

Parent Engagement,
Enrichment & Resources
(PEER) Ambassador

Resource Toolkit

Topics

Community Resources

Economic Insecurity Resources

Mental Health & Substance Use Disorder Resources

Domestic Violence Resources

Parenting & Youth Resources

School Resources

Crisis Hotlines

Parenting Resources

Social Media

Substance Misuse

Mental Health Resources

Developing Social and Emotional Skills

State and National Crisis Hotlines

Community Resources

Economic Insecurity Resources

1. **Franklin Area Survival Center Food Pantry** – Open 10:00 a.m. to 1:30 p.m., Monday – Friday.
 - a. **Website:** <https://franklinareasurvivalcenter.org/>
 - b. **Phone:** (413) 863-9549
 - c. **Address:** 96 4th Street, Turners Falls, MA

2. **Center for Self-Reliance Food Pantry** – The Center for Self-Reliance is temporarily moving its food pantry distributions to the Federal Street Elementary School at [125 Federal Street](#). Prepared bags of groceries, meat, dairy and produce will be available for curbside pickup in the front of the school every Monday, Tuesday and Thursday from 11 am to 4 pm. In addition we will have diapers and formula available for young families.
 - a. **Website:** <https://www.communityaction.us/food-pantries>
 - b. **Phone:** 413-774-2318
 - c. **Address:** 125 Federal Street, Greenfield, MA

3. **Salvation Army** –Take-out meals Mon-Fri 11:30-12:30, Food pantry Wed and Thurs 9:30-1:30
 - a. **Website:** www.SalvationArmyMA.org/Greenfield
 - b. **Phone:** 413-773-3154
 - c. **Address:** 72 Chapman St, Greenfield, MA

4. **Stone Soup Café** – Continues to serve meals for pickup from 12:00 – 1:30 pm or delivery from 12:30 -2:00 pm on Saturdays. To order a meal click the link to RSVP: <http://bit.ly/need-meals>, from Wednesday morning until Friday at midnight each week.
 - a. **Website:** <https://www.thestonesoupcafe.org/>
 - b. **Email:** info.thestonesoupcafe@gmail.com
 - c. **Address:** 399 Main St, Greenfield, MA

5. **Montague Catholic Social Ministries** – Serves the community with free bilingual playgroups; a drop-in Women’s Resource Center. Family Support Home Visiting program, Basic Needs program, after-school homework help and a variety of programs on wellness, job-readiness; family literacy, parent to parent support; and a nurturing father’s support group.
 - a. **Website:** <https://mcsmcommunity.org/>
 - b. **Phone:** 413-824-5386 (Ask for Mary Conway) or basicneeds@mcsmcommunity.org
Address: 41-43 Third Street / 78 Avenue A, P.O. Box 792, Turners Falls, MA (Building at 41 3rd St in Turn Falls is currently closed)

6. **The Brick House** – Serves the five villages of Montague – Lake Pleasant, Millers Falls, Montague Center, Montague City and Turners Falls – and the Town of Gill. Providing youth, parent, and family services.
 - a. **Website:** <http://brickhousecommunity.org/>
 - b. **Phone:** 413-800-2496 (Ask for Stacey)

- c. **Address:** 24 Third St., PO Box 135, Turners Falls, MA (Building at 24 3rd St in Turner Falls is currently closed)

- 7. **Community Action Family Resource Center** – Resources for basic needs. Food, clothing, shelter, warmth, and medical care. Our Community Resources & Advocacy program (formerly First Call for Help) assists people in finding and gaining access to resources such as food, public benefits, social services, counseling, and financial assistance.
 - a. **Website:** <https://www.communityaction.us/family-center>
 - b. **Phone:** 413-475-1555
 - c. **Address:** 393 Main Street, Greenfield, MA (Building at 90 Federal St in Greenfield is currently closed)

- 8. **Look 4 Help** – Resource Directory
 - a. **Website:** <https://www.look4help.org/>
 - b. **Phone:** 413-774-2318

Mental Health & Substance Use Disorder Resources

- 1. **Clinical Support Options (CSO)** – Provides responsive and effective interventions and therapeutic services to support adults, children, and families in their quest for stability, growth, and an enhanced quality of life.
 - a. **Website:** <https://www.csoinc.org/>
 - b. **Phone:** 413- 773-1314
 - c. **Address:** 8 Atwood Drive, Suite 301, Northampton, MA

- 2. **Behavioral Health Network (BHN)** – A regional provider of comprehensive behavioral health services for adults, children and families. BHN began as the Child Guidance Clinic in 1938 and has grown into the largest behavioral health service provider in Western Massachusetts.
 - a. **Website:** <https://www.bhninc.org/>
 - b. **Phone:** 413- 747-0705
 - c. **Address:** 417 Liberty Street | Springfield, MA 01104

- 3. **CHD** – A non-profit organization, delivers a broad array of critical social and mental health services to over 18,000 people each year right here in western Massachusetts and Connecticut.
 - a. **Website:** <https://chd.org/>
 - b. **Phone:** 413-733-6624
 - c. **Address:** 332 Birnie Avenue Springfield, MA

- 4. **ServiceNet** – A non-profit human service agency that provides essential services to people living with mental illness, developmental delay or disability, brain injury, homelessness, addiction, and other challenges.
 - a. **Website:** <https://www.servicenet.org/>
 - b. **Phone:** 413-585-1300

- c. **Address:** 21 Olander Drive Northampton, MA
5. **The Western Mass Recovery Learning Community (RLC)** – supports healing and empowerment for our broader communities and people who have been impacted by psychiatric diagnosis, trauma, extreme states, homelessness, problems with substances, and other life-interrupting challenges through: peer-to-peer support & genuine human relationships, alternative healing practices, learning opportunities, and advocacy.
 - a. **Website:** <http://www.westernmassrlc.org/>
 - b. **Phone:** 413- 539-5941
 - c. **Address:** 20 Chapman St, Greenfield, MA
 6. **The Recover Project** – Provides trauma-informed supports based on the guiding principles that people can and do recover from alcohol and drug addiction and that competence and wisdom reside in those with lived experience. Click [here](#), for additional resources.
 - a. **Website:** <http://recoverproject.org/>
 - b. **Phone:** 413-774 -5489
 - c. **Address:** 68 Federal Street Greenfield, MA

Domestic Violence Resources

1. **The New England Learning Center for Women in Transition (NELCWIT)** – Is the sexual and domestic violence crisis center of Franklin County and the North Quabbin.
 - a. **Website:** <https://www.nelcwit.org/>
 - b. **Phone:** 413-772-0871
 - c. **Crisis Line:** 413-772-0806
 - d. **Address:** 479 Main Street, Greenfield, MA
2. **The Salasin Project** – Provides individual support and opportunities to build community to survivors of domestic violence and their families.
 - a. **Website:** <https://salasinproject.org/>
 - b. **Phone:** 413 -774-4307
 - c. **Address:** 474 Main St. Greenfield, MA

Parenting & Youth Resources

1. **One Tough Job** – Connects parents in Massachusetts and beyond with the latest and greatest parenting information, ideas, and on-the-ground resources. We also provide a bridge to help you find other moms and dads who have asked the same questions and faced similar challenges.
 - a. **Website:** <https://onetoughjob.org/>
2. **The Family Dinner Project** – More than 20 years of scientific research shows why family dinners are so important. At the Family Dinner Project champions family dinner as an opportunity for

family members to connect with each other through food, fun and conversation about things that matter.

- a. **Website:** <https://thefamilydinnerproject.org/>
 - b. **Phone:** 866-644-7792
 - c. **Address:** Massachusetts General Hospital/Psychiatry Academy, 1 Bowdoin Square, Suite 900 Boston, MA
 - d. **Additional Resources:** [Dinner Time Activities](#) - Making dinner time fun is the best strategy for getting the family to the table and keeping them there.
3. **United Arc** – The United Arc supports people living with intellectual and developmental disabilities in achieving the universal goals of inclusion, choice, and independence.
- a. **Website:** <https://theunitedarc.org/>
 - b. **Phone:** 774-5558 for Darlene Riley x1042, Sandy Becchio x1006, or Barbara Gillette x1059
 - c. **Address:** 294 Avenue A, Turners Falls
4. **The Brick House** – Serves the five villages of Montague – Lake Pleasant, Millers Falls, Montague Center, Montague City and Turners Falls – and the Town of Gill. Providing youth, parent, and family services.
- a. **Website:** <http://brickhousecommunity.org/>
 - b. **Phone:** 413-800-2496 (Ask for Stacey)
 - c. **Address:** 24 Third St., PO Box 135, Turners Falls, MA (Building at 24 3rd St in Turner Falls is currently closed)
5. **DIAL/SELF Youth and Community Services** – Helps young people become independent by connecting them with housing, employment, education and civic opportunities.
- a. **Website:** <http://www.dialself.org/index.html>
 - b. **Phone:** 413-774-7054
 - c. **Address:** 196 Federal Street, Greenfield, MA
6. **Community Action Youth Program** – Offers free youth programs focused on leadership development, community service, employment readiness, and diversity support.
- a. **Website:** <https://www.communityaction.us/youth-programs>
 - b. **Phone:** 413-774-7028
 - c. **Address:** 393 Main Street, Greenfield, MA 01301
7. **Community Action Family Center** – Offers programs, support, and connections for families & youth.
- a. **Website:** <https://www.communityaction.us/family-center>
 - b. **Phone:** 413-774-1555
 - c. **Address:** 393 Main Street, Greenfield, MA 01301

School Resources

1. The Support Network- offers help for families with children who struggle with emotional issues. It's a program of the [Western Massachusetts Training Consortium](#) and serves the counties of Berkshire, Hampden, Hampshire, and Franklin.
 - a. Website: <https://childrensemotionalhealth.org/>
 - b. Phone and email: Gretchen Emond – (413) 530-4689, gmond@wmtcinfo.org
2. REACH – offers early development intervention for young children
 - a. Website - <https://www.servicenet.org/services/child-and-adolescent-services/reach/>
 - b. Phone – 413-665-8717
3. Criterion - offers early development intervention for young children
 - a. Website: <https://www.criterionchild.com/>
 - b. Address: 91 Main Street, Suite 2, Greenfield

Gill-Montague Regional School District – For school updates and for online educational resources

- a. Website: <http://www.gmrtd.org/>
- b. Phone: 413-863-9324

Crisis Hotlines

1. **Department of Children & Families** – The Department of Children and Families (DCF) strives to protect children from abuse and neglect and supports young adults, age 18-22, who are transitioning from DCF custody to independent living. DCF works toward establishing the permanency and well-being of children by providing supports and services to families at home when it is safe to do so. When necessary, DCF provides foster care and, if parental reunification is not possible, finds new permanent families through kinship, guardianship or adoption.
 - a. Website: <https://www.mass.gov/orgs/massachusetts-department-of-children-families>
 - b. **Child-at-Risk Hotline:** 800-792-5200 (open 24 hours to report abuse and neglect)
 - c. **Main Phone:** 617 748-2000
 - d. **Address:** 600 Washington St, 6th Floor, Boston, MA
2. **National Suicide Prevention Lifeline** – We can all help prevent suicide. The Lifeline provides 24/7, free and confidential support for people in distress, prevention and crisis resources for you or your loved ones, and best practices for professionals.
 - a. **Crisis Hotline:** 1-800-273-8255
 - b. Website: <https://suicidepreventionlifeline.org/>
3. **The Trevor Project** – The Trevor Project is the leading national organization providing crisis intervention and suicide prevention services to lesbian, gay, bisexual, transgender, queer & questioning (LGBTQ) young people under 25. Our trained counselors are here to support you 24/7. If you are a young person in crisis, feeling suicidal, or in need of a safe and judgment-free place to talk
 - a. **Crisis Hotline:** 1-866-488-7386

- b. Website:** <https://www.thetrevorproject.org/>
- 4. Franklin County Suicide Hotline:** 614-221-5445
- 5. Franklin County Suicide Text Line:** 614-221-5445 (Monday – Friday, 12pm-10pm)

Parenting Resources

Social Media

- 1. Teaching Kids to Be Smart About Social Media** – A guide on how to teach your kids to make smart choices while using social media.
 - a. Website:** <https://kidshealth.org/en/parents/social-media-smarts.html?WT.ac=p-ra>
- 2. Social Media Facts & Advice** – A hub for advice on how to help encourage your teen to build up the tools to make social media work for them and navigate the risks and rewards that it can bring. Find videos, guides, and other resources on a range of topics from cyberbullying to setting privacy controls.
 - a. Website:** <https://www.internetmatters.org/resources/social-media-advice-hub/>
- 3. Parent's Guide to Protecting Teens on Social Media** – A guide directed to parents on why it is important as a parent to be involved with your teens' use of social media.
 - a. Website:**
<https://www.safesearchkids.com/parents-guide-to-protecting-teens-on-social-media/#.XrMrV8B7k2w>
- 4. Wait Until 8th** – The Wait Until 8th pledge empowers parents to rally together to delay giving children a smartphone until at least 8th grade. By banding together, this will decrease the pressure felt by kids and parents alike over the kids having a smartphone.
 - a. Website:** <https://www.waituntil8th.org/>
 - b. Additional Resource** – [Children & Smartphones](#)
- 5. Common Sense Media** – reviews for parents of media that interests kids
 - a. Website** - <https://www.commonsensemedia.org/>
- 6. Protect Young Eyes – internet safety for parents and guardians**
 - a. Website** - <https://protectyouneyes.com/>

Substance Misuse

- 1. Talk. They Hear You. Parent Resources** – The Substance Abuse and Mental Health Services Administration has compiled resources on how to start and how to keep conversations going with kids on the dangers of drinking alcohol and using other drugs.
 - a. Website:** <https://www.samhsa.gov/underage-drinking/parent-resources>
 - b. Mobile App:** <https://www.samhsa.gov/underage-drinking/mobile-application>
- 2. Opioid Medication: A Risk for Children and Teens** – An infographic that covers poison control center calls about children and teens exposed to opioid medications.
 - a. Website:** <https://www.childrenssafetynetwork.org/infographics/opioid-medication>

3. **Drug Prevention Tips for Every Age** – Partnership for Drug-Free Kids created and provided scenarios, scripts, tips on how to talk to children at any age about drugs and alcohol. The site also includes links to additional resources such as, spotting signs of drug use, risk factors and why teens use, and more.
 - a. **Website:** <https://drugfree.org/article/prevention-tips-for-every-age/>
 - b. **Additional Resource:** [Marijuana Talk Kit](#)
4. **Substance Use Prevention Tips for Parents** – On this podcast notMYkid CEO Kristen Polin, Prevention Specialist Tomas Barraza, and Public Information Officer Shane Watson discuss six substance use prevention tips for parents of adolescents.
 - a. **Website:**<https://podcasts.google.com/?feed=aHR0cHM6Ly9mZWVky5idXp6c3Byb3V0LmNvbS81ODI5NjcucnNz&episode=QnV6enNwcm91dC0xNzYxOTUy&hl=en&ved=2ahUKEwiMwPGP8qHpAhUaB50JHfaHDtoQjrkEegQIBxAG&ep=6>
5. **Allies in Recovery** – An online training program for family members of someone who has a substance use disorder.
 - a. **Website:** <https://alliesinrecovery.net/>
 - b. **Toolkit: CRAFT (Community Reinforcement and Family Training)** – An interactive eLearning Platform with 8 video/eBook modules with worksheets to teach families how to vastly improve the situation with an addicted loved one.

Mental Health Resources

1. **Recognizing Mental Health Problems in Children** – An article on how to identify signs that your child may need mental health resources. This site also provides additional links to resources from talking about mental health to managing emotions in a healthy way.
 - a. **Website:** <https://www.mhanational.org/recognizing-mental-health-problems-children>
 - b. **Additional Info:** [Your Emotions Matter Infographic](#) and [Healthy Mental and Emotional Development](#)
2. **Maintaining Emotional Health & Well-Being During the COVID-19 Outbreak** – Resources and tips to help boost emotional health, mental health, and well-being during the COVID-19 outbreak.
 - a. **Website:** <https://www.mass.gov/resource/maintaining-emotional-health-well-being-during-the-covid-19-outbreak>
3. **Understanding Child Trauma Infographic** – An infographic created by the Substance Abuse Mental Health Services Administration(SAMHSA) and The National Child Traumatic Stress Network (NCTSN) to help parents and caregivers understand trauma, how to recognize signs, and how to get help.
4. **American Academy of Child & Adolescent Psychiatry** – The mission of AACAP is to promote the healthy development of children, adolescents, and families through advocacy, education, and research, and to meet the professional needs of child and adolescent psychiatrists throughout

their careers. Their website includes all types of resources, tips, and guides for youth and adults about mental health.

- a. **Website:** <https://www.aacap.org//>
 - b. **Additional Resource:** [Screenside Chats](#) – Information from experts on key topics during the COVID-19 pandemic we currently face.
5. **The 5 Love Languages** – Dr. Gary Chapman presents a simple truth: relationships grow better when we understand each other. Everyone gives and receives love differently, but with a little insight into these differences, we can be confidently equipped to communicate love well. This is true for all forms of relationship – for married or dating couples, for children and teenagers, for friends and coworkers, for long-distance relationships, for those brand-new loves and for the romances that are older than the hills.
- a. **Website:** <https://www.5lovelanguages.com/5-love-languages/>
 - b. **Parenting Resources:** <https://www.5lovelanguages.com/faqs/parenting/>
 - c. **Podcasts:** <https://www.5lovelanguages.com/podcasts/>

Developing Social and Emotional Skills

1. **CASEL** – CASEL’s mission is to help make evidence-based social and emotional learning (SEL) an integral part of education from preschool through high school.
 - a. **Website:** <https://casel.org/resources-covid/>
 - b. **Additional Resources:** [What is Social and Emotional Learning \(SEL\)?](#) And [SEL 101 for Parents](#)
2. **Transforming Education** – TransformEd partners with school and system leaders to identify and implement evidence-based practices and policies that create positive learning environments and support students’ social-emotional development.
 - a. **Website:** <https://www.transformingeducation.org/resources/for-parents/>
 - b. **Additional Resources:** [Mindfulness Toolkit](#) and [Growth Mindset Toolkit for Parents](#)
3. **Parent Toolkit** – Parent Toolkit is a one-stop resource developed with parents in mind. It’s produced by NBC News Learn and supported by Pearson and includes information about almost every aspect of your child’s development, because they’re all connected. Healthy, successful children can excel in many areas – in the classroom, on the court, and in their relationships with peers and adults.
 - a. **Website:** <https://www.parenttoolkit.com/>
 - b. **Additional Resources:** [SEL Resources](#) – This page on ParentToolKit provides parents resources, tips, and guides on social and emotional learning. [How-to-Videos](#) – Quick tips to help your children at any age.

State and National Crisis Hotlines

1. **Samaritans** – Samaritans works to prevent suicide and support those who have lost someone to suicide. If you need to talk to someone about how you're feeling, grieve the loss of a loved one to suicide, or learn how to help others in crisis.
 - a. **Phone:** 1-877-870-4673
 - b. **Website:** <https://samaritanshope.org/>

2. **Samaritans Statewide Helpline** - The Samaritans Statewide Helpline is available to anyone in Massachusetts who is need of emotional support. Anyone can call or text the helpline to receive help from specially trained volunteers. Massachusetts high school and college students can also get online support through the IMHear_ program. For high school students, volunteers ages 15-18 are available Monday-Thursday from 6-9PM. For college students, IMHear_ is available Monday-Friday from 5-9PM.
 - a. **Phone:** 1-877-870-4673
 - b. **Website:** <https://samaritanshope.org/im-hear/>

3. **Crisis Text Line** – Crisis Text Line is here for any crisis. A live, trained Crisis Counselor receives the text and responds, all from our secure online platform. The volunteer Crisis Counselor will help you move from a hot moment to a cool moment.
 - a. **Phone:** Text "HOME" to 741741
 - b. **Website:** <https://www.crisistextline.org/>

4. **National Suicide Prevention Lifeline** – We can all help prevent suicide. The Lifeline provides 24/7, free and confidential support for people in distress, prevention and crisis resources for you or your loved ones, and best practices for professionals.
 - a. **Phone:** 1-800-273-8255
 - b. **Website:** <https://suicidepreventionlifeline.org/>

5. **National Sexual Assault Hotline** – RAINN is the nation's largest anti-sexual violence organization and leading authority on sexual violence. We are a dynamic organization comprised of experts in victim services, public education, public policy, consulting services, and technology. Our team works together to provide best-in-class services for survivors, inform and educate the nation about sexual violence, and improve the public policy and criminal justice response to sexual violence.
 - a. **Phone:** 1-800-656-4673
 - b. **Website:** <https://www.rainn.org/>

6. **Boston Area Rape Crisis Center** – The Boston Area Rape Crisis Center has a 24/7 hotline for survivors of sexual violence ages 12 or older. The hotline is also available to survivors' friends and families, as well as other professionals.
 - a. **Phone:** 1-800-439-2370 (ask for the hotline)
 - b. **Website:** <https://barcc.org/>

- 7. National Domestic Violence Hotline** – Our highly-trained advocates are available 24/7/365 to talk confidentially with anyone experiencing domestic violence, seeking resources or information, or questioning unhealthy aspects of their relationship.

 - a. **Phone:** 1-800-799-7233
 - b. **Website:** <https://www.thehotline.org/>

- 8. New Hope, Inc** – New Hope, Inc. has a 24/7 hotline available to anyone who is a survivor of domestic violence or sexual violence. New Hope primarily serves Central and Southeastern Massachusetts.

 - a. **Phone:** 1-800-323-4673
 - b. **Website:** <https://www.new-hope.org/>

- 9. The Trevor Project** – The Trevor Project is the leading national organization providing crisis intervention and suicide prevention services to lesbian, gay, bisexual, transgender, queer & questioning (LGBTQ) young people under 25. Our trained counselors are here to support you 24/7. If you are a young person in crisis, feeling suicidal, or in need of a safe and judgment-free place to talk.

 - a. **Phone:** 1-866-488-7386
 - b. **Website:** <https://www.thetrevorproject.org/>

- 10. Trans Lifeline** – Trans Lifeline is a trans-led organization that connects trans people to the community, support, and resources they need to survive and thrive.

 - a. **Phone:** 1-877-565-8860
 - b. **Website:** <https://www.translifeline.org/>

- 11. The Network/La Red** – The Network/La Red hotline provides support, information, and safety planning to anyone in the LGBTQ community who are being abused, or have been abused, by a partner. The hotline is also open to friends and family, as well as others who work on domestic violence issues in the LGBTQ community. The hotline is available 24/7.

 - a. **Phone:** 1-800-832-1901
 - b. **Website:** <http://tnlr.org/en/>

- 12. National Runaway Safeline** – The National Runaway Safeline helps youth who have run away, are thinking about running away, or who already ran away but are ready to come home. Parents and guardians can also contact the hotline if they are worried about their child running away or if their child has already left home. The hotline is available 24 hours a day, seven days a week. Youth, parents, and guardians can also use the online chat feature on the Runaway Safeline's website to ask for help and get support or can send a text to 66008.

 - a. **Phone:** 1-800-786-2929
 - b. **Website:** <https://www.1800runaway.org/>