

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:

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Most Important:

- **Metro Housing** (<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.ocd.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/>): 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>): 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/>): 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/>): 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/>): 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](#)): 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/>): 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/>): 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>): earn money back for fresh fruit and vegetable purchases.
- **SNAP** (<https://dtaconnect.eohhs.mass.gov/>)
- **Abundance** ([Home | Abundance \(abundanceboston.com\)](#)): app to find accessible, free, or low-cost food around Boston.
- **The Daily Table** (<https://www.dailytable.org/>): discounted food market.
- **Double Up America** (<https://doubleupamerica.org/>): matches SNAP or dollars spent on fresh fruit and vegetables.
- **Fair Foods** (<https://www.fairfoods.org/>): \$2 bag of produce, varying hours.
- **Project Bread** (<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.
- **Women, Infants, & Children Nutrition program** (<https://www.mass.gov/orgs/women-infants-children-nutrition-program>): provides healthy foods, nutrition education, breastfeeding support, and referrals to healthcare and other services.
- **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>): 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://masslrf.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>): free legal advice for the day.
- **Committee for Public Counsel Services** (<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>): 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/>): provides civil legal services to victims of crime.
- **Mass Legal Help** (<https://www.masslegalhelp.org/>): free, practical information about your legal rights in Mass.
- **Greater Boston Legal Services** (<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>): get lawyer referral services and information at Housing Court.
- **Volunteer Lawyers Project** (<https://vlpnet.org/>): call 617-603-1700 for free civil legal assistance.

Rental Assistance:

- **Neighborhood of Affordable Housing** (<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>): 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>)
- **JRI** (<https://jri.org/services/health-and-housing/housing>)

- **Catholic Charities** (<https://www.catholiccharitiesusa.org/what-we-do/affordable-housing/#healthy-housing-initiative>)
- **HomeBASE** (<https://www.mass.gov/info-details/homebase>): helps families who are eligible for EA Emergency Family Shelter find stable 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.
- **Heating System Repair and Replacement Program** (<https://www.mass.gov/info-details/heating-system-repair-replacement-program-heartwap>): provides emergency heating system repair and replacement services to low-income households.
- **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.
- **National Grid** (<https://www.nationalgridus.com/Discount-Rate-App-MA>): link for discounted rate.
- **No-Cost Home Energy Assessment** (<https://www.masssave.com/en/community-first/boston>): free home energy assessment and energy-saving upgrades to qualifying individuals.
- **Salvation Army – The Massachusetts Good Neighbor Energy Fund** (<http://www.magoodneighbor.org/assistance.html>): provides 1 time grant to assist with temporary financial difficulty.
- **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/>)
- **Shelters for Families with Children** (<https://mahomeless.org/family-shelters/>)
- **Boston Public Health Commission – Homeless Services** (<https://www.boston.gov/government/cabinets/boston-public-health-commission/homeless-services>): provides emergency shelter, social services, and housing search services to Boston’s homeless citizens. *Call 617-534-5395.*
- **Homeless Shelters Directory** (<https://www.homelessshelterdirectory.org/state/massachusetts>)
- **EA Emergency Family Shelter** (<https://www.mass.gov/how-to/apply-for-ea-emergency-family-shelter>): emergency shelter for families with children under 21.
- **Pinn Street Inn** (<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>): offers courses on fundamental digital skills.
- **Boston Public Library** (<https://www.bpl.org/computer-classes/>): offers free wireless internet and computer use for the public and offers free computer classes.
- **XFINITY - Internet Essentials** (<https://www.xfinity.com/learn/internet-service/internet-essentials>): provides low-cost internet.
- **Verizon Forward** (<https://www.verizon.com/discounts/verizon-forward/>): low-cost home internet.
- **PCs for People** (<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?
 - o 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>
 - o 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/>): This is a helpful website to find low-income housing and to find information on housing voucher waitlists. A lot of the properties are waitlists.
- Apartments.com (<https://www.apartments.com/boston-ma/>): You can choose, under the “Specialty Housing” tab, to only show Low Income/Income Restricted properties.
- Zillow (<https://www.zillow.com/>): Utilize the “Income Restricted” button and filter by your maximum price.
- Rent.com (<https://www.rent.com/>): Filter using the “Income Restricted” tab or utilizing the max price button.
- Apartment Finder (<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/>): You can filter under the “Specialties” section for Income Restricted properties.
- Winn Companies (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.

CITY OF BOSTON ONLINE GUIDES

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

OFFICE OF HOUSING STABILITY

CITY OF BOSTON'S RENTING IN BOSTON GUIDE



City of Boston
Mayor Martin J. Walsh



NEIGHBORHOOD
DEVELOPMENT

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.



REASONABLE ACCESS

Your landlord can enter to inspect the unit, make repairs, and show the unit to prospective tenants. The landlord should provide at least one day's notice and attempt to arrange a convenient time to access the unit.

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.



EVICTON

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.

Protections	Overview of requirements and documentation you need to provide to your utility for these protections
Elderly	<ul style="list-style-type: none"> • All household members must be 65 years of age, except for minor children in the care of the elderly • Household must notify the utility company • NO proof of financial hardship is required
Serious Illness	<ul style="list-style-type: none"> • Must show that the customer or family member is seriously ill by submitting a letter from a doctor, nurse practitioner or physician's assistant • Serious illness must be renewed every 90 days, chronic illness must be renewed every 180 days • Must receive Fuel Assistance, be on the discount rate or document financial hardship to utility
Infant	<ul style="list-style-type: none"> • An infant under the age of 12 months must be living in the household • Birth certificate or other reasonable proof must be submitted to the utility • Must receive Fuel Assistance, be on the discount rate or document financial hardship to utility
Cromwell Waiver	<ul style="list-style-type: none"> • This waives denial of service at a new location for any unpaid balances from a previous address. Client <i>must</i> arrange a payment plan for any unpaid balances in order to receive waiver
Winter Moratorium	<ul style="list-style-type: none"> • Applies to gas (if used to heat) or electricity (if used to operate furnace, boiler, thermostats or heating controls) • In effect from November 15th to March 15th unless extended by Mass. Dept. of Public Utilities • Must receive Fuel Assistance or the discount rate or demonstrate financial hardship

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

Courtesy of: _____

Phone number: _____

Clothing Resources

AMERICAN FRIENDS SERVICE COMMITTEE MATERIAL ASSISTANCE PROGRAM

Phone: (617) 876-5312

5 Longfellow 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 Evereteze 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



DEPARTMENT OF CAREER SERVICES

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

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

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) 584-9800

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

MassHire South Shore Career Centers

1515 Hancock Street
Quincy, MA 02169
(617) 745-4000

Central Massachusetts

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

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) 532-4900, TTY #: (413) 535-3098

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

For more information about MassHire Career Centers, visit www.mass.gov/carecenters.

*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

Asian Task Force Against Domestic Violence	Boston	(617) 338-2355
Casa Myrna Vazquez	Boston	(617) 521-0100
Elizabeth Stone House	Jamaica Plain	(617) 522-3417
FINEX House	Jamaica Plain	(617) 288-1054
HarborCov	Chelsea	(617) 884-9909
REACH	Waltham	(800) 899-4000
Renewal House	Boston	(617) 566-6881
RESPOND	Somerville	(617) 623-5900
Transition House	Cambridge	(617) 661-7203

Southeastern Massachusetts

		(508) 228-0561
A Safe Place	Nantucket	(508) 228-7095 (TTY)
		(508) 583-6498
Brockton Family and Community Resources	Brockton	(508) 583-6498 (TTY)
Cape Cod Center for Women	North Falmouth	(774) 763-2222

DOVE	South Shore	(617) 471-1234
		(617) 770-4065
		(800) 439-6507
Independence House	Hyannis	(508) 771- 6782 (TTY)
New Hope	Attleboro	(800) 323-4673
		(508) 746-2554
South Shore Women's Center	Plymouth	(888) 746-2664
		(508) 675-0087
Stanley Street Women's Center (SSTR)	Fall River	(508) 673-3328 (TTY)
		(508) 583-3005
Health Imperatives	Brockton	
		(508) 696-7233
Women's Support Services	Vineyard Haven	(508) 693-7900

Northeastern Massachusetts

Alternative House	Lowell	(888) 291-6228
		(978) 454-1436
		(800) 547-1649
Help for Abused Women and their Children (HAWC)	Salem	(978) 744-6841
	Haverhill	(978) 686-1300
Supportive Care	Lawrence	(800) 691-3947

Jeanne Geiger Crisis Center	Newburyport	(978) 388-1888
	Haverhill	(978) 373-4041
Women's Resource Center	Lawrence	(978) 685-2480 (978) 682-3039
YMCA of Greater Lawrence	Lawrence	(877) 509-9922 (978) 686-8840 (TTY)

Central Massachusetts

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

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

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Check if you are eligible, visit or call;

Boston.Gov/Tax-Help | 617.635.4500

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
- If you received health insurance through the Health Insurance Marketplace, you must bring in a 1095-A.
- 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 1099-HC, and 1095-A. 1095-C if applicable) for taxpayer, spouse and all dependents*
- 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
617-567-8857

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

714 Parker Street
Roxbury, MA 02120
617-445-6000

ABCD ROBERT M. COARD BUILDING

178 Tremont St
Boston, MA 02111
617-348-6329

ABCD ROSLINDALE

18B Corinth 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

COPLEY SQUARE LIBRARY

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

DOTHOUSE HEALTH CENTER

1353 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

27 Richmond Street,
Dorchester, MA 02124
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
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- ✉️ abcdconnect@bostonabcd.org
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- 🌐 bostonabcd.org/abcdconnect

Help is available in all languages.

Please do not send personal documents via email.





**PROJECT
BREAD**



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/gethelp



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.