

A Guide to State and Local  
Resources for Individuals in  
Need of Assistance

*Greater Milford Area*

Produced by

**The Offices of  
State Representative John V. Fernandes &  
State Senator Richard T. Moore**

September 2014

Dear Resident,

Whether you are looking for assistance to address a particular problem, or serving as a caregiver to someone in need, help is available.

In conjunction with the Milford Humanitarian Aid Summit that commenced in the spring of 2014, we are happy to present *A Guide to State and Local Services for Individuals in Need of Assistance: Greater Milford Area*.

This guidebook provides residents of Milford and surrounding towns with a concise and condensed listing of helpful programs, resources, and services that are offered through the state or based in our region. While there are many more valuable services and programs available in the Commonwealth, those listed in this document are a good place to start.

The public and private resources identified in this guidebook cover a number of areas, including: child care resources; assistance for persons with disabilities; food and nutrition; fuel assistance; health care; housing; mental health and substance abuse; services for senior citizens; transportation; veterans' programs; and more.

Included with the description of each program or resource is relevant contact information including a phone number and website, where available. If you do not have a computer, consider visiting your local public library to access the Internet.

In addition to consulting this guide, we encourage you to contact your elected or appointed officials at all levels of government with any questions or concerns you may have about available governmental and non-profit assistance.

If you have any further questions regarding the services outlined in this guide, or need additional assistance, please do not hesitate to contact the offices of either State Representative John Fernandes by calling 617-722-2220, or State Senator Richard Moore by calling 617-722-1420.

Sincerely,

**JOHN V. FERNANDES**  
State Representative  
10<sup>th</sup> Worcester District

**RICHARD T. MOORE**  
State Senator  
Worcester & Norfolk District

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## CHILD CARE RESOURCES AND PROGRAMS

### **Massachusetts Department of Early Education and Care**

The Massachusetts Department of Early Education and Care provides families with young children information regarding what child care options are available in their area.

*Phone: (617) 988-6600*

*Website: [www.mass.gov/edu/government/departments-and-boards/departments-of-early-education-and-care/](http://www.mass.gov/edu/government/departments-and-boards/departments-of-early-education-and-care/)*

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### **Milford Community Use Program**

The Milford Community School Use Program offers year-round recreational, educational and cultural program for children, teens and adults. Programs are open to both residents and non-residents. The Extended Day Program offers extended day care for students in grades Full Day K-7 from ALL Milford public schools and Milford Catholic Elementary School. Registrations are accepted on a first come, first serve basis.

*Phone: (508) 478-1119*

*Website: [www.mcs.milford.ma.us/index.html](http://www.mcs.milford.ma.us/index.html)*

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### **Milford Family and Community Network**

This organization serves children between birth and eight years old. It is a free and universal program that promotes physical, social, emotional, and cognitive development.

*Phone: (508) 634-2356*

*Website: [www.milfordfcn.com](http://www.milfordfcn.com)*

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### **Milford Youth Center**

The Milford Youth Center aims to provide a safe environment that promotes self-esteem, builds character, and fosters the notion of community and the importance of respecting and serving others. They offer an after school program as well as summer camp.

*Phone: (508) 473-1756*

*Website: [www.milfordyouthcenter.net](http://www.milfordyouthcenter.net)*

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## **Seven Hills Foundation**

The Child Care Resources (CCR) Program at Seven Hills provides resource and referral services that can assist families in locating affordable, quality child care programs. They also help educate families on the cost, quality, and availability of early education and out-of-school-time care.

*Phone: (508) 458-4509*

*Website: [www.sevenhills.org/programs/child-care-resources](http://www.sevenhills.org/programs/child-care-resources)*

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## DISABILITY ASSISTANCE

### **Disability Indicator Program**

This service alerts 9-1-1 emergency operators that an individual with a disability lives in your home and may have specific safety, communication, evacuation, or ambulance need in case of an emergency.

*Phone: (508) 634-2303*

*Website: [www.mass.gov/eopss/crime-prev-personal-sfty/report-emergency/e911/about-e911/disability-indicator-program.html](http://www.mass.gov/eopss/crime-prev-personal-sfty/report-emergency/e911/about-e911/disability-indicator-program.html)*

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### **DisabilityInfo.org**

This website helps people with disabilities, their families, and service providers find appropriate disability-related resources in Massachusetts.

*Phone: (800) 642-0249*

*Website: [www.disabilityinfo.org](http://www.disabilityinfo.org)*

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### **The Disability Law Center (DLC)**

The DLC provides legal advocacy regarding disability issues in order to promote the rights of people with disabilities. This organization also provides legal help with problems such as discrimination, abuse or neglect, or denial of services that are related to a person's disability.

*Phone: (800) 872-9992*

*Website: [www.dlc-ma.org](http://www.dlc-ma.org)*

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### **Easter Seals of Massachusetts**

Easter Seals is a non-profit organization dedicated to providing programs and services for individuals with disabilities through assistive technology, rehabilitative services, loan programs, and opportunities for young people.

*Phone: (800) 244-2756*

*Website: [www.easterseals.com/ma](http://www.easterseals.com/ma)*

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## **Selected Independent Living Centers**

Center for Living & Working (serving Milford, Mendon, and Hopedale) helps people with disabilities learn to live more independently.

*Phone: (800) 570-4020*

*Website: [www.centerlw.org](http://www.centerlw.org)*

The MetroWest Center for Independent Living (serving Medway) was created by people with disabilities seeking full integration into society. MWCIL empowers people with disabilities to utilize their skills so they can live independently and become a part of their communities.

*Phone: (508) 875-7853*

*Website: [www.mwcil.org](http://www.mwcil.org)*

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## **MassMATCH**

MassMATCH is a statewide program that helps Massachusetts residents with disabilities find, pay for, and use assistive technology, which can make a difference in their lives.

*Phone: (877) 508-3974*

*Website: [www.massmatch.org](http://www.massmatch.org)*

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## DOMESTIC VIOLENCE RESOURCES

### **GLBTQ Domestic Violence Project Hotline**

This telephone hotline is available for members of the GLBTQ community who are affected by domestic violence. Trained advocates are available 24 hours a day, 7 day a week.

*Phone: (800) 832-1901*

*Website: [www.glbtdvp.org](http://www.glbtdvp.org)*

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### **New Hope**

New Hope provides free and confidential help to individuals who have experienced in the past or are currently experiencing domestic violence and abuse. In addition, they provide help and support to survivors of rape, sexual assault, and child sexual abuse.

*Phone: (800) 323-4673*

*Website: [www.new-hope.org](http://www.new-hope.org)*

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### **SafeLink Domestic Violence Hotline**

Safelink is a statewide, 24 hours a day, 7 days a week toll-free hotline for anyone in Massachusetts who is affected by domestic violence and would like to speak to a trained advocate. All calls are free, confidential, and anonymous.

*Phone: (877) 785-2020*

*Website: [www.casamyrna.org/index.php/what-we-do/safelink-hotline](http://www.casamyrna.org/index.php/what-we-do/safelink-hotline)*

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### **Wayside Trauma Intervention Services, Milford**

Wayside has a variety of resources for domestic violence as well as sexual assault. They offer a toll-free 24 hour sexual assault hotline at (800) 511-5070. Services for survivors of interpersonal violence and their non-offending families include crisis intervention, individual, family and group counseling, safety planning and assistance with restraining orders, as well as referrals and resources tailored to individual needs.

*Phone: Domestic Violence: (508) 478-6888 ext. 135*

*Rape Crisis Center: (508) 478-6888 ext. 131*

*Website: [www.waysideyouth.org/trauma-intervention/](http://www.waysideyouth.org/trauma-intervention/)*

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## EMPLOYMENT

### **Department of Transitional Assistance: Employment Services Program**

The Department of Transitional Assistance offers programs to help residents find meaningful employment. Their primary goal is to assist clients in finding jobs, resolving barriers to employment and providing a way to self-sufficiency.

*Phone: (617) 348-8400*

*Website: [www.mass.gov/eohhs/consumer/jobs-training-education/job-help/](http://www.mass.gov/eohhs/consumer/jobs-training-education/job-help/)*

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### **Workforce Central: Milford**

Workforce Central strives to help people transition into new jobs. They offer a variety of services including trainings on how to obtain a job, support for taking the General Education Development (GED) test, and English as a Second Language (ESL) classes. Financial aid is available for those who qualify.

*Phone: (508) 478-4300*

*Website: <http://www.workforcecentralma.org>*

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## FOOD AND NUTRITION

### **Community Servings**

This non-profit organization prepares and delivers free nutritious meals for individuals and families who cannot cook for themselves because of a life-threatening illness.

*Phone: (617) 522-7777*

*Website: [www.servings.org](http://www.servings.org)*

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### **Daily Bread Food Pantry**

Located at 21 Exchange Street in Milford, the Daily Bread Food Pantry provides groceries to those who are in need.

*Phone: (508) 478-4225*

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### **Salvation Army – Milford**

Located at 29 Congress Street in Milford, the Milford Salvation Army offers a food pantry, in addition to other services.

*Phone: (508) 473-0786*

*Website: [www.SalvationArmyMA.org/Milford](http://www.SalvationArmyMA.org/Milford)*

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### **Project Bread**

Project Bread, through their FoodSource Hotline, works to enroll individuals facing hunger in state and federal nutrition programs and connect individuals to food resources within their communities.

*Phone: (800) 645-8333*

*Website: [www.projectbread.org](http://www.projectbread.org)*

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### **SNAP: Food Assistance**

SNAP is a government food stamp program designed to help low-income families buy food. Residents who are eligible to participate in SNAP include families with children, elders, and disabled individuals.

*Phone: (866) 950-3663*

*Website: [www.mass.gov/snap](http://www.mass.gov/snap)*

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### **Women, Infants and Children (WIC) Nutrition Program**

WIC is a food and nutrition program designed to assist mothers and young children with free healthy food and nutrition counseling.

*Phone: (800) 942-1007*

*Milford Office: (508) 634-8012*

*Website: [www.mass.gov/eohhs/consumer/basic-needs/food/wic](http://www.mass.gov/eohhs/consumer/basic-needs/food/wic)*

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### **Worcester County Food Bank**

The Worcester County Food Bank collects and distributes food supplies to 145 agencies in Central Massachusetts, which helps feed the hungry.

*Phone: (508) 842-3663*

*Website: [www.foodbank.org](http://www.foodbank.org)*

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## FUEL ASSISTANCE

### **Citizens Energy**

Citizens Energy offers the Natural Gas Heat Assistance Program to assist low-income families who need additional fuel assistance to keep up with their energy bills, in addition to other energy assistance services.

*Phone: (617) 338-6300*

*Website: [www.citizensenergy.com/assistance-programs](http://www.citizensenergy.com/assistance-programs)*

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### **Columbia Gas of Massachusetts**

Columbia Gas of Massachusetts provides fuel assistance and energy efficiency programs for households that are eligible based on their income. This financial assistance can help individuals and families pay winter heating bills.

*Phone: (508) 620-1230*

*Website: [www.ColumbiaGasMA.com](http://www.ColumbiaGasMA.com)*

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### **Good Neighbor Energy Fund**

The Good Neighbor fund assists residents when they are temporarily unable to cover the costs of their energy expenses. Energy assistance is available for those who are not eligible for state or federal assistance.

*Phone: (800) 334-3047*

*Website: [www.magoodneighbor.org](http://www.magoodneighbor.org)*

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### **Low Income Home Energy Assistance Program (LIHEAP)**

LIHEAP provides eligible households with help by paying a portion of their winter heating bills. First-time applicants must apply in person at the fuel assistance agency in their area.

*Phone: (800) 632-8175*

*Website: [www.mass.gov/hed/community/energy/low-income-home-energy-assistance-liheap.html](http://www.mass.gov/hed/community/energy/low-income-home-energy-assistance-liheap.html)*

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### **South Middlesex Opportunity Council (SMOC)**

SMOC administers the LIHEAP program from the Greater Milford area. Households receive assistance paid directly to their heating vendor. Eligibility is based on gross annual income and family size.

*Phone: (800) 286-6776*

*Website: [www.smoc.org/smoc-fuel-assistance.php](http://www.smoc.org/smoc-fuel-assistance.php)*

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### **Weatherization Assistance Program (WAP)**

WAP is a government-funded program to help low-income homeowners and renters lower their energy costs by making their homes more energy efficient. WAP installations are free.

*Phone: (800) 632-8175*

*Website: [www.mass.gov/hed/community/energy/weatherization-assistance-program-wap.html](http://www.mass.gov/hed/community/energy/weatherization-assistance-program-wap.html)*

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## HEALTH CARE

### **MassMedLine**

MassMedLine is a free service that provides prescription drug information and referral services for Massachusetts residents. There is no limit imposed on income to utilize their services. This is a public service project of the Massachusetts College of Pharmacy and Health Sciences in Worcester.

*Phone: (866) 633-1617*

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### **The Health Connector**

The Health Connector is Massachusetts' health insurance marketplace where individuals, families, and small businesses can shop among the state's health and dental insurance carriers and choose the right plan to meet their needs and budget.

*Phone: (877) 623-6765*

*Website: [www.mahealthconnector.org](http://www.mahealthconnector.org)*

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### **Health Helpline**

The Health Helpline provides information and assistance to people experiencing problems while navigating the healthcare system. Health counselors are available by telephone between 9:00 am and 5:00 pm Monday through Friday.

*Phone: (800) 272-4232*

*Website: [www.hcfama.org](http://www.hcfama.org)*

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### **Health Law Advocates (HLA)**

HLA is a public interest law firm that provides pro bono legal representation to low-income residents experiencing difficulty accessing or paying for medical services. HLA works to get people access to healthcare, particularly for those who are at risk due to factors such as race, gender, disability, age, or geographic location.

*Website: [www.healthlawadvocates.org](http://www.healthlawadvocates.org)*

*Phone: (617) 338-5241*

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## **MassHealth**

MassHealth is a public health insurance program for low-to-medium-income residents of Massachusetts. MassHealth offers a range of health-care services by paying for part or all of a member's health insurance, and medical providers for services given to members.

*Phone: (800) 841-2900*

*Website: [www.mass.gov/eohhs/gov/departments/masshealth](http://www.mass.gov/eohhs/gov/departments/masshealth)*

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## **Medicare Advocacy Project (MAP)**

MAP provides free legal advice and representation to elderly and disabled residents who have been wrongfully denied Medicare coverage. They offer the services of attorneys and paralegals as well as public education and training on Medicare issues.

*Phone: (855) 252-5342*

*Website: [www.MLAC.org/projects](http://www.MLAC.org/projects)*

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## **Prescription Advantage**

Prescription Advantage is a prescription drug insurance plan available to Massachusetts residents age 65 and older, as well as younger individuals with disabilities who meet income and employment guidelines.

*Phone: (800) 243-4636*

*Website: [www.mass.gov/elders/healthcare/prescription-advantage](http://www.mass.gov/elders/healthcare/prescription-advantage)*

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## **Serving the Health Insurance Needs of Everyone (SHINE)**

SHINE is a state health insurance assistance program that provides free information, counseling, and assistance to residents with Medicare and their caregivers.

*Phone: (800) 243-4636, Option 3*

*Website: [www.mass.gov/elders/healthcare/shine](http://www.mass.gov/elders/healthcare/shine)*

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## HOUSING

### **Attorney General's HomeCorps**

HomeCorps is a statewide foreclosure prevention and borrower support initiative operated by the Attorney General's Office. Program administrators provide services and advocacy for distressed borrowers in Massachusetts who are facing foreclosure.

*Phone: (617) 573-5333*

*Website: [www.mass.gov/ago/homecorps](http://www.mass.gov/ago/homecorps)*

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### **Catholic Charities**

Catholic Charities of Boston offers programs and services around Eastern Massachusetts to people of all faiths. They provide a variety of temporary shelters as well as permanent supportive residences.

*Phone: (617) 628-3015*

*Website: [www.ccab.org](http://www.ccab.org)*

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### **Housing Consumer Education Centers (HCEC)**

HCEC's offer answers to questions regarding housing. They provide information for tenants, landlords, prospective buyers, and homeowners. They also offer housing assistance, services, and information to low-and moderate-income residents.

*Phone: (800) 224-5124*

*Website: [www.masshousinginfo.org](http://www.masshousinginfo.org)*

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### **Massachusetts Department of Housing and Community Development Emergency Assistance, Division of Housing Stabilization (DHS)**

DHS assists in preventing homelessness by sheltering those who are homeless and re-housing the homeless in stable, permanent housing.

*Phone: (877) 418-3308*

*Website: [www.mass.gov/hed/housing/stabilization/emergency-assistance.html](http://www.mass.gov/hed/housing/stabilization/emergency-assistance.html)*

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## **Milford Housing Authority**

The Milford Housing Authority provides state public housing for those in need.

*Phone: 508-473-9521*

*Website: [milfordhousing.org](http://milfordhousing.org)*

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## **Residential Assistance for Families in Transition (RAFT)**

RAFT is a homelessness prevention program that gives short-term financial assistance to low-income families who are homeless or at risk of becoming homeless. The program helps families who are behind on rent, mortgage payments, utility bills, or who need financial assistance as they move into a new home.

*Phone: (800) 224-5124*

*Website: [www.massresources.org/raft](http://www.massresources.org/raft)*

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## **Resources for Communities and People (RCAP) Solutions**

RCAP Solutions help individuals, families, communities, and small business owners with housing, homelessness prevention, workforce development, family unification, and self-sufficiency services.

*Phone: (800) 488-1969*

*Website: [www.rcapsolutions.org](http://www.rcapsolutions.org)*

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## **South Middlesex Opportunity Council (SMOC) Housing Corporation**

SMOC Housing Corporation preserves and improves existing affordable housing and develops new housing choices for low- to moderate-income residents. They are a full-service real estate organization.

*Phone: (508) 872-4853*

*Website: [www.smoc.org](http://www.smoc.org)*

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## MENTAL HEALTH AND SUBSTANCE ABUSE

### **Alternatives Unlimited**

Alternatives provides individuals with psychiatric and developmental disabilities community based services. They offer services to individuals who are referred by Central-West Region of the Massachusetts Department of Mental Health.

*Phone: (508) 234-6232*

*Website: [www.alternativesnet.org](http://www.alternativesnet.org)*

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### **Bureau of Substance Abuse Services**

The Bureau of Substance Abuse Services (BSAS) oversees the substance abuse and gambling prevention and treatment services in the Commonwealth. They offer licensing programs and counselors; funding and monitoring prevention and treatment services; and access to treatment for the indigent and uninsured.

*Phone: (617) 624-5111*

*Website: [www.mass.gov/eohhs/gov/departments/dph/programs/substance-abuse/](http://www.mass.gov/eohhs/gov/departments/dph/programs/substance-abuse/)*

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### **Crossroads Clubhouse**

Crossroads Clubhouse provides a range of services designed to ensure member success in the workplace. Individuals suffering with mental illness receive employment assistance in job preparation, placement, benefit management and career advancement.

*Phone: (508) 473-4715*

*Website: [www.crossroadsclubhouse.org](http://www.crossroadsclubhouse.org)*

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### **Department of Mental Health**

DMH provides clinical, rehabilitative and supportive services for adults with serious mental illness, and children and adolescents with serious mental illness or serious emotional disturbance.

*Phone: (800) 221-0053*

*Website: [www.mass.gov/eohhs/gov/departments/dmh/](http://www.mass.gov/eohhs/gov/departments/dmh/)*

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## **Riverside Community Care**

The Riverside Community Care Psychiatric Emergency Services teams provide around the clock, seven days a week crisis intervention for both mental health and addiction-related emergencies. They provide service at their offices, residents' homes, community settings, and, in the most acute situations, at a hospital emergency room.

*Phone: (800) 294-4665*

*Website: [www.riversidecc.org/adult-services/mental-health/emergency-services/](http://www.riversidecc.org/adult-services/mental-health/emergency-services/)*

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## SENIOR CITIZEN SERVICES

### **800AgeInfo.com**

This online information and referral service offers information and search tools to locate services for seniors by category or region.

*Phone: (800) 243-4636*

*Website: [www.800ageinfo.com](http://www.800ageinfo.com)*

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### **Alzheimer's Association**

The Alzheimer's association provides a variety of programs and services for people with Alzheimer's disease as well as their family and friends.

*Phone: (800) 272-3900*

*Website: [www.alz.org/manh](http://www.alz.org/manh)*

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### **CareGiving MetroWest**

Caregiving MetroWest provides information, connection to resources, and community support for caregivers of elders.

*Phone: (508) 573-7204*

*Website: [www.caregivingmetrowest.org](http://www.caregivingmetrowest.org)*

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### **Councils on Aging (COA)**

COA's, based at local senior centers, are the community focal point for social and support services to elders, families and caregivers in Massachusetts cities and towns. These municipal agencies develop priorities, serve as advocates and offer opportunities to access programs, services and activities that directly benefit elders, families and caregivers.

*Phone: Milford Senior Center (508) 473-8334*

*Website: [www.mass.gov/elders/service-orgs-advocates/coa/](http://www.mass.gov/elders/service-orgs-advocates/coa/)*

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**SeniorConnection.org**

This website provides information and resources for elders and their caregivers in Central Massachusetts.

*Phone: (800) 244-3032*

*Website: [www.seniorconnection.org](http://www.seniorconnection.org)*

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**Tri-Valley, Inc.**

Tri-Valley, Inc. provides information, referrals, care management, and in-home and community services for elders and individuals with disabilities helping them to live independently and safely in a setting of their choice.

*Phone: (800) 286-6640*

*Website: [www.trivalleyinc.org](http://www.trivalleyinc.org)*

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## TRANSPORTATION

### **Massachusetts Bay Transit Authority (MBTA)**

The MBTA is the public operator of the bus, subway, commuter rail, and ferry routes in the greater Boston area. Discounts are available to seniors, persons with disabilities, passengers who are blind or visually impaired, and junior-high and high school students. Children under the age of twelve ride for free when accompanied by a paying adult.

*Phone: (800) 392-6100*

*Website: [www.mbta.com](http://www.mbta.com)*

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### **Registry of Motor Vehicles**

The RMV can help residents obtain a new license or state ID, as well as registering vehicles. Their local office is located at 14 Beach Street in Milford.

*Phone: (857) 368-8000*

*Website: [www.massrmv.com](http://www.massrmv.com)*

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### **Worcester Regional Transit Authority**

The Worcester RTA provides convenient, comfortable, safe, reliable, cost-effective mobility services. There are discounts available for the elderly, disabled, and those on Medicare with proper identification.

*Phone: (508) 791-9782*

*Website: [www.therta.com](http://www.therta.com)*

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## VETERANS' RESOURCES

### **MassVetsAdvisor.org**

MassVetsAdvisor.org is a comprehensive, statewide search tool for veterans and their families to obtain counseling, education, employment, finance, tax assistance, health coverage, and other benefits.

*Website: [www.massvetsadvisor.org](http://www.massvetsadvisor.org)*

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### **Milford Veteran's Agent**

John Pilla, the local Veteran's Agent for Milford, can help Veterans navigate any issues that may arise when trying to obtain their benefits for their service in the armed forces. He can help those Veterans who are looking for work as well as Veterans who need help obtaining social security benefits.

*Phone: (508) 634-2311*

*Website: [www.milford.ma.us/pages/departments/veterans-services.php](http://www.milford.ma.us/pages/departments/veterans-services.php)*

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### **Veterans Bonus Division**

The Massachusetts Treasury provides bonus payments for veterans, service members, and their families for qualified service in the United States military, including the World War II Bonus, Korean Bonus, Vietnam Bonus, and the Welcome Home Bonus. This program is administered by the Veterans Bonus Division.

*Phone: (617) 367-9333, ext. 859*

*Website: [www.mass.gov/treasury/veterans](http://www.mass.gov/treasury/veterans)*

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### **Veterans Inc.**

Veterans Inc. provides information about emergency shelters, employment and training programs, case management, medical and legal services, counseling, transportation, and other services to homeless veterans and their families.

*Phone: (800) 482-2565*

*Website: [www.veteransinc.org](http://www.veteransinc.org)*

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### **Veterans' Services (VS) Public Assistance**

VS Public Assistance is a cash and medical assistance program that helps low-income Massachusetts wartime veterans and their families pay for food, shelter, medical care, and other basic needs. Contact a local Veteran Service Officer to learn more about accessing these benefits.

*Phone: (888) 844-2838*

*Website: [www.mass.gov/veterans/utility/local-veterans-service-officers-3.html](http://www.mass.gov/veterans/utility/local-veterans-service-officers-3.html)*

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### **Statewide Advocacy for Veterans' Empowerment (SAVE)**

SAVE serves as a liaison for veterans and their families who may be working with various agencies within the federal and state governments. SAVE also advocates for veterans who are not able to obtain the benefits they have earned due to institutional or personal barriers. This organization works primarily to prevent suicide and mental health distress.

*Phone: (617) 210-5743*

*Website: [www.mass.gov/veterans/health-and-well-being/counseling/suicide-prevention-only/save.html](http://www.mass.gov/veterans/health-and-well-being/counseling/suicide-prevention-only/save.html)*

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## OTHER HELPFUL RESOURCES AND SERVICES

### Internet Essentials

This program offers broadband service at low-cost with no installation or modem charges or fee to low-income households in the Comcast area if at least one child is eligible to receive free lunches through the National School Lunch Program (“NSLP”).

*Phone: (855) 846-8376*

*Website: [www.internetessentials.com](http://www.internetessentials.com)*

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### Massachusetts 2-1-1

Mass 2-1-1 connects callers to information about health and human services available in their community. It is available 24 hours a day, 7 days a week, providing immediate and confidential assistance during times of crisis.

*Phone: \*2-1-1*

*Website: [www.mass211.org](http://www.mass211.org)*

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### SafeLink Wireless

SafeLink Wireless makes wireless telephone service more affordable by offering Lifeline service for qualified customers. Customers receive a free SafeLink Wireless handset and monthly minutes. Individuals may qualify if they participate in programs such as SNAP (formerly “Food Stamps”) or Medicaid (MassHealth).

*Phone: (800) 723-3546*

*Website: [www.safelinkwireless.com](http://www.safelinkwireless.com)*

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### Smart 9-1-1

Smart 9-1-1 is a free service that allows residents to create a Safety Profile for their household that includes any pertinent information they want Police, Fire and Emergency Medical Services to have in the event of an emergency.

*Website: [www.smart911.com](http://www.smart911.com)*

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*For other state services and information, visit the state website at [www.mass.gov](http://www.mass.gov). For federal services, visit [www.usa.gov](http://www.usa.gov). Additionally, [www.massresources.org](http://www.massresources.org) contains information regarding many of the services and programs available to Massachusetts residents.*

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