



Property Management Resource Guide

Northeast MA

Pictured:
The MassHousing-financed
Market Mill in Lowell

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.

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

Towns Included in Northeast MA

Amesbury

Andover

Bedford

Beverly

Billerica

Boxford

Burlington

Carlisle

Chelmsford

Concord

Danvers

Dracut

Dunstable

Georgetown

Gloucester

Groton

Groveland

Hamilton

Haverhill

Ipswich

Lawrence

Lexington

Lowell

Lynnfield

Manchester

Marblehead

Maynard

Merrimac

Methuen

Middleton

Nahant

Newbury

Newburyport

North Andover

North Reading

Peabody

Pepperell

Reading

Rockport

Rowley

Salem

Salisbury

Saugus

Shirley

Swampscott

Tewksbury

Topsfield

Townsend

Tyngsborough

Wenham

Westford

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Childcare Assistance

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.

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: 211 877-211-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:

Catholic Charities Boston

13 Pulaski St., Peabody, MA 01960

Catholic Charities Boston offers childcare at various locations in Boston and the greater community. There is center-based care in Peabody, serving Peabody, Salem, Beverly and Danvers, that offers breakfast, lunch, and snack and accepts vouchers through Child Care Circuit. Out of school programs are also offered at the Peabody center. Family childcare locations are in Peabody, Lynn, Salem, Saugus, Danvers, Nahant, and Beverly.

Contact:

- Peabody Child Care Center: 978-532-3600 or mary_mastroelli@ccab.org
- Family Child Care Enrollment Coordinators: 781-605-3330

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

[Child Development and Education](#)

12 Methuen St., 1st Floor, Lawrence, MA 01840

181 Union St., Suite K, Lynn, MA 01901

Child Development and Education is a family childcare system with offices in Lawrence and Lynn among others across Massachusetts. They partner with independent family childcare educators and provide assistance, professional development, and consultations with these educators. They provide subsidies, referrals, and resource guides as well.

Contact:

- Lawrence: 978-687-9133
- Lynn: 781-596-0461

[Clarendon Early Education Services, Inc.](#)

370 Merrimack St., Building 5, Suite 210, Lawrence, MA 01843

100 Merrimack St., Suite 201, Lowell, MA 01852

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:

- Lawrence: 800-975-1234 or 978-691-0018
- Lowell: 978-454-3026

[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

Community Teamwork, Inc.

155 Merrimack St., Lowell, MA 01852
Resource Center: 17 Kirk St., Lowell, MA 01852

Community Teamwork is a Community Action agency and Coordinated Family and Community Engagement (CFCE) program, serving 63 communities in Essex and Middlesex counties. They provide early education and childcare services through center-based, family childcare, and Head Start and Early Head Start programs. As a CFCE, Community Teamwork provides resources and referrals, parent education, and community events for the community. In addition to their main office, they have a resource center where staff is knowledgeable about internal, local, and regional resources and services.

Contact: 978-459-0551

Pathways for Children

29 Emerson Ave., Gloucester, MA 01930
292 Cabot St., Beverly, MA 01915
79 Wilson St., Salem. MA 01970

Pathways for Children serves Essex County, specifically the North Shore, Cape Ann, and the Merrimac Valley with a variety of family and children services and programs. Early Head Start and Head Start programs are available, in addition to other playgroups, parent workshops, and early literacy programs. Pathways for Children has a lot to offer the community and a Family Resource Center in Salem.

Contact:

- Gloucester: 978-281-2400
- Beverly: 978-236-4101
- Salem: 978-515-5400
- hello@pw4c.org

Domestic/Sexual Violence Support ⁶

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:

[The Center for Hope and Healing](#)

21 George Street, 4th Floor, Lowell, MA 01852

The Center for Hope and Healing, Inc. is committed to providing high quality services to survivors of sexual assault and their loved ones. To that end, we provide individual and group counseling; legal and medical advocacy; provide resources and referrals as needed and offer a 24-hour crisis hotline. All of our services are free and confidential, regardless of insurance, income, citizenship, or any other barriers. We are committed to serving survivors of all identities, expressions, and life experiences.

Contact: (978) 452-7721

[Jeanne Geiger Crisis Center](#)

2 Harris Street, Newburyport, MA 01950

Services include advocacy and support, therapeutic services, legal services, children's safety program, and intimate partner abuse education.

Contact: Office Phone: (978) 465-0999 or Hotline: (978) 388-1888

[Healing Abuse Working for Change \(HAWC\)](#)

27 Congress Street, Salem, MA 01970

HAWC provides free services to abuse victims. Services include a 24 hour hotline, emergency family shelter, advocacy and educational resources, hospital advocacy, legal advocacy, support groups, and children services.

Contact: Office: (978) 744-8552 or Hotline: 1 (800) 547-1649

Saheli Boston

11 Bedford St, Burlington, MA 01803

Saheli's trained staff is available to provide personalized, culturally-sensitive, trauma-informed support to South Asian survivors of domestic violence and their families. Services include counseling, bilingual hotline, safety planning, support groups, prevention, and legal and benefit advocacy.

Contact:

- Text: 1-781-999-1506
- Hotline: 1-866-472-4354
- info@saheliboston.org

YWCA Northeastern Massachusetts

20 Central Ave, Suite 510, Lynn, MA 01901

107 Winter St, Haverhill, MA 01830

38 Lawrence Street, Lawrence, MA 01840

The YWCA provides crucial support to domestic violence survivors and their families since 1993, with funding from state, federal and municipal awards, private foundations and generous individual contributors. Services include emergency services, SAFEPLAN court advocacy, transitional housing and supportive services, and youth education on healthy relationships.

Contact:

- Lawrence: (978) 682-3039
- Haverhill: (978) 374-6121
- Lynn: (781) 477-2313
- Domestic Violence Hotline: (844) 372-9922
- Sexual Assault Hotline: (877) 509-9922

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:

[Beverly Boot Straps](#)

35 Park Street, Beverly, MA 01915

Beverly Boot Straps offers food assistance through a food pantry, food lockers, community meals, and delivery for seniors. Serves residents of Beverly, Manchester, Essex, Hamilton, and Wenham.

Contact: 978-927-1561

[Citizens Inn - Haven for Hunger](#)

71 Wallis Street, Peabody, MA

The Food Pantry at Haven from Hunger provides households from Peabody, Salem, and Lynnfield with fresh fruits and vegetables, meat, dairy, and non-perishable goods. Community meals are also offered.

Contact: 978-531-1530 or resourcecenter@citizensinn.org

[Community Action, Inc.](#)

Amesbury: 44 Friend Street, Amesbury, MA 01913

Haverhill: 145 Essex Street, Haverhill, MA 01832

Community Action, Inc offers a food pantry, emergency food boxes, and referral information for people in need.

Contact: 978-373-1971

[Community Service of Newburyport, Inc](#)

The Annex at St. Paul's Church, 35 Summer Street, Newburyport, MA 01950

Community Service of Newburyport provides a variety of services including meal programs and food pantries. Check the website for various locations, contact information, and hours.

Contact: 978-465-7562 or newburyportcommunityservice@gmail.com

[Danvers People to People Food Pantry](#)

12 Sylvan Street, Danvers, MA 01923

Pantry customers select their own food by shopping at the pantry. Families in need can register at the pantry, and must bring proper identification and proof of residency at each visit when signing in.

Contact: 978-739-4188 or admin@danverscommunitycouncil.com

[Nourishing the North Shore \(seasonal\)](#)

13 Market Street, Newburyport, MA 01950

Nourishing the North Shore strives to remove the social and financial barriers to accessing local produce for low-to-moderate income community members. Their programs include VEGOUT, farm share, seedling sale, and more.

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

[Somebody Cares, New England Chapter](#)

358 Washington Street, Haverhill, MA 01832

The Somebody Cares New England Food Pantry is open the last Thursday of the month (Except during November & December- they open the Thursday before the holiday). Any Haverhill resident in need is welcome to come. If it's your first time visiting the food pantry, please make sure to bring an ID or proof of address. They also provide emergency food relief by appointment at other times throughout the month.

Contact: 978-912-7626 or office@somebodycaresNE.org

[The Open Door](#)

28 Emerson Ave, Gloucester, MA 01930

The Open Door Food Pantry provides information about food pantries, grocery deliveries, and fresh meals. The Gloucester Pantry serves residents of Gloucester, Rockport, Ipswich, Manchester, and Essex.

Contact: 978-283-6776 or info@foodpantry.org

[Veterans Northeast Outreach Center, Inc](#)

10 Reed Street Haverhill, MA 01832

Veterans Northeast Outreach Center, Inc is a recognized 501 (c)(3) veteran focused non-profit, established in 1985 to help Homeless Veterans and Veterans at risk of being homeless find shelter and work towards stability and self-sustainment. Each Thursday, they host a food pantry for any Veteran and their family. These are open to all Veterans, regardless of income. Simply register beforehand and then come in as needed.

Contact: 978-372-3626 or info@vneoc.org

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 or 855-JOE-4-SUN

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

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

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, 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)

[Action Inc.](#)

180 Main St, Gloucester 978-282-1000

Action Inc. offers free fuel assistance to help pay for energy bills in Cape Ann and Essex County communities. Utility and water assistance is also available to Fuel Assistance participants through National Grid's Arrears Management Program (AMP). Through their Energy Services program, you may be able to receive energy efficiency services, heating system repairs, and weatherization services.

Contact: Director of Energy Advocacy & Benefits Programs 978-281-3900

[North Shore Community Action Programs Home Energy Assistance](#)

119 Rear Foster St, Building 13, Peabody

The Home Energy Assistance Program through North Shore Community Action Programs (NSCAP) aids people in funding their winter heating bills. Eligibility is based on gross household income and the number of household members. NSCAP generally begins reviewing applications September 1 through April 30th.

Contact: 978-531-0767 x136 or fuelassistance@nscap.org

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 The Network La Red The Network/La Red is a survivor-led, social justice organization that works to end partner abuse in lesbian, gay, bisexual, transgender, kink, polyamorous, and queer communities. Rooted in anti-oppression principles, our work aims to create a world where all people are free from oppression. We strengthen our communities through organizing, education, and the provision of support services.

Contact: 617-742-4911

Regional Resources:

[MBHP Emergency Services Program Mobile Crisis Intervention](#)

providing access for mental health and substance use disorder (SUD) crisis and treatment. If you or a family member are experiencing a mental health or substance use disorder crisis and feel like you need help within one hour, you can call 1-877-382-1609. Listen to the message, and enter your zip code. Your call will be automatically transferred to the CBHC closest to you. You do not need a referral to go to a CBHC. You can go to a CBHC for your behavioral health needs instead of going to a hospital emergency department.

Contact: 1-877-382-1609

[NAGLY](#)

NAGLY is a place where youth can discuss issues of importance to them, explore their identities, build self-awareness, and learn skills for being safe and healthy. Through group building and community service opportunities, the youth and staff at NAGLY have created a strong community that promotes respect for self and for others. Youth of all sexual orientations, gender identities, ethnicities, cultural backgrounds, classes, and abilities are welcome and celebrated. Young people who are unsure or questioning are supported as they remain in transition or examine possibilities carefully and in a developmentally appropriate manner.

[The Network La Red](#)

The Network/La Red is a survivor-led, social justice organization that works to end partner abuse in lesbian, gay, bisexual, transgender, kink, polyamorous, and queer communities. Rooted in anti-oppression principles, our work aims to create a world where all people are free from oppression. We strengthen our communities through organizing, education, and the provision of support services.

Contact: 617-742-4911

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.

[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.

[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

[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](#)

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.

[Lynn Housing Authority & Neighborhood Development](#)

39 Curwin Terrace Lynn, MA 01905

The Lynn Housing Authority & Neighborhood Development (LHAND) is a multi-service agency with a primary function of assisting low and moderate income residents of Lynn in obtaining quality, affordable housing. LHAND serves as the largest provider of subsidized housing in Essex County, Massachusetts as well as the largest administrative agency on the Northshore to oversee state and federal mobile voucher programs.

Contact: (339) 883-2342

[North Shore Community Action Programs](#)

119 Rear Foster Street, Building 13 Peabody, MA 01960

North Shore Community Action Programs, Inc. (NSCAP) is the designated anti-poverty agency for Beverly, Danvers, Peabody, and Salem. We also serve residents of 18 other communities in Essex County. The people that come to NSCAP are empowered to move toward self-sufficiency. Low-income families and individuals obtain the skills and knowledge they need to become economically independent, civically engaged, and able to live with dignity. To achieve our mission, NSCAP provides a range of programs and services in five key areas: Education and Training, Economic Stabilization, Housing and Homelessness Prevention, Energy Services, and Home Care.

Contact: 978-531-0767

RAA:

[Community Teamwork Inc.](#)

155 Merrimack Street Lowell, MA 01852

At Community Teamwork they work with people wherever they are on the continuum of need for housing security, from struggling to meet basic rental and utility expenses to facing homelessness and even to supporting people who are ready to achieve homeownership. They also help build a more robust base of affordable housing units through partnerships with local cities and towns.

Contact:

- For General Inquiries: (978) 459-0551
- Use this [link](#) to find a list of contact information arranged by different

focus areas

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 \(housingnavigatoroma.org\) *](#)

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.

[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:

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[Recovery Centers of America at Danvers - Detox](#)

75 Lindall Street, Danvers, MA, 01923

Services include detox treatment for alcohol and drugs, inpatient services, outpatient services and telehealth, medication assisted treatment, and addiction treatment programs.

Contact: 978-767-2847

[SBH Detox- Haverhill](#)

61 Brown Street, Haverhill, MA, 01830

Serenity at Summit is a group of addiction treatment facilities located in the Northeastern United States. Services include detox center, clinical stabilization, residential treatment, outpatient programs, and acute treatment services.

Contact: (855) 965-0687 or info@serenityatsummit.com

[Tewksbury Treatment Center- Lahey Behavioral Health](#)

365 East Street, Tewksbury, MA, 01876

They provide treatment programs for individuals 18-years old and older, including outpatient counseling and treatment-focused halfway houses. Services include outpatient programs, residential programs, inpatient/acute treatments, opioid treatment, off-based opioid treatment.

Contact: (978) 259-7000