Community Service Office (CSO)
Directory of Projects with Partnering Agencies

Spring 2017

Community Service Office
Jandon Center for Community Engagement
Wright Hall, Smith College
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Introduction to the Community Service Office (CSO)

CSO is a comprehensive community service program. Our philosophy centers on encouraging students to engage in a wide range of community service work to gain insight into the complex social problems that face our communities. We provide students with opportunities to engage in: regular long and short-term community placements, non-profit administrative training, and specialized leadership programs, in a collaborative model that is community driven, ethically informed, and reflectively adaptive.

We are part of the Jandon Center for Community Engagement (JCCE), which also provides support for community service learning courses, community based participatory research, and outreach projects.

Community Service Opportunities

Orientation Program: First Link

This program is designed for new students interested in community service and social action. It will combine a one day short-term community service project with reflective discussions and activities that will introduce you to local community service opportunities and to other new students interested in community service work, as well as help you to put community needs into context.

The focus changes from year to year, but recent programs have addressed food insecurity and issues in prisons. Whatever the focus you will feel the satisfaction of making a contribution to the local community while beginning new friendships with other Smithies.

First Link will accommodate up to 21 participants and 4 to 7 team leaders.

Short-term: One-time projects that last from several hours to a full day.

- Plant or harvest vegetables at local community gardens
- Reclaim agricultural land with urban agricultural programs
- Assist at fundraisers for local nonprofits
- Participate in a community cleanup
- Build a house with Habitat for Humanity
- Sort food at a local food bank
- Staff the comfort station during the bi-annual CSO Blood Drive

The CSO organizes short-term projects on a regular basis and provides technical support and assistance to student groups or house communities who want to organize their own projects. Our short-term chairs are ready and able to assist with any and all details, including transportation.

Long-term: Regular weekly placements and community partnerships ranging from 1 to 8 hours per week. There are a wide range of projects in which the Smith community can get involved:
Volunteer at local shelters, community development or social action programs
Be a companion to children, teenagers, young parents, or the disabled
Tutor children, middle school and high school students or refugees
Serve as a "Decisional Trainer" to inmates
Assist as a hotline advocate at a local shelter for battered women
Teach ESL to adult immigrants
Work with urban farm programs

Community-based Learning

The JCCE 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 Training:

CSO Board:

These positions require a full year commitment.

- Being a member of the CSO Board offers students a voice in the scope and direction on the administrative side of CSO 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 one hour 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.

- Eight to 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 March. Interested students complete an on-line application and our outgoing board chooses the following board members.

Community Service House Reps

CSO house representatives encourage students to get involved in community service work; they are essential to the continued success of the CSO. Each elected representative acts as a liaison, informing house members of CSO activities and recruiting students to volunteer. House reps also attend bi-monthly meetings; help get the word out about long-term placements, short-term projects, and monthly Community Education Luncheons; assist with annual blood drives in conjunction with the CSO blood drive chair and the American Red Cross's October and February drives; and help involve Smith College houses in CSO activities.
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, scheduling, and organizing training and orientation sessions and reflection lunches for Smith volunteers.

Community Service Leaders Program

The Community Service Leaders Program is designed to give students who are federal work-study eligible, an opportunity to deepen their commitment to a long-term community partnership by focusing on specific agency identified projects that will benefit the agency’s goals and mission and expand the student’s learning and skills development. In addition to working directly with the community partner, the leader will be responsible for educating and informing the members of the Smith community about the work of the agency.
How to Get Involved

1. Come to the Community Service Fair! Held every September and February, representatives from many CSO 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 options for involvement on the web at: https://www.smith.edu/cso (and after the transition to the new website, go to: https://www.smith.edu/academics/jandon-center/community-service)

3. Contact the CSO. If you would like to talk to CSO staff before calling the agency contact person or need any other support, contact the Program Coordinator, Arianna Collins at 413-585-2793, aacollins@smith.edu or the Community Service Director, Tiertza-leah Schwartz at 413-585-2758, tschwart@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 to learn about vetted agencies in the community. They also provide valuable volunteer opportunities and ideas. See our schedule of events online or on the JCCE bulletin board.

5. Take part in a short-term project. It is a great way to begin your community service work! We sponsor numerous projects per year. Additionally, we can help you organize a project for your house, department, or student organization.

6. Become a regular. Long-term, weekly placements are a great way to give back to the community, learn new skills, and develop lasting relationships. The CSO coordinates regular weekly placements ranging from one to eight hours per week (per semester or academic year). The Directory of Projects with Partnering Agencies 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. You can review the Directory online at: https://www.smith.edu/cso/resources.php (and after the transition to the new website, go to: https://www.smith.edu/academics/jandon-center/community-service). Please note that there are many agencies within walking distance or on a bus route from campus, and that CSO also has vehicles to help with transportation to projects or placements.

7. “Like” CSO on Facebook at www.facebook.com/SmithCSO to get regular updates on community service events and opportunities.

8. Join the CSO listserv and receive emails about upcoming community service opportunities. Request to be added to the listserv at: cso@smith.edu

9. Become a CSO House Representative and promote CSO activities. At the beginning of the academic year each house elects a CSO House Representative. If you are interested in promoting CSO activities and 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 directly. Bi-weekly meetings are held on Thursday afternoons at 5:00 pm.
Questions to Ask Yourself

Find the “perfect fit” for you. Below are some questions to ask yourself as you begin to consider working in community service projects and placements.

Time Considerations

- How much 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? This is a quality that agencies look for in volunteers.

Skills, Interests & Experience

- What are you passionate about? How do you feel you can make a contribution to the community and address issues in which you have a personal interest?
- 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 there career skills or experience you would like to develop through your community work?

Job 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 certified Smith driver to use a CSO van to get a placement or do you need to look for a placement within walking distance or on a bus route? Are there other Smithies interested in the same placement and are any of them a certified driver so that you can carpool in a CSO van?
  - For more information on becoming a certified Smith driver to go: [https://www.smith.edu/cso/transportation.php](https://www.smith.edu/cso/transportation.php)
  (and after the transition to the new website, go to: [https://www.smith.edu/academics/jandon-center/community-service/volunteers](https://www.smith.edu/academics/jandon-center/community-service/volunteers))
- What kind of atmosphere would you like to work in? Quiet? Fast-paced? Direct service? One on one? Administrative?
- Do you want to work inside or outside?
- Do you want to work independently or with others in a team effort?

Focus

- What age group do you want to work with: Children? Teenagers? Adults? The elderly?
- Do you want to work with a community action or social justice program, a school or educational program? Would you like to work with recent immigrants? Would you want to work in a program that addresses physical, mental or emotional disabilities?
Personal Considerations

- Do you know someone who could provide a reference for you if you need one? Have you asked that individual in advance so they will know that they may be contacted?
- If you are under the age of 21, do you understand that there may be certain volunteer opportunities that have minimum age limits for which you do not qualify?

AND, If You Don’t Drive You Can Still Get There from Here

CSO partners with several agencies within walking distance of Smith College and on PVTA bus routes. Several are wheelchair accessible.

- Big Brothers/Big Sisters Kids to Campus Program
- Center for New Americans
- Cooley Dickinson Hospital
- Friends of the Hampshire County Homeless Inc.
- Hampshire County Bar Advocates/Bar Association
- International Language Institute
- The Literacy Project
- MA Fair Housing
- Manna Soup Kitchen
- Northampton Survival Center
- Safe Passage

*If you need assistance with the cost of bus passes, contact cso@smith.edu

CSO carpool vans also transport students to:

- Homework House
- Kensington International School
- Treehouse
Important Tips for Volunteers in Finding a Long-Term Placement

When Contacting an Agency via Telephone, E-mail, or Web-based Contact:

1. Introduce yourself. State your interests and expertise. Ask them what positions are available. Email often works best. Follow up with a phone call if necessary.

2. Make an appointment with the agency coordinator or find out if they have a group screening meeting.

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

During the Interview / Screening Process:

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 the CSO for assistance and support and/or arrange to meet with the CSO Director, Program Coordinator, or a Board member.

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 / Best Practices

Keeping Your Commitments:

- Remember that you are a guest in the community/agency.
- Make a commitment.
- 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.
- You should also **give advance notice**, if possible, if you will not be coming in at your regularly scheduled time.
- 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.

Be Clear About the Parameters of Your Placement:

- 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**; this helps frame and normalize the relationship. Do not wait until the last week to tell the client that you are not going to be working with them any longer.
  - If you have trouble with terminating relationships, practice what you are going to say beforehand and make sure you follow through.
  - 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 four more weeks.” **Be specific** in your recognition of their progress.
- **Keep the focus on your work and commitment to them**, not on details of your upcoming vacation or other aspects of your life.
- Realize that **termination or breaks in the placement may bring up 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 meaning behind it. These responses are **not about you** as much as they are about other relationships and disappointments in their lives.
The Scope and Boundaries of You Placement:

- Contact outside of the placement is not okay. **Keeping terms clear** shows respect for the person you are working with and models good, transparent practices and communication.
- 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**.
- You have a specific role and it is very important that you follow the particular parameters of your responsibility; **your contact with the people you are working with is limited to the hours, times and scope of the placement**.
  - For example, you should not continue to meet with a tutor/mentee after the placement is finished, in different settings or at an unsupervised location nor should you 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, phone calls, Facebook, etc. unless you have specific permission from the agency.
- 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.

Be Supportive:

- **Be specific** in your praise. Avoid the non-descript “good job.”
  Instead, state what you noticed and energize their success. For example:
  - “Your letters look very clear. I can now see the difference between this i and this l in your sentence.”
  - “I noticed you sharing your toy with (x); that was very generous of you.”
  - “You did wonderfully reading that story. You enunciated your words clearly.”
- You can provide proactive recognition to support healthy choices and rules being adhered to, such as:
  - "I heard your friend yelling at you. You could have yelled back but instead you remained calm. You gave your friend time to calm down and then discussed why she was upset. It takes emotional maturity to do what you did."
  - “I am noticing how safe you are being with the scissors today.”
  - “That sounds like a very healthy choice you just made for yourself.”
- Re-direct negative behavior in a positive direction. For example:
  - “I appreciate how you are collecting yourself to focus on the work at hand.”
  - “(X), I need for students to concentrate right now, so please focus on your work. You can have your conversation after class.”
  - (Children running down the stairs) “Wait. You are all going so fast. Let’s go more slowly and count how many stairs there are.” (You can turn this into a math game.) If we walk up and down these stairs 4 times today, how many steps have you taken?”
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.

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.

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

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.

Be an attentive listener. 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.

- 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.

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.

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 CSO know about the situation that day – do not leave the site without talking with the on-site supervisor who will inform you of any next steps.
Community Engagement Safety Policies for Students
Smith College Jandon Center for Community Engagement (JCCE)

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. Contact the JCCE or the CSO with questions at jcce@smith.edu or 413-585-3060 or cso@smith.edu or 413-585-2793.

Personal Safety:

- Pay careful attention to your surroundings at all times of the day and be alert at all times.
- 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. Additionally, when transporting placement program participants, all regulations concerning permission slips and volunteer/participant ratio must be followed:
  - For more information and to review guidelines, go to:
    [https://www.smith.edu/cso/transportation.php](https://www.smith.edu/cso/transportation.php)
  - (and after the transition to the new website go to:
    [https://www.smith.edu/academics/jandon-center/community-service/volunteers](https://www.smith.edu/academics/jandon-center/community-service/volunteers)
- In the event of an accident or breakdown, follow the safety instructions in the key packet.
- 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 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 Safety 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.
- 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 JCCE staff informed of any situations that occur, so we can support you and provide you with additional resources, if needed.

Working with Children:

- If you are working with children up to the age of 17, you need to be aware of Smith College’s Child Safety Policy and Guide. To review, please go to: https://www.smith.edu/about-smith/risk-management/child-safety

Additionally, you will need to meet specific requirements by taking the following online assessments through the Five College Child Safety Certification:
- “Safety and Well-being of Minors” (program is less than 1 hour)
- “How Teachers and Other Educators Can Protect Our Children” (program is 1 hour)

- To start the process, go: https://riskmgmt.mtholyoke.edu/child_cert/login.php and create a profile. If you can’t find your program/agency on the list, register for the program titled "unaffiliated students, staff or volunteers.”
If you are working on-campus, then you will be required to submit a Criminal Offender Record Information (CORI) check through the college. If you are working off campus, the partnering agency will have you complete one if they so choose.

The point of reviewing the policy and guide and taking the on-line courses is to give you the skills to be a thoughtful observer who is able to identify warning signs of suspected child abuse. “You are eyes and ears on the scene” in protecting children from sexual misconduct.

Suggestions for Working with Children after a Traumatic Situation has Occurred:

- For some children, violence is a regular occurrence with which they must cope. They may respond in a variety of ways. Their experience does not have to mirror your experience. Wait until a child brings up the subject.
- Use active listening skills to understand the child. Let the child express the experience. Do not insert yourself or your opinions into the conversation. Be attentive and focused. Do not make judgments about what happened. For example, if a child brings up a situation, the tutor should listen to the child's concern and confirm the child's feelings. If a child says, "Somebody shot at a school bus" the tutor can say, neutrally, “I heard that happened.” If the child says, "I would have been scared,” the tutor can say, "Yes, I think I would have been scared too.” Letting the child lead the discussion is key; avoid letting the tutor’s fears compound the child’s.
- Remember, you are not a counselor and that is not your role. As a mentor and role model, you can be a listener and a support. Do not attempt to serve as a therapist.
- Children may not be fully aware of a situation, so do not frighten them by making a big deal about it if it is not a big deal for them.
- If a child brings up the subject be attentive and focused. Let the child know that you are willing to listen. Let the child talk, and just follow along. Rather than ask how the child feels, say “Tell me about that,” “So how is this for you?” and “What do you think?” Repeat back what the child said, to show that you are listening.
- Affirm and validate the child’s experience and feelings about the situation. Tell the child it is okay to think and feel whatever the child thinks and feels. Tell the child that these thoughts and feelings make sense, that they are normal, and that it is normal to have a wide range of responses.
- Encourage the child to speak with program staff or other trusted adults, such as a teacher, neighbor, parent, or school counselor.
- If you have had such a conversation with a child, let program staff know.
Community Projects Agency Listing

Children

Big Brothers/Big Sisters of Hampshire County

Bangs Community Center 70 Boltwood Walk Amherst, MA 01002

Walking Distance: No    Handicapped Accessible: No    On Bus Line: No

Contact: Jennifer Ablard
Phone: (413) 259-3345
Fax: (413) 259-3354
Email: jablard@chd.org
Web: www.bbbshampshirecounty.org
Fed. Work-Study: No    America Reads: No

Time Commitment
☐ Days
☐ Evenings
☐ Weekends
☑ After School
Min. hours per week 3
☑ 3 Semester

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: Ability 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. to 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: 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.
**Springfield School Volunteers**

1550 Main Street, 3rd floor  Springfield, MA 01103

Walking Distance: No  Handicapped Accessible: Yes  On Bus Line: No

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<th>Time Commitment</th>
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<td>☑ Days</td>
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<th>Min. hours per week</th>
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<td>3 Semester</td>
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**Contact:** Jennifer Valentin  
Phone: (413) 787-7015  
Fax: 413-787-6609  
Email: valentinj@springfieldpublicschools.com  
Web: www.springfieldschoolvolunteers.org  
Fed. Work-Study: Yes  America Reads: Yes

**PLACEMENT / PROJECT**

**DESCRIPTION**

- **Remedial Math** – K-12. 1 hour a week.
- **Remedial Reading** – K-8: 1 hour a week.

**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 backgound 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 Street) provides specific directions to each of the 55 schools.

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**Treehouse Foundation & Community**

One Treehouse Circle  Easthampton, MA 01027

Walking Distance: No  Handicapped Accessible: Yes  On Bus Line: Yes

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<th>Time Commitment</th>
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<td>3 Semester</td>
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**Contact:** Kerry Homstead  
Phone: 413-527-7966  
Fax: (413) 527-3855  
Email: kerry@refca.net  
Web: www.refca.net  
Fed. Work-Study: Yes  America Reads: No
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.

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 and its members that will enhance community development, support children and their success, 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 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 and youth and ability to support learning skills is a plus. Interest and enthusiasm, curiosity and flexibility. Good relational skills and creativity. Reliability. For development: interest in learning new skills, organizational and computer skills.

Training: Training is designed to ensure that volunteers are informed and prepared for their roles and understand the mission and vision of the Treehouse Foundation and Community.

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 light, go straight and then 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.
Decisional Training Volunteers

P.O. Box 65  Northampton, MA 01060

Walking Distance: No  Handicapped Accessible: No  On Bus Line: No

Contact:  Karen Banta, Coordinator
Phone:  413-548-5076
Fax: 
Email: kdbanta@gmail.com
Web: 
Fed. Work-Study: No  America Reads: No

Time Commitment

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Min. hours per week 2

PLACEMENT / PROJECT

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

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: Extensive training is mandatory and provided. CSO can pay for the training fee.

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? Contact CSO to ascertain if they have a CSO vehicle available to borrow.

Related Agencies
Friends of Hampshire County Homeless Inc  Nuestras Raices, Inc. (Our Roots)
Safe Passage
Gardening the Community

PO Box 90774  Springfield, MA 01139

Walking Distance: No  Handicapped Accessible: No  On Bus Line: Yes

Contact:  Ibrahim Ali
Phone:  413-693-5340
Fax:
Email:  ibrahim@gardeningthecommunity.org
Web:  http://www.gtcspringfield.org/
Fed. Work-Study:  No  America Reads:  No

Time Commitment

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

Min. hours per week  5  ☑ 3 Semester

PLACEMENT / PROJECT

DEVELOPMENT INTERN
– Our development team is in its 3rd year of existence and has already been very successful with house parties, developing our donor base, and more. This intern’s objectives will coincide with our plans to raise funds for the Walnut St development and more.

EVALUATION INTERN
– Evaluating how a food organization is being effective has been a struggle for many groups that are similar to ours. Do you measure food by weight? Do you measure the number of consumers? This intern will look at our interaction with Whole Foods System work.

EVENTS INTERN
– We have two major events each year. One is our fall Pancake Breakfast and the other is our spring Plant Sale and Gardeners Gathering. This intern will work with the team that is formed to make these events happen.

MARKETS AND PRODUCTS INTERN
– We are looking to make a stronger leap in providing our pesticide free vegetables and fruits to more restaurants and corner stores in our area. This intern will survey stores and restaurants to find popular products for us to evaluate and make happen.

URBAN FARMING INTERN
– An urban farming intern would do work with us involving: improving our seed to seedling process, evaluating our interplanting and covercrop processes, utilizing beneficial weeds, how we can effectively source and grow mushrooms, and more.

Mission: Gardening the Community is a food justice organization engaged in youth development, urban agriculture and sustainable living to build healthy and equitable communities.

Goals: The goals of our opportunities include assuring that meaningful work takes places while you are with us. We have found that in the past our inter placements have been either very successful or not as much. We want to assure that it’s the former by offering more precise and realistic project goals, being flexible with schedules by allowing some work to be done off site, and by offering a longer term internship to provide a broad but detailed opportunity to work with a vibrant organization doing critical work with the youth of Springfield.
Gardening the Community

Skills: Commitment, passion, compassion, empathy. If you have any experience working with youth, gardening/farming, or development work that would be a plus.

Training: Will provide training.

Directions: Please use Google Maps or other applicable navigation to go to: 256 Hancock St, Springfield, MA 01109

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Homeless/Hunger/Community Development

Food Bank of Western Mass., Inc.

97 N. Hatfield Road P.O. Box 160 Hatfield, MA 01038

Walking Distance: No  Handicapped Accessible: Yes  On Bus Line: No

<table>
<thead>
<tr>
<th>Contact: Alison Brauner</th>
<th>Time Commitment</th>
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<tbody>
<tr>
<td>Phone: 413-247-9738x104</td>
<td>Days</td>
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<tr>
<td>Fax: (413) 247-9577</td>
<td>Evenings</td>
</tr>
<tr>
<td>Email: <a href="mailto:alisonb@foodbankwma.org">alisonb@foodbankwma.org</a></td>
<td>Weekends</td>
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<tr>
<td>Web: <a href="http://www.foodbankwma.org">www.foodbankwma.org</a></td>
<td>After School</td>
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<tr>
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Fed. Work-Study: No  America Reads: No

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<tr>
<th>PLACEMENT / PROJECT</th>
<th>DESCRIPTION</th>
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<tr>
<td>Internship: Brown Bag Program</td>
<td>Our Agency provides 50 communities with groceries for more than 3,000 low-income seniors. The assistant would design and implement marketing tools, conduct interviews, and develop outreach plans to increase participation.</td>
</tr>
<tr>
<td>Internship: Grants</td>
<td>Position requires ability to research, analyze and synthesize information about potential funders to support the mission of Food Bank. Grantwriting experience is not required; excellent writing and editing skills are required.</td>
</tr>
<tr>
<td>Internship: Special Events</td>
<td>Seeking an intern to assist with the planning and coordinating of our special events, including our summer Farm to Table series and our Will Bike 4 Food event in September.</td>
</tr>
<tr>
<td>Volunteer: Food Sorting</td>
<td>The Food Bank moves over 10 million pounds of food to over 223,000 people each year. We rely on volunteers who work in our sorting room to sort through all our donated food items. Ability to lift 30lbs and work in a noisy environment required.</td>
</tr>
<tr>
<td>Volunteer: Nutrition</td>
<td>Help our nutrition team put on cooking demonstrations, give grocery store tours, answer questions as Brown Bag and Mobile sites regarding nutrition, and even cook for us at our in-house kitchen!</td>
</tr>
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</table>

Mission: The mission of The Food Bank of Western Massachusetts is to feed our neighbors in need and...
Food Bank of Western Mass., Inc.
lead the community to end hunger.

Goals: For volunteers:
The Food Bank of Western Massachusetts seeks to provide the motivated and engaged members of our community with meaningful volunteer opportunities, where volunteers really know that their work is important and their presence is needed. We understand volunteer opportunities as a reciprocal relationship: a great experience for you, and much needed work for us!

For internships:
The Food Bank of Western Massachusetts seeks to provide meaningful internship opportunities to students with a passion for food justice. Your supportive, comprehensive, and creative work experiences at The Food Bank will help The Food Bank in its mission to end hunger, while also providing you with an important work experience to inform your future career path and workplace selection.

Skills: Volunteers sorting food in our warehouse may need to lift up to 30lbs. Must wear closed toed shoes, and be at least 16 year of age. Please note: we have NO minimum requirement for volunteer hours. You may come once, or as many times as you would like.

Interns must be well-organized, motivated individuals who are able to work creatively on a team.

Training: Training is provided.

Directions: Take 91 N to exit 22 (North Hatfield). Bear right (north) onto Rt 5 and 10. Drive half a mile; turn right onto North Hatfield Road. The Food Bank is 1 mile up, the blue building is on the right.

Friends of Hampshire County Homeless Inc

Emergency Winter Shelter 43 Center Street Northampton, MA 01060

Walking Distance: Yes Handicapped Accessible: Yes On Bus Line: No

Contact:

Barbara Blumenthal
Phone: 413-585-2906
Fax:
Email: bblument@smith.edu
Web: http://www.hamphomeless.org
Fed. Work-Study: No America Reads: No

Time Commitment

☑ Days ☑ Fall Start
☑ Evenings ☑ Spring Start
☐ Weekends ☐ 1 Semester
☐ After School ☐ 2 Semester
Min. hours per week 2 ☐ 3 Semester

PLACEMENT / PROJECT

Staff Support
To act as a back-up to the professional staff between 7:30 and 9:00 p.m.
(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.
Friends of Hampshire County Homeless Inc

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

Skills: Friendliness and compassion, 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 On Bus Line: No

Contact: Mariah Kurtz
Phone: 413-586-5430
Fax: 
Email: mariah@pvhabitat.org
Web: www.pvhabitat.org
Fed. Work-Study: No America Reads: No

Time Commitment

✔ Days ☐ Evenings
✔ Weekends ☐ Fall Start
✔ After School ☐ Spring Start

Min. hours per week 2 ☐ 1 Semester
☐ 2 Semester
☐ 3 Semester

PLACEMENT / PROJECT DESCRIPTION

Campus Chapter Leadership -- Participate in the efforts to engage Smith students in Habitat activities.

Construction Volunteer -- Framing, drywalling, roofing, landscaping, painting, door & window installation, siding. Sat. 9:00 a.m.-4:00 p.m.; Sun. 12:00-4:00 p.m.

Crew Leader -- Lead small groups of construction volunteers on specific tasks on Sat. 9:00 a.m.-4:00 p.m.; Sun. 12:00-4:00 p.m.

Office Cleaner -- Come in once weekly or biweekly and help organize and clean the office in Florence

Office Volunteer -- Assist with database management, data entry, and other administrative tasks in support of our mission.

Site Host -- Greet and welcome volunteers at construction sites--get them signed in and equipped for the day's tasks: Sat. 8:30-9:30 a.m.; Sun. 11:30 a.m.-12:00 p.m.

WomenBuild Coordinator -- Organize and recruit women for women build days at the construction site throughout the year and during national Women Build week in early May

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,
Habitat for Humanity, Pioneer Valley

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. Attend a 1-hour
orientation and then you can build with us on our Habitat houses, or volunteer at our events. I
can come on site to Smith College to lead an Orientation for 10 or more people. No long-term
commitment required. Sign up for 1 construction shift at a time. You are only committed to that
shift.

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 On Bus Line: No

Contact: Claire Troiano Phone: 413-588-2333 
Fax:
Email: ctroiano0123@gmail.com 
Web:
Fed. Work-Study: No America Reads: No

Time Commitment

☐ Days ☑ Weekends ☑ Fall Start ☐ Spring Start
☐ Evenings ☑ After School ☑ 1 Semester ☑ 2 Semester
Min. hours per week 3 ☐ 3 Semester

PLACEMENT / PROJECT

Volunteer for Saturday noon meal or other times.

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.
MANNA Soup Kitchen, Inc.

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 10:00 a.m. to 1:00 p.m.

Northampton Survival Center

265 Prospect Street  Northampton, MA 01060

Walking Distance: Yes Handicapped Accessible: Yes On Bus Line: No

<table>
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<tr>
<th>Contact: Diane Drohan</th>
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<tr>
<td>Phone: 413-586-6564</td>
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<td>Fax:</td>
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<tr>
<td>Email: <a href="mailto:diane@northamptonsurvival.org">diane@northamptonsurvival.org</a></td>
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<td>Web: <a href="http://www.northamptonsurvival.org">www.northamptonsurvival.org</a></td>
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PLACEMENT / PROJECT

DESCRIPTION

Pantry Facilitator – stocking food shelves, fridges, freezers, produce; sorts clothing donations; straightens kids book are; quality control on incoming community donated food; helps clients with their produce and grocery selection.

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.
Nuestras Raíces, Inc. (Our Roots)

329 Main Street  Holyoke, MA 01040

Walking Distance: No  Handicapped Accessible: No  On Bus Line: Yes

Contact: Rafael Herrero  Time Commitment
Phone: (413) 535-1789  ✓ Fall Start
Fax: (413) 535-1100  ☐ Evenings  ☐ 1 Semester
Email: rherrero@nuestras-raices.org  ☐ Weekends  ☐ 2 Semester
Web: www.nuestras-raices.org  ✓ After School  ☐ 3 Semester
Fed. Work-Study: No  America Reads: No

PLACEMENT / PROJECT

MISSION:
Nuestras Raíces is a grassroots urban agriculture organization based in Holyoke MA. Our mission is to create healthy environments, celebrate “agri-culture,” harness our collective energy, and to advance our vision of a just and sustainable future.

GOALS:
Nuestras Raíces 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:

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).

DESCRIPTION

PLACEMENT / PROJECT

Community Garden Outreach Support – Work with Community Garden Coordinator on outreach to Holyoke residents to fill 125 community garden plots.

Crop Production Support – Support the Farm Manager with production of various specialty and cultural crops, and upkeep of our demonstration plot, youth garden, and main production field.

Farmers Market Assistant – Work with Farmers Market and Program Coordinator to recruit vendors for the Nuestras Raices farmers market, and aid in the organization of the market.

Grants/Research Assistant – Support the Director of Development with identifying and writing grants to fund the organizational strategic plan and assisting with community based research projects.

Greenhouse Support – Support the Farm Manager with greenhouse operations in multiple greenhouses.

Office Assistant/Receptionist – Support Office Book keeper, and assist in any office tasks.
Girls Inc. of Holyoke

P.O. 6812 Holyoke, MA 01041

Walking Distance: No  Handicapped Accessible: Yes  On Bus Line: Yes

Contact: Brandy Wilson
Phone: 413-533-0796 x109
Fax: 413-532-6454
Email: bwilson@girlsincholyoke.org
Web: www.girlsincholyoke.org
Fed. Work-Study: Yes  America Reads: No

Time Commitment

- Days  - Fall Start
- Evenings  - Spring Start
- Weekends  - 1 Semester
- After School  - 2 Semester

Min. hours per week: 4

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<th>PLACEMENT / PROJECT</th>
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<tbody>
<tr>
<td>Interns</td>
<td>Multi-semester placements working with girls 5-18 years of age or in an administrative capacity</td>
</tr>
<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>
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</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
Legal/Advocacy

Hampshire County Bar Advocates/Bar Association
15 Gothic Street, Suite 10  Northampton, MA 01060-3084

Walking Distance: Yes  Handicapped Accessible: No  On Bus Line: No

Contact: Rebecca J. Ryan
Phone: (413) 586-5038
Fax: (413) 586-7388
Email: hcba@crocker.com
Web: www.hampshirebar.org.
Fed. Work-Study: No  America Reads: No

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

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.

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 Fourth Floor Holyoke, MA 01040

Walking Distance: No  Handicapped Accessible: Yes  On Bus Line: Yes

Contact: Meris Bergquist
Phone: 413-539-9796
Fax: (413) 533-9978
Email: mbergquist@massfairhousing.org
Web: www.massfairhousing.org
Fed. Work-Study: No  America Reads: No

Time Commitment
☑ Days  ☑ Fall Start
☐ Evenings  ☑ Spring Start
☐ Weekends  ☑ 1 Semester
☐ After School  ☑ 2 Semester
Min. hours per week 8
Massachusetts Fair Housing Center

PLACEMENT / PROJECT DESCRIPTION

Fair Housing Tester – Work as needed to test local housing providers

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 accepts complaints of housing discrimination, investigates those complaints and in appropriate cases provides free legal representation. MFHC also engages in extensive educational activities to inform community members about their right to equal housing opportunities. MFHC’s legal advocacy and community education and outreach 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 25 years and provides all of its services in English and Spanish.

Goals: Intern/Extern 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. Reliable transportation and Spanish speaking preferred.

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: B48 or R21 (20 min ride).

Related Agencies

Arise for Social Justice, Inc. Decisional Training Volunteers
Food Bank of Western Mass., Inc. Massachusetts Fair Housing Center
Safe Passage
Center for New Americans

42 Gothic Street  Northampton, MA 01060

Walking Distance: Yes  Handicapped Accessible: Yes  On Bus Line: Yes

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<tr>
<th>Time Commitment</th>
<th>Min. hours per week</th>
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<tr>
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<tr>
<td>Weekends</td>
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<td>After School</td>
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Fed. Work-Study: No  America Reads: No

Contact: Kelly Day
Phone: 413-587-0084
Fax: 413-585-0908
Email: volunteer@cnam.org
Web: www.cnam.org

Placement / Project

ESOL Tutor – Works one-on-one with ESOL learner on various language skills and topics.

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 a metered parking lot as well as on-street metered parking.
Connections After School Program

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

Walking Distance: No Handicapped Accessible: Yes On Bus Line: Yes

<table>
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<tr>
<th>Contact: Gwen Martin</th>
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<td>Fax:</td>
<td>Evening</td>
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<tr>
<td>Email: <a href="mailto:gmartin@hps.holyoke.ma.us">gmartin@hps.holyoke.ma.us</a></td>
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<td>Web: <a href="http://www.hps.holyoke.ma.us/after_school.htm">http://www.hps.holyoke.ma.us/after_school.htm</a></td>
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<td>Min. hours per week 4</td>
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Mission: 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.

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 10-15 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: Orientation provided prior to starting.

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 Turn left onto Lower Westfield Rd 0.2 mi. Turn left onto Whiting Farms Rd.
Homework House

54 North Summer Street  Holyoke, MA 01040

Walking Distance: No  Handicapped Accessible: No  On Bus Line: Yes

<table>
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<tr>
<th>Contact: Tracy Trial</th>
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<tr>
<td>Phone: 413-887-2012</td>
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<tr>
<td>Fax: 413-532-8852</td>
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<tr>
<td>Email: <a href="mailto:ttrial@homeworkhouseholyoke.org">ttrial@homeworkhouseholyoke.org</a></td>
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<tr>
<td>Web: <a href="http://www.homeworkhouseholyoke.org">www.homeworkhouseholyoke.org</a></td>
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Time Commitment

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

Placement / Project

**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 a loving and caring environment in which to improve their skills in reading and math. 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 the improvement of ability and effort in all academic subjects, attitude about school and academic achievement.

Our program runs after school, Monday through Friday 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:** Orientation and training are provided prior to starting.

**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.

http://www.homeworkhouseholyoke.org/index.php/volunteers/volunteer-application
International Language Institute of Massachusetts
25 New South St., Suite 101  Northampton, MA 01060

Walking Distance: Yes  Handicapped Accessible: Yes  On Bus Line: Yes

Contact: Amy BenEzra
Phone: 413-586-7569 ext.100
Fax: 413-586-8927
Email: AMY@ILI.EDU
Web: www.ili.edu
Fed. Work-Study: Yes  America Reads: No

Time Commitment

☑ Days
☑ Evening
☑ Weekends
☑ After School

Min. hours per week 2

1 Semester
2 Semester
3 Semester

PLACEMENT / PROJECT

Activities Volunteer
– Do simple after-school or weekend activities with our students

Assist with prep for (and at) our annual Giving Voice Spring fundraiser
– Help organize event

Painting and Carpentry
– 'As Needed' volunteer help with room painting and carpentry projects

Self-Access Lab Volunteer
– Help students with work in the computer lab, or maintenance of the computer lab.

Volunteer lunchtime conversation
– Eat lunch on site with students while chatting in English

Volunteer Office Help
– Assist teachers and administrators with various projects.

Volunteer Tutor
– Tutor Department of Education adult immigrant students and pre-academic students in English. 3 semester commitment.


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 any language other 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 two 3-hour training sessions, observe 6 hrs. of ESOL classes, attend one in-service follow-up session 1-2 months later.

Directions: From Elm Street, proceed toward downtown. The building is the big yellow brick one, just before the Academy of Music.
Kensington International School Refugee Tutor/Mentor

Kensington International School 31 Kensington Avenue Springfield, MA 01108

Walking Distance: No Handicapped Accessible: No On Bus Line: No

Contact: Arianna Collins, CSO
Phone: 413-585-2793
Fax: 413-585-3068
Email: aacollins@smith.edu
Web: www.springfieldschoolvolunteers.org
Fed. Work-Study: Yes America Reads: Yes

Time Commitment

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Min. hours per week 3

PLACEMENT / PROJECT

Tutor/Mentor – work 1-1 or in small groups within the classroom. Grades 1-5

Mission: To provide 1:1 support for children who are recently re-settled refugees or ELL students experiencing relocation transitional trauma by 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. 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 two semester commitment is preferred.

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

Directions:

Turn towards downtown Northampton from Chapel Parking Lot
Go straight through 2 lights. Turn right onto New South St. Go a short distance and then take a left at the lights onto Old South St. Once on Old South St, turn RIGHT at next light onto Conz St. Go around rotary, take exit going past the Bowling Gallery. Merge right (before the lights) onto I-91 South. Follow 91S for almost 16 miles then stay left to remain on 91 for another 2 miles. Take Exit 4 toward MA-83 S/Main St/ East Longmeadow. Get into the third lane from the left for the lights shortly after the exit ramp. Turn left under I-91 following signs to Rt. 83. Quick right up Longhill Street, in front of Antonio’s Grinders, following another set of lights. You should still be following signs for Rt. 83. At the top of the hill, turn left at the traffic light onto Sumner Ave. It is a 2-lane road but can be tight due to parking on the street. Stay in the left lane and at the third traffic light, turn left onto Oakland Street. Forest Park Middle School will be on your left. At the next traffic light, go straight using the left lane to cross Belmont Ave. Continue straight on Oakland St. At the next traffic light, go straight to cross Dickinson St. Take your first right onto Bloomfield St, this road may be tight due to street parking on both sides. Take a left into school parking lot. Enter school through back door on Bloomfield St.
Literacy Project, The

James House Community Center 42 Gothic Street Northampton, MA 01060

Walking Distance: Yes  Handicapped Accessible: Yes  On Bus Line: Yes

Contact: Margaret Anderson
Phone: 413-774-3934 ext. 15
Fax: (413) 774-3946
Email: margaret@literacyproject.org
Web: www.literacyproject.org
Fed. Work-Study: Yes  America Reads: No

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

Min. hours per week 2  ☐ 3 Semester

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.

Skills: 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, 9:00 a.m.-12:30 p.m.

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.

Related Agencies
Girls Inc. of Holyoke
Springfield School Volunteers

Nuestras Raices, Inc. (Our Roots)
Treehouse Foundation & Community
The purpose of the Research Associates Program (RAP) is to provide students hands on experience with research and how an emergency room functions. It is the hope of the coordinators that students will learn about medical terminology, medical procedures, etc. Students should leave the program with an increased knowledge of most medical processes.

Mission:
The purpose of the Research Associates Program (RAP) is to provide students hands on experience with research and how an emergency room functions. It is the hope of the coordinators that students will learn about medical terminology, medical procedures, etc. Students should leave the program with an increased knowledge of most medical processes.

Goals:
This program provides a unique opportunity to participate in clinical research, observe ED operations, and learn from the physicians, nurses and staff of the ED. You will also have the opportunity to attend research and clinical medicine lectures. The Research Associates Program (RAP) will increase your knowledge of medical terminology as well as human anatomy and physiology. It can provide valuable experiences to include in your resume. Letters of recommendation can be provided upon satisfactory participation in the program.

Skills:
Must have an interest in medicine or other health profession. A resume and letter of recommendation is required; commitment of at least 8 hrs/week; commitment of at least 1 year. We prefer individuals who have personal transportation. Individuals who apply for the program should be self motivated and a team player. Associates need to be comfortable approaching strangers as this will be a large part of their experience. Furthermore, this experience requires detail oriented work that is meticulous and accurate. There is a strong emphasis on data entry and data collection with less emphasis on direct patient interaction. This is not a placement where there will be one-on-one patient interaction or care.

Training:
Training will occur over the course of a semester. An associate is not expected to work independently unless they feel comfortable and the research staff also feel comfortable allowing the associate to work alone. The training session is somewhat regiment.

Directions:
From the North: Take Route 91 southbound, take Birnie Avenue, Exit 11. From the exit, follow the blue signs to the main entrance. Park in the visitor's lot or in the parking garage if the lot is full. Individuals should enter through the main entrance in the Daly Building.
Cooley Dickinson Hospital
30 Locust Street P.O. Box 5001 Northampton, MA 01061

Walking Distance: Yes  Handicapped Accessible: Yes  On Bus Line: Yes

Contact: Robin Kline
Phone: (413)582-2251
Fax: (413) 582-2951
Email: robin_kline@cooley-dickinson.org
Web: www.cooley-dickinson.org
Fed. Work-Study: No  America Reads: No

Time Commitment
- Days
- Evenings
- Weekends
- After School

Min. hours per week

Fall Start
Spring Start
1 Semester
2 Semester

PLACEMENT / PROJECT

- Care Volunteer – Support service delivery in the Emergency Department. Provide both patients and family members with comfort rounds. Assist with answering call lights, provide comfort measures, escort family members, and improve communication to patients. Days, evenings.

- Information Desk – Learn the location of various departments and services in the hospital. Reduce patient anxiety by assisting with way finding, provide wheelchair assistance when needed. A great way to learn the hospital. Some evenings available.

- Patient Rights – Assist the Admitting Department with informing patients on the units regarding their rights. Communicate with admitting regarding patient needs. Assist with access to on-line Patient Portal. Must be available during the day.

- Rehabilitation – Support busy Physical Therapists by preparing rooms and equipment, assist with phone calls to patients, pull charts, observe some patient treatments. No evenings or weekends. Off-site only.

- Surgical Day Care/Endoscopy – Assist with patient transportation, answering call lights, maintaining patient log, preparing rooms, call patient family members, stocking supplies. No evenings or weekends available. For students interested in healthcare.

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 patient contact and understanding of health care services

Skills: Customer service skills are critical. Interviews are held for the Fall in the spring and summer. 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: The hospital is a 20-30 minute walking distance from Smith. Rehabilitation is now off-site only.
Arise for Social Justice, Inc.

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

Walking Distance: No  Handicapped Accessible: No  On Bus Line: Yes

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<tr>
<th>Contact: Michaelann Bewsee</th>
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<tr>
<td>Fax: (413) 734-4030</td>
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<tr>
<td>Email: <a href="mailto:michaelannb@gmail.com">michaelannb@gmail.com</a></td>
<td>☐ Evenings</td>
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<td>Web: arisesspringfield.org</td>
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<td>Min. hours per week 2</td>
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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.
Arise for Social Justice, Inc.

Training and supervision are provided.

Directions: Take I-91 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 On Bus Line: No

Contact: Rob Powell
Phone: 413-586-1125 ext. 23
Fax: (413) 586-3742
Email: rob@safepass.org
Web: www.safepass.org
Fed. Work-Study: Yes America Reads: No

Time Commitment

- Days
- Evenings
- Weekends
- After School

Min. hours per week: 4

Time Commitment

- Fall Start
- Spring Start
- 1 Semester
- 2 Semester
- 3 Semester

PLACEMENT / PROJECT DESCRIPTION

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. Engage children in creative, non-violent play.

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 dedicated to creating a world free of domestic violence and relationship abuse. We support survivors and their families. We engage our community. We advocate for systemic change.

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 adults 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. Additional training 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
Safe Passage
third floor of 43 Center Street, the building next to the police station with four large white columns out front. Metered street parking is available.

Related Agencies
Girls Inc. of Holyoke
Habitat for Humanity, Pioneer Valley
Agency List by Academic Major

**Archeology/Anthropology/History**
- Decisional Training Volunteers
- Friends of Hampshire County Homeless Inc

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

**Education**
- Big Brothers/Big Sisters of Hampshire County
- Connections After School Program
- Decisional Training Volunteers
- Food Bank of Western Mass., Inc.
- Girls Inc. of Holyoke
- Homework House
- Kensington International School Refugee Tutor/Mentor
- Literacy Project, The
- Springfield School Volunteers
- Treehouse Foundation & Community

**English**
- Center for New Americans
- Hampshire County Bar Advocates/Bar Association
- International Language Institute of Massachusetts
- Literacy Project, The
- Springfield School Volunteers

**Exercise and Sport Studies**
- Big Brothers/Big Sisters of Hampshire County
- Girls Inc. of Holyoke

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

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

**Pre-Med**
- Baystate Medical Center
- Cooley Dickinson Hospital

**Psychology**
- Big Brothers/Big Sisters of Hampshire County
- Center for New Americans
- Connections After School Program
- Decisional Training Volunteers
- Friends of Hampshire County Homeless Inc
- Girls Inc. of Holyoke
- 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 After School Program
- Decisional Training Volunteers
- Friends of Hampshire County Homeless Inc
- Girls Inc. of Holyoke
- Habitat for Humanity, Pioneer Valley
- International Language Institute of Massachusetts
- Kensington International School Refugee Tutor/Mentor
- MANNA Soup Kitchen, Inc.
- Safe Passage
- Springfield School Volunteers
- Treehouse Foundation & Community

**Spanish/Latin American Studies**
- Connections After School Program
- Decisional Training Volunteers
- Girls Inc. of Holyoke
- Nuestras Raices, Inc. (Our Roots)