

# BASIC NEEDS DEPARTMENT

*“Moving Clients from Crisis to Stability to Self-sustainability”*

**BASIC NEEDS DEPARTMENT IDENTITY/ VISION:** serves as one of the main units and platform for Catholic Charities to explore, develop, deliver, or implement social and human services programs to meet the community needs.

**GOAL & FOCUS:** to help (1) close social service gaps in the communities, (2) empower impoverished or socially vulnerable individuals and families to achieve self-sufficiency, and (3) put Catholic Charities’ mission in action. The department focuses on creating opportunities for clients to **move from crisis to stability to self-**

## SERVICES AVAILABLE “WHAT WE DO?”:

PROGRAM CATEGORY	SERVICE	DESCRIPTION	SITE	NOTES
STABILIZATION AND SELF-SUSTAINABILITY SERVICES	<b>General Case Management</b>	Wrapped around service including: Full Needs & Risk assessment; Stabilization Plan; Budgeting; Resources; Referrals; Advocacy.	Yawkey Center Somerville, Lynn, Salem, Gloucester, Brockton.	<i>A “must” for the BN Department.</i>
	<b>Homelessness Prevention</b>	Needs & Risk Assessment; Stabilization Plan; Eviction Prevention; “Know your rights”; Budgeting; Mediation; Resources; Referrals; Advocacy.	Yawkey Center, Somerville.	<i>May or may not include Financial Assistance from Catholic Charities.</i>
	<b>HIV Support Services</b>	Peer Support Groups; Needs Assessment; Resources; Referrals; Advocacy.	Greater Boston Basic Needs	
	<b>Family Aid 365</b>	Adopt and Support a family year around, financially or emergency essentials.	Greater Boston Basic Needs	
	<b>Financial Literacy</b>	Designing a monthly budget; Organizing the Cash Flow; Savings; and Debt reduction strategies.	Yawkey Center Somerville, Lynn, Salem, Gloucester.	<i>Need Funding for full Financial Coaching to include long-term financial goals, credit scores, debt reduction monitoring, etc.</i>
GENERAL RESOURCES & REFERRAL SERVICES (EMERGENCY ASSISTANCE)	<b>Resources &amp; Referrals</b>	Resource listing in person or over the phone; one-time Referrals for assistance, including furniture, etc; Pre-screenings for CCAB services.	All BN sites.	<i>This service is delivered through the BN Hotline In Greater Boston and Lowell (617-506-6628 and <a href="mailto:basic_needs@ccab.org">basic_needs@ccab.org</a>).</i>
	<b>Emergency Essential Assistance</b>	Basic Household Essential Items; Clothing; Diapers; Hygiene Items; Backpack; Christmas Toys; etc.	Yawkey Center, Somerville, Lynn, Salem, Gloucester.	
	<b>Disaster Relief Assistance</b>	Assessments, Resources, & Services ready for those affected by disaster, including displacement by fire, natural disasters, etc.	Yawkey Center, Somerville, Lynn, Salem.	<i>This program is still under development.</i>

<b>FINANCIAL ASSISTANCE</b>	<b>Emergency Financial Assistance</b>	Rental, Utility, Fuel, Mortgage, etc.	All BN sites.	<i>Limited Mortgage Assistance available at some sites.</i>
<b>FOOD &amp; NUTRITION SERVICES</b>	<b>Food Security Rewards Program</b>	Wrapped around service including: Food Security Assessment; <b>SNAP</b> & WIC Application Assistance; Nutrition Classes; Grocery Shopping Saving Plans; Resources; Referrals; Advocacy.	Yawkey Center, Somerville, El Centro Food Pantry. <i>Under Development:</i> Lynn.	<i>Some sites may include Cooking Classes and Summer Feeding.</i>
	<b>Food Pantry</b>	Emergency food assistance or gift cards	Yawkey Center, Somerville, El Centro, Lowell, Brockton. <i>Under Development:</i> Lynn.	<i>Most sites are Choice Pantries. Salem, Gloucester, and assist with Gift Cards.</i>
	<b>Thanksgiving Assistance (and other Holidays)</b>	Thanksgiving/ Holiday Food Basket for the Household.	All BN sites.	

**CONTACT:**

**GREATER BOSTON & MERRIMACK VALLEY  
BASIC NEEDS HOTLINE:**

*Currently Serving Suffolk & Middlesex Counties*

**(617) 506-6628** or [Basic\\_Needs@ccab.org](mailto:Basic_Needs@ccab.org)

*(Contact the Hotline for any of the sites: Yawkey Center, El Centro, Somerville, & Lowell Office)*

**CATHOLIC CHARITIES NORTH**

*Currently Serving Essex County*

Lynn Office – (781) 593-2312

Salem Office – (978) 740-6923

Gloucester Office – (978) 283-3055

**CATHOLIC CHARITIES SOUTH**

*Currently Serving Plymouth & Norfolk Counties*

**(508) 587-0815**

**OFFICES LOCATIONS:**

**YAWKEY CENTER** – Dorchester  
**EL CENTRO FOOD PANTRY** – South End Boston  
**SOMERVILLE OFFICE** – Somerville  
**LOWELL OFFICE** – Lowell

*Lowell Office also serves Essex Country*

**LYNN OFFICE** – Lynn  
**SALEM OFFICE** – Salem  
**GLOUCESTER SITE** – Gloucester

**BROCKTON OFFICE** – Brockton