

## Fees for New Bedford Residents

- Staff support associated with basic Service Plan activity is free
- Cleaning Crew costs are based on the number of hours/days needed and the client's ability to pay; the average donation is \$20 per hour
- Moving costs are based on the number of hours needed to pack/load/unload/unpack, distance and the client's ability to pay; the average suggested donation is \$100
- Donated furniture from our "Shelley's Place" warehouse is provided for an average donation of \$25; \$50 if furniture is delivered
- Pre/Post Extermination or furniture rearranging/packing fees start at \$50
- Free or reduced costs are available based on financial need

## Fees for *non*-New Bedford Residents

- Staff support associated with the Service Plan is negotiated after initial consultation
- Elder mental health counseling is free
- Cleaning costs are based on the number of hours/days needed and client's ability to pay; minimum suggested donation is \$50
- Moving costs are based on number of hours needed to pack/load/unload/unpack, distance and ability to pay; the minimum suggested donation is \$150



## CITY OF NEW BEDFORD



## FRESH START PROGRAM



### Funding and Project Partners Include:

- Association for the Relief of Aged Women (ARAW)
- City of New Bedford
- Commission for Citizens with Disabilities
- Executive Office of Elder Affairs
- Mass. Council on Aging Service Incentive Grant from the Executive Office of Elder Affairs
- Southcoast Health
- The Inter-Church Council of Greater New Bedford

### Fresh Start

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## City of New Bedford

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Community Services  
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## HISTORY

In September of 2013, Council on Aging and Department of Community Services staff convened a small group of agency representatives to discuss the growing need to assist elders facing challenges, such as:

- Homeowners who downsized and are unable to reduce the amount of “stuff”, organize or manage their belongings
- Tenants forced to move due to eviction
- Homeowners facing foreclosure

The group formalized, named itself “**Fresh Start**”, expanded its service area to all age groups and set monthly meeting dates. Its membership now includes agency representatives from:

- Bristol Elder Services
- Certified Appraiser
- Certified Mediators
- Coastline Elderly Services, Inc.
- Contracted mental health specialists and social workers
- New Bedford Housing Authority
- Southcoastal Counties Legal Services
- The Bridge: A Center for Hope and Healing
- The Inter-Church Council of Greater New Bedford

## GOAL

The Fresh Start team strives to stabilize New Bedford residents in their home wherever possible. If that isn’t feasible, team members work together to locate other housing options and work with them through the moving and resettlement process.

## REFERRALS

Fresh Start program consumers come to the team via formal referrals from its partner agencies. In addition, nursing homes/rehabilitation centers, senior centers, Housing Court, landlords, and public safety officials often provide referrals.

## PAYMENT

In order for the Fresh Start Team to formulate a plan and schedule services, payment must be made in advance. The fees may be mailed, brought to our office, paid with a credit card, or possibly picked up. The money raised helps Fresh Start continue its very important work, and we thank you for that.



**GENTLY USED FURNITURE  
DONATIONS ARE ALWAYS  
APPRECIATED!**

## SERVICES

Based on the initial intake, the team formulates a workgroup tailored to each consumer. The consumer signs off on short-term and long-term service plans that may include:

- Appraising possessions and selling them for the consumer with all profits going to the consumer
- Finding “homes” for donated goods
- Helping with housing search
- Mediating landlord-tenant complaints
- Mediating tenant-neighbor complaints
- Packing and Moving
- Organizing the home/apartment
- Providing furnishings from “Shelley’s Place”
- Providing transportation
- Short-term storage of belongings until the elder is settled
- Finding community resources to assist with “non-traditional” needs
- Support groups available for people looking to reduce clutter