**Federal & State Resources**

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| **Food** | | |
| SNAP | (877) 382-2363  Information and online application:  <https://www.mass.gov/snap-benefits-formerly-food-stamps>  <https://dtaconnect.eohhs.mass.gov/>  To apply over the phone: 877-382-2363, press 7 | SNAP benefits can be used to purchase groceries for delivery from:   * Instacart (Aldi, Hannaford, Price Chopper, and Stop&Shop) * Stop&Shop * Walmart   Visit either website for quick eligibility check.  Community Action Agencies, Family Resource Centers, and Community Health Centers can help with applications. |
| Community Servings | Information and application:  <https://www.servings.org/meal-delivery/>  English/Spanish: 617.522.7777  Email: info@servings.org. | Statewide delivery of free, medically-tailored Home Delivered Meals.  3-month meal program for people who are COVID-positive or presumed positive, at high-risk for COVID-19, or are post-discharge due to COVID-19.   * Meal delivery starts in 1-2 weeks * Five days of food delivered weekly, for three months * Amount of food adjusted to serve the household, including children   Meal Types Include:   * Wellness- general healthy diet * Diabetic * Cardiac * Renal – Kidney and diabetic friendly * Children’s wellness * Vegetarian * Pescetarian * Mild – low in spice and acid * Soft * Low fiber * Low lactose * High calorie/ protein |
| Meals on Wheels | There are senior nutrition agencies located throughout Massachusetts. To find the closest agency:  (800) 243-4636.  <https://www.mass.gov/nutrition-program-for-seniors>  Or contact your regional Elder Services agency. | Congregate Meals:   * People age 60 or older and their spouses at any age. * People with disabilities under age 60 who live in elder housing facilities where congregate meals are served. * There is no income eligibility test required.   Home Delivered Meals:   * People age 60 or older. * Meet home delivered meal eligibility requirements. * Individuals with disabilities who live at home with their caregivers who are eligible seniors. |
| Project Bread | Information and resource lists  <https://www.projectbread.org/>  FoodSource Hotline 1.800.645.8333 | * FoodSource Hotline for food pantries and meal programs in 180 languages * List of holiday meal providers * School nutrition and Summer Lunches (June-August) |
| **Shelter** | | |
| Isolation and Recovery Center | Current Site:  Envision Hotel  1834 Revere Beach Pkwy  Everett, MA 02149  \*Transportation available  Intake Line: (617) 367-5150  Intake Hours:  Monday-Friday: 9:00-6:00  Saturday: 10:00-2:00  Sunday: No Intake | Admission Criteria:   * COVID-positive case OR under investigation with symptoms & pending test results, along with healthcare provider's note recommending isolation for presumed positive COVID-19 status; Independent in ADLs and able to provide own self-care   And   * Individuals that are experiencing homeless or housing instability (e.g. People who normally sleep at a shelter, on the street, **for whom home is unsafe due to violence**, or who do not have a permanent address)   OR   * Individuals in households making less than 400% of the Federal Poverty Level that include a household member that is high-risk (e.g. older adult, immunocompromised). * Residents of ALL cities & towns in MA eligible * Children can stay with parents * Free, round-trip transportation is available, request at intake * Meals, snacks, and medical monitoring provided |
| **Financial** | | |
| Paid family and medical leave (PFML) | Information and Application:  <https://www.mass.gov/info-details/paid-family-and-medical-leave-pfml-fact-sheet>  Department of Family and Medical Leave: (833) 344-7365 | Paid time off for family or medical reasons. Funded through employee and employer contributions, and separate from FMLA.  Most people who file a W-2 are eligible, including full-time, part-time, and seasonal employees. Self-employed can opt-in to make contributions and be eligible.  Process: Inform employer, complete online application, submit required documents. |
| COVID-19 Temporary Emergency Paid Sick Leave Program | Information for employees and employers and instructions on employer reimbursement  <https://www.mass.gov/info-details/covid-19-temporary-emergency-paid-sick-leave-program> | Provides for up to 40 hours paid time off when an employee or employee’s family member needs to:   * self-isolate and care for themself because they have been diagnosed with COVID-19; * get a medical diagnosis, care, or treatment for COVID-19 symptoms; OR * get or recover from a COVID-19 immunization   Employers receive reimbursement from the Commonwealth (see website). Employers may not require employees to use other types of available paid leave before they use COVID-19 emergency paid sick leave. |
| MA Unemployment Insurance (UI) | Application and Information:  <https://www.mass.gov/how-to/apply-for-unemployment-benefits>  Department of Unemployment Assistance Call Center:  (877) 626-6800 | To be eligible for Unemployment Insurance (UI) benefits, you must:   * Have earned at least: * $5,400 during the last 4 completed calendar quarters, and * 30 times the weekly benefit amount you would be eligible to collect * Be legally authorized to work in the U.S. * Be unemployed, or working significantly reduced hours, through no fault of your own * Be able and willing to begin suitable work without delay when offered   **Weekly eligibility requirements**  To qualify for benefits, each week, you must be:   * Physically able to work * Available to work * Actively looking for work (3 work search attempts) * You may also be required to register with a Career Center to complete mandatory seminars to remain eligible to receive unemployment benefits.   **Who is not eligible**  You may not be eligible for Unemployment Insurance (UI) benefits if your only source of employment is from working as:   * An employee of a non-profit or religious organization * A worker trainee in a program run by a nonprofit or public institution * A real estate broker or insurance agent who work only on commission * A consultant working independently * A student in a work-study program * An elected official * A government official in a policy-making and/or advisory position * A member of the legislative or judiciary body |
| **Health** | | |
| Crush COVID | <https://crushcovid.com/>  Phone number for English\* line:  1-877-332-6585  Phone number for Spanish line: 1-877-366-0310  \*The English language call center can connect to interpreter services for all languages | Crush COVID provides information, eligibility screening, and treatment locations for Monoclonal Antibody Therapy |
| Massachusetts Health Connector | Information and Application:  <https://www.mahix.org/individual/>  Phone:  1-877-MA-ENROLL/1-877-623-6765  Spanish line: 1-877-623-6765  For assistance with application:  <https://www.mahealthconnector.org/help-center> | State marketplace for health and dental insurance, including MassHealth  Information available in 10 languages  <https://www.mahealthconnector.org/help-center-answers/how-can-i-get-support-in-my-preferred-language>  Open Enrollment:  November 1, 2021 - January 23, 2022 |
| MassHealth | MassHealth Customer Service Center: (800) 841-2900  Information, Eligibility, and Application:  <https://www.mass.gov/topics/masshealth> | Medicaid and the Children’s Health Insurance Program (CHIP) |
| **Disability Support** | | |
| Home Care Assistance Program (HCAP)  Commonwealth of Massachusetts- Department of Health and Social Services | Information, eligibility check, and online application:  <https://www.mass.gov/home-care-assistance-program-under-60>  Toll-Free1-800-223-2559, press 3 | Home Care Assistance Includes:  Meal Preparation  Grocery Shopping  Medication Pick-Up  Laundry  Light Housekeeping    You are eligible if you:  Have a disabling condition which keeps you from doing one or more homemaking tasks  Require homemaking help to prevent hospitalization or institutionalization  Meet the MRC - HCAP financial guidelines  Live alone\* or with another adult relative or significant other with a disabling condition  Are between the ages of 18-59  Are not legally blind (Refer to MA Commission for the Blind, https://www.mass.gov/orgs/massachusetts-commission-for-the-blind)  Do not already have services through a comparable benefit such as a PCA |
| Centers for Independent Living (CILs) | <https://masilc.org/cils/>  Email: sadie@masilc.org  Phone (Voice/TTY): 508-620-7452 | CILs are a one-stop resource for people with disabilities, providing a variety of programs and services. In addition to providing these services, CILs contract with various partner agencies to provide and manage service needs.  Across the state, CILs services may include but are not limited to the following:   * Advocacy * Information and Referral * Assistive Technology * Employment Services * Counseling |
| **Intimate Parter Violence, Domestic Violence and Sexual Assault** | | |
| MA Safelink | **State Hotline: (877) 785-2020**  <https://www.mass.gov/info-details/massachusetts-safelink-resources>  Chat online: <http://casamyrna.org/chat/> | \*Primary Resource for Intimate Parter Violence, Domestic Violence and Sexual Assault \*   * State-wide, toll-free 24/7 hotline. * Advocates are bilingual in English and Spanish and have access to a service that can provide translation in more than 130 languages. * Support, safety planning, advocacy, shelter or anyone affected by domestic or dating violence |
| Isolation and Recovery Hotel | Current Site:  Envision Hotel  1834 Revere Beach Pkwy  Everett, MA 02149  \*Transportation available  Intake Line: (617) 367-5150  Intake Hours:  Monday-Friday: 9:00-6:00  Saturday: 10:00-2:00  Sunday: No Intake | Admission Criteria:   * COVID-positive case OR under investigation with symptoms & pending test results, along with healthcare provider's note recommending isolation for presumed positive COVID-19 status; Independent in ADLs and able to provide own self-care   And   * Individuals that are experiencing homeless or housing instability (e.g. People who normally sleep at a shelter, on the street, **for whom home is unsafe due to violence**, or who do not have a permanent address) * Residents of ALL cities & towns in MA eligible * Free, round-trip transportation is available, request at intake * Meals, snacks, and medical monitoring provided |
| National Domestic Violence Hotline | Hotline: 800-799-SAFE (7233)  Text "START" to 88788  Live chat at <https://www.thehotline.org/> | For anyone affected by domestic or dating violence   * Search for resources in other states * Support and information |
| National Sexual Assault Hotline | Hotline: 1-800-656-4673  Live chat: <https://hotline.rainn.org/online> | For anyone affected by sexual violence   * Search for resources in other states * Support and information |
| **Mental and Behavioral Health** | | |
| National Suicide Prevention Hotline | Hotline: 800-273-8255  Live chat: <https://suicidepreventionlifeline.org/chat/> | * Counselor support through 24-hr hotline * Information and resources for suicide prevention |
| Samaritans Statewide Suicide Hotline | Hotline: (877) 870-4673  <https://samaritanshope.org/get-help/feeling-suicidal/> | * Counselor support through 24-hr hotline * Information and resources for suicide prevention |
| The Trevor Project Hotline | Hotline: 1-866-488-7386  <https://www.thetrevorproject.org/>  Live text and chat | Mission: To end suicide among lesbian, gay, bisexual, transgender, queer  & questioning young people.   * Counselor support through 24-hr hotline * Information and resources for sexual orientation and gender identity |
| COPLINE  Hotline for law enforcement officers | 1-800-COPLINE 1-800-267-5463  https://www.copline.org/ | Support and information for active and retired law enforcement, and their family members  Staffed by trained and compassionate retired officers |
| Veterans Crisis Line, Texting, and Online Chat | 1-800-273-8255, press 1  Text: 838255  Online chat: <https://www.veteranscrisisline.net/>  TTY: Use your preferred relay service, or dial:  711 then 1-800-273-8255 | 24-hr crisis hotline for:   * All Veterans * All Service members * National Guard and Reserve * Their family members and friends |
| **Substance Use and Recovery** | | |
| Substance Abuse Helpline | 1-800-662-HELP (4357)  <https://www.samhsa.gov/find-help/national-helpline> | * This is **not** a counseling hotline * Substance use treatment referral and information service, 24-hr * Support available in English and Spanish |
| Free Digital Recovery Meetings by Unity Recovery | <https://unityrecovery.org/digital-recovery-meetings>  Phone: 267-748-2454 | Online recovery support groups available seven times daily, including:   * LGBTQ+ meetings * Womxn’s meetings * Meetings for family/loved ones * Pregnant and postpartum * Harm reduction |
| **Legal Aid** | | |
| COVID Eviction Legal Health Project | <https://evictionlegalhelp.org/> | Referrals, legal information, assistance and legal representation in court for COVID-related eviction cases |
| Mass Legal Help Online Resources | <https://www.masslegalhelp.org/>  COVID-specific protections: <https://www.masslegalhelp.org/covid-19> | Legal information, translatable into five languages.  Includes COVID-specific legal information on housing and eviction, restraining orders, and employment. |
| Massachusetts Legal Resource Finder | <https://masslrf.org/en/contact-us> | Search legal aid providers in the community |