

## Utility Assistance

**Note:** The following applies to Tufts Medicare Preferred HMO members and Tufts Health Plan Senior Care Options members.

Program/Company	Eligibility	Contact Information
Utility Company Discounts	Head of household must be receiving one of the following benefits: <ul style="list-style-type: none"> <li>• Food Stamps</li> <li>• S.S.I (Supplemental Security Income)</li> <li>• T.A.F.D.C. (Transitional Aid to Families with Dependent Children)</li> <li>• E.A.E.D.C. (Emergency Assistance to Elders, Disabled, and Children)</li> <li>• Medicaid/Masshealth</li> <li>• Veteran’s Benefits</li> <li>• Fuel Assistance</li> </ul> Eligible customers should contact their local utility companies to ask about discount programs.	<ul style="list-style-type: none"> <li>• Bay State Gas/Northern Utilities 800.882.5454</li> <li>• Key Span Boston 800.792.3400</li> <li>• Key Span Lowell and N.H. areas 800.548.8000</li> <li>• NStar Electric and gas 800.592.2000</li> <li>• Massachusetts Electric 800.322.3223</li> <li>• Western Mass Electric ( Connecticut Light &amp; Power) 800.286.2000</li> </ul> If utility company is not listed, contact utility company.
Verizon	Offers telephone discount of \$13.85/month and 50% off installation charges	Verizon Customer Service 800.870.9999
Massachusetts Good Neighbor Energy Fund	Available to any Massachusetts resident is who temporarily unable to meet a month’s energy expense and is not eligible for state or federal energy assistance. Income guidelines (see website)	<a href="http://www.magoodneighbor.org/assistance.html">www.magoodneighbor.org/assistance.html</a> 866.GAS.9918 Callers to the hotline will be asked to leave name and address and an application will be mailed out. Complete application and return with copy of gas-utility bill. If approved, Citizens Energy will work with gas utility company to credit \$150 towards the household’s gas account.
Citizens Energy – Oil	Open to low-income families who have exhausted their federal fuel assistance benefit or to individuals not eligible for federal fuel assistance and cannot pay their heating bills	<a href="http://www.citizensenergy.com/main/Home.html">www.citizensenergy.com/main/Home.html</a>
Fiscal Year 2009 Low Income Home Energy Assistance Program	Assistance in paying for portion of winter heating bill (oil, electricity, natural gas, propane, kerosene, wood and coal). Available to homeowners and renters. Eligibility based on	<a href="http://www.cityofboston.gov/cold/fuel.asp">http://www.cityofboston.gov/cold/fuel.asp</a>

Program/Company	Eligibility	Contact Information
(LIHEAP) Maximum Income Benefits Levels	household size and annual income for every household member 18 years and older. Household income cannot exceed 60% of estimated State Median Income.	
Utility Arrearage Program	Assists Massachusetts residents with paying overdue utility bills and prevent shutoffs or restore service. Offers payment plans, debt forgiveness, or a combination of the two.	Call 800.392.6066 or visit <a href="http://www.massresource.org">www.massresource.org</a>
MassSave	Offers energy tips and information about free energy assessment, energy-saving products, and loans, rebates and other incentives for energy-saving home improvements	Call 866.527.7283 or visit <a href="http://www.masssave.com">www.masssave.com</a>

**Massachusetts Community Action Programs (CAP):** Assist individuals and families make progress toward achieving self-sufficiency.

Typical services include:

- Homelessness prevention
- Fuel assistance
- Emergency food assistance
- Head Start, and early education and care programs
- Senior services and youth programs
- Workforce development, job training and education
- Access to and training in information and technology
- Asset formation, protection, and retention

[www.masscap.org](http://www.masscap.org)

Agency	Service Area	Programs
Action for Boston Community Development, Inc. (ABCD) 178 Tremont St. Boston, MA 0211 617.357.6000 617.357.1813 (fax) <a href="http://www.bostonabcd.org">www.bostonabcd.org</a>	Boston, Brookline and Newton	Job development and placement, food pantry operations, child care services, summer youth employment programs, fuel assistance, interpretation and translation services, consumer advocacy services, senior drop-in centers, housing rehabilitation services, distribution of child care subsidy vouchers, information and referral services, training programs for preschool child care providers, Head Start, alternative high school programs, Urban College of Boston, weatherization, heating system services,

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Senior Homeowner Repair 617.635.0338 <a href="http://www.cityofboston.gov">www.cityofboston.gov</a>		family planning and HIV/AIDS services Eligible senior citizens with furnace repairs and replacement
Action, Inc. 24 Elms St. Gloucester, MA 01930 978.283.7874 978.283.0523 (fax) <a href="http://www.actioninc.org">www.actioninc.org</a>	Essex, Gloucester, Ipswich, Manchester-by-the-Sea and Rockport	Housing advocacy and self-sufficiency programs, transitional housing, lead paint abatement, emergency homeless shelter, HOPWA (Housing Opportunities for Persons with AIDS), home care, employment and training, Compass Alternative High School, GED preparation, preparation, ESOL (English for Speakers of Other Language), fuel assistance, energy conservation programs, and environmental awareness
Berkshire Community Action Council Inc. (BCAC) 1531 East St. Pittsfield, MA 01201 413.445.4503 413.447.7871 ( fax)	Adams, Alford, Becket, Cheshire, Clarksburg, Dalton, Egremont, Florida, Great Barrington, Hancock, Hinsdale, Lanesborough, Lee, Lenox, Monterey, Mount Washington, New Ashford, New Marlborough, North Adams, Otis, Peru, Pittsfield, Richmond, Sandisfield, Savoy, Sheffield, Stockbridge, Tyringham, Washington, West Stockbridge, Willamstown and Windsor	Weatherization, fuel assistance, heating services, "Sponsor a Child for Christmas" program, food distribution, emergency family shelter and transitional housing, transportation, employment and training, "Fresh Start Banking" program, "Rulers for Schoolers" program, and SHARE program
Cambridge Economic Opportunity Council, Inc. (CEOC) 11 Inman St. Cambridge, MA 02139 617.868.2900 617.868.2395	Cambridge	Tenant counseling, tenant organizing, food pantry, annual holiday food drive, family planning, HIV/AIDS education, sexuality education, pre-school child care, Cambridge Community Partnership, Building Assets for Life Project, and Get What's Coming to you! (Volunteer Income Tax Assistance) site
City of Cambridge Department of Human Services 51 Inman St. Cambridge, MA 02139 617.349.6252	Cambridge and Somerville	Fuel assistance (Low Income Home Energy Assistance Program), LASER (Leveraging Assets for Self-Sufficiency Through Energy Resources), Utility Arrearage Assistance, Weatherization Assistance Program, Appliance management program, heating system repair and replacement program, Head Start, Early Head

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		Start, center-based pre-school, center-based infant/toddler care, family child care, school-aged child care, family planning, teen pregnancy prevention, HIV/AIDS services, WIC (Women, Infants, and Children), senior aide program, foster grandparents program, RSVP (Retired Senior Volunteers Program), VITA (Volunteer Income Tax Assistance), Online Food Stamp Application Assistance, Senior Cyber Café, FEMA (Federal Emergency Management Assistance), Food Pantry, Information and referral services, community organization and advocacy, and Operation Christmas
Community Action Agency of Somerville, Inc. (CAAS) 66-70 Union Square, #104 Somerville, MA, 02143 617.623.7370 617.628.2512 (fax) <a href="http://caasomerville.org/">caasomerville.org/</a>	Somerville	Head Start; Housing advocacy and case management; diversity initiatives; Somerville citizenship and democracy education project; early childhood education; immigrant and refugee health; substance abuse, violence, tobacco, and HIV/AIDS education and prevention programs; literacy, training and employment; and educational awareness programs
Community Action Committee of Cape Cod & Islands, Inc. (CACCI) 115 Enterprise Rd. Hyannis, MA 02601 (508) 771.1727 (508) 775.7488 (fax) <a href="http://www.cacci.cc">www.cacci.cc</a>	Barnstable, Bourne, Brewster, Chatham, Chilmark, Dennis, Eastham, Edgartown, Falmouth, Gay Head, Gosnold, Harwich, Mashpee, Nantucket, Oak Bluffs, Orleans, Provincetown, Sandwich, Tisbury, Truro, Wareham, Wellfleet, West Tisbury and Yarmouth	Employment and training, community development, child care resource and referral, childcare voucher management, homelessness prevention, emergency assistance, benefits intake, referral and advocacy, transitional housing, advocacy, asset development, financial literacy, VITA (Volunteer Income Tax Assistance) location, abused women and children shelter, mental health and substance abuse counseling, Pilot House Shelter Program, Homeless Outreach Project, Cape United Elders, Nursing home advocacy, leadership council facilitator, Continuum of Care, Un-and Underinsured outreach, Project HOPE and Immigrant outreach
Community Action, Inc. (CAI) 145 Essex St.	Amesbury, Groveland, Haverhill, Merrimac, and Newburyport	Affordable Housing, Drop-In Center for the homeless and homelessness prevention,

Agency	Service Area	Programs
Haverhill, MA 01832 978.373.1971 978.373.8966 (fax) <a href="http://www.communityactioninc.org">www.communityactioninc.org</a>		Head Start, Family Day Care, Services for Teen Parents, Family Network Support Services for Parents of Young Children, Community Partnership for Children, WIC (Women, Infants, and Children), Consumer Protection and Mediation Services, Adult education, Family literacy, Preschool Prep and Certified Nurse Aide Skills Training Programs, Heating Assistance, Weatherization, Community Services, and First time homebuyer program
Community Action! Of the Franklin, Hampshire, and North Quabbin Regions 393 Main St. Greenfield, MA 01301 413.774.2318 413.773.3834 (fax) <a href="http://www.communityaction.us/index.html">www.communityaction.us/index.html</a>	Agawam, Amherst, Ashfield, Belchertown, Bernardston, Blandford, Brimfield, Buckland, Charlemont, Chester, Chesterfield, Colrain, Conway, Cummington, Deerfield, Easthampton, East Longmeadow, Erving, Gill, Goshen, Granby, Granville, Greenfield, Hadley, Hampden, Hatfield, Hawley, Heath, Huntington, Leverett, Leyden, Longmeadow, Ludlow, Middlefield, Monroe, Monson, Montague, Montgomery, New Salem, Northampton, Northfield, Orange, Palmer, Pelham, Plainfield, Rowe, Sandisfield, Shelburne, Shutesbury, South Hadley, Southampton, Southwick, Sunderland, Tolland, Wales, Ware, Warren, Warwick, Wendell, Westfield, Westhampton, West Springfield, Whately, Wilbraham, Willamsburg and Worthington	Head Start, Child care, voucher day care, child care provider training, nutrition assistance, self-sufficiency, family and economic literacy, skill building, mental health support, substance abuse and tobacco prevention, teen pregnancy prevention, youth programs, youth peer leadership, adventure programs; emergency services, case management, health education, and anti-violence training, school-and-court-based meditation services, volunteer programs for welfare recipients, housing and housing search, fuel assistance, and weatherization
Community Action Program Inter-City, Inc. (CAPIC) 100 Everett Ave., #14 Chelsea, MA 02150 617.884.6130 617.889.8110 (fax) <a href="http://www.capicinc.org">www.capicinc.org</a>	Chelsea, Revere and Winthrop	Head Start, Child Development Center ( pre-school and Infant/Toddler Child Care), After School Program, Summer Camp, Emergency Food Assistance, Family Network Program, Food Stamp Outreach, Fuel Assistance, Weatherization, Housing Search and Prevention, Crime Prevention Initiatives, Responsible Payee Program, Domestic Violence Prevention, Free Tax Preparation Program and Community Partnerships

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Community Teamwork, Inc. (CTI) 167 Dutton St. Lowell, MA 01852 978.459.0551 978.453.9128 (fax) <a href="http://www.comteam.org">www.comteam.org</a>	Billerica, Chelmsford, Dracut, Dunstable, Lowell, Tewksbury, Tyngsborough, and Westford. Housing service area: Merrimack Valley plus Cape Ann and the North Shore for certain areas	Child care, Head Start, Early Head Start, WIC (Women, Infant, and Children), School-Age After School Care Program, Spindle City Corps, Citizen Schools, Section 8 rental assistance, Housing Consumer Education Center, RAFT (Residential Assistance to Families in Transition), First-time home buyer classes and counseling, Foreclosure prevention, Housing counseling, Housing assistance program (Housing search for homeless families, Homelessness Prevention for Dept. of Transitional Assistance Families), shelters for homeless families, home modification loans for families with disabled members, Section 202 elderly and handicapped housing, affordable housing development through Common Ground Development Corp., Scattered Site Transitional Assistance Program (for victims of domestic violence), fuel assistance, weatherization, YouthBuild, Senior Companion, Foster Grandparent and Retired Senior Volunteer programs, Earned Income Tax Credit Assistance, Farmer’s Market, New Entry Sustainable Farming Program, Child Care search (information and referral and voucher management), Community Partnerships, and Family Foundation Network
Greater Lawrence Community Action Council, Inc. (GLCAC) 305 Essex St. Lawrence MA 01840 978.681.4900 978.681.4949 (fax) <a href="http://www.glcac.org">www.glcac.org</a>	Andover, Lawrence, Methuen and North Andover	Community Partnerships for Children in Lawrence and Methuen, education and training, English as a second language, Child Care, Head Start/Early Head Start, WIC (Women, Infant, and Children), Immunization, lead screening and lead poisoning prevention, direct service to ethnic minorities, emergency assistance, Linkages, special events for children and youth,

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		<p>child abuse prevention, consumer education, weatherization, AMP (Appliance Maintenance Program), Fuel Assistance, CARES (Comprehensive Approaches to Resources for Education), Lawrence and Methuen Even Start Program, Lawrence Parent-Child Program, Lawrence Teen Coalition, Pathways to Family Success, Technology Center, TOPS (Teaching Our Professional Staff), Project Senior, lead abatement, consumer protection, family support center, LMCC (Lawrence/Methuen Community Coalition, and Methuen/Arlington Neighborhood, Inc. (MAN, Inc.))</p>
<p>Lynn Economic Opportunity, Inc. (LEO)            156 Broad St.            Lynn, MA 01901            781.581.7220            781.581.5320 (fax)</p>	<p>Lynn</p>	<p>Child care: Head Start State-funded Preschool Care, State-funded School-Age Care            Emergency Fuel Assistance: LIHEAP (Low Income Home Energy Assistance Program), Citizen’s Energy Outreach, Utility Arrearage programs, emergency food and shelter program            Community Services: Eviction defense, food stamp outreach, Department of Transitional Assistance Housing search, HUD (Housing and Urban Development) housing search, LASER (Leveraging Assets for Self-Sufficiency through energy resources), information and referral services            Weatherization: energy audits and weatherization, HEARTWAP (Heating Emergency Assistance Retrofit Task Weatherization Assistance Program), Appliance management program            Housing: permanent housing, transitional housing for homeless women in substance abuse recovery            Nutrition: meals, education, individualized nutritional planning</p>

Agency	Service Area	Programs
<p>Montachusett Opportunity Council, Inc. (MOC)            144 Prichard St.            Fitchburg, MA 01420            978.342.7013            978.345.8628 (fax)  <a href="http://www.mocinc.org">www.mocinc.org</a></p>	<p>Ashburnham, Athol, Berlin, Bolton, Clinton, Fitchburg, Gardner, Lancaster, Leominster, Phillipston, Royalston, Sterling, Templeton, Westminster and Winchendon</p>	<p>Early education and care including Head Start, Preschool, toddler, and School-Age (Lead Agency for Community Partnerships for Children in Gardner, Athol, and Quabbin Areas); Health services including family planning, community health education and prevention, lead poisoning prevention, services for persons with HIV/AIDS, breast and cervical cancer screening; Elder services including meals, home repair, and nutrition and financial counseling; Energy services including weatherization, heating repair and replacement, appliance monitoring and replacement, and moderate-risk de-leading training; WIC; Supportive housing; Emergency Food and Shelter; Case Management; Asset development –IDA Program; financial literacy; VITA (Volunteer Income Tax Assistance) site; adult basic education; English for speakers of other languages; youth and adult training; summer youth employment; and Workplace education; Convening Coalitions for housing, health, and lead poisoning prevention; Neighborhood Revitalization; and information</p>
<p>North Shore Community Action Program, Inc. (NSCAP)            98 Main St.            Peabody, MA 01960            (978) 531.0767            (978) 531.1012 (fax)  <a href="http://www.nscap.org">www.nscap.org</a></p>	<p>Beverly, Danvers, Peabody and Salem</p>	<p>Adult basic education, English for Speakers of Other Languages, Workplace education, elder personal and home care, fuel assistance, energy conservation, advocacy (including immigration, public benefits, and a variety of other services), Salem CyberSpace Community Technology Center, Transition to Work, Scattered Sites Family Shelter, HAP (Housing Assistance Program), Housing Opportunity for People with AIDS, Housing Law, Tenant/Landlord Advocacy &amp; Mediation, River House Emergency Shelter, Information and referral</p>
<p>People Acting in Community Endeavors, Inc.</p>	<p>New Bedford, Acushnet, Dartmouth,</p>	<p>Head Start, Child Care Resource and</p>



Agency	Service Area	Programs
(PACE) 166 William St., PO Box 5626 New Bedford, MA 02742 508.999.9920 508.999.3728 (fax) <a href="http://www.paceinfo.org">www.paceinfo.org</a>	Fairhaven, Marion, Mattapoisett and Rochester	Referral/Voucher Day Care Management, Massachusetts Family Network, New Bedford, Acushnet, Dartmouth Community Partnership for Children, Clemente Course in Humanities, Earned Income Tax Credit/VITA (Volunteer Income Tax Assistance) Program, Housing Services Program, Health Care Outreach and Advocacy, New Bedford Dental Sealant Program, First Time Home Owners Housing Development Program, YouthBuild New Bedford, Fuel Assistance, Emergency Food Bank and SHARE Program
Quincy Community Action Programs Inc. (QCAP) 1509 Hancock St. Quincy, MA 02169 617.479.8181 617.479.7228 (fax) <a href="http://www.qcap.org">www.qcap.org</a>	Quincy, Braintree, Milton, Weymouth, and surrounding Norfolk and Plymouth County communities for certain services	Housing: Affordable housing development/property management, homeownership counseling/first time homebuyer education, down payment financial assistance, mortgage foreclosure counseling, home equity conversion mortgage counseling, homelessness prevention and housing search counseling, tenant/landlord counseling/court mediation, fair housing counseling, and energy conservation services  Crisis Services: emergency food center, online food stamp application assistance, fuel assistance/utility discounts, emergency rent/mortgage payment assistance, heating system repair/replacement services  Education and Workforce development: adult basic education/English for Speakers of Other Languages, child care provider training, learning links technology access center-computer training, free computer/internet access  Asset Development: free tax preparation services, financial literacy training, individual development account program  Early Education and Care: Head Start, child care resource and referral, child care financial assistance, Quincy Family Network

Agency	Service Area	Programs
Self-Help, Inc. 780 West Main St. Avon, MA 02322 508.588.0447 508.588.1266 (fax) <a href="http://www.selfhelpinc.org">www.selfhelpinc.org</a>	Abington, Attleboro, Avon, Bridgewater, Brockton, Canton, East Bridgewater, Easton, Hanson, Holbrook, Mansfield, North Attleboro, Norton, Plainville, Randolph, Rockland, Sharon, Stoughton, West Bridgewater and Whitman	(playgroups, parenting workshops) Head Start, Summer Youth Employment, Career development (job training, job search, job placement, GED preparation, ESL courses), Family Preservation Program, fuel assistance, heating system services, Lead Abatement Program, MELD Parenting Program, information and referral, Holiday food drive, Pregnancy Help Center, Family Planning, and Tobacco Cessation Program
South Middlesex Opportunity Council, Inc. (SMOC) 300 Howard St. Framingham, MA 01701 508.620.2300 508.620.2310 (fax) <a href="http://www.smoc.org">www.smoc.org</a>	Ashland, Bellingham, Framingham, Holliston, Hopkinton, Marlborough, Natick, Southborough and Wayland	Framingham and Marlborough Resource Centers, Head Start, day care, mental health clinics, mental health employment programs, substance abuse clinical services, mental health and substance abuse supportive residential programs, fuel assistance, weatherization programs, rental assistance program, housing consumer education center, home modification loan program, economic development programs, Joan Brack Education Center, criminal justice programs, affordable housing development and management, housing assistance and housing search programs, homeless prevention programs, Metrowest Harvest, elderly nutrition programs, WIC (Women, Infant, and Children), WIC on Wheels, family shelter programs, individual shelter programs, sober housing residences, domestic violence programs, health access, and benefit assistance
South Shore Community Action Council, Inc. (SSCAC) 265 South Meadow Rd. Plymouth, MA 02360 508.747.7575 508.747.1250 (fax) <a href="http://www.sscac.org">www.sscac.org</a>	Carver, Duxbury, Hanover, Hull, Kingston, Marshfield, Norwell, Pembroke, Plymouth, Plympton and Scituate	Head Start, day care, fuel assistance, heating system services, weatherization, information and referral, transportation program, job training, GED preparation, homeless assistance, consumer mediation services, water and sewer assistance, AIDS case management program, and self-sufficiency program
Springfield Partners for Community Action,	Springfield	New Beginnings Childcare, telephone

Agency	Service Area	Programs
Inc. 619 State St. Springfield, MA 01109 413.263.6500 413.263.6511 (fax) <a href="http://www.springfieldpartnersinc.com">www.springfieldpartnersinc.com</a>		reassurance, weatherization, community health advocacy, low-income taxpayer clinics, VITA (Volunteer Income Tax Assistance), IDAs (Individual Development Accounts), financial literacy, community scholarships, housing counseling, food vouchers, community food and nutrition program, senior aide employment program, and free mammogram referrals
New England Farm Workers Council (NEFWC) 1628-1640 Main St. Springfield, MA 1103 413.272.2209 <a href="http://www.partnersforcommunity.org">www.partnersforcommunity.org</a>	Springfield	Fuel Assistance
Tri-City Community Action Program, Inc. (Tri-Cap) 110 Pleasant St. Malden, MA 02148 781.322.4125 781.397.2339 (fax) <a href="http://www.tri-cap.org">www.tri-cap.org</a>	Everett, Malden and Medford	Head Start, day care, pro bono legal services assistance for victims of domestic violence, information and referral, Voices in Action Community Organizing, fuel assistance, heating system services, weatherization and conservation services, immigrant assistance, Small Wonders Day Care, citizenship classes, mobile outreach team for homeless individuals, summer lunch program, transitional housing, permanent housing, Cyber Café, free tax prep/VITA (Volunteer Income Tax Assistance) site, HIV/AIDS services, family network, housing search for families, food stamp applications, emergency food and shelter program participant, Tri-City Hunger Network, Tri-City Workforce Development Task Force
Valley Opportunity Council, Inc. (VOC) 300 High St. Holyoke, MA 01040 413.552.1554 413.552.1558 (fax) <a href="http://www.valleyopp.com">www.valleyopp.com</a>	Agawam, Blandford, Brimfield, Chester, Chicopee, East Longmeadow, Granville, Hampden, Holland, Holyoke, Longmeadow, Ludlow, Monson, Montgomery, Palmer, Russell, Southwick, Tolland, Wales, West	Main Street Shelter, case management, homeless prevention, food stamp outreach, affordable housing development, summer feeding program, WIC (Women, Infants, and Children), fuel assistance, heating system services, early education and day care,

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	Springfield, Westfield and Wilbraham	educational opportunity center, adult literacy, English as a Second Language, citizenship, education talent search, GEAR-UP (Gaining Early Awareness and Readiness for Undergraduate Programs), adult education scholarship, VITA (Volunteer Income Tax Assistance), financial literacy, after school program, summer youth employment, Retired Senior Volunteer Program, adult day health program, and senior companion program
<p>Worcester Community Action Council, Inc. (WCAC)            484 Main St., 2nd Floor            Worcester, MA 01608            508.754.1176            508.754.0203 ( fax)  <a href="http://www.wcac.net">www.wcac.net</a></p>	<p>Worcester, Auburn, Boylston, Brookfield, Charlton, Douglas, Dudley, East Brookfield, Hardwick, Holden, Leicester, Millbury, New Braintree, North Brookfield, Oakham, Oxford, Paxton, Rutland, Shrewsbury, Southbridge, Spencer, Sturbridge, Sutton, Warren, Webster, West Boylston, West Brookfield and Westborough</p>	<p>Family stabilization program, fuel assistance, weatherization program, heating system service, utility arrearage program, individual development account (Asset Development for Home Ownership), CSI (Gang-Involved Youth Referred by Worcester Police for Education and Job Placement), Project Excel (Pre-Employment GED Preparation, Job Counseling and Skill Training for High School Dropouts), Cityworks –the Americorp Program, Summer Youth Employment program, Youth Summer Internship program, Community Mediation Center, Head Start and Early Head Start Day Care, Even Start Family Literacy program, customer service/computer application training program, adult basic education and life skills program, Partners at Lakeside for Pregnant and Parenting Teens Program, and food stamp outreach program</p>