know about the situation.
Keep CCC staff informed of any situations that occur, so we can support you and provide you with additional resources, if needed.
Community Projects Agency Listing

Adolescent

Treehouse Foundation & Community

One Treehouse Circle  Easthampton, MA 01027

Walking Distance: No  Handicapped Accessible: Yes

Contact: Kerry Homestead
Phone: 413-527-7966
Fax: (413) 527-3855
Email: kerry@refca.net
Web: www.refca.net

Time Commitment
☐ Days
☐ Evenings
☑ Weekends
☑ After School
Min. hours per week 2

PLACEMENT / PROJECT

DESCRIPTON

Development Assistant – Assist with development and grant activities for innovative non-profit, the Treehouse Foundation (refca.net)

HEROES Program Peer Leader – Provide support for leadership & life skills program for youth, 14-24, who have experienced foster care or adoption. Those with personal experience interested in foster care & youth development welcome. Activities take place Friday eves & Sats, 2/month

Re-Envisioning Foster Care (REFCA) Conference – Help implement and manage preparation for exciting 6th Annual REFCA conference on May 20th

Sibling Sundays Volunteer – Help facilitate activities and connection for siblings separated in foster care to maintain and strengthen family ties through social enrichment activities.

Treehouse After School Tutors Plus! – Weekday afternoons or early evening. Help w/ literacy skills, homework, play games, share skills, and establish positive, caring relationships. Consistency required.

Mission: The Treehouse Foundation (www.refca.net) is dedicated to Re-Envisioning Foster Care in America. The Treehouse Foundation’s mission is: To inspire, implement and support innovative practices which ensure children experiencing foster care find their places in life-long family relationships and supportive communities that help them lead fulfilling and productive lives. Its major initiatives are the Treehouse Community in Easthampton, and the Re-Envisioning Foster Care in American (REFCA) Movement. The Treehouse Community is devoted to cultivating and supporting life long connections and promoting innovative, multi-generational and community based solutions for children who have experienced foster care.

Goals: To make meaningful contributions to the Treehouse community that will enhance community development, support children and families and build meaningful relationships between Treehouse and Smith College students.

To expose students from Smith to an innovative program that seeks to be a model for change.
Treehouse Foundation & Community
and re-envisioning of foster care in America.

To offer students an opportunity to connect their learning goals and interests with a volunteer experience.

To provide experiences that will benefit both students from Smith and the Treehouse community.

To promote learning skills and confidence and build meaningful relationships.

Skills: Ability to make a commitment. Prior relevant experience with children is a plus. Interest and enthusiasm, curiosity and flexibility. Good relational skills and creativity. Reliability. For development and conference related opportunities, interest in learning new skills, organizational and computer skills.

Training: Training is designed to ensure that volunteers are informed and prepared for their roles. In addition, for those interested in being a Big Sister through our collaboration with Big Brothers, Big Sisters, there is a special supervision and training opport

Directions: Take route 10 (South Street) to Easthampton.

Bear right and continue straight at the rotary as you approach town center. At the first stop lights go straight and take left fork. You are now on Park Street.

Continue down Park for just over a mile. You will see the entrance to White Brook Middle School on your left.

Just past this turn, you will see the entrance to Treehouse on your left, noted by a sign for Easthampton Meadows.

Proceed down to Treehouse Circle and the Community Center at 1 Treehouse Circle.

Related Agencies
Big Brothers/Big Sisters of Hampshire County Connections Program
Girls Inc. Mercy Medical Center
Springfield School Volunteers Volunteers in Northampton Schools, Inc.
Children

Big Brothers/Big Sisters of Hampshire County

Bangs Community Center 70 Boltwood Walk Amherst, MA 01002

Walking Distance: No  Handicapped Accessible: No

Contact: Ruth Harms or Victoria Silva
  Phone: (413) 259-3345
  Fax: (413) 259-3354
  Email: vsilva@chd.org
  Web: www.bbbshampshirecounty.org

Time Commitment
  □ Days
  □ Evenings
  □ Weekends
  ✓ After School
    Min. hours per week 3

Mission:
To make a positive difference in the lives of children and youth, primarily through a one-to-one relationship with a caring adult. The program is committed to assisting young people in achieving their highest potential as they grow to become confident, competent, and caring individuals by providing committed volunteers, professional support and supervision of the matches, outreach to families and enrichment opportunities in their communities.

Goals:
Goals vary, depending on the placement type.

Skills:
To follow through; to keep your commitment to the program. Must be able to access Smith van and be certified by Smith to drive their Little Sister (community match) for three academic semesters or have 3:30p.m.-6:30p.m. on Wednesdays free during three academic semesters to be considered for the Kids to Campus Mentoring Program.

Training:
One-time volunteer training. Big sisters meet with their Case Manager once a month for supervision of the match.

Directions:
Site based matches: will meet on Smith campus on a weekly basis (Wednesdays) during school year.
Community matches: Big Sister will pick up her Little Sister from home or school and return her home after their outing.

PLACEMENT / PROJECT

Big Sister – Spend 3-5 hours per week for three semesters with youth from the community.

Internships – Internships are available and can be tailored to complement or enhance many areas of student academic concentration or major.

Volunteer(s) – Help with events and other special activities.

Work Study – Assist in the office, help with a weekly after-school group, or help with various events throughout the year (the Holiday Potluck and other events).

INTERNSHIPS
Internships are available and can be tailored to complement or enhance many areas of student academic concentration or major.

Volunteer(s)
Help with events and other special activities.

Work Study
Assist in the office, help with a weekly after-school group, or help with various events throughout the year (the Holiday Potluck and other events).

A-3
Springfield School Volunteers
1550 Main Street, 3rd floor Box 1410 Springfield, MA 01103

Walking Distance: No  Handicapped Accessible: Yes

| Contact: Maria DeAngelis |
| Phone: (413) 787-7016 |
| Fax: (413) 787-6609 |
| Email: deangelism@sps.springfield.ma.us |
| Web: www.springfieldschoolvolunteers.org |

Time Commitment

- Days
- Evenings
- Weekends
- After School

Min. hours per week 1

Mission:
To promote and facilitate learning-focused community involvement in support of the Springfield Public Schools' goal of ensuring that every child attain a high level of academic achievement in a safe and supportive environment.

Goals:
To provide encouragement, guidance, motivation, character development and academic support to students in the Springfield Public Schools.

Skills:
Volunteers should enjoy working with young people. Tutors should possess skills that will assist students to reach proficiency. To tutor mathematics at higher levels, volunteers should be well-prepared and have a strong background in the subject.

Training:
Volunteers will work under the guidance of a teacher.

Directions:
Rte. 91 South to Springfield (approx. a 30 min. drive). Springfield School Volunteers (1550 Main St.) provides specific directions to each of the 48 schools.

Related Agencies
- Big Brothers/Big Sisters of Hampshire County
- Kensington International School Refugee Tutor/Mentor
- Springfield School Volunteers

Connections Program
Homework House
Safe Passage
Volunteers in Northampton Schools, Inc.
Companionship

Fit Together (Service Net)

296 Nonotuck Street  Florence, MA 01062

Walking Distance: Yes  Handicapped Accessible: Yes

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<th>Contact: Kelly Collins</th>
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<tr>
<td>Phone: 413-584-1508</td>
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<td>Fax:</td>
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<tr>
<td>Email: <a href="mailto:fittogther@servicenet.org">fittogther@servicenet.org</a></td>
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<td>Web: servicenet.org/fittogther</td>
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PLACEMENT / PROJECT  DESCRIPTION

Fit Together  Call for other placements
Fit Together Exercise  Exercise 1-2 times a week with an adult with developmental or mental health challenges.
Partner

Mission: Fit Together is an innovative program dedicated to the wellness of individuals with cognitive challenges and developmental disabilities. Our relaxed, supportive and inclusive community empowers our members to take charge of their own health and well-being. We engage them by offering programs such as Reiki, Free Weights, Chair Aerobics, Dance, Pilates, and Yoga in addition to cardio and strength training equipment. At this wellness center we aim to reduce health disparities between individuals with mental illness or developmental disabilities and the general population.

Goals: We hope the volunteer and member will build a mentor/mentee relationship that will support the member’s health goals. The volunteer will act as a motivational partner for the Fit Together member. Ideally, s/he will commit to regular times during the week (a weekday and a weekend session will be offered). Volunteer and member activities may include class attendance (yoga, dance, free weights) and/or exercise using cardio and strength training equipment.

Skills: Our volunteers do not need to have any previous skills or expertise. We welcome everyone who is patient, eager to try new things, and interested in developing a friendly relationship with our members.

Training: The Fit Together director and staff will be providing all training and supervision.

Directions: Take Route 9 to Northampton High School. Take a left on Elm Street, continue onto Nonotuck Street. Fit Together is located in 1.5 miles on the left. Accessible by bus on the R42 and R44.
Counseling

Decisional Training

P.O. Box 65 205 Rocky Hill Road Northampton, MA 01060

Walking Distance: No  Handicapped Accessible: No

<table>
<thead>
<tr>
<th>Contact: Karen Banta, Coordinator</th>
<th>Time Commitment</th>
</tr>
</thead>
<tbody>
<tr>
<td>Phone: 413-548-5076</td>
<td>☑ Days</td>
</tr>
<tr>
<td>Fax:</td>
<td>☑ Fall Start</td>
</tr>
<tr>
<td>Email: <a href="mailto:kdbanta@gmail.com">kdbanta@gmail.com</a></td>
<td>☑ Spring Start</td>
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<tr>
<td>Web:</td>
<td>☑ 1 Semester</td>
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<td>☑ 2 Semester</td>
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</tbody>
</table>

| Days | ☑ | 2 Semester |
| ☑ | Fall Start |
| ☑ | Spring Start |
| ☑ | 1 Semester |

Min. hours per week 2

Mission: To teach a structured course in decision-making, problem-solving, and life-planning skills to male inmates at the Hampshire County Jail and House of Correction.

Goals: For inmates to learn decision-making, problem solving, and life planning skills.

Skills: Volunteers must be non-judgmental, believe that people have the capacity to change, and have the belief that each human being has potential, possibilities and gifts. Must have the emotional maturity to maintain strict professional boundaries. Must be at least age 20.

Training:

Directions: Take Route 66 (which starts at the Forbes Library) several miles to the Hampshire County Jail and House of Corrections, on the right. Park in the parking lot to left. Lock your car. Enter at door near flagpole. Need transportation: car or CSO vehicle.

PLACEMENT / PROJECT

Northampton Jail Volunteer – Work with an inmate one hour per week for 10 weeks. Contact Karen Banta: kdbanta@gmail.com

Related Agencies

Friends of Hampshire County Homeless Inc  Nuestras Raices, Inc. (Our Roots)
Safe Passage
Friends of Hampshire County Homeless Inc
Emergency Winter Shelter 43 Center Street Northampton, MA 01060

Walking Distance: Yes  Handicapped Accessible: Yes

<table>
<thead>
<tr>
<th>Contact</th>
<th>Phone: 413-585-2906</th>
</tr>
</thead>
<tbody>
<tr>
<td>Email: <a href="mailto:bblument@smith.edu">bblument@smith.edu</a></td>
<td></td>
</tr>
<tr>
<td>Web: <a href="http://www.hamphomeless.org">http://www.hamphomeless.org</a></td>
<td></td>
</tr>
<tr>
<td>Days</td>
<td>Fall Start</td>
</tr>
<tr>
<td>Evenings</td>
<td>Spring Start</td>
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<tr>
<td>Weekends</td>
<td>1 Semester</td>
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<tr>
<td>After School</td>
<td>2 Semester</td>
</tr>
<tr>
<td>Min. hours per week</td>
<td>2</td>
</tr>
</tbody>
</table>

PLACEMENT / PROJECT

Staff Support – To act as a back-up to the professional staff between 7:30 and 9:00 pm (one night per week) from Nov 1st - April 30th.

Mission: Friends of Hampshire County Homeless Inc. is a community organization committed to providing financial and volunteer support for the Hampshire County Interfaith Shelter for homeless individuals and associated programs. The Interfaith Emergency Winter Shelter provides emergency overnight shelter for homeless adults in Hampshire County during the six coldest months of the year. In addition to food and beds, they offer friendship and support, and the counseling needed to help people move on from a homeless life into a stable living situation.

Goals: Student volunteers work in pairs, providing companionship and helping with many different activities at the Shelter.

Skills: Awareness of race, ethnicity, class, gender, religious and social justice themes, as well as a strong sense of empathy and responsibility.

Training: On-going and informal.

Directions: Walk on ELM ST/route 9 towards downtown Northampton. Turn LEFT onto BEDFORD TERRACE. Turn RIGHT onto STATE ST. Turn LEFT onto CENTER ST. Total Distance: approx. 1/2 mile. The Shelter (43 Center St.) is located at the right rear of the building.
Habitat for Humanity, Pioneer Valley

140 Pine St, Room 9 P.O. Box 60642 Florence, MA 01062

Walking Distance: No  Handicapped Accessible: No

Contact: Janet Bordwin-Kannel
Phone: 413-586-5430
Fax:
Email: volunteer@pvhabitat.org
Web: www.pioneervalleyhabitat.org

Time Commitment

☑ Days
☐ Evenings
☑ Weekends
☐ After School
Min. hours per week 4

PVH Office: From Smith, take Rte. 9 west. At Florence Center, turn left onto Maple; take 2nd right onto Pine St. At stop sign with Florence Congregtional on left - Florence Community Center is to the right of the church. PVH is located on the top floor of the Community Center. Builds take place throughout the Pioneer Valley.

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PLACEMENT / PROJECT

Leadership
- Participate in the efforts to engage Smith students in Habitat activities.
- framing, drywalling, roofing, landscaping, painting, door & window installation, siding. Sat. 9am-4pm; Sun. 12-4pm.
- Lead small groups of construction volunteers on specific tasks on Sat. 9am-4pm; Sun. 12-4pm.
- Assist with database management, data entry, and other administrative tasks in support of our mission.
- Greet and welcome volunteers at construction sites - get them signed in and equipped for the day's tasks: Sat. 8:30-9:30am; Sun. 11:30am-12pm.
- Assist in the planning of a women-built habitat house - any range of tasks associated with building a home: zoning permit, project management, fundraising, volunteer coordination, public relations, building.

Mission: Our goal is to make homeownership possible for low-income families in our region. Through the donation money, land, expertise, and labor we commit ourselves to construct inexpensive, sturdy houses. We further commit to provide our families with the supportive services necessary to become successful and responsible homeowners. We challenge our community to share from its abundant resources, labor and capital with those in need. We pledge ourselves to the building of genuine community through the shared labor of constructing decent, affordable homes for those less fortunate than ourselves.

Goals: To identify and achieve specific organizational tasks that serve the needs of the volunteer and Pioneer Valley Habitat.

Skills: No construction skills needed to be involved in building - just a willing spirit.

Training: Yes, depending on assignments.

Directions: PVH Office: From Smith, take Rte. 9 west. At Florence Center, turn left onto Maple; take 2nd right onto Pine St. At stop sign with Florence Congregtional on left - Florence Community Center is to the right of the church. PVH is located on the top floor of the Community Center. Builds take place throughout the Pioneer Valley.
MANNA Soup Kitchen, Inc.

48 Elm St. - St. John's Church 297 Main Street- Edwards Church Northampton, MA 01060

Walking Distance: Yes  Handicapped Accessible: No

Contact: Claire Troiano
Phone: 413-588-2333
Fax: 
Email: ctroiano0123@gmail.com
Web: 

Time Commitment

- Days
- Evenings
- Weekends
- After School
  Min. hours per week 3

PLACEMENT / PROJECT

Volunteer for Saturday noon meal or other times

DESCRIPTION

Help prepare, serve and clean up one meal. Serve food buffet-style and relate respectfully to guests.

Mission: The MANNA Soup Kitchen, Inc. strives to provide hot, healthy meals to hungry people in the local community. We work to create a safe and hospitable setting where guests can find warmth and fellowship and be treated with respect. At present we serve 3 meals every week year-round and community dinners on Thanksgiving and Christmas Day.

Goals: To become familiar with the workings of a soup kitchen and be aware of the lack of food security for many people in the local community.

Skills: None - will train. Should be comfortable with the guests and flexible about tasks.

Training: Not much training is needed beyond basic familiarity with kitchen skills. Additional training is provided for any volunteer who feels in need of more instruction.

Directions: MANNA’S Saturday noon meal takes place at the Edwards Church, 297 Main St (At the corner of Main and State Streets, across the street from the Academy of Music) in Northampton. Side entrance is at the back of the church, facing State St. Volunteer hours are 10:00am to 1:00pm.

Northampton Survival Center

265 Prospect Street Northampton, MA 01060

Walking Distance: Yes  Handicapped Accessible: Yes

Contact: Diane Drohan
Phone: 413-586-6564
Fax: 
Email: diane@northamptonsurvival.org
Web: www.northamptonsurvival.org

Time Commitment

☑ Days
☑ Evenings
☐ Weekends
☑ After School
  Min. hours per week 2

☑ Fall Start
☑ Spring Start
☐ 1 Semester
☑ 2 Semester
Northampton Survival Center

**Mission:** The Northampton Survival Center is dedicated to improving the quality of life for low-income individuals and families throughout Hampshire County by providing nutritious food and other resources in an atmosphere of dignity and respect.

**Goals:** We strive to match up enthusiastic individuals with tasks that are well suited for them. It is very important the volunteers are able to honor their commitments. In our experience, many student volunteers have the best of intentions but may not be realistic about what they can fit into their already busy schedules. Please be mindful of this when considering a volunteer position at the Center.

**Skills:** Responsible, warm, attentive to detail, works well with others.

**Training:** Individual, informal, supervision by volunteer coordinator and/or staff.

**Directions:** From Helen Hills Hills Chapel, drive toward the Quad on Elm Street. Make a right on Franklin, turn left onto Prospect. The Northampton Survival Center will be on your immediate right. Alternatively, walk or drive down Prospect St. at the intersection of Rt. 9 and Prospect, just across the street from John M. Greene Hall. Continue on Prospect for about eight tenths of a mile. The Survival Center will be on your right.

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**Nuestras Raices, Inc. (Our Roots)**

329 Main Street Holyoke, MA 01040

**Walking Distance:** No  **Handicapped Accessible:** No

| **Contact:** Jonathan Surrency |
| **Phone:** (413) 535-1789     |
| **Fax:** (413) 535-1100       |
| **Email:** jsurrency@nuestras-raices.org |
| **Web:** www.nuestras-raices.org |

| **Time Commitment** |
| Days     | Fall Start   |
| Evenings | Spring Start |
| Weekends | 1 Semester   |
| After School | 2 Semester |

| **Min. hours per week** | 2 |

**PLACEMENT / PROJECT**

**DESCRIPTION**

Grants/Research – to support the Assistant Executive Director with identifying and writing
Nuestras Raices, Inc. (Our Roots)

Assistant grants to fund the 2013-2016 organizational strategic plan and assisting with community based research projects

Greenhouse Support — to support the farm manager in our greenhouse operations. http://tinyurl.com/nqbqbc7

Urban forestry project support — to conduct outreach in support of Holyoke’s urban forestry initiative, which aims to plant 1000’s of free trees by the end of 2015

Workshops Coordinator — to facilitate our member-orientated workshop series for small scale farmers and community gardeners by researching topics, securing speakers, and publicizing events. Example: soil fertility, growing techniques http://tinyurl.com/mr2swy4

Mission: To create healthy environments, celebrate “agri-culture,” harness our collective energy, and advance our vision of a just and sustainable future.

Goals: Nuestras Raices promotes economic, human and community development in Holyoke through projects relating to food, agriculture and the environment. It draws its membership and its leadership from its network of community gardens.

Skills: Project placement will vary with skills and interest of each volunteer. Spanish is very helpful, experience working with youth is helpful, as is knowledge of agriculture or gardening.

Training: Orientation, supportive supervision from Nuestras Raices staff members.

Directions: Our main offices are located at 329 Main Street in Holyoke (handicapped accessible), our farm is located at 24 Jones Ferry Road (not handicapped accessible).

Related Agencies
Arise for Social Justice, Inc.
Habitat for Humanity, Pioneer Valley
MANNA Soup Kitchen, Inc.
Nuestras Raices, Inc. (Our Roots)
Friends of Hampshire County Homeless Inc
Literacy Project, The
Massachusetts Fair Housing Center

Internships

Girls Inc.
P.O. 6812 6 Open Square Way (Teen Center) Holyoke, MA 01041

Walking Distance: No Handicapped Accessible: Yes

Contact: Leah Uberseder
Phone: 413-533-0796 x101
Fax: (413) 534-6454
Email: luberseder@girlsincholyoke.org
Web: www.girlsincholyoke.org

Time Commitment
✓ Days
✓ Evenings
☐ Weekends
✓ After School
Min. hours per week 4

✓ Fall Start
✓ Spring Start
✓ 1 Semester
✓ 2 Semester
Girls Inc.

**Placement / Project**

<table>
<thead>
<tr>
<th>Interns</th>
<th>Multi-semester placements working with girls 13-18 years of age or in an administrative capacity</th>
</tr>
</thead>
<tbody>
<tr>
<td>Technology Assistant</td>
<td>Multi-semester placement supporting the integration of technology into programs; may include robotics, computer programming, use of social media</td>
</tr>
</tbody>
</table>

**Mission:** To inspire all girls to be strong, smart and bold.

**Goals:** For volunteers to support our mission and for them to learn the skills necessary to facilitate educational programming in informal educational environments.

**Skills:** Vary with placement - descriptions available on-line at www.girlsincholyoke.org

**Training:** Training is an important part of a successful placement- Girls Inc. asks that all interns commit to any requested orientation or training meetings.

**Directions:** find at www.girlsincholyoke.org

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**Legal/Advocacy**

**Hampshire County Bar Advocates/Bar Association**

15 Gothic Street, Suite 10  Northampton, MA 01060-3084

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<thead>
<tr>
<th>Walking Distance: Yes</th>
<th>Handicapped Accessible: No</th>
</tr>
</thead>
</table>

**Contact:** Rebecca J. Ryan

**Phone:** (413) 586-5038

**Fax:** (413) 586-7388

**Email:** hcba@crocker.com

**Web:** www.hampshirebar.org.

**Time Commitment**

- Days
- Fall Start
- Spring Start
- 1 Semester
- 2 Semester

**PLACEMENT / PROJECT**

**Office Intern**

- Assist with office duties and administration of programs. Research for various projects. There are opportunities to shadow attorneys.

**Mission:** Hampshire County Bar Advocates provide legal representation to indigent clients in district court criminal cases. The Bar Association is comprised of attorneys, judges, and legal professionals. We educate the general public, hold social functions, and administer various programs for the community.

**Goals:** To educate the general public, hold social functions, and administer various programs for the community.
Hampshire County Bar Advocates/Bar Association

Skills: Familiarity with Microsoft Office programs (Word, Excel, Access, etc.)

Training: Intern would work in an office with the Program Director with minimal direct supervision.

Directions: Gothic Street is located off Rte. 9 in downtown Northampton

Massachusetts Fair Housing Center

57 Suffolk Street Holyoke, MA 01040

Walking Distance: No Handicapped Accessible: Yes

Contact: Ashley Grant
Phone: 413-539-9796 x107
Fax: (413) 533-9978
Email: rlopez@massfairhousing.org
Web: www.massfairhousing.org

Time Commitment
☑ Days ☐ Fall Start
☐ Evenings ☐ Spring Start
☐ Weekends ☐ 1 Semester
☐ After School ☐ 2 Semester
Min. hours per week 5

PLACEMENT / PROJECT DESCRIPTION

Fellowship – Work on specialized civil rights/fair housing research and writing projects to fight illegal housing discrimination.

Legal Advocacy Intern – Work with experienced staff to fight illegal housing discrimination.

Mission: MFHC engages in extensive educational activities to inform community members about their right to equal housing opportunities. MFHC provides training for housing industry professionals to educate them about their responsibilities under the law. MFHC’s legal advocacy helps to promote housing choice, preserve tenancies, avoid homelessness, create lead-safe housing for children and provide disabled tenants with equal access to housing. MFHC has maintained its office in Holyoke for over 24 years and provides all of its services in English and Spanish.

Goals: Intern/Exter will interview clients and perform intake of potential fair housing cases, conduct legal and factual research to support discrimination complaints, draft housing discrimination complaints, prepare fair housing outreach materials and assist in answering and writing discovery. Fellows will be given special research and writing projects, such as researching case law or community census data.

Skills: Must have an interest in and passion for civil rights and public interest work.

Training: All training necessary will be provided by MFHC staff. Students will be presented with written material to initiate their training.

Directions: South on Interstate 91. Take exit 17 (route 141). Turn left at light at end of ramp. Go straight through next light. Keep straight on Dwight. Turn right on Maple Street. Take first left onto Suffolk Street. We're on the corner of Maple and Suffolk, across the street from Bank of America. Bus Lines: B43 or R21 (20 min ride).
Related Agencies
Arise for Social Justice, Inc.
Hampshire County Bar Advocates/Bar Association
Safe Passage

Decisional Training
Massachusetts Fair Housing Center

Center for New Americans
42 Gothic Street  Northampton, MA 01060

Walking Distance: Yes  Handicapped Accessible: Yes

<table>
<thead>
<tr>
<th>Contact: Peg Thibbitts</th>
<th>Phone: 413-587-0084</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fax: 413-585-0908</td>
<td>Email: <a href="mailto:volunteer@cnam.org">volunteer@cnam.org</a></td>
</tr>
<tr>
<td>Web: <a href="http://www.cnam.org">www.cnam.org</a></td>
<td></td>
</tr>
</tbody>
</table>

Time Commitment

- Days
- Evenings
- Weekends
- After School
  Min. hours per week [2]
- Fall Start
- Spring Start
- 1 Semester
- 2 Semester

Mission:
To provide the immigrant, refugee and migrant communities of the Pioneer Valley with education and resources to learn English, become involved members of their communities and obtain tools necessary to maintain economic independence and stability.

Goals:
ESOL tutors work one-on-one with learners; the primary goal is to meet learner's own language goals, also to increase cross-cultural understanding.

Skills:
Awareness and willingness to learn about other cultures. Student-centered philosophy of education. Willingness to continue for 6 months at approx. 2 hours per week. Patience, ability to work independently, fluency in English (non-native speakers welcome).

Training:
7-hour training, 1.5 hour observation (more possible).

Directions:
Gothic Street is in the center of Northampton, between Center St. and King St.

There is on-street metered parking right now, and the parking lot is available on the weekends.
Connections Program

William R. Peck FSCS 1916 Northampton Street Holyoke, MA 01040

Walking Distance: No Handicapped Accessible: Yes

Contact: Stacey Funston
Phone: 413-534-2168
Fax: 
Email: sfunston@hps.holyoke.ma.us
Web: http://www.hps.holyoke.ma.us/after_sc hool.htm

Time Commitment

☐ Days ☑ Fall Start
☐ Evenings ☑ Spring Start
☐ Weekends ☑ 1 Semester
☑ After School ☑ 2 Semester

Min. hours per week 4

The CONNECTIONS Program is a 21st Century Learning Center Program, and, as such, has the goal of providing creative and innovative interdisciplinary, hands on, student centered programming that supports and contributes to academic achievement and youth development for Holyoke Youth.

The mission of the CONNECTIONS Program is to enhance the knowledge, skills, and interests of participating students, to support their social, emotional and physical development and to strengthen their connections to peers, teachers, the community and the natural environment through a balance of academic, enrichment and physical fitness programming.

CONNECTIONS After-School Program is looking for tutors and enrichment club assistants to provide homework help and tutoring services to individual students for an hour in the afternoon. After homework help, you have the option to assist an Enrichment Club Instructor or, with support from CONNECTIONS, create/facilitate your own club involving 10-12 students. We also would like to have assistance in carrying out fun routine office duties, including designing flyers and making copies. Applicants must enjoy working with children and want to help them develop academically. Applicants must be responsible, dedicated, conscientious, reliable, and independent workers. Transportation is preferred.

The primary skill is relational. It is very important that the student can feel comfortable and relate well to the youth in our program. Often our students are dealing with a fair number of personal challenges. The majority of our students are low income, urban youth. Many are English Language Learners and a significant number are special education students. Patience, humor, caring concern and reliability are qualities that are also much needed in this work.

Mission:

Goals: CONNECTIONS After-School Program is looking for tutors and enrichment club assistants to provide homework help and tutoring services to individual students for an hour in the afternoon. After homework help, you have the option to assist an Enrichment Club Instructor or, with support from CONNECTIONS, create/facilitate your own club involving 10-12 students. We also would like to have assistance in carrying out fun routine office duties, including designing flyers and making copies. Applicants must enjoy working with children and want to help them develop academically. Applicants must be responsible, dedicated, conscientious, reliable, and independent workers. Transportation is preferred.

Skills: The primary skill is relational. It is very important that the student can feel comfortable and relate well to the youth in our program. Often our students are dealing with a fair number of personal challenges. The majority of our students are low income, urban youth. Many are English Language Learners and a significant number are special education students. Patience, humor, caring concern and reliability are qualities that are also much needed in this work.

Training:

Directions: Follow I-91 S to Lower Westfield Rd in Holyoke. Take exit 15 from I-91 S 10.2 mi Continue on Lower Westfield Rd. Drive to Whiting Farms Rd 0.5 mi
Homework House

54 North Summer Street  Holyoke, MA 01040

Walking Distance: No  Handicapped Accessible: No

Contact: Christina Elman  Phone: 413-265-1017
Fax: 413-532-8852  Email: volunteer@homeworkhouseholyoke.org
Web: www.homeworkhouseholyoke.org

Time Commitment

☐ Days  ☑ Fall Start
☐ Evenings  ☑ Spring Start
☐ Weekends  ☑ 1 Semester
☑ After School  ☑ 2 Semester

Min. hours per week 2

PLACEMENT / PROJECT

Tutor  — see goals

Mission: Homework House provides free tutoring and mentoring for children who are at-risk for academic failure and dropping out of school. We give children with special needs a loving and caring environment. We help them improve their literacy skills so they can become productive members of our community. We work towards rekindling their interest in learning and self-improvement. Services are provided to school-age children without regard to race, religion, ethnicity, or gender.

Goals: To assist students enrolled in Kindergarten through 6th grade with homework completion and improvement of reading and math skills. The volunteer will also act to enhance self-esteem and confidence in the student through encouragement and positive reinforcement. To build a positive and supportive relationship that will engage and motivate students to work towards improvement of ability and effort in all academic subjects, attitude about school and academic achievement.

Our program runs Monday through Friday from 3:00 p.m. to 5 p.m. and we ask volunteers to come at least one day (preferably two days) per week consistently.

Skills: Patience and enthusiasm. Ability to effectively communicate sensitivity, respect and understanding of the needs of underachieving students. Ability to establish and maintain a trusting and positive working relationship with students. Accepting of people from different cultures, backgrounds and ages. Commitment to bettering lives through education. (No previous teaching experience necessary.)

Training:

Directions: To reach 340 Chestnut Street, take 91 South from Smith to exit 16. Turn left at exit and go through 3 traffic lights. At 4th light, take a right and a left at the next light. After this left, take a quick right onto Franklin Street and go straight for 3 blocks. At the Chestnut Street cross street, our building is a large red brick building on the left between Chestnut and Maple streets. There is a parking lot on the left. Park there and enter into the back lower level door to sign in.
INTERNATIONAL LANGUAGE INSTITUTE OF MASSACHUSETTS

17-25 NEW SOUTH ST., SUITE 113  NORTHAMPTON, MA 01060

WALKING DISTANCE: YES  HANDICAPPED ACCESSIBLE: YES

CONTACT: AMY BEN EZRA

PHONE: 413-586-7569 ext. 100
FAX: (413) 586-8927
EMAIL: AMY@ILI.EDU
WEB: WWW.ILI.EDU

MISSION:
To promote intercultural understanding by providing quality language instruction and teacher training.

GOALS:
To promote intercultural understanding. To gain skills in teaching English to speakers of other languages.

SKILLS:
TUTORING: Fluent English - language skills in speaking, listening, reading and writing. All tutoring is done in English, so it is not necessary to speak another language than English. See website for more information.
OFFICE HELP: low intermediate or higher English skills. Must be a self-starter.
LAB VOLUNTEER: good English, good computer skills, patient, able to teach.

TRAINING:
ILI provides a workshop to community volunteers who tutor current and former students. Tutors need to attend 1 training session, observe 6 hrs. of ESOL classes, attend one in-service follow-up session 1-2 months later.

DIRECTIONS:
From Elm Street, proceed toward downtown. Turn right onto RT 10/ South Street (New South Street). ILI is at #17-25. It's the big yellow brick bldg., "Old School Commons"/"Sullivan Building". We're on the first floor, suite 113.

PLACEMENT / PROJECT

OFFICE HELP
- Assist teachers and administrators with various projects.

SELF-ACCESS LAB VOLUNTEER
- Help students with work in the computer lab, or maintenance of the computer lab.

VOLUNTEER TUTOR
- Tutor Department of Education adult immigrant students in English.

DESCRIPTION

OFFICE HELP
- Assist teachers and administrators with various projects.

SELF-ACCESS LAB VOLUNTEER
- Help students with work in the computer lab, or maintenance of the computer lab.

VOLUNTEER TUTOR
- Tutor Department of Education adult immigrant students in English.

TIME COMMITMENT

Days  ☑  Weekends  ☑  After School  ☑
Evenings  ☑  Fall Start  ☑
1 Semester  ☑  2 Semester  ☑

MIN. HOURS PER WEEK

2
Kensington International School Refugee Tutor/Mentor

Kensington International School 31 Kensington Avenue Springfield, MA 01108

Walking Distance: No  Handicapped Accessible: No

| Contact: Ellen Lord, CSO Office |
| Phone: 413-585-2793 |
| Fax: |
| Email: elord@smith.edu |
| Web: www.springfieldschoolvolunteers.org |

| Time Commitment |
| Days | Fall Start |
| Evenings | Spring Start |
| Weekends | 1 Semester |
| After School | 2 Semester |

Min. hours per week 3

Mission: To provide 1:1 support for children who are recently re-settled refugees encouraging their academic success and social acculturation to the school community by working with them in the classroom to help them complete and fully understand their school work.

Goals: Working with children in the classroom to focus on both academic and social school success, tutor/mentors will provide extra individual support helping the tutees with both their BICS-Basic Interpersonal Communication Skills and CALP- Cognitive Academic Language Proficiency. Content areas that tutors focus on include: reading comprehension and readiness, vocabulary, ability to decipher background and contextual information in their classroom assignments, expanding their speaking in English by encouraging them to speak in full sentences, utilizing new vocabulary words and participating in class discussions.

Skills: Open to developing a respect and understanding for the arduous journey that refugees experience by being non-judgmental and interested in supporting a child's academic and social success. Tutor must be willing to make a minimum 3 hour regular weekly time commitment. A 2 semester commitment is preferred.

Training: Interview/meeting and on-going support. Attend at least 2 on-campus reflection lunches per semester

Directions: Route 91 South
Exit 4 for Main Street/Route 83
Left under Rt. 91 following signs for Rt. 83
Right up Longhill Street, in front of Antonio's Grinders, following Rt. 83 signs
At the top of the hill, left at traffic light onto Sumner Avenue.
Stay in the left lane, at the third traffic light, left onto Oakland Street.
Forest Park Middle School will be on your left.
At next traffic light you cross Belmont Avenue.
Continue straight on Oakland Street.
At next traffic light, you cross Dickinson Street.
Take first right onto Bloomfield Street.
Take a left into school parking lot.
Enter school through the back door on Bloomfield Street.
The Literacy Project offers free classes and educational programs to adults and teens in basic skills, including reading, writing, math, computers, and GED test preparation. We seek to help low-literacy adults gain the skills, knowledge and confidence to move forward towards their own goals at work, within their families, and within the community. We see literacy and basic skills education as a fundamental part of personal and community development, and the cornerstone of social change.

Our goal for tutors is to increase the individual instruction we offer to our students through the volunteer tutoring program. Our goal for administrative assistants is to provide efficient office support for our Northampton classroom.

We are seeking volunteer tutors who are patient, flexible, creative, and intrigued by the learning process. Tutors must be sensitive to wide differences in learning styles, cultures and personal backgrounds, as well as fluent in English. Classes run Monday-Friday, 9-12:30.

We are seeking administrative assistants who are interested in building non-profit administrative skills and are flexible and detail-oriented.

Training: Training is provided through both in-person workshops and on-line tutorials and correspondence. Volunteer tutors are asked to complete 12 hours of training within the first 10 weeks of service.

Directions: The Literacy Project runs classes in downtown Northampton (within walking distance), Amherst (a short walk from the Amherst-Northampton bus), Greenfield, Orange and Ware (a car is required for these three sites). Directions to all sites are available on our website, www.literacyproject.org.

PLACEMENT / PROJECT

Administrative  —  Basic administrative tasks.
Teaching Assistant  —  In class tutoring and teaching.

MISSION:
The Literacy Project offers free classes and educational programs to adults and teens in basic skills, including reading, writing, math, computers, and GED test preparation. We seek to help low-literacy adults gain the skills, knowledge and confidence to move forward towards their own goals at work, within their families, and within the community. We see literacy and basic skills education as a fundamental part of personal and community development, and the cornerstone of social change.

GOALS:
Our goal for tutors is to increase the individual instruction we offer to our students through the volunteer tutoring program. Our goal for administrative assistants is to provide efficient office support for our Northampton classroom.

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Volunteers in Northampton Schools, Inc.

498 Ryan Road c/o RK Finn Ryan Road School Florence, MA 01062

Walking Distance: Yes Handicapped Accessible: Yes

<table>
<thead>
<tr>
<th>Contact: Marlene Pearson</th>
<th>Time Commitment</th>
</tr>
</thead>
<tbody>
<tr>
<td>Phone: 413-587-1332</td>
<td>Days</td>
</tr>
<tr>
<td>Fax:</td>
<td>☑ Fall Start</td>
</tr>
<tr>
<td>Email: <a href="mailto:vinsvolunteer@gmail.com">vinsvolunteer@gmail.com</a></td>
<td>☑ Spring Start</td>
</tr>
<tr>
<td>Web: <a href="https://sites.google.com/site/northamptonvins/">https://sites.google.com/site/northamptonvins/</a></td>
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<td></td>
<td>☑ 2 Semester</td>
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<td>☑ After School</td>
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<td>Min. hours per week</td>
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Walking Distance: Yes
Handicapped Accessible: Yes

PLACEMENT / PROJECT

<table>
<thead>
<tr>
<th>DESCRIPTION</th>
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<tbody>
<tr>
<td>Enrichment – Work with students at their learning level. This involves one-to-one guidance and support.</td>
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<tr>
<td>Resource Volunteer – Assist in a classroom for a short term project or a one time program. These volunteers may present to students about a specific topic.</td>
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<tr>
<td>Special Events – Help with special events or functions. This is usually a one-day event.</td>
</tr>
<tr>
<td>Tutoring – Assist one-to-one, or in small groups, with various subjects such as reading, writing, math, spelling, science, physical education, and creative arts.</td>
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Mission: Founded in 1981, Volunteers in Northampton Schools (VINS) is a private, non-profit organization that strives to provide volunteers in all of Northampton’s public schools to supplement and enrich the curriculum offerings. The volunteer participation of parents and community members is widely recognized to be a significant factor in the quality of education.

Goals: Volunteers are placed in one of the six public elementary and secondary schools in Northampton.

Skills: Experience working with children/youth; interest in education and learning; strong listening and communication skills; patience.

Training: A formal orientation is provided by VINS. Ongoing communication between VINS and the volunteer is encouraged for additional support (TBD as needed).

Directions: Available online

Related Agencies

- Center for New Americans
- International Language Institute of Massachusetts
- Literacy Project, The
- Springfield School Volunteers
- Girls Inc.
- Kensington International School Refugee Tutor/Mentor
- Nuestras Raices, Inc. (Our Roots)
- Treehouse Foundation & Community
Baystate Medical Center

Walking Distance: No        Handicapped Accessible: No

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<thead>
<tr>
<th>Contact</th>
<th>Fidela S.J.Blank, RN,MN,MBA</th>
</tr>
</thead>
<tbody>
<tr>
<td>Phone</td>
<td>(413) 794-8680</td>
</tr>
<tr>
<td>Fax</td>
<td>(413) 794-5118</td>
</tr>
<tr>
<td>Email</td>
<td><a href="mailto:del.blank@baystatehealth.org">del.blank@baystatehealth.org</a></td>
</tr>
<tr>
<td>Web</td>
<td><a href="http://www.baystatehealth.org">http://www.baystatehealth.org</a></td>
</tr>
</tbody>
</table>

Time Commitment

- Days
- Evenings
- Weekends
- After School

| Min. hours per week | 8 |

Mission: Clinical Research and Emergency Room Patient Advocacy Program.

Goals:
Students observe clinical activities in an emergency medical setting, learn medical terminology and pathophysiology of certain diseases, observe and interact with ED staff and patients, and actively participate in clinical research within the department. Assist physicians, nurses, and residents in the Emergency Department to conduct clinical research and publish the results of their findings.

Skills:
Must have an interest in medicine, or other health professions. A resume and letter of recommendation is required from a faculty member/previous employer; commitment of 4 hrs/day, 2 days/week for the first semester - hours negotiable for another semester.

Training:
Observe actual clinical activities in an emergency department setting. Learn medical terminology and pathophysiology of certain diseases. Observe and interact with ED staff and patients. Observe other hospital areas/procedures.

Directions:
From Smith College take I-91 South to Exit 11 (Bernie Avenue). Make a sharp right at the end of the exit ramp and follow the blue “H” signs (Right at the end of ramp; right at Walter Street; you will cross Main Street; turn left at Chestnut Street) until the hospital is right in front of you. Follow the signs to the Emergency Department. Park in the Visitors parking lot. Walk into the Emergency Department, to the Triage desk, and ask for Del Blank.
Cooley Dickinson Hospital

30 Locust Street P.O. Box 5001 Northampton, MA 01061

Walking Distance: Yes  Handicapped Accessible: Yes

Contact: Robin Kline
Phone: (413) 582-2251
Fax: (413) 582-2951
Email: robin_kline@cooley-dickinson.org
Web: www.cooley-dickinson.org

Time Commitment

- Days
- Evenings
- Weekends
- After School

Min. hours per week: 4

CDH will constantly improve access and efficiently provide quality health services.

To provide students with some contact and understanding of health care services

Customer service skills are critical. In addition, early submission of application is suggested. Most students apply several months in advance. Space is limited and nearly twice as many students apply as are needed.

Mission: Cooley Dickinson Hospital will provide a core of concerted hospital services, collaborate with physicians and other providers to promote continuity of care and stimulate healthy lifestyle. CDH will constantly improve access and efficiently provide quality health services.

Goals: To provide students with some contact and understanding of health care services

Skills: Customer service skills are critical. In addition, early submission of application is suggested. Most students apply several months in advance. Space is limited and nearly twice as many students apply as are needed.

Training: Training is provided during the first shift. However, the Care volunteers have a special 3 hour training and must also shadow a selected volunteer in the Emergency department for one full shift.

Directions: Walking distance from Smith
Mercy Medical Center
271 Carew Street  Springfield, MA 01104

Walking Distance: No  Handicapped Accessible: No

Contact: Nancy Reilly
Phone: 413-748-9074
Fax: (413) 781-7217
Email: nancy.reilly@sphs.com
Web: www.mercycares.com

Time Commitment
☑ Days
☑ Evenings
☑ Weekends
☑ After School
Min. hours per week 4

Fall Start
Spring Start
1 Semester
2 Semester

PLACEMENT / PROJECT

Emergency Dept – Takes care of patient comfort need such as blanket, pillow, water, etc.

Patient Care Area

Emergency Dept. Concierge – Act as a liason between ER staff, patients, and visitors.

Out-Patient-Surgery – Brings discharged day stay patients down in wheelchair.

Transportation – Brings discharged in-house patients down in wheelchair.

Mission: Mercy Medical Center, a 182-bed, acute care hospital in Springfield, MA, was founded by the Sisters of Providence in 1899. Today, Mercy is a state-of-the-art medical facility. Mercy offers a wide range of programs and services including cardiac care, maternity services, cancer treatment, emergency care, diagnostic imaging, intensive care, critical care, diabetes treatment, surgical procedures (inpatient and outpatient) and laser treatment. We treat all persons whom we serve and with whom we work with respect and compassion, calling forth their best human potential.

Goals: The placement is a true volunteer experience. Internships are processed through the specific department.

Skills: Varies with each volunteer position.

Training: Volunteers receive a site specific orientation after completing the general volunteer orientation. Options for trainings throughout the year. Six month /100 hour commitment

Directions: Take Route 91 South to exit 8: Route 291/20 East. Take Exit 3: Armory street. Go through traffic light and then follow rotary around to the left. At the blinking red light, turn right onto Armory Street. Follow Armory Street to first traffic light. Turn left onto Carew Street. Mercy Medical Center is one-half mile on the left.

Related Agencies
Baystate Medical Center  Cooley Dickinson Hospital
Fit Together (Service Net)
Tapestry Health

296 Nonotuck Street 2nd Floor Florence, MA 01062

Walking Distance: No    Handicapped Accessible: No

<table>
<thead>
<tr>
<th>Contact: Intern/Volunteer Coordinator</th>
<th>Time Commitment</th>
</tr>
</thead>
<tbody>
<tr>
<td>Phone: (413) 586-2016</td>
<td>Days</td>
</tr>
<tr>
<td>Fax: (413) 586-0212</td>
<td>Evenings</td>
</tr>
<tr>
<td>Email: <a href="mailto:interns@tapestryhealth.org">interns@tapestryhealth.org</a></td>
<td>Weekends</td>
</tr>
<tr>
<td>Web: <a href="http://www.tapestryhealth.org">www.tapestryhealth.org</a></td>
<td>After School</td>
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<tr>
<td></td>
<td>Min. hours per week</td>
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PLACEMENT / PROJECT

| Administration | General administrative, marketing, development and grant support in the regional administrative office. |
| Health Services| General administrative and program support tasks in direct service reproductive health clinic. |
| Prevention Services | General administrative and program support tasks in direct service needle exchange program. |

Mission: Tapestry Health is a locally grown, community-based non-profit in western Massachusetts that has provided affordable, high quality care since 1973. Our sites offer family planning services, reproductive health exams, STI screenings, HIV counseling and testing, needle exchange, insurance enrollment, outreach efforts, a WIC nutrition program, and much more.

Goals: (1) For the volunteer to work as a team with staff members to accomplish the operational goals of the program; (2) To provide assistance to the site staff; (3) To provide a rewarding and educational experience for the volunteer.

Skills: Basic computer skills; ability to work with a diverse clientele in a confidential and supportive setting; support agency mission and goals; bilingual preferred at some sites.

Training: Site managers for each program are responsible for providing appropriate training.

Directions: Some sites are within walking distance. Find links to directions on our website: www.tapestryhealth.org

Related Agencies

MANNA Soup Kitchen, Inc.    Tapestry Health
Arise for Social Justice, Inc.

467 State Street PO Box 5423 Springfield, MA 01101-5423

Walking Distance: No Handicapped Accessible: No

Contact: Michaelann Bewsee
Phone: (413) 734-4948
Fax: (413) 734-4030
Email: michaelannb@gmail.com
Web: ariseforsocialjustice@blogspot.com

Time Commitment

- Days
- Fall Start
- Evenings
- Spring Start
- Weekends
- 1 Semester
- After School
- 2 Semester
- Min. hours per week 2

PLACEMENT / PROJECT DESCRIPTION

Economic Justice Committee – Outreach at welfare offices and community outreach to involve recipients in welfare reform.

Environmental Justice – Organizing to get a climate change plan in Springfield and to identify and organize around sources of pollution in Springfield

Homelessness – Working to increase access to shelters for the single people and families out on the street.

Housing – Tenants rights organizing, working to save properties threatened by foreclosure and abandonment with the ultimate goal of changing the housing policy in Springfield; organizing a community land trust; planning a hearing on Springfield's housing crisis.

Justice for Pioneer Valley – Continued court solidarity and organizing for those unjustly accused or brutalized by the criminal justice system

Mission: A grass roots agency working for social change at a low-income led, anti-oppression organization in Springfield, MA. Through the years, ARISE has organized a tent city with homeless people that pushed the city to develop a comprehensive homeless plan; led a lengthy but successful campaign to change from an at-large form of government to elections by ward; ran an underground needle exchange program to meet people's needs while working for statewide enabling legislation.

Goals: To build power for oppressed people by educating, organizing, and uniting working people, people of color, people with disabilities, and Gays and Lesbians on entitlement programs: to know our rights, to stand up for our rights and to obtain our rights.

Skills: Passion for community service and social justice.

Training: Training and supervision are provided.

Directions: Take I91 S towards Springfield. Get off State Street exit toward Downtown Springfield and go straight up the hill - Arise is on right across from STCC.
Safe Passage

43 Center Street, Suite 304  Northampton, MA 01060

Walking Distance: Yes  Handicapped Accessible: Yes

<table>
<thead>
<tr>
<th>Contact: Laura Penney</th>
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<tbody>
<tr>
<td>Phone: 413-586-1125 ext. 21</td>
</tr>
<tr>
<td>Fax: (413) 586-3742</td>
</tr>
<tr>
<td>Email: <a href="mailto:laura@safepass.org">laura@safepass.org</a></td>
</tr>
<tr>
<td>Web: <a href="http://www.safepass.org">www.safepass.org</a></td>
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<tr>
<td>After School</td>
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<td>Min. hours per week 4</td>
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</tbody>
</table>

| Fall Start |
| Spring Start |
| 1 Semester |
| 2 Semester |

PLACEMENT / PROJECT

Childcare Provider – Allow parents of small children from the community to access support groups. Provide childcare for clients in shelter during groups, meetings, and appointments.

General Shelter Support – Assist shelter staff and clients in the day to day running of the facility. Tasks range on a day to day basis.

Hotline Advocate – Provide crisis intervention, peer support, information/referrals on hotline. *Evening and weekend shifts available.*

Office Administration – Staff the reception area-answering calls and greeting clients. Participate in administrative tasks.

Mission: Safe Passage is committed to ending domestic violence and oppression in women’s lives. All Safe Passage programs are free, accessible and confidential. Our comprehensive services include shelter, peer-support, counseling, education, advocacy, legal support and community education. We primarily serve women and children in Hampshire County.

Safe Passage provides women with the support and information that they need in order to make their own choices to keep themselves and their children safe and to rebuild their lives in the wake of domestic violence. We believe that empowerment is crucial to ending domestic violence and that through the empowerment of individuals; we can effectively work to change the whole of society.

Goals: To assist Safe Passage staff and survivors of abuse, as well as to provide volunteers and interns with a valuable learning experience.

Skills: 1) Commitment to working with women and children from diverse backgrounds who have experienced domestic violence. 2) Ability to use effective communication techniques (listening, mirroring...) 3) Knowledge of or willingness to use appropriate support tools. 4) Commitment to complete a 40 hour training program held in the evenings on Tues, Wed, and Thurs nights.

Training: Required 40 hour training offered January/February, June, and September/October. Informal supervision by on-site staff and scheduled monthly supervision with the volunteer coordinator. Additional training or supervision is scheduled as needed.

Directions: From Smith Campus- Follow Elm St./Rt. 9 into downtown Northampton. Take a left onto State Street. Take your first right onto Center Street. Our office is not clearly marked, but it is on the third floor of 43 Center Street, the building next to the police station with four large white
Safe Passage

columns out front. Metered street parking is available.

<table>
<thead>
<tr>
<th>Related Agencies</th>
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<tbody>
<tr>
<td>Girls Inc.</td>
<td>Habitat for Humanity, Pioneer Valley</td>
</tr>
<tr>
<td>Safe Passage</td>
<td>Tapestry Health</td>
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</table>
Agency List by Academic Major

Archeology/Anthropology/History
Decisional Training
Friends of Hampshire County Homeless Inc
Volunteers in Northampton Schools, Inc.

Computer Science
Hampshire County Bar Advocates/Bar Association
Literacy Project, The

Education
Big Brothers/Big Sisters of Hampshire County
Connections Program
Decisional Training
Fit Together (Service Net)
Girls Inc.
Homework House
Kensington International School Refugee Tutor/Mei
Literacy Project, The
Springfield School Volunteers
Tapestry Health
Treehouse Foundation & Community
Volunteers in Northampton Schools, Inc.

English
Center for New Americans
Hampshire County Bar Advocates/Bar Association
International Language Institute of Massachusetts
Literacy Project, The
Springfield School Volunteers
Volunteers in Northampton Schools, Inc.

Exercise and Sport Studies
Big Brothers/Big Sisters of Hampshire County
Fit Together (Service Net)
Girls Inc.

Government
Arise for Social Justice, Inc.
Big Brothers/Big Sisters of Hampshire County
Decisional Training
Springfield School Volunteers
Volunteers in Northampton Schools, Inc.

Pre-Law
Arise for Social Justice, Inc.
Decisional Training
Hampshire County Bar Advocates/Bar Association
Tapestry Health

Pre-Med
Baystate Medical Center
Cooley Dickinson Hospital
Tapestry Health

Psychology
Big Brothers/Big Sisters of Hampshire County
Center for New Americans
Connections Program
Decisional Training
Fit Together (Service Net)
Friends of Hampshire County Homeless Inc
Girls Inc.
International Language Institute of Massachusetts
Springfield School Volunteers
Treehouse Foundation & Community

Sociology/Urban/American Studies
Arise for Social Justice, Inc.
Big Brothers/Big Sisters of Hampshire County
Center for New Americans
Connections Program
Decisional Training
Friends of Hampshire County Homeless Inc
Girls Inc.
Habitat for Humanity, Pioneer Valley
International Language Institute of Massachusetts
Kensington International School Refugee Tutor/Mei
MANNA Soup Kitchen, Inc.
Safe Passage
Springfield School Volunteers
Tapestry Health
Treehouse Foundation & Community
Volunteers in Northampton Schools, Inc.

Spanish/Latin American Studies
Connections Program
Decisional Training
Girls Inc.
Nuestras Raices, Inc. (Our Roots)
Tapestry Health
## Agency Index

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<th>A</th>
<th>Arise for Social Justice, Inc.... A-25</th>
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<td>Baystate Medical Center... A-21</td>
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