Resources for Low-Income Individuals and Families in Massachusetts

The following packet contains resources to support you with your housing needs and related questions and concerns. The packet includes the following information:

i. Programs and Services
   a. Most Important
   b. Housing
   c. Food
   d. Legal
   e. Rental Assistance
   f. Utility Support
   g. Shelters
   h. Technology
   i. Trusted Moving Companies

ii. How To Do Housing Search

iii. City of Boston's Renting in Boston Guide

iv. Tenant Protections from Utility Shutoff

v. MassHire Job Search Assistance

vi. Resources for Domestic Violence Survivors

vii. Tax Help Resources

viii. Additional Resource Flyers
Most Important:

- **Metro Housing** ([https://www.metrohousingboston.org/](https://www.metrohousingboston.org/)): If you have a housing voucher with Metro, you will need to call 617-859-0400 with questions regarding inspections, recertification, and any other voucher related questions.

- **Common Housing Application for Massachusetts Program**, also known as **Massachusetts Rental Voucher Program**, ([https://publichousingapplication.oecd.state.ma.us/](https://publichousingapplication.oecd.state.ma.us/)): offers housing vouchers to low-income families. You must have 80% or less of the Area Median Income. The vouchers come in 2 types: project-based vouchers that are tied to specific housing units and mobile or tenant-based vouchers that can travel with you to various locations.

- **Massachusetts Housing Navigator** ([https://search.housingnavigatorma.org/](https://search.housingnavigatorma.org/)): this is a great website for finding affordable housing. You can find more information about how to utilize it on the “How to Do Housing Search” page.

- **Boston Housing Authority** ([https://www.bostonhousing.org/en/Home.aspx](https://www.bostonhousing.org/en/Home.aspx)): If you have a housing voucher with Boston Housing Authority, you should call 617-988-4400 to figure out who your leasing officer is. Your leasing officer will help you with recertification, questions about moving, and program requirements. BHA also has a list of affordable housing; you can find more information about how to utilize their website on the “How to Do Housing Search” page.

Housing:

- **A Home for Everyone** ([https://ahome4everyone.org/](https://ahome4everyone.org/)): is a non-profit organization that specializes in helping individuals and families find affordable housing. Their services are similar to the ones at AAC. They can be reached at info@ahome4everyone.org and can be contacted through their website.

- **ABCD Housing** ([https://bostonabcd.org/service/housing-counseling-services/](https://bostonabcd.org/service/housing-counseling-services/)): has housing counseling services specifically for people who are experiencing homelessness or at risk of homelessness. They assist people living in Medford, Boston, Malden, and Everett. They can be contacted at housing@bostonabcd.org or at 617-348-6329.

- **Home Start** ([https://www.homestart.org/](https://www.homestart.org/)): has prevention, housing search and stabilization resources available. They serve clients on Tuesdays, Wednesdays, and Thursdays in person. They offer general housing navigation, rapid re-housing, and
field-based services. They can be reached at 617-542-0338 Monday-Friday 9:00am-12:00pm and 1:00pm-4:45pm.

- **Caritas Communities** ([Our Programs - Caritas Communities](https://www.liveolgh.com/)): provides very low-income individuals with permanent housing, support, a sense of community, and expanded opportunities.

- **Our Lady's Guild House** ([https://www.liveolgh.com/](https://www.liveolgh.com/)): provides SRO housing for low-income individuals. It is $975 a month. They have an open house on May 18th from 10am-1pm and June 15th from 10am-1pm. This housing unit is for people who identify as women only.

- **Commonwealth Land Trust**: Contact Steve Wilkins at 617-445-4075 extension 208. Most likely he will suggest coming to on Intake Tuesday.

- **Tri-Cap** ([https://tricap.org/](https://tricap.org/)): can aid with energy, food resources, housing, public transportation, and/or getting a volunteer driver. To enroll call 320-251-1612 or email general@tricap.org

**Food:**

- **Health Incentives Program** ([https://www.mass.gov/info-details/massachusetts-healthy-incentives-program-hip-frequently-asked-questions](https://www.mass.gov/info-details/massachusetts-healthy-incentives-program-hip-frequently-asked-questions)): earn money back for fresh fruit and vegetable purchases.

- **SNAP** ([https://dtaconnect.eohhs.mass.gov/](https://dtaconnect.eohhs.mass.gov/))

- **Abundance** ([Home | Abundance (abundanceboston.com)](https://www.abundanceboston.com)): app to find accessible, free, or low-cost food around Boston.

- **The Daily Table** ([https://www.dailytable.org](https://www.dailytable.org)): discounted food market.

- **Double Up America** ([https://doubleupamerica.org](https://doubleupamerica.org)): matches SNAP or dollars spent on fresh fruit and vegetables.

- **Fair Foods** ([https://www.fairfoods.org/](https://www.fairfoods.org/)): $2 bag of produce, varying hours.

- **Project Bread** ([https://www.projectbread.org/get-help](https://www.projectbread.org/get-help)): helps you understand food assistance available to you. For more information, call or text the hotline number at 1-800-645-8333.


- **Summer Eats** ([https://www.boston.gov/departments/food-access/summer-eats](https://www.boston.gov/departments/food-access/summer-eats)): provides nutritious breakfast and lunch for youth 18 and under across the Boston area.

- **Rosie’s Place** ([https://www.rosiesplace.org/how-we-help/emergency-support/food-programs](https://www.rosiesplace.org/how-we-help/emergency-support/food-programs)): provides access to meal and groceries for women. They
have a dining room open for breakfast, lunch, and dinner and a food pantry open Monday-Friday from 9am-4pm.

Legal:

- **Massachusetts Legal Resource Finder** ([https://masslr.org/en/home](https://masslr.org/en/home)): will connect you with free or low-cost programs.
- **Lawyer for the Day Program** ([https://www.mass.gov/info-details/lawyer-for-the-day-programs](https://www.mass.gov/info-details/lawyer-for-the-day-programs)): free legal advice for the day.
- **Committee for Public Counsel Services** ([https://www.publiccounsel.net/](https://www.publiccounsel.net/)): provides legal representation in Mass for those unable to afford an attorney in all matters in which the law requires the appointment of counsel.
- **Small Claims Advisory Service** ([https://masmallclaims.org/index.html](https://masmallclaims.org/index.html)): use website to find critical information about Mass small claims court, relevant laws for case resolution, and contact information to receive further help from volunteers.
- **Civil Legal Aid for Victims of Crime** ([https://massclavc.org/find-legal-help/](https://massclavc.org/find-legal-help/)): provides civil legal services to victims of crime.
- **Greater Boston Legal Services** ([https://www.gbls.org/](https://www.gbls.org/)): provides free legal assistance and representation on civil (non-criminal) matters.
- **Mass Bar Association** ([https://www.massbar.org/public/lawyer-referral-service](https://www.massbar.org/public/lawyer-referral-service)): get lawyer referral services and information at Housing Court.

Rental Assistance:

- **Neighborhood of Affordable Housing** ([https://noahcdc.org/real-estate-development-housing/rental-housing-services](https://noahcdc.org/real-estate-development-housing/rental-housing-services)): offers free, bilingual (English and Spanish) rental housing services to low- and moderate-income Boston residents.
- **Rental Assistance for Families in Transition** ([https://www.mass.gov/how-to/apply-for-raft-emergency-help-for-housing-costs](https://www.mass.gov/how-to/apply-for-raft-emergency-help-for-housing-costs)): provides short-term emergency funding to help individuals or families with eviction, foreclosure, loss of utilities, and other housing emergencies.
- **Section 8** ([https://www.mass.gov/how-to/apply-for-the-section-8-housing-choice-vouchers-program-hcvp](https://www.mass.gov/how-to/apply-for-the-section-8-housing-choice-vouchers-program-hcvp))
- **JRI** ([https://jri.org/services/health-and-housing/housing](https://jri.org/services/health-and-housing/housing))

Utility Support:

- Boston ABCD (https://bostonabcd.org/service/fuel-assistance-2/): If you qualify, they will help pay your winter heating bill and assist with other utility services.
- Boston Water and Sewer Commision (https://www.bwsc.org/): offers a discount for adults over 65, as well as residents with disabilities of all ages.
- Eversource (https://www.eversource.com/content/residential/account-billing/payment-assistance/discount-rate): You can use this link to apply for a discounted energy rate for Massachusetts customers in need.
- Low Income Home Energy Assistance Program (https://www.boston.gov/departments/environment/how-apply-heat-assistance): runs November 1st through April 30th; they will make direct payments to your utility company. This is only for Boston residents who have an income at or below 60% of the state median income.
- Seniors Save Program (https://www.boston.gov/departments/neighborhood-development/boston-home-center/how-join-seniors-save-program): help seniors replace or repair their heating system.
- Community Action Programs Inter-City Inc. (https://capicinc.org/fuel-assistance/): helps homeowners and renters pay home heating bills and past due balances on utility bills.

Shelters:
- **Shelters for Unaccompanied Individuals** ([https://mahomeless.org/individual-shelters/](https://mahomeless.org/individual-shelters/))
- **Shelters for Families with Children** ([https://mahomeless.org/family-shelters/](https://mahomeless.org/family-shelters/))
- **Homeless Shelters Directory** ([https://www.homelessshelterdirectory.org/state/massachusetts](https://www.homelessshelterdirectory.org/state/massachusetts))
- **Pinn Street Inn** ([https://www.pinstreetinn.org/find-help-guest](https://www.pinstreetinn.org/find-help-guest)): call 617-892-9228 between 10am-6:30pm to talk to the triage staff who will help assess your needs.

**Technology:**

- **Tech Goes Home** ([https://www.techgoeshome.org/courses](https://www.techgoeshome.org/courses)): offers courses on fundamental digital skills.
- **Boston Public Library** ([https://www.bpl.org/computer-classes](https://www.bpl.org/computer-classes)): offers free wireless internet and computer use for the public and offers free computer classes.
- **PCs for People** ([https://www.pcsforpeople.org/eligibility/](https://www.pcsforpeople.org/eligibility/)): provides low-cost technology to qualifying individuals.

**Moving Companies:**

- **Affordable Movers**: call 617-212-3881 to schedule an appointment.
- **Turcios Movers**: call 617-887-3415 to schedule an appointment.
How to do Housing Search

Step 1: Understanding your parameters / narrowing your search.

Begin by asking yourself the following questions:

- What cities would you prefer to live in? What cities would you prefer to not live in?
- How many bedrooms and/or bathrooms do you need? If you have a housing voucher, how many bedrooms does your voucher cover?
- Do you have any accessibility needs? Do you require a 1st floor apartment? Or a building with wheelchair access?
- Do you have any pets?
- Do you need parking?
- How much can you pay towards rent each month?
  - Do you have a housing voucher? Do you know how much it covers? Check out this website to learn more: https://www.mass.gov/doc/mrvp-applicable-payment-standards-effective-march-1-2024/download
  - Do you know what your AMI (average median income) is? Go here to learn more: https://www.boston.gov/metrolist/ami-estimator

Step 2: Utilizing housing websites.

Below are websites with available apartments and how to properly use them. Take what you learned in Step 1 and apply it to the filters you use while utilizing these websites.

- Housing Navigator (http://search.housingnavigatorma.org/): We find it is best to utilize the filters to narrow the search. If you are looking for immediate housing, check the boxes: “First Come, First Served” or “Short Waitlists”. If you are interested in rent based on income, click the “Rent Based on Income” button. Some of their properties are age restricted, check that box if that applies to you.
- Boston Housing Authority (https://www.bostonhousing.org/en/Apartment-Listing-Search.aspx): This website only includes properties in the Boston area. You can filter by bedroom size.
- Affordable Housing (https://www.affordablehousing.com/boston-ma/): You can filter by accessibility needs and can choose owners with section 8 experience.
- Metrolist (https://www.boston.gov/metrolist/search): This website has a lot of housing lotteries and properties where you rent is dependent on your income. It is helpful to know your AMI when applying.
- Affordable Housing Online ([https://affordablehousingonline.com/](https://affordablehousingonline.com/)): This is a helpful website to find low-income housing and to find information on housing vouchers waitlists. A lot of the properties are waitlists.

- Apartments.com ([https://www.apartments.com/boston-ma/](https://www.apartments.com/boston-ma/)): You can choose, under the “Specialty Housing” tab, to only show Low Income/Income Restricted properties.


- Rent.com ([https://www.rent.com/](https://www.rent.com/)): Filter using the “Income Restricted” tab or utilizing the max price button.

- Apartment Finder ([https://www.apartmentfinder.com/](https://www.apartmentfinder.com/)): You can choose properties that allow pets and are income restricted under the “more” tab.

- For Rent ([https://www.forrent.com/](https://www.forrent.com/)): You can filter under the “Specialties” section for Income Restricted properties.

- Winn Companies ([winncompanies.com/fyh-results](winncompanies.com/fyh-results)): Group is familiar with vouchers. Can filter by size and location.

**Step 3: Organize your thoughts**

Keep track of what properties you have applied to on an excel sheet or a piece of paper. It is also helpful to write down available properties you see while walking around your neighborhood.
OFFICE OF HOUSING STABILITY

CITY OF BOSTON’S RENTING IN BOSTON GUIDE

RENTING IN BOSTON GUIDE:
Your guide to learning about what to expect when renting. www.boston.gov/renting-boston

AFFORDABLE HOUSING IN BOSTON GUIDE:
Your guide to searching and applying for affordable housing opportunities. www.boston.gov/affordable-housing-boston

LOW-INCOME RESOURCES GUIDE:
Your guide if you are struggling with housing, food, or other basic needs, you are not alone. There are many ways we can help. www.boston.gov/low-income-resources

EVICTION GUIDE:
Your guide to responding to an eviction. www.boston.gov/departments/neighborhood-development/office-housing-stability#eviction-information

TRASH AND RECYCLING GUIDE:
Your guide to properly disposing of trash and recycling. www.boston.gov/trash-and-recycling-guide

GETTING AROUND BOSTON GUIDE:
Your guide to finding your way around Boston. www.boston.gov/getting-around-boston

CITY OF BOSTON RESOURCES

OFFICE OF HOUSING STABILITY
We help residents find and maintain stable, safe, and affordable housing. www.boston.gov/housingstability 617-635-4200

BOSTON HOME CENTER
We are the one-stop shop for homebuyers and homeowners. homecenter.boston.gov 617-635-4663

OFFICE OF FAIR HOUSING & EQUITY
We work to prevent discrimination and ensure fair and equitable access to housing. www.boston.gov/fairhousing 617-635-4408

INSPECTIONAL SERVICES DEPARTMENT
We administer and enforce building, housing, health, sanitation, and safety regulations mandated by City and State governments. www.boston.gov/isd 617-635-5300

BOS:311
We connect you with a representative ready to help with requests for non-emergency City services and information. 311
THINGS TO KNOW BEFORE YOUR TENANCY

**Leases and Tenancies-at-Will**
Leases are binding legal contracts that are typically for one year. Your landlord cannot raise the rent for the term of the lease. A tenancy-at-will agreement is a month to month tenancy that provides more flexibility.

**Deposits and Fees**
Before you move in, a landlord can only collect first month’s rent, last month’s rent, security deposit equal to one month’s rent, and a lock change fee.

The landlord should provide proper receipts and pay interest on last month’s rent and security deposit on an annual basis. The landlord must place the security deposit in a separate, interest bearing account.

**Broker Fees**
A broker can charge you a finder’s fee but needs to give you written notice that states the amount of the fee.

**Apartment Condition**
Check out the apartment and building before you rent. Make sure it’s not a scam listing and look to see if the apartment/building are in good-repair with appropriate safety features, facilities, and appliances.

THINGS TO KNOW DURING YOUR TENANCY

**Apartment Conditions**
You are entitled to a safe and decent apartment. Report problems to your landlord in writing.

**Record Keeping**
Keep a copy of your rental records, including any written rental agreement, payment receipts and communications with your landlord.

**Be a Responsible Tenant**
Pay rent on time. Follow lease and property rules. Respect your neighbors and the property.

THINGS TO KNOW WHEN RENEWING OR ENDING YOUR TENANCY

**Notice to Renew or Terminate**
A tenancy-at-will requires both landlord and tenant to provide adequate notice should either want to end the tenancy. If the landlord wants to terminate the tenancy, there is a legal process. A tenant with a lease should review the terms of their lease to understand the lease renewal and termination process, and see if it is a fixed lease, self-extending lease, or option-to-renew lease. A tenant with a fixed lease can be asked by the landlord to renew their lease months prior to the lease end date.

**Security Deposit**
Your landlord should return your security deposit plus interest within thirty days after move out, and must give an itemized receipt within thirty days if they want to deduct money. They should not deduct for reasonable wear and tear.

**Before You Leave**
Leave the apartment clean and take pictures of the unit condition. Return all keys. Forward your mail. Notify utility companies. Schedule bulk item pick-up, if necessary.

**Eviction**
Your landlord cannot evict you without following the law, and must provide proper written notice, and file a summary process action in court. Only a Judge can evict you. Make sure you respond to any court documents you receive and show up to defend yourself in court.

**Renter’s Insurance**
Buy renter’s insurance. It’s a small price to pay if there’s a big problem.
PROTECTION FROM SHUTOFF
KEEPING THE HEAT AND LIGHTS ON

When facing the termination of heating-related utility services, households can keep their service on if they meet any of the following qualifications or conditions. Please call your utility company at the numbers below for additional details.

<table>
<thead>
<tr>
<th>Protections</th>
<th>Overview of requirements and documentation you need to provide to your utility for these protections</th>
</tr>
</thead>
<tbody>
<tr>
<td>Elderly</td>
<td>• All household members must be 65 years of age, except for minor children in the care of the elderly</td>
</tr>
<tr>
<td></td>
<td>• Household must notify the utility company</td>
</tr>
<tr>
<td></td>
<td>• NO proof of financial hardship is required</td>
</tr>
<tr>
<td>Serious Illness</td>
<td>• Must show that the customer or family member is seriously ill by submitting a letter from a doctor, nurse practitioner or physician’s assistant</td>
</tr>
<tr>
<td></td>
<td>• Serious illness must be renewed every 90 days, chronic illness must be renewed every 180 days</td>
</tr>
<tr>
<td></td>
<td>• Must receive Fuel Assistance, be on the discount rate or document financial hardship to utility</td>
</tr>
<tr>
<td>Infant</td>
<td>• An infant under the age of 12 months must be living in the household</td>
</tr>
<tr>
<td></td>
<td>• Birth certificate or other reasonable proof must be submitted to the utility</td>
</tr>
<tr>
<td></td>
<td>• Must receive Fuel Assistance, be on the discount rate or document financial hardship to utility</td>
</tr>
<tr>
<td>Cromwell Waiver</td>
<td>• This waives denial of service at a new location for any unpaid balances from a previous address. Client must arrange a payment plan for any unpaid balances in order to receive waiver</td>
</tr>
<tr>
<td>Winter Moratorium</td>
<td>• Applies to gas (if used to heat) or electricity (if used to operate furnace, boiler, thermostats or heating controls</td>
</tr>
<tr>
<td></td>
<td>• In effect from November 15th to March 15th unless extended by Mass. Dept. of Public Utilities</td>
</tr>
<tr>
<td></td>
<td>• Must receive Fuel Assistance or the discount rate or demonstrate financial hardship</td>
</tr>
</tbody>
</table>

National Grid Gas   (800) 231-5325  Danvers Electric (978) 774-0005
National Grid Electric (800) 322-3223  Marblehead Municipal Electric (781) 631-5600
Peabody Municipal Light (978) 531-5975  Middleton Municipal Light (978) 774-4313

Massachusetts Department of Public Utilities (617) 305-3500
Clothing Resources

AMERICAN FRIENDS SERVICE COMMITTEE MATERIAL ASSISTANCE PROGRAM
Phone: (617) 876-5312
5 Longellow Park
Cambridge, MA
NO drop-ins; MUST call and schedule an appointment
Pick-ups: Tues. & Thurs. from 10am-12pm and 1-5pm

CAMBRIDGE SHELTER
Phone: (617) 547-1885
103-109 School St.
Cambridge, MA
Drop-Ins Monday and Thursday 12:00pm

CHILDREN’S CLOTHING EXCHANGE
Phone: (617) 576-0039
Roosevelt Towers Housing Complex
391 Everettze Way
Cambridge, MA
Children’s Clothing Tues-Thurs. from 10am-4pm
2nd and 4th Saturday of month from 11am-3pm

ROSIE’S PLACE
Phone: (617) 442-9322
889 Harrison Avenue
Boston, MA
Rosie’s Place does not provide monthly clothes. We provide emergency clothes for female guests whose clothes are dirty or soiled, or who have a job interview or other special event. We also have a very limited number of vouchers to buy clothes at Goodwill.

ST. FRANCIS HOUSE
Phone: (617) 542-4211
39 Boylston St.
Boston, MA
Monday-Friday 7am-3pm
arrive at 7am - first-come, first-served

Information compiled by ROSIE’S PLACE
Find a MassHire Career Center Near You

Visit a MassHire Career Center for:

→ Job search assistance;
→ Career planning information;
→ Workshops on job search techniques including interviewing, networking, and resume writing; → Data on the current statewide and local job market; and
→ Resources to help you find the right training opportunities;
→ Tools to help you conduct an effective job search.

Greater Boston
MassHire Boston Career Center
1010 Harrison Avenue
Boston, MA 02119
(617) 541-1400, TTY #: (617) 442-3610

MassHire Downtown Boston Career Center
75 Federal Street, Third Floor
Boston, MA 02110
(617) 399-3100, 800-436-WORK (9675)

MassHire Metro North Career Centers
186 Alewife Brook Parkway, Suite 310
Cambridge, MA 02138
(617) 661-7867

(affiliated limited services)*
4 Gerrish Avenue
Chelsea, MA 02150
(617) 884-4333
100 TradeCenter, Suite G-100
Woburn, MA 01801
(781) 932-5500

MassHire Framingham Career Center
39 Grant Street
Framingham, MA 01702
(508) 861-7993

MassHire Norwood Career Center
128 Carnegie Row, Suite 109
Norwood, MA 02062
(781) 269-5494

Northeastern Massachusetts
MassHire Merrimack Valley Career Center
160 Merrimack Street, Suite 209
Haverhill, MA 01830
(978) 519-3762
420 Common Street, Second Floor
Lawrence MA 01840
(978) 722-7000

MassHire Lowell Career Center
107 Merrimack Street
Lowell, MA 01852
(978) 458-2503, TTY #: (978) 805-4915

MassHire Lowell Young Adult Career Center**
115 Merrimack Street
Lowell, MA 01852
(978) 458-2503, TTY #: (978) 805-4915

Southeastern Massachusetts
MassHire Cape & Islands Career Center
372 North Street
Hyannis, MA 02601
(508) 771-JOBS (5627), TTY #: (508) 862-6102

MassHire Greater Brockton Career Center
34 School Street,
Brockton, MA 02301
(508) 513-3400

MassHire Greater Brockton YouthWorks**
34 School Street, Lower Level
Brockton, MA 02301
(508) 984-9800

MassHire Fall River Career Center
446 North Main Street
Fall River, MA 02720
(508) 730-5000

MassHire Youth Connections**
139 South Main Street
Fall River, MA 02720
(508) 675-9245

MassHire Greater New Bedford Career Center
25 Elm Street
New Bedford, MA 02740
(508) 990-4000

MassHire Taunton Career Center
72 School Street
Taunton, MA 02780
(508) 977-1400

Western Massachusetts
MassHire Franklin Hampshire Career Centers
101 Munson Street, Suite 210
Greenfield, MA 01301
(413) 774-4361, TTY #: (413) 772-2174

MassHire Holyoke Career Center
850 High Street
Holyoke, MA 01040
(413) 399-3100, 800-436-WORK (9675)

MassHire Berkshire Career Center
160 North Street
Pittsfield, MA 01201
(413) 499-2220, TTY #: (413) 499-7306

MassHire Springfield Career Center
95 Liberty Street, Third Floor
Springfield, MA 01103
(413) 858-2800, TTY #: (413) 858-2800

MassHire North Central Career Center
100 Erdman Way
Leominster, MA 01453
(978) 534-1481, TTY #: (978) 534-1657

MassHire Southbridge Career Center
14 Mechanic Street, Suite 330
Southbridge, MA 01550
(508) 765-6430, TTY #: (508) 765-6437

MassHire Worcester Career Center
554 Main Street, Suite 300
Worcester, MA 01608
(508) 799-1600

MassHire North Shore Career Centers
70 Washington Street, First Floor
Salem, Massachusetts 01970
(978) 825-7200

(affiliated limited services)*
North Shore Community College
300 Broad Street, LE-102
Lynn, MA 01901
(781) 691-7450

MassHire North Shore Youth Career Center**
North Shore Community College
300 Broad Street, LE-139
Lynn, Massachusetts 01901
(781) 691-7435

MarHire South Shore Career Centers
1515 Hancock Street
Quincy, MA 02169
(617) 745-4000

MassHire South Shore Career Centers
14 Mechanic Street, Suite 330
Southbridge, MA 01550
(508) 765-6430, TTY #: (508) 765-6437

MassHire Worcester Career Center
554 Main Street, Suite 300
Worcester, MA 01608
(508) 799-1600

Visit a MassHire Career Center for:

→ Job search assistance;
→ Career planning information;
→ Workshops on job search techniques including interviewing, networking, and resume writing; → Data on the current statewide and local job market; and
→ Resources to help you find the right training opportunities;
→ Tools to help you conduct an effective job search.

*Affiliated limited services - Contact the career center for hours of operation and services available.
**Youth-specific Career Center - For access to unemployment insurance assistance, please contact a full-service MassHire Career Center.
Domestic violence programs

If you are a victim of abuse, you are not alone.

There's more help available to you (and your children) than ever before. You, and only you, can make the decision to change or permanently end the abusive relationship you endure on a daily basis. No one deserves to be abused. Listed below are numerous domestic violence programs available across Massachusetts.

If you or someone you know is in immediate danger or is in an emergency, please call 9-1-1.

Nationwide

SafeLink (877) 785-2020 (toll-free)
SafeLink TTY (877) 521-2601
National Domestic Violence Hotline (800) 799-7233
National Sexual Assault Hotline (800) 656-4673

Statewide Organizations

Our Deaf Sister's Center (603) 665-8124 (TTY)
(877) 785-2020
SafeLink - Statewide Domestic Violence (877) 521-2601
Transitional Living Programs

Alternative House    Lowell    (978) 446-1248
Casa Myrna Vazquez  Boston    (800) 992-2600
Elizabeth Stone House Boston    (617) 427-9801 x409
Second Step         Newton    (617) 965-3999
Turning Point        Amesbury  (978) 388-6600
The Women            Boston    (617) 536-5651
YWCA of Western MA  Northampton (413) 586-6807
New Hope             South Central MA (508) 226-4588 (978) 688-2645
YWCA of Lawrence    Lawrence  (978) 686-8840 (TTY) (617) 471-1234
DOVE                 Quincy    (617) 770-4065
Transition House    Cambridge (617) 491-6050

LGBTQ-specific Programs

Violence Recovery Program Boston    (617) 927-6250
The Network/La Red    Boston    (617) 742-4911

Greater Boston Area
<table>
<thead>
<tr>
<th>Organization</th>
<th>Location</th>
<th>Phone Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Asian Task Force Against Domestic</td>
<td>Boston</td>
<td>(617) 338-2355</td>
</tr>
<tr>
<td>Violence</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Casa Myrna Vazquez</td>
<td>Boston</td>
<td>(617) 521-0100</td>
</tr>
<tr>
<td>Elizabeth Stone House</td>
<td>Jamaica Plain</td>
<td>(617) 522-3417</td>
</tr>
<tr>
<td>FINEX House</td>
<td></td>
<td></td>
</tr>
<tr>
<td>HarborCov</td>
<td>Chelsea</td>
<td>(617) 884-9909</td>
</tr>
<tr>
<td>REACH</td>
<td>Waltham</td>
<td>(800) 899-4000</td>
</tr>
<tr>
<td>Renewal House</td>
<td>Boston</td>
<td>(617) 566-6881</td>
</tr>
<tr>
<td>RESPOND</td>
<td>Somerville</td>
<td>(617) 623-5900</td>
</tr>
<tr>
<td>Transition House</td>
<td>Cambridge</td>
<td>(617) 661-7203</td>
</tr>
</tbody>
</table>

**Southeastern Massachusetts**

<table>
<thead>
<tr>
<th>Organization</th>
<th>Location</th>
<th>Phone Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>A Safe Place</td>
<td>Nantucket</td>
<td>(508) 228-0561</td>
</tr>
<tr>
<td>Brockton Family and Community Resources</td>
<td>Brockton</td>
<td>(508) 583-6498</td>
</tr>
<tr>
<td></td>
<td></td>
<td>(TTY)</td>
</tr>
<tr>
<td>Cape Cod Center for Women</td>
<td>North Falmouth</td>
<td>(774) 763-2222</td>
</tr>
<tr>
<td>Organization</td>
<td>Location</td>
<td>Phone Numbers</td>
</tr>
<tr>
<td>------------------------------</td>
<td>------------------</td>
<td>------------------------</td>
</tr>
<tr>
<td>DOVE</td>
<td>South Shore</td>
<td>(617) 471-1234</td>
</tr>
<tr>
<td></td>
<td></td>
<td>(617) 770-4065</td>
</tr>
<tr>
<td></td>
<td></td>
<td>(800) 439-6507</td>
</tr>
<tr>
<td>Independence House</td>
<td>Hyannis</td>
<td>(508) 771-6782 (TTY)</td>
</tr>
<tr>
<td>New Hope</td>
<td>Attleboro</td>
<td>(800) 323-4673</td>
</tr>
<tr>
<td>South Shore Women's Center</td>
<td>Plymouth</td>
<td>(508) 746-2554</td>
</tr>
<tr>
<td>Stanley Street Women's Center</td>
<td>Fall River</td>
<td>(888) 746-2664</td>
</tr>
<tr>
<td>(SSTR)</td>
<td></td>
<td>(508) 675-0087</td>
</tr>
<tr>
<td>Health Imperatives</td>
<td>Brockton</td>
<td>(508) 673-3328 (TTY)</td>
</tr>
<tr>
<td></td>
<td></td>
<td>(508) 583-3005</td>
</tr>
<tr>
<td>Women's Support Services</td>
<td>Vineyard Haven</td>
<td>(508) 696-7233</td>
</tr>
<tr>
<td></td>
<td></td>
<td>(508) 693-7900</td>
</tr>
</tbody>
</table>

**Northeastern Massachusetts**

<table>
<thead>
<tr>
<th>Organization</th>
<th>Location</th>
<th>Phone Numbers</th>
</tr>
</thead>
<tbody>
<tr>
<td>Alternative House</td>
<td>Lowell</td>
<td>(888) 291-6228</td>
</tr>
<tr>
<td>Help for Abused Women and their Children (HAWC)</td>
<td>Salem</td>
<td>(978) 454-1436</td>
</tr>
<tr>
<td></td>
<td></td>
<td>(800) 547-1649</td>
</tr>
<tr>
<td>Supportive Care</td>
<td>Haverhill</td>
<td>(978) 744-6841</td>
</tr>
<tr>
<td></td>
<td>Lawrence</td>
<td>(978) 686-1300</td>
</tr>
<tr>
<td></td>
<td></td>
<td>(800) 691-3947</td>
</tr>
</tbody>
</table>
.Jeanne Geiger Crisis Center
Women's Resource Center

YMCA of Greater Lawrence

Newburyport (978) 388-1888
Haverhill (978) 373-4041
Lawrence (978) 682-3039
(978) 685-2480

Central Massachusetts

Battered Women's Resources Leominster (978) 537-8601
Daybreak Worcester (508) 755-9030
Voices Against Violence Framingham (508) 686-8686 (TTY)
(800) 593-1125

Western Massachusetts

Elizabeth Freeman Center Pittsfield (866) 401-2425
Safe Passage Northampton (413) 586-5066
N.E.L.C.W.I.T. Greenfield (413) 772-0806
(413) 536-1628

Womanshelter/Companeras Holyoke (877) 536-1628
YWCA - Arch Springfield (800) 796-8711
YCA - New Beginnings Westfield (800) 479-6245
BOSTON, YOU DESERVE ALL THE CREDIT!

Get your taxes done for free!

MAXIMIZE YOUR REFUND
Get all the tax credits available to you, even if you have no income

FINANCIAL EDUCATION AVAILABLE
Build your credit, learn how to open a bank account, and purchase a savings bond

ALL ARE WELCOME
File with your ITIN

Check if you are eligible, visit or call;
Boston.Gov/Tax-Help | 617.635.4500

CITY of BOSTON

BOSTON TAX HELP COALITION
MAKE SURE TO HAVE:

- Non-expired Photo ID required
- Social Security card or Individual Taxpayer ID Letter (ITIN) for you, your dependents and/or your spouse
- A copy of last year’s tax return (Not Required)
- All 1099 forms: 1099-G (unemployment), 1099-R (pension payments), 1099-INT (bank interest), 1099-SSA (Social Security), 1099 or self-employment
- W2 forms from all jobs in 2023
- Bank-issued printed account and routing numbers to direct deposit your tax refund into your account
- Proof of health insurance (Health insurance cards, MA plans, deductible proof or other proof)
- Total child care expenses in 2023, and child care provider’s name, address, and Employer Identification Number (EIN) or Social Security Number (SSN)
- All 1098-T forms (tuition payments), college statements, receipts for materials
- Total student loan interest paid (1098-E) or lender statement
- Proof of all rent paid in 2023
- Proof of ANY deductible out of pocket expenses (annual BWSC, charitable receipts, property taxes)
- Any mail from the MA Department of Revenue and/or any mail from the IRS
- *Taxpayers who have received or expect to receive health insurance credits need to bring proof of ALL household income.

ONLINE SERVICES
Have your documents ready to upload

BOSTON TAX HELP CENTRAL
Boston.Gov/Tax-Help

APPOINTMENT, DROP OFF AND IN-PERSON SERVICES, CALL TO CONFIRM

Masks may be required at drop-off locations

1199 SEIU QUINCY
108 Myrtle Street #4
Quincy, MA 02171
877-409-1199

ABCD ALLSTON BRIGHTON NOC
640 Washington Street, Suite 202,
Brighton, MA 02135
617-903-3640

ABCD DORCHESTER NSC
110 Claybourne Street
Dorchester, MA 02124
617-288-2700

ABCD EAST BOSTON APAC
21 Meridian Street
East Boston, MA 02128
617-567-8837

ABCD MATTAPAN FSC
535 River Street
Mattapan, MA 02126
617-298-2045

ABCD NORTH END/WEST END
1 Michelangelo Street
North End, MA 02113
617-523-8125

ABCD PARKER HILL/FENWAY
74 Parker Street
 Roxbury, MA 02120
617-445-6000

ABCD ROBERT M. COARD BUILDING
178 Tremont St
Boston, MA 02111
617-348-6329

ABCD ROSLINDALE
188 Corinthis Street
Roslindale, MA 02131
617-477-3768

ABCD ROXBURY / NORTH DORCHESTER NOC
565 Warren Street
Boston, MA 02121
617-442-5900

ABCD SOUTH BOSTON APAC
424 West Broadway Street
South Boston, MA 02127
617-269-5160

ABCD SOUTH END NSC
544 Columbus Avenue
South End, MA 02118
617-267-7400

BRIGHTON BRANCH OF THE BOSTON PUBLIC LIBRARY
40 Academy Hill Road
Brighton, MA 02135
617-838-8089 | VITA@cfmp.us

BROOKLINE HOUSING AUTHORITY
617-838-8089 | VITA@cfmp.us

CENTER FOR WORKING FAMILIES
7 Palmer Street, 2nd Floor
Roxbury, MA 02119
617-514-0897

CHINATOWN MAIN STREETS
China Trade Center
2 Boylston Street
Boston, MA
617-350-6303
boscmsinformation@gmail.com

CODMAN SQUARE BRANCH OF THE BOSTON PUBLIC LIBRARY
690 Washington Street
Dorchester, MA 02124
617-838-8089 | VITA@cfmp.us

CODMAN SQUARE HEALTH CENTER
450 Washington Street
Dorchester, MA 02124
617-825-9660

COPELEY SQUARE LIBRARY
700 Boylston Street
Boston, MA 02116
617-838-8089 | VITA@cfmp.us

DOTHOUSE HEALTH CENTER
1520 Dorchester Avenue
Dorchester, MA 02122
617-288-3230

FIELDS CORNER BRANCH OF THE BOSTON PUBLIC LIBRARY
1520 Dorchester Avenue
Dorchester, MA 02122
617-838-8089 | VITA@cfmp.us

HARVARD VITA AT CAMBRIDGE PUBLIC LIBRARY
449 Broadway
Cambridge, MA 02138
617-390-2555
harvardvita@law.harvard.edu

JEWISH VOCATIONAL SERVICES
75 Federal Street
Boston, MA 02110
freetaxhelp.us/appt/-/jvs
617-399-3235

JOSEPHINE A. FIORENTINO COMMUNITY CENTER
123 Antwerp Street
Brighton, MA 02135
617-838-8089 | VITA@cfmp.us

JUST-A-START
402 Rindge Avenue
Cambridge, MA 02140
617-918-7525

LEGAL SERVICES CENTER, HARVARD LAW SCHOOL
122 Boylston Street
Jamaica Plain, MA 02130
617-390-2555
harvardvita@law.harvard.edu

LOWER MILLS BRANCH OF THE BOSTON PUBLIC LIBRARY
4246 Washington Street
Roslindale, MA 02131
617-838-8089 | VITA@cfmp.us

ROSLINDALE BRANCH OF THE BOSTON PUBLIC LIBRARY
4246 Washington Street
Roslindale, MA 02131
617-838-8089 | VITA@cfmp.us

SOUTH BOSTON BRANCH OF THE BOSTON PUBLIC LIBRARY
646 East Broadway
South Boston, MA 02127
617-838-8089 | VITA@cfmp.us

STREETCRED AT BOSTON MEDICAL CENTER
801 Massachusetts Avenue, 7th Floor
Roxbury, MA 02119
617-414-5170 | bmc@mystreetcred.org
Priority to BMC Pediatric Patients and their families

URBAN EDGE
1542 Columbus Avenue
Roxbury, MA 02119
617-998-9323
FreeTaxPrep@UrbanEdge.org
If you’re struggling, call us.
If you want to build a better life, reach out.

ABCD is Greater Boston’s antipoverty agency. We offer more than 50 programs providing access to resources, skills, and opportunity – at no cost to those who qualify.

WE’LL PUT YOU IN TOUCH WITH A BROAD RANGE OF ABCD PROGRAMS INCLUDING:

- Food, clothing & heating assistance
- Early education and childcare
- Alternative high schools and youth programs
- Career training
- Reproductive and sexual health
- Housing services
- Immigration services
- Elder programs – and more

CONTACT ABCD CONNECT TODAY

617.348.6329
abcdconnect@bostonabcd.org
ABCD Neighborhood Locations
bostonabcd.org/abcdconnect

Help is available in all languages. Please do not send personal documents via email.
Can’t afford enough food? Let’s chat.

CALL: 1 (800) 645-8333

Hotline Hours  Mon-Fri: 8am-7pm  Sat: 10am-2pm

No matter what you’re going through, we understand that food is a must. We want to help you. PROJECT BREAD can connect you to programs that will help you afford groceries and put food on the table. Always free & confidential for all Massachusetts residents, our counselors are ready to assist callers in 180 languages.

SNAP (Supplemental Nutrition Assistance Program)

SNAP is a federal nutrition program that provides monthly financial assistance for groceries. Could you be eligible? Find out today and get help applying.

Free Meals for Kids & Teens

All children ages 0-18, and in some locations up to age 21, can receive free meals for pickup at hundreds of locations around the state. No registration or I.D. is required. Find a free meal site near you.

Food Pantries

If you need food right now, we can direct you to emergency food programs near you, including food pantries and meal programs.

Referrals to Additional Resources

We can help you find additional support, including referrals to WIC (a federal nutrition program for Women, Infants, and Children), housing, and utility assistance.

Call today or learn more at projectbread.org/gettohelp
Project Bread’s
FoodSource Hotline

What is the FoodSource Hotline?
The FoodSource Hotline is an information and referral service operated by Project Bread. Its purpose is to connect people in need to a variety of food resources. It is open Monday through Friday, 8:00 a.m. to 5:00 p.m., and Saturday from 9:00 a.m. to 1:00 p.m.

What services does the FoodSource Hotline provide?
- Referrals to emergency food pantries and meal programs.
- Information about the Food Stamp Program.
- Screening for Food Stamp eligibility.
- Available list of Food Stamp application assistance sites.
- Food Stamp technical assistance for problem cases.
- Referrals to school breakfast programs for children.
- Listings of Summer Food Program sites for children (summer only).
- Information on congregate meal sites and meals-on-wheels for the elderly.
- Information on the Special Supplemental Food Program for Women, Infants and Children (WIC).
- Referrals to Fair Foods $1 a bag sites, SERVE New England sites, salvage food distribution sites, and other programs that supply food at little or no cost.
- Referrals to other helpful resources such as fuel assistance, health care, childcare, etc.

Who calls the FoodSource Hotline?
Over 2,600 people call the FoodSource Hotline each month. Callers come from every corner of Massachusetts and from all walks of life. More than 50% of callers are families with children. Many callers are working at low wages and others are on fixed incomes such as elder or disability pensions. All are having a hard time making ends meet.

Why a FoodSource Hotline?
In spite of reports of increased employment, many of the new jobs pay low wages, are temporary or part-time and are without benefits. Therefore, hunger and poverty continue to grow in the Commonwealth. With the rising energy prices, many households face the dilemma of choosing between heating and eating. But often families and individuals are not aware that resources exist to help them through these difficult times. With assistance from the FoodSource Hotline, people can gain access to programs that will meet their basic nutritional needs.

CALL TODAY:

Project Bread
FoodSource Hotline
1-800-645-8333
TTY: 1-800-377-1292
la FoodSource Hotline de
Project Bread

¿Qué es la FoodSource Hotline?
La FoodSource Hotline es una línea de ayuda de Project Bread que ofrece información y referidas para conectar la comunidad con una variedad de recursos de alimentos. Nuestro horario es de lunes a viernes de 8 a 5 y sábados de 9 a 1.

¿Cuáles servicios ofrece la FoodSource Hotline?
- Referidas a food pantries (dan paquetes de comida gratis) y soup kitchens (ofrecen comidas calientes).
- Información sobre el Programa de Cupones de Alimentos.
- Pruebas de elegibilidad para los Cupones de Alimentos.
- Una lista de sitios que ayudan con la aplicación.
- Asistencia técnica con casos problemáticos.
- Referidas a programas de desayuno en la escuela.
- Una lista de programas de alimentación para niños durante el verano.
- Información sobre los sitios que les dan comidas calientes o entregadas a la casa a los envejecientes.
- Información sobre WIC (el programa suplemental de alimentación para Mujeres, Infantes y Niños).
- Referidas para el programa de Fair Foods (una bolsa por un dólar), para sitios de distribución de SERVE New England, así como para otros programas de bajo costo o gratis.
- También, referidas para asistencia de energía, seguros médicos, cuidado de niños, etc.

¿Quiénes llaman a la FoodSource Hotline?
Más de 2.600 personas llaman la FoodSource Hotline cada mes, y son de toda parte de Massachusetts y de toda clase de gente. Más de 50% de llamantes son familias con niños, y muchos tienen bajos ingresos o ingresos fijos de beneficios de incapacitados o envejecientes.
A todos les cuesta llegar a fin de mes.

¿Por qué una FoodSource Hotline?
La hambre y la pobreza siguen en Massachusetts a pesar de que más personas estén trabajando; muchos de los nuevos puestos ofrecen bajos ingresos, son temporales, de medio tiempo o vienen sin beneficios. Como ha aumentado el costo de energía, les cuesta a muchos hogares pagar las utilidades así como alimentarse. Muchas veces, no conocen los recursos que les puedan apoyar durante estos momentos difíciles. Al hablar con un/a consejero/a de la FoodSource Hotline, uno/a se pondrá en contacto con los programas que cumplen con sus necesidades nutritivas.

LLAME HOY:

Project Bread
FoodSource Hotline
1-800-645-8333
TTY: 1-800-377-1292
How do I find a good HIV doctor?

Talk with Friends, Family & Community:
There are lots of ways to get information about doctors in your area who specialize in HIV and AIDS medical care. Many people prefer to start the process by talking to friends, family members, and other people they trust for direct referrals to specific providers, hospitals, or health care centers. If you know other people living with HIV, you may ask them who their doctor is and whether or not they have been happy with their medical care. If you’ve just moved to a new area and aren’t familiar with local medical resources, you have a few other options:

Call Local Hospitals
The best hospitals for HIV care are often located in urban centers, and are usually affiliated with a major medical school as a “teaching hospital.” If you decide to call a specific hospital, ask for the “Infectious Disease Department” or “ID”. When you reach them, ask to speak with a receptionist or office manager in the department who handles outpatient care. Remember that you can make these calls without giving anyone your name. When you reach someone, let them know you are looking for a new doctor, and you are wondering if there are any physicians in the practice who specialize in HIV/AIDS care. You may also want to tell the person what your health insurance plan is to confirm that the doctors there will accept your insurance. Ask for the doctors’ names and availability. You may be directed to another department in the hospital if you want specific information about a doctor’s credentials.

Contact your Health Insurance Provider
Most people get pretty nervous when they think about consulting their insurer about HIV care, because insurance companies know that HIV is an expensive condition. However, if you plan to use your insurance to cover your HIV-related medical care, they will discover your condition eventually. Insurance companies may have restrictions on HIV related medical care, drugs, and tests, but they also have up to date information about physicians in their group who specialize in HIV/AIDS care. You can call your insurance company without giving them your name, and ask for a list of their providers who treat patients with HIV. You can also ask for specifics about doctors’ credentials and HIV experience, since insurers often keep this information in their files.

Consult local AIDS Service Organizations (ASOs)
Although ASOs will rarely give direct medical referrals, they may be able to provide information about which local hospitals and health care centers serve their HIV positive clients. Many ASOs sponsor support groups and educational forums, which can be a great way to meet other people living with HIV, and talk to them about out where they get their medical care. Some ASOs provide a listing of local clinical trial sites as well, which can give you a sense of which area hospitals and doctors are on the cutting edge of HIV/AIDS care, and then you can contact those sites on your own.

Go Right to the Top
If you already have a physician, or have a list of a few possibilities, you can call The American Board of Medical Specialties at (800) 776-CERT, to find out if the doctor has a specialty in infectious disease or HIV/AIDS care. In Massachusetts, you can also call the State Board of Registration in Medicine, Profile Department at (800)377-0550. If you don’t have the names of any doctors yet, and are trying to get a list of HIV providers in your area, you can contact The Massachusetts Medical Society Referral Line at (800) 843-6356. They have the capacity to provide a listing of “Infectious Disease” doctors in the state of Massachusetts, but are unable to break down the list by a particular HIV speciality. Their listings are also restricted to only those Massachusetts doctors who have chosen to be members of the Massachusetts Medical Society.

It is also important to remember that some of the best HIV doctors may not necessarily be certified as “specialists,” although specialists should be the most up to date and highly skilled in HIV/AIDS care.