

Fees

New Bedford Residents

- **Staff Support** associated with basic Service Plan activity is free.
- **Organizing** costs are based on the number of hours/days needed; the minimum suggested donation is \$25/hour.
- **Moving Costs** are based on the number of hours needed to pack/load/unload/unpack, and the distance; the suggested donation is \$150 referral; \$300 no referral.
- **Donated Furniture** from our “Shelley’s Place” warehouse is provided for an average donation of \$75.

Non-New Bedford Residents

- **Staff Support** associated with the basic Service Plan is free.
- **Organizing** costs are based on the number of hours/days needed; minimum suggested donation is \$30/hour.
- **Moving Costs** are based on number of hours needed to pack/load/unload/unpack, and the distance; the suggested donation is \$300 referral, \$500 no referral.
- **Donated Furniture** from our “Shelley’s Place” warehouse is provided for an average donation of \$75-\$150.

Disposal Fees: Start at \$225

Cancellation calls less than 48hrs
Will be charged \$25.00 fee.



Funding and Project Partners

- 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
- MA Housing Finance Agency
- The Inter-Church Council of
Greater New Bedford

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FEES ARE SUBJECT TO CHANGE

CITY OF NEW BEDFORD



FRESH START PROGRAM



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

- Acushnet Council on Aging
- 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
- Westport Council on Aging

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!

Free or reduced costs are available based on financial need and circumstances

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.

- Appraising possessions and selling them, 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
- 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
- Free Elder Mental Health Counseling

Staff is unable to work in locations with insect/pest infestation until professionally treated.

Pre/Post-Extermination furniture rearranging/packing fees start at \$75/room