



Property Management Resource Guide

Metro Boston MA

Pictured:
The MassHousing-financed
Brown Family House in Brookline

www.masshousing.com
617.854.1000



**PUBLISHED
AUGUST 2023**

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.

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

Communities Included in Metro Boston

Arlington
Belmont
Braintree
Brookline
Cambridge
Chelsea
Everett
Lynn
Malden
Medford
Melrose
Milton
Newton
Quincy
Revere
Somerville
Stoneham
Wakefield
Waltham
Watertown
Wilmington
Winchester
Winthrop
Woburn

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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 \(EEC\)](#)

100 Hancock St., 4th Floor, Quincy, MA 02171

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: 617-472-2881

[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 Toll Free 877-211-MASS (6277)

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
- CCCB: 617-542-5437 (KIDS) or cccb@bostonabcd.org

Catholic Charities Boston

Malden Child Care Center: 77 Salem St., Malden, MA 02148

Lynn Child Care Center: 37 North Federal St., Lynn, MA 01905

Catholic Charities offers childcare at various locations in Boston and the greater community. There is center based care in Lynn and Malden, and both center-based, and family childcare located in Cambridge, Everett, Malden, Medford, Somerville, Malden, Peabody Lynn, Salem, Saugus, Danvers, Nahant, and Beverly.

Contact:

- Malden: 781-397-6055 or theresa_ferguson@ccab.org
- Lynn: 781-598-2759 or jamie_laurenza@ccab.org

Child Care Circuit

190 Hampshire St., Lawrence, MA 01840

Child Care Circuit is a Child Care Resource and Referral Agency (CCR&R) for Northeast MA communities. It provides childcare referrals, trainings, and parent & provider services locally. Child Care Circuit served communities in the Northeast and Metro Boston.

Contact: 978-686-4288

Clarendon Early Education Services, Inc.

270 Union St., Suite 306, Lynn, MA 01901

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: 781-309-1991

Communities United, Inc.

4 Militia Dr, Suite 1, Lexington, MA 02421

Communities United offers childcare programs and family services, including Head Start programs at locations in Burlington, Lexington, Newton-Watertown, Waltham, and Woburn. They serve families in the surrounding towns and cities of Arlington, Brookline, Burlington, Lexington, Needham, Newton, Waltham, Watertown, Wellesley, and Woburn. Communities United works to encourage participation and interaction through high quality education and family services.

Contact: 617-744-6076 or enrollment@communitiesunitedinc.org

Lynn Economic Opportunity, Inc. (LEO)

181 Union St., #209, Lynn, MA 01901

Lynn Economic Opportunity (LEO) offers Head Start and Early Head Start programs to families in Lynn, Lynnfield, Marblehead, Nahant, Saugus, and Swampscott. LEO has three centers in Lynn and offers Home-Based Care as well that include socialization groups. Vouchers are accepted at Jack Robinson Child Care Center.

Contact:

- Lisa Ciampa-Cahill (Enrollment Coordinator): 781-309-5668 or lisac@leoinc.org
- Noelia Ramirez (Enrollment Coordinator): 781-581-7220 or noeliar@leoinc.org

Quincy Community Action Programs (QCAP)

1509 Hancock St., Quincy, MA 02169

Head Start Center: 22 Pray St., Quincy, MA 02169

Quincy Community Action Programs (QCAP) offers a Head Start program serving families in Quincy, Braintree, Hull, Milton, and Weymouth. QCAP offers center-based options, and Early Head Start home-based options. QCAP also operates Community Care for Kids (CCK) providing information and referral, child care subsidies and professional development for child care professionals. CCK serves families in Belmont, Braintree, Canton, Cohasset, Dedham, Dover, Hingham, Hull, Milton, Needham, Newton, Norwood, Quincy, Randolph, Waltham, Watertown, Wellesley, Weston, Westwood, and Weymouth.

Contact:

- 617-657-5305
- Head Start: 617-249-2000 or qcaphs@qcap.org
- CCK: cck@qcap.org

Self Help, Inc.

45 Pearl St., Brockton, MA 02301

Self Help, Inc is a Community Action agency and Coordinated Family and Community Engagement (CFCE) program serving communities in Metro Boston and Southeast MA. Self Help has Head Start locations in Brockton, Middleboro, Norton, Norwood, Stoughton, and Whitman. Self Help specifically serves Abington, Attleboro, Avon, Bridgewater, Brockton, Canton, Dedham, East Bridgewater, Easton, Foxboro, Franklin, Hanson, Holbrook, Mansfield, Middleboro, Needham, Norfolk, North Attleboro, Norton, Norwood, Plainville, Randolph, Raynham, Rockland, Sharon, Stoughton, Walpole, West Bridgewater, Westwood, Whitman, and Wrentham.

Contact:

- 508-588-0448
- Head Start questions: 508-587-1716

Woburn Council of Social Concern

2 Merrimac St., Woburn, MA 01801

The Council of Social concern offers year-round center-based and family childcare for children aged 4 weeks to 5 years. The programs serve families in Burlington, Wilmington, Winchester, and Woburn. Subsidized tuition assistance is also available on a sliding scale.

Contact:

- 781-935-6496 ext. 219
- tina@socialconcer.org
- jessie@socialconcern.org

Domestic/Sexual Violence Support ⁷

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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[Boston Area Rape Crisis Center \(BARCC\)](#)

99 Bishop Allen Drive, Cambridge, MA 02139

BARCC provides free, confidential support and services to survivors of sexual violence ages 12 and up and their families and friends. We work with survivors of all genders, and our goal is to empower survivors to heal and seek justice in ways that are meaningful to them. We meet the needs of survivors in crisis and long after, and we also assist them as they navigate the health-care, criminal legal, social service, and school systems.

Contact: Office Phone: (617) 492-8306 or Hotline: (800) 841-8371

[Jewish Family and Children Services](#)

1430 Main Street, Waltham, MA 02451

The Jewish Domestic Violence Coalition of Greater Boston (JDVC) was created in 1994 to unite concerned organizations and individuals in an effective response to domestic abuse in the Jewish community. This link includes the resources and services provided by the coalition.

Contact: (781) 647-5327

[Mass General Brigham's Newton-Wellesley Hospital](#)

2014 Washington Street, Newton, MA 02462

Newton-Wellesley Hospital provides free and confidential domestic and sexual violence services for both survivors of domestic and sexual violence and health care providers. The Hospital program works to provide comprehensive, culturally-competent care specific to the needs of the individual survivor.

Contact: (617) 243-6521

[Massachusetts Alliance for Portuguese Speakers](#)

1046 Cambridge St., Cambridge, MA 02139

Our advocates offer crisis intervention, safety planning, information, guided referrals, medical and legal advocacy, supportive listening and related services around domestic violence and sexual assault. MAPS also conducts outreach and education in the community.

Contact: (617) 864-7600

Melrose Alliance Against Violence

235 West Foster Street, Melrose, MA 02176

Melrose Alliance Against Violence (MAAV) is a nonprofit community-based organization that focuses on outreach, education, and community collaboration in order to raise awareness of the problems of bullying, teen dating, and domestic violence. Programs include community awareness activities, outreach and support for victims, training for parents and professionals, and education and prevention programs for youth.

Contact: (781) 662-2010

REACH Beyond Domestic Violence

To promote healthy relationships and end domestic violence, REACH focuses on four key areas of intervention. The four areas are safety and shelter, community based advocacy, education and prevention, and community engagement.

Contact: (781) 891-0724 or Toll-Free Hotline: (800) 899-4000

RESPOND

RESPOND provides a range of support services and educational programs to thousands of survivors of domestic violence each year including adults, children and teens (of all gender identities) regardless of race, religion, age or other characteristic. RESPOND staff work with survivors of domestic violence to address their immediate and long-term needs, providing emotional support, counseling, financial resources, information and referrals. Through RESPOND's programs, individuals and families in crisis develop the concrete tools necessary to regain control of their own lives—from parenting skills and housing search to financial literacy, and the hands-on experience of advocating for themselves. Services are free, confidential and currently offered in multiple languages.

Contact: (617) 623-5900 or info@respondinc.org

Women and Family Abuse Program at Greater Lynn Senior Services

8 Silsbee Street, Lynn, MA 01901

This program is for men and women age 50 and older living in communities throughout the North Shore and Cape Ann who have experienced or are currently experiencing abuse by a family member, intimate partner, or spouse. All services are free and confidential.

Contact: (781) 599-0110

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
- Check local contact information by using this [link](#) and entering your location information

Regional Resources:

[Boston Public Library Food Resource Maps](#)

Use Food Resource maps to locate food and meal resources in your neighborhood. These maps are not meant to be an exhaustive listing of organizations, but coverage is wide and varied.

[Brookline Emergency Food Pantry](#)

United Parish Church, 15 Marion Street
High St. Veterans Community Room, 226 High Street

Offers both grocery pickup and delivery. You must be a Brookline resident in order to register with the pantry. Clients are permitted to shop at one of the pantry locations once a week.

Contact: 617-800-5339 or brooklinefoodpantry@gmail.com

Greater Boston Food Bank

70 South Bay Ave, Boston, MA 02118

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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

Statewide Resources:

[Community Action Agencies](#)

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. [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: 855-JOE-4-SUN or Joe4Sun@citizensenergy.com

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

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:

- Executive Office of Housing and Livable Communities: 617-573-1100
- 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 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. [Here](#) you can enter your zip code and topic to find the most relevant contact.

Massachusetts Good Neighbor Energy 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:

- Area codes: 508, 617, 781, and 978, call: 800-334-3047
- Area code 413, call: 800-262-1320

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

Brookline Senior Center: 93 Winchester Street, Brookline, MA 02446

Newton City Hall Human Services: 1000 Commonwealth Ave, Newton, MA 02459

18 Dartmouth St, Malden, MA 02148

Subsidized by the federal government's LIHEAP program, ABCD's home energy assistance program serves more than 24,000 low income, elderly and disabled residents each year in Boston, Brookline, Newton, Malden, Medford, Everett, Melrose, Stoneham, Winchester and Woburn. The program is available to homeowners and renters even if you live in non-subsidized housing with heat included in your rent.

Contact:

- Boston, Brookline, Newton: 617-357-6012
- Malden, Medford, Melrose, Everett, Winchester Woburn or Stoneham, 781-322-6284

[Lynn Economic Opportunity, Inc. \(LEO\)](#)

181 Union St, Lynn, MA 01901

The Massachusetts home energy assistance program (LIHEAP) is a free resource, offered by LEO in partnership with the Department of Housing and Community Development, to help eligible households pay a portion of winter heating bills. All Massachusetts residents are encouraged to explore eligibility for this free program and apply for assistance. LEO provides heating assistance to income-eligible households in Lynn, Lynnfield, Nahant, Saugus, Swampscott, and Wakefield, regardless of heating source (gas, oil, electric, heat-included rentals). LEO also hosts drop-in hours for assistance in applying for home energy assistance.

Contact: 781-681-7220

Quincy Community Action Programs

1511 Hancock Street, Quincy, MA 02169

QCAP offers a range of Energy Programs that help people save money on their heating costs. The Heating Assistance program helps households by paying a portion of their annual winter heating costs. Energy conservation services help with home improvements that improve efficiency and lower household heating costs. QCAP's Energy Program serves the towns of Quincy, Weymouth, Braintree, and Milton.

Contact: 617-657-5301 or fuelassistance@qcap.org

Self Help, Inc.

45 Pearl Street, Brockton, MA 02301

Self Help, Inc is a Community Action agency, serving communities in Metro Boston and Southeast MA. Self Help's offers Home Energy and Energy Conservation Assistance in Abington, Attleboro, Avon, Bridgewater, Brockton, Canton, Dedham, East Bridgewater, Easton, Foxboro, Franklin, Hanson, Holbrook, Mansfield, Needham, Norfolk, Norton, Norwood, Plainville, Randolph, Raynham, Rockland, Sharon, Stoughton, Walpole, West Bridgewater, Westwood, Whitman, and Wrentham. [Here](#) you can find the contact information for each location.

Contact: 508-588-0447

Mental Health Assistance

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.

[Arbour Counseling Services](#)

14 Fordham Road, Allston, MA 02134

Arbour Counseling Services offers programs for clients of all ages through an outpatient continuum of care. With multiple locations throughout Massachusetts, Arbour Counseling Services prioritizes quality and convenience for the communities we serve.

[Asian American Civic Association](#)

87 Tyler Street, Boston, MA 02111

AACA provides limited English speaking and economically disadvantaged people with education, occupational training and social services enabling them to realize lasting economic self-sufficiency. AACA has served and advocated for the needs of immigrants and other economically disadvantaged people since 1967.

Contact: 617-426-9492



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.

[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.

[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

[Regional Administering Agencies \(RAA\)](#)

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.

[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

CoC's:

[Cambridge CoC](#)

The Cambridge Continuum of Care (CoC) is a group of organizations and individuals working to address homelessness through a coordinated, community-based process of identifying needs and building a system of housing and services to address those needs.

[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

[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

[Directory of Resources for People Homeless in Cambridge](#)

[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 EOHLC.

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

Regional Resources:

[Bournewood Health Systems](#)

300 South St, Brookline, MA, 02467

Bournewood's person-focused treatment programs range from adult inpatient and partial hospital to intensive outpatient, and psychiatric and addiction services for adolescents, allowing us to meet a wide range of needs.

Contact: (617) 469-0300

[Health Care Resource Center](#)

9 Forbes Road, Woburn, MA 01801

Health Care Resource Centers (HCRC), a BayMark Health Services company, has been providing outpatient medication-assisted treatment for opioid use disorder for more than 32 years. Our primary focus is on methadone treatment supported by substance use counseling and other recovery services to accommodate underserved populations affected by the worsening opioid crisis. Patients are offered medication assisted treatment, counseling, case management, and referrals to community services.

Contact: 781.838.6757

[HRI Hospital](#)

227 Babcock St, Brookline, MA, 02446

Provides inpatient and outpatient services. Treatment emphasizes crisis stabilization, development of coping strategies, skill-building, and psychiatric medication management.

Contact: (833) 378-7377

[Mayflower Recovery Center](#)

362 Middlesex Avenue, Wilmington, MA, 01887

Mayflower Detox and Inpatient Drug and Alcohol addiction treatment in MA is a state-of-the-art \$12 million drug and alcohol detox and inpatient rehab located in Wilmington, MA. Mayflower Detox in Wilmington, MA provides addiction treatment that starts with medically monitored detox and ends with stabilization services for long term success.

Contact: (978) 737-7937

[McLean Hospital Substance Use Treatment](#)

115 Mill Street, Belmont, MA, 02478

McLean Hospital offers 24 hour residential treatment and outpatient services. These programs include therapeutic programs for people who struggle with substance use, detoxification, and a special program for those who are associated with law enforcement.

Contact: (800) 333-0338