



# Property Management Resource Guide

**Boston MA**

[www.masshousing.com](http://www.masshousing.com)  
617.854.1000



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# About

MassHousing is an independent, quasi-public agency created in 1966 and charged with providing financing for affordable homeownership and rental housing in Massachusetts. The Agency raises capital by selling bonds and lends the proceeds to low- and moderate-income homebuyers and homeowners, and to developers who build or preserve affordable and/or mixed-income rental housing. MassHousing does not use taxpayer dollars to sustain its operations, although it administers some publicly funded programs on behalf of the Commonwealth. Since its inception, MassHousing has provided more than \$29.5 billion for affordable housing.

The Housing Stability Department (HSD) provides a variety of programs and resources aimed at promoting positive tenancies, reducing evictions, and creating opportunities for residents of affordable rental housing. HSD leads Inter-governmental collaborations to address disparities in housing access and stability for at-risk populations; offers program and grant support to help MassHousing partners foster inclusive, safe, healthy and thriving communities; and organizes learning opportunities that focus on the intersection of social issues and affordable housing.

For more information, visit [masshousing.com/housingstability](https://masshousing.com/housingstability).

The following guide is a non-exhaustive list of resources.

Contact Kara Johnson, Senior Strategy and Program Manager in the HSD, with any questions at: [kpjohnson@masshousing.com](mailto:kpjohnson@masshousing.com)

# Communities Included in Boston

Allston/Brighton  
Back Bay  
Bay Village  
Beacon Hill  
Charlestown  
Chinatown  
Dorchester  
East Boston  
Fenway/Kenmore  
Financial District/Downtown  
Hyde Park  
Jamaica Plain  
Mattapan  
Mission Hill  
North End  
Roslindale  
Roxbury  
South Boston  
South End  
West End  
West Roxbury

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# Childcare Assistance

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## Statewide/National Resources:

### [Child Care Aware](#)

Child Care Aware of America is a national network of childcare resource and referral (CCR&R) agencies that connect communities with quality and affordable childcare. They provide information on selecting childcare, paying for childcare, military family fee assistance and respite care, in addition to many other family and childcare issues.

Contact: 1-800-242-2246

### [Childcare.gov](#)

Childcare.gov helps families across the country by providing resources and information regarding selecting and paying for childcare, health and human services, and financial assistance. Childcare.gov offers a search engine to find childcare programs and services within the state of Massachusetts.

### [Children's Trust of Massachusetts](#)

55 Court St, 4th Floor, Boston, MA 02108

The Children's Trust of Massachusetts has created this program search site to connect families with help and services within their own communities. The Children's Trust's mission is to stop child abuse and they have partnered with various family programs to ensure that families have accessible and affordable resources.

Contact: 617-727-8957

### [Community Action Agencies \(CAAs\)](#)

CAAs were created in 1964 as private, non-profit human service and advocacy organizations to fight poverty and expand access to achieve economic stability for communities. CAAs offer resources for center- and home-based childcare, Head Start and Early Head Start programs, and other programs such as housing, food banks, energy assistance, and many more.

Contact: 617-573-1100

### [Coordinated Family and Community Engagement](#)

The Coordinated Family and Community Engagement (CFCE) Network is a group of local programs that provide families with child development resources and services to families with young children.

### [Massachusetts Department of Early Education and Care \(EEC\)](#)

50 Milk St, 14th Floor, Boston, MA 02109

The Department of Early Education and Care (EEC) operates within the Massachusetts Executive Office of Education. EEC aims to provide access to resources and information to all residents of Massachusetts. EEC offers childcare search for different types of childcare, financial assistance, voucher information, Head Start and Early Head Start resources, and among many forms of information.

Contact: 617-988-6600

### [Family TIES of Massachusetts](#)

Family TIES of Massachusetts is a program that provides information and training for families and children with special health needs or disability and their professional partners. They are a key source of information about Early Intervention (EI) and have an ongoing list of EI programs in the state.

Contact: 800-905-TIES (8437)

### [Head Start and Early Head Start Centers](#)

Head Start and Early Head Start are federal childcare programs that offer center-, home-based, and family childcare options. Head Start is offered to three- and four-year-olds prior to them entering kindergarten, and Early Head Start accepts infants and toddlers. These programs are offered statewide and available where there are openings for eligible families. Early Head Start may not be available in all communities.

### [KinderCare](#)

KinderCare offers early education programs for children from birth through kindergarten across the country. Tuition support is available, if eligible.

### Mass 211

Mass 211 is an easy to remember telephone number that connects callers to information about critical health and human services available in their community. It serves as a resource for finding government benefits and services, nonprofit organizations, support groups, volunteer opportunities, donation programs, and other local resources. Always a confidential call, Mass 211 maintains the integrity of the 9-1-1 system saving that vital community resource for life and death emergencies.

Contact: 211 or 877-211-MASS (6277) - toll free

### YMCA Childcare Search

YMCA's across the country offer early learning, childcare, and out-of-school programs assisting working families. They typically offer full day and partial day programs which can be found using their location search by zip code.

## **Regional Resources:**

### Action for Boston Community Development (ABCD)

Central Office: 178 Tremont St., Boston, MA 02111

CCCB Office: 105 Chauncy St., Boston, MA, 02111

ABCD is a Community Action agency that provides Head Start and Early Head Start programs for families in Boston, Medford, Malden, and Everett. Their Child Care Choices of Boston (CCCB) is a resource and referral agency for families and the greater community for childcare and out of school programs and help paying for these programs. CCCB support is available to families in Arlington, Brookline, Cambridge, Somerville, Boston, Chelsea, Revere and Winthrop.

Contact:

- 617-348-6000
- Head Start and Children's Services: 617-348-6388 or [headstart@bostonabcd.org](mailto:headstart@bostonabcd.org)
- CCCB: 617-542-5437 (KIDS) or [cccb@bostonabcd.org](mailto:cccb@bostonabcd.org)

### [Boston Centers for Youth and Families \(BCYF\)](#)

1483 Tremont St., Boston, MA 02120

BCYF is the City of Boston's largest human services agency and operates 35 facilities, including community centers across the city. BCYF offers programs and services for all ages throughout the year.

Contact: 617-635-4920 or [bcyf@boston.gov](mailto:bcyf@boston.gov)

### [Catholic Charities Boston](#)

Yawkey: 185 Columbia Rd, Dorchester, MA 02121

Labouré: 275 West Broadway, Boston, MA 02127

Catholic Charities Boston offers childcare at various locations in Boston and the greater community. There is center-based care at Yawkey Child Care and Labouré Child Care Center, that offer breakfast, lunch, and snack. Subsidies and vouchers are available at both locations.

Contact:

- Yawkey: 617-506-6645 or [kathleen\\_nichols@ccab.org](mailto:kathleen_nichols@ccab.org)
- Labouré: 617-464-8500 or [ryann\\_hazelton@ccab.org](mailto:ryann_hazelton@ccab.org)

### [City of Boston Office of Early Childhood](#)

1 City Hall Sq., Boston, MA 02120

The City of Boston Office of Early Childhood offers child care resources and information for parents and families in addition to providers. On their site, there is a detailed map with a variety of types of childcare that can be filtered through to find the care that best suits your family. The Office of Early Childhood is committed to universal, affordable childcare for all children under 5.

Contact: 617-635-2850 or [earlychildhood@boston.gov](mailto:earlychildhood@boston.gov)

**Clarendon Early Education Services, Inc.**

120 Mt. Hope St., Roslindale, MA 02131

Clarendon Early Education Services is a childcare and nutrition agency that has services for a range of ages from birth to 13 years old. They offer night and weekend care options, door-to-door transportation, and childcare referrals, and financial assistance for childcare, all in multiple languages, such as Spanish, Portuguese, Khmer, Vietnamese, and others.

Contact: 617-327-3201

**Discovery Schoolhouse, Inc.**

101 Blue Hills Parkway, Milton, MA 02186

Discovery Schoolhouse encourages affordable educational spaces for families in Milton, Hyde Park, Mattapan, and the surrounding communities. Discovery Schoolhouse offers toddler, preschool, and kindergarten programs at income-based tuition rates in addition to local early education and childcare resources as a Coordinated Family and Community Engagement program.

Contact: 617-698-9876 or [brian@discoveryschoolhouse.org](mailto:brian@discoveryschoolhouse.org)

# Domestic/Sexual Violence Support <sup>6</sup>

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## Statewide/National Resources:

### [Behavioral Health Network](#)

This [link](#) provides a list of locations across Western Massachusetts.

Behavioral Health Network, Inc. (BHN) is a regional provider of comprehensive behavioral health services for adults, children and families. Since its origins in the Child Guidance Clinic of 1938, BHN has grown into the largest behavioral health service provider in Western Massachusetts.

Contact: Use this [link](#) to find contact information for each location.

### [Jane Doe Inc](#)

A coalition against domestic violence across the state of Massachusetts. This website offers specific resources and contact information throughout the state.

### [MA Safelink](#)

Hotline for safety planning, resources, and referrals.

Contact: (877) 785-2020

### [Massachusetts Society for the Prevention of Cruelty to Children](#)

125 Hartwell Avenue, Lexington, MA 02421

Massachusetts Society for the Prevention of Cruelty to Children is a private, non-profit society dedicated to leadership in protecting and promoting the rights and well-being of children and families. This program offers pregnancy and parenting support, child and family therapy, foster care and adoption, and advocacy work. This program is specifically designed to end violence towards children and families. Use this [link](#) to find a regional office's location and contact information.

Contact: Main office (781) 861-0890

### [National Domestic Violence Hotline](#)

This is a 24 hour hotline.

Contact: (800) 799-7233 or text LOVEIS to 22522

### [The Network/La Red](#)

The Network/La Red is a survivor-led, social justice organization that works to end partner abuse in LGBTQ communities. We strengthen our communities through organizing, education, and the provision of support services. Support services include 24-hour hotline, housing pathway programs, support groups, and resources.

Contact: (617) 742-4911 or toll free (800) 832-1901

### [The Northeast Native Network of Kinship and Healing](#)

We create safe spaces by offering: crisis sheltering to provide safety during crisis and emergency situations, relocation assistance to assist program participants in relocating after fleeing/leaving an abusive situation, and transitional assistance to help support program participants become economically stable after domestic violence, and through sexual assault sheltering services.

Contact: (508) 663-3874

### [Safe Horizon](#)

24 Hour hotline or chat with an advocate using this link.

Contact: 1-800-621-HOPE (4673)

### [Victim Rights Law Center](#)

The Victim Rights Law Center's mission is to provide legal representation to survivors of rape and sexual assault to help rebuild their lives; and to promote a national movement committed to seeking justice for every rape and sexual assault survivor. They offer legal services, pro bono programs, and trainings.

Contact: (617) 399-6720

### [Visioning B.E.A.R Circle Intertribal Coalition](#)

The mission of VBCIC is to prevent domestic and sexual violence and other interpersonal violence in the tribal, intertribal, and multicultural communities in the Northeast, as well as nationally. Visioning B.E.A.R. provides prevention education, training, and technical assistance to all indigenous and multicultural communities in the Northeast and nationally who wish to eliminate interpersonal violence in their tribal, intertribal, or other types of communities. The acronym B.E.A.R. in our name stands for "Balance, Equality, and Respect."

Contact: (413) 961-9167

## Regional Resources:

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### [Beth Israel Lahey Health- Deaconess Medical Center](#)

330 Brookline Avenue, Boston, MA 02215

We offer a range of services and can help you, which includes a plan for safety, access to safe housing, the ability to talk about your relationship and your options, locate and apply for resources, individual counseling, support groups, provider consultation, and training sessions for your organization.

Contact: (617) 667-8141

### [Casa Myrna](#)

451 Blue Hill Avenue, Boston, MA 02121

Casa Myrna is Boston's largest provider of domestic violence awareness efforts and of shelter and supportive services to survivors. Our comprehensive range of services, available in both Spanish and English, provide survivors with tools to recover from the trauma of abuse and begin to build sustainable self-sufficiency.

Contact: (617) 521-0100

### [Passageway - Domestic Abuse Prevention and Intervention at Brigham and Women's Hospital](#)

Use this [link](#) to look for a location near you

CCHHE's Passageway program works to improve the health, wellbeing, and safety of those experiencing abuse from an intimate partner. We offer the following support services to hospital and health center patients, employees, and community members: Free and confidential advocacy services, safety planning, individual counseling and support, support groups, medical advocacy, legal and court advocacy, and referrals to community resources (health care, housing, shelter, lawyers, and others)

Contact: Use this [link](#) to find contact information

### [Safe Havens Interfaith Partnership Against DV](#)

89 South Street, Suite 603, Boston, MA 02111

Safe Havens Interfaith Partnership Against Domestic Violence and Elder Abuse is an interfaith organization that promotes hope and justice for victims and survivors of domestic and sexual violence and elder abuse.

Contact: (617) 951-3980 or [info@interfaithpartners.org](mailto:info@interfaithpartners.org)

### [Stone House Inc,](#)

1 Westminster Avenue, Roxbury, MA 02119

Stone House makes a difference in our community by caring for and protecting adult and child survivors of domestic abuse, and helping them rebuild safe, secure, independent lives of purpose and self-fulfillment. Services include housing pathways, counseling, advocacy support, and individual support.

Contact: (617) 427-9801

### [Transformative Action Project \(TAP\)](#)

102 The Fenway, Cushing Hall, Boston, MA 02115

TAP is an initiative of Violence Transformed and the Public Health Advocacy Institute at Northeastern University School of Law. Services include a blend of Mindful Practice, Creative Engagement, and Legal Empowerment, which are offered as interactive groups. Additionally, time-limited (an intervention may be offered for a few hours or as multi-day intensives; they may be one-time interventions or a series of sequenced workshops spanning several months). Co-designed by TAP staff & your community group or neighborhood organization. Interventions are hosted by your organization or held in local settings which are comfortable and familiar to your members, and offered free of charge.

Contact: (617) 373-8625

### [Unitarian Universalist Urban Ministry- Domestic Violence Shelter](#)

10 Putnam Street, Roxbury, MA 02119

Renewal House operates within a network of organizations providing safe, confidential shelter and healing services to those fleeing violence. Residents of the shelter receive counseling and support services throughout their stay at the shelter. Additionally, staff help those residents who are looking for permanent housing.

Contact: (617) 277-4194

## Statewide/National Resources:

### [Meals on Wheels](#)

Meals on Wheels provides nutritionally balanced meals to elders, their dependents, and adults with disabilities in the Commonwealth through home delivery or at dining sights. Meals on Wheels programs in the Commonwealth also provide many different medically tailored and culturally appropriate meals. Use the agency directory to find your local Meals on Wheels provider.

Contact: 1-800-243-4636

### [Project Bread's Food Source Hotline](#)

Project Bread's FoodSource Hotline is the food assistance line for all of Massachusetts. Whether you need help paying for food and don't know where to start or you're curious about ways to boost your food budget or save on groceries, you can chat.

Contact: call or text 1-800-645-8333

### [Salvation Army](#)

Follow link and enter zip code for nearest location

The Salvation Army offers information about food pantries, meal programs, community gardens, and more. Salvation Army programs and services vary with local needs. For information on specific programs and locations, contact your local Salvation Army Corps Community Center by using the location search.

Contact: 800-725-2769 or use the location search to find local contact information

### [SNAP Program Benefits](#)

SNAP is a federal nutrition program administered by the Department of Transitional Assistance (DTA) for Massachusetts residents. Check your eligibility using the confidential [screener](#) or see the chart on the website. If eligible, apply, and DTA will mail you an [Electronic Benefit Transfer \(EBT\) card](#). You can use the funds on your EBT card to shop for food. It looks and works like a debit card.

Contact: DTA Assistance Line: 1-877-382-2363 (press 7 to apply for SNAP)

### [Women, Infants, and Children Nutrition Program](#)

WIC is a nutrition program that provides healthy foods, nutrition education, breastfeeding support, and referrals to healthcare and other services, free of charge, to Massachusetts families who qualify. Use this [link](#) to check your eligibility.

Contact:

- 1-800-942-1007
- [wicinfo.dph@massmail.state.ma.us](mailto:wicinfo.dph@massmail.state.ma.us)
- Check local contact information by using this [link](#) and entering your location information

## **Regional Resources:**

### [ABCD Food Pantries](#)

178 Tremont Street, Boston, MA 02111

ABCD operates five Food Access Centers for Boston residents: Allston/Brighton, East Boston, Mattapan, Parker Hill/Fenway, and Roxbury/North Dorchester. They also organize food pop-ups, food delivery, holiday meals, and more.

Contact: 617-348-6000

### [Community Servings](#)

179 Amory Street, Jamaica Plain, MA 02130

Provides scratch-made medically tailored meals to individuals and their families experiencing critical or chronic illness and nutrition insecurity. They also provide nutrition education and counseling, food service job training, and more.

Contact: 617-522-777

### [Greater Boston Food Bank](#)

70 South Bay Ave, Boston, MA 02118

The GBFB acquires food through food industry product donations and financial contributions, which is distributed to food pantries, soup kitchens, meal programs, senior centers, and more. GBFB also provides free Mobile Markets for isolated communities and The Commodity Supplemental Food Program for seniors. They also provide help with SNAP applications and offer educational nutrition resources on their website. Use the agency locator to find available food assistance near you.

Contact: 617-427-5200

### [Rosie's Place](#)

889 Harrison Avenue, Boston, MA 02118

Rosie's Place is a multi-service community center that offers women emergency shelter and meals, and so much more. Rosie's Place offers a dining room open 365 days a year and a food pantry for women to shop both weekly and monthly.

Contact: 617-442-9322

### [Roslindale Food Pantry](#)

25 Cummins Highway Roslindale, MA 02131

Provides pre-packed boxes of food once a month for anyone who resides on Roslindale or Hyde Park. You must demonstrate proof of Roslindale or Hyde Park residence.

Contact: 617-323-8302

## Statewide Resources:

### [Community Action Agencies \(CAAs\)](#)

Community Action Agencies (CAAs) were created in 1964 as private, non-profit human service and advocacy organizations to fight poverty and expand access to achieve economic stability for communities. CAAs are often providers of LIHEAP and offer a variety of other services and programs such as housing, food banks, child care, and many more.

Contact: [Here](#) is a list of CAAs in Massachusetts with their contact information.

### [JOE-4-SUN](#)

JOE-4-SUN MA is available to low-income Massachusetts residents who receive an Eversource or National Grid electric bill. JOE-4-SUN is not a utility company or energy supplier. You will continue to receive an electric bill from your utility as usual. JOE-4-SUN is a low-income community solar program that works with your utility to reduce your total balance due by applying credits to your electric bill.

Contact: [Joe4sun@citizensenergy.com](mailto:Joe4sun@citizensenergy.com) or 855-JOE-4-SUN

### [Massachusetts Home Energy Assistance Program \(LIHEAP\)](#)

EOHLC Main Office: 100 Cambridge St, Suite 300, Boston, MA 02114

b. The Massachusetts home energy assistance program (LIHEAP) is a 100% no-cost resource that helps eligible households pay a portion of their heating bills. There is a large network of local service providers which can be located through this [portal](#). Eligibility is based on factors including but not limited to household size and combined gross annual income of household members. Homeowners and renters may apply, in person or through the online application.

Contact: 617-573-1100 or TTY: 617-573-1140

### Mass 211\*

Mass 211 is an easy to remember telephone number that connects callers to information about critical health and human services available in their community. It serves as a resource for finding government benefits and services, nonprofit organizations, support groups, volunteer opportunities, donation programs, and other local resources. Always a confidential call, Mass 211 maintains the integrity of the 9-1-1 system saving that vital community resource for life and death emergencies.

Contact: 211 or toll free: 877-211-MASS (6277)

### Mass Save

Mass Save is a collaborative of various electric and gas companies in Massachusetts, serving customers of Berkshire Gas, Cape Light Compact, Eversource, Liberty, National Grid, and Unitil. Mass Save offers a variety of services, rebates, incentives, trainings, and information for residents, businesses, renters, and communities.

Contact: Contact form [here](#)

### Salvation Army Good Neighbor Fund

The Massachusetts Good Neighbor Energy Fund is available to any Massachusetts resident who, because of temporary financial difficulty, cannot meet a month's energy expense and is not eligible for state or federal energy assistance. Income must fall between 60 and 80 percent of the state's median income levels. There are Corps and Community Centers in Athol, Boston, Brockton, Cambridge, Chelsea/East Boston, Fall River, Fitchburg/Montachusett, Framingham, Greenfield, Haverhill, Holyoke, Hyannis, Lawrence, Lowell, Lynn, Milford, New Bedford, Newburyport, North Adams, North Shore, Pittsfield, Quincy, Springfield, Waltham, and Worcester.

Contact:

- If you do not see a Salvation Army Service Center near you or for more information, please call: 800-334-3047 (serving area codes 508, 617, 781 and 978) or 800-262-1320 (serving area code 413)

## Regional Resource:

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### [Action for Boston Community Development \(ABCD\)](#)

178 Tremont St, 4th Floor, Boston 617-357-6012.

For Boston, Brookline, or Newton residents. Access to other home and energy related services including weatherization, heating system repairs, past-due bill reductions, etc through LIHEAP

Contact: 617-357-6012

# Mental Health Assistance

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## Statewide/National Resources:

### [Massachusetts Department of Mental health](#)

The Department of Mental Health, as the State Mental Health Authority, assures and provides access to services and supports to meet the mental health needs of individuals of all ages; enabling them to live, work and participate in their communities.

Contact: 1-833-773-2445

### [988 Suicide and Crisis lifeline](#)

The 988 Suicide and Crisis Lifeline is a national network of local crisis centers that provides free and confidential emotional support to people in suicidal crisis or emotional distress 24 hours a day, 7 days a week in the United States. This new, shorter phone number will make it easier for people to remember and access mental health crisis services.

### [Behavioral Health Help Line](#)

The Behavioral Health Help Line (BHHL) connects individuals and families to the full range of treatment services for mental health and substance use offered in Massachusetts, including outpatient, urgent, and immediate crisis care. Call for real-time support, initial clinical assessment, and connection to the right evaluation and treatment.

Contact: 1-833-773-2445

### [SAMSHA National Helpline](#)

Contact: 1-800-622- Help (4357)

### [The Trevor Project](#)

The Trevor Project's mission is to end suicide among LGBTQ young people. Providing counseling services if struggling with mental health those who are of LGBTQ.

Contact: 866-488-7386

### [Massachusetts General Hospital Community Mental Health Services](#)

Providing psychologists, social workers and psychiatrists, based in community health centers, to respond to the needs of patients and community members from diverse backgrounds.

Contact: 617-724-5600

### [ROCA](#)

Roca's mission is to be a relentless force in disrupting incarceration, poverty, and racism by engaging the young adults, police, and systems at the center of urban violence in relationships to address trauma, find hope, and drive change.

### [The Spot Young Adult center](#)

76 Amory Street Roxbury, MA 02119

The Spot provides the structure for young adults experiencing mental illness to choose their own path to recovery. It is a place for young adults to receive services and support with Accessing benefits, Motivation, Friendships, Self- esteem, Independent Living, Education, Leadership, Employment, Coaching, Community Connections, Psychiatric services, and Individual Counseling.

Contact: 617-516-5100

### [Tufts Medical Center Department of Psychiatry](#)

800 Washington St 2nd Fl, Boston, MA 02111

One of the longest-running and most diversified psychiatric services at a general hospital in Boston. Tufts believes everyone's mental health deserves exceptional treatment and attention.

Contact: 617-636-0219

### [Young Adults Access Center](#)

Providing opportunities for young adults to engage in communities that provide a variety of supports including peer support, arts & social activities, connections to housing, employment and education resources in a space that is welcoming and safe.

# Rental Assistance

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## Statewide Resources:

### [Continuum of Care Programs \(CoC\)](#)

A Continuum of Care (CoC) is a regional or local planning body that coordinates housing and services funding for homeless families and individuals. Across the Commonwealth there are 12 CoCs eligible to apply for money from HUD to help homeless people. Each of the 12 CoCs serves a unique geographic area. The EOHLC serves the communities not covered by the other CoC's as the Balance of State CoC.

### [Mass 211](#)

Mass 211 is an easy to remember telephone number that connects callers to information about critical health and human services available in their community. It serves as a resource for finding government benefits and services, nonprofit organizations, support groups, volunteer opportunities, donation programs, and other local resources. Available 24/7

### [HomeBASE](#)

HomeBASE is the Commonwealth's re-housing benefit created to provide families who are in the emergency shelter assistance system an opportunity to overcome some of the financial barriers to ending their homelessness. Families deemed eligible for Emergency Assistance (EA) Shelter by an Executive Office of Housing and Livable Communities (EOHLC) Homeless Coordinator can access HomeBASE.

If you are in a housing crisis and need help and/or want to know more about the HomeBASE Program, contact: Housing Consumer Education Centers or EOHLC Division of Housing Stabilization: 1-866-584-0653

### [Housing Consumer Education Centers of Massachusetts](#)

Housing Consumer Education Centers offer answers to a wide range of questions about all types of housing problems. Tenants, Landlords, Prospective Buyers, and Homeowners can access information designed to maximize housing stability, strengthen investments, and minimize disputes.

### [Regional Administering Agencies](#)

Regional Administering Agencies (RAAs) manage subsidized housing assistance, or Rental Assistance, throughout the Commonwealth of Massachusetts. The link will bring you to the Regional Administering Agencies Contact Listing.

Use this [link](#) to select your city/town from the drop-down menu to get contact information for a regional admin agency and review income-limits for the housing payment assistance programs.

### [Residential Assistance for Families in Transition \(RAFT\) program](#)

RAFT is administered by eleven Regional Administering Agencies (RAAs) as well as the Rental Assistance Processing (RAP) Center operated by Nan McKay and Associates (NMA).

The RAFT Program is a homelessness prevention program funded by the Executive Office of Housing and Livable Communities (EOHLC). RAFT provides short-term financial assistance to low-income families who are homeless or at risk of becoming homeless. The RAFT program helps keep households in stable housing situations when facing eviction, loss of utilities, and other housing emergencies. RAFT can provide up to \$7,000 per household (directly to the landlord, utility provider, mortgage servicer, or other vendor) within a 12-month period to help preserve current housing or move to new housing.

### [Tenancy Preservation Program](#)

The Tenancy Preservation Program (TPP) is a homelessness prevention program. TPP works with tenants, including families with children with disabilities, facing eviction as a result of behavior related to a disability (e.g. mental illness, intellectual disability, substance abuse, aging related impairments). TPP functions as a neutral party to the landlord and tenant. In consultation with the Housing Court Department, TPP works with the property owner and tenant to determine whether the disability can be reasonably accommodated, and the tenancy preserved. The TPP does not provide any financial assistance.

## Regional Resources:

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### [ABCD Action for Boston Community Development](#)

178 Tremont Street Boston, MA 02111

ABCD offers support to individuals and families facing eviction or a housing-related hardship to help them remain in safe and secure housing. Staff are available to assist Boston, Malden, Medford and Everett residents with applying for various funding resources.

Contact:

- ABCD Connect line 617.348.6329
- ABCD Housing and Homelessness Prevention 781.321.3431

### [Affordable housing in Boston](#)

You can find information on this site about affordable rentals and homes in the city.

**CoC:**

### [Mayor's Office of Housing](#)

12 Channel Street, 9th Floor Boston, MA 02210

The Boston Continuum of Care is coordinated by the Mayor's Office of Housing Supportive Housing Division. Direction comes from the Continuum of Care Board, known as the Boston Continuum of Care Housing and Stabilization Committee, and consumer groups, including the Boston Advisory Council on Ending Homelessness (BACHome) and the Boston CoC Youth Council (BCYC).

Contact: 617-635-3880

**RAA:**

### [Metro Housing Boston](#)

1411 Tremont Street Boston, MA 02120

Metro Housing Boston mobilizes wide-ranging resources to provide innovative and personalized services that lead families and individuals to housing stability, economic security, and an improved quality of life.

Contact: (617) 859-0400

### [Office of Housing Stability](#)

43 Hawkins St, Boston, MA 02114

Helps residents find and maintain stable, safe, and affordable housing.



Contact: 617-635-4200

## [Rental Relief Fund](#)

The Rental Relief Fund is managed by the Office of Housing Stability (info above)

The Rental Relief Fund Rental will provide up to \$10,000 in assistance for income eligible households for up to 18 months for: arrears, current rent, future rent, utility arrears (up to \$2,000, must have shut-off notice), and moving-related expenses (when facing immediate housing insecurity). After receiving two months of future rent, applicants will need to pay their rent for four to six months before applying for additional future stipends. Applicants must also be behind on rent before applying to receive additional assistance. Applicants will be required to pay 30 percent of their income towards future rent. The Rental Relief Fund is open to households earning less than 50% of Area Median Income.

### **More rental assistance resources:**

#### [A Guide to Obtaining Housing Assistance](#)

This reference guide, provided by the Massachusetts Executive Office of Housing and Livable Communities is for Massachusetts residents seeking information on housing for low and moderate income families and individuals

#### [Housing Assistance Application Reference Guide](#)

This guide will take you through applying for housing assistance from the Commonwealth of Massachusetts, using the “[Massachusetts Emergency Housing Payment Assistance Portal](#).” The application described in this guide is for the Residential Assistance for Families in Transition program (RAFT).

#### [Housing Navigator \(housingnavigator.ma.org\)](#)

This is a database that consists of income-restricted rentals from all over the state.

If you are facing eviction, this [link](#) will guide you towards plenty of resources that the Commonwealth of Massachusetts has available to help. Legal help and mediation are also available to help low-income tenants and small landlords to avoid an eviction. This [link](#) is a more comprehensive breakdown of the resources available when facing eviction.

The City of Boston operates a [Metrolist](#), a centralized listing service of both rental and homeownership opportunities. Contact the Metrolist at (617) 635-3321 for more information.

#### [Training Resources for State Rental Assistance Program Providers](#)

Program partners for state rental assistance programs can access video trainings, guidance, and other presentations offered by EOHLIC.

## Rental Vouchers:

Rental assistance programs that provide financial rental assistance to low-income persons renting apartments on the private market.

### **AHVP (The Alternative Housing Voucher Program)**

A state funded rental voucher program. The Alternative Housing Voucher Program provides rental assistance to people with disabilities under the age 60, who either live in, or are eligible to live in elderly/disabled state assisted public housing. [Local Housing Authorities that administer AHVP](#)

### **Department of Mental Health Rental Subsidy Program (DMHRSP)**

Provides rental assistance to units occupied by low-income persons who receive supportive residential services through the state's Department of Mental Health (DMH) Eligible participants must be determined in need of supportive residential services by DMH, and a closed referral process is used. Assistance targets individuals with incomes of 80%AMI or less. DMH refers eligible clients to service providers across the state. Information on how to apply for DMH services or eligibility can be found [here](#).

### **Mobile HCVP/Section 8 (The Section 8 Housing Choice Voucher Program)**

The federal Section 8 program. Apply at the Regional Administering Agency that serves the town you live in. That agency can be located here: [Service Providers](#). You can also apply at [Mass NAHRO](#).

### **Mobile MRVP (The Massachusetts Rental Voucher Program)**

A state funded rental voucher program. Apply at the local housing authority in the town you live in. You can locate your Local Housing Authority here: [Service Providers](#).

### **Project based HCVP/Section 8 or project based MRVP**

These vouchers are tied to specific private housing developments and cannot change location. You need to apply separately to each development.

### **VASH (Veterans Affairs Supportive Housing)**

This is a federal voucher program for eligible Veterans. Apply at your local Veteran's Administration Hospital. You can find more information by calling 1-877-4AID-VET or their [website](#).

# Substance Use Disorder Support

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## Statewide/National Resources:

### [Bureau of Substance Addiction Services](#)

Statewide system of prevention, intervention, treatment, and recovery support. Different types of addictions, including alcohol and gambling

Contact: (617) 624-5111

### [Massachusetts Substance Abuse Information and Education Helpline](#)

The Helpline is the only statewide, public resource for finding substance use treatment, recovery, and problem gambling services. Helpline services are free and confidential. Our caring, trained Specialists will help you understand the treatment system and your options.

Contact: 1 (800) 327-5050

### [National Institute on Drug Abuse](#)

This is a source where health professionals can go to learn more about Substance Use Disorder treatment. This can be helpful for families who are dealing with a loved one that has substance use disorder as well.

### [Nicotine Replacement Therapy Program](#)

Stopping smoking, vaping, or using other tobacco or nicotine products takes time and courage.

Contact: Text "Start my Quit" to 36072 or 1-800-Quit-Now

### [Andrew House Boston](#)

170 Morton St, Jamaica Plain, MA 00501

Andrew House – Boston is a drug and alcohol addiction treatment center situated in lovely Jamaica Plain, Massachusetts at 170 Morton St. It is run by Bay Cove Human Services and specializes in withdrawal management and detox services for adults.

Contact: (617) 318-5600

### [Arbour North Detox - Dual Diagnosis Unit DMH Program](#)

49 Robinwood Avenue, Boston, MA, 02130

Arbour Counseling Services offer a continuum of care including assessment, an intensive outpatient program (IOP), and Medication-Assisted Treatment (MAT).

Contact: (617) 522-4400

### [Boston Drug Treatment Centers](#)

Boston Drug Treatment Centers is a Massachusetts-based directory providing you with easy access to the best drug rehab centers in the Greater Boston area and beyond.

Contact: +1 (857) 577-8193

### [Brigham and Women's Faulkner Hospital](#)

1153 Centre St, Boston MA 02130

Their Mission is to provide evidenced-based, compassionate care in a professional and collaborative manner which creates an atmosphere of hope that not only promotes recovery from alcohol or drug use disorder but provides a space where patients can discover their highest human potential and be inspired to make recovery-oriented changes medically, socially, emotionally and/or spiritually.

Contact: (617) 983-7000

## [Project RESPECT - Boston Medical Center`](#)

725 Albany St, Boston, MA 02118

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We offer monitored, acute substance withdrawal treatment and induction of medications for opioid use disorder in pregnant patients seeking treatment. Intensive, individualized out-patient treatment plans are outlined for each patient based on the severity of their disease, their individual goals, and their recovery progress.

Contact: (617) 414-6376

## [St. Elizabeth Medical Center](#)

736 Cambridge St. Brighton, MA 02135

The Department of Addiction Medicine at St. Elizabeth's Medical Center is currently a very active division of Internal Medicine providing comprehensive and multi-dimensional care for individuals with Substance Use Disorder (SUD)

Contact: (617) 789-2574