

Appendix R: Assistance Programs for Massachusetts Residents

Assistance Programs for Massachusetts Residents

Where to find help, information, and referrals

The Commonwealth of Massachusetts and partner organizations provide a wide range of services to help individuals who have exhausted or may soon exhaust their unemployment insurance claim. Unemployed individuals may be eligible for assistance to meet basic needs as well as other services such as health care, counseling, employment and training assistance, and more. You can either call 2-1-1 to learn about a broad range of resources or contact these agencies and organizations directly to inquire about their programs.



2-1-1

is available
24 hours a day, 7 days a week and is staffed by counselors that can get you the help you need.

All calls are free and confidential. Trained counselors can assist you with almost any challenge such as child care options, workforce retraining, mental health issues, housing, and rental assistance.

www.mass211help.org



Commonwealth of Massachusetts
Deval L. Patrick, Governor
Executive Office of Labor and Workforce Development
Joanne F. Goldstein, Secretary

HEALTHCARE COVERAGE

MassHealth
Pays for health care for certain low- and medium-income people living in Massachusetts.
www.mass.gov/masshealth **800-841-2900**

FOOD AND DIRECT ASSISTANCE

Food Assistance
Supplemental Nutrition Assistance Program (SNAP) (formerly known as Food Stamps) benefits help low-income families buy nutritious food at most grocery stores, convenience stores, and pharmacies.
www.mass.gov/snap **866-950-3663**

Direct Assistance

Transitional Aid to Families with Dependent Children (TAFDC)
Cash assistance to families with children and pregnant women in the last 120 days of pregnancy, with little or no assets or income.

Emergency Aid to the Elderly, Disabled, and Children (EAEDC)
Emergency Aid to the Elderly, Disabled, and Children (EAEDC) is a state funded program which provides cash assistance to those in need to stabilize their lives.
Application Information Hotline (for TAFDC and EAEDC).
For additional information go to Department of Transitional Assistance.
www.mass.gov/dta **800-249-2007**

Foodsource Hotline - Project Bread
To locate food pantries and other nutrition resources in your community.
www.projectbread.org **800-645-8333**

HOUSING RESOURCES

Mass Housing Consumer Education Centers
Nine Centers across Massachusetts provide Housing Information and Referrals. Connect to resources on foreclosure prevention, rental assistance, and subsidies, housing search, transitional and support housing for the homeless, and more.
www.masshousinginfo.org **800-224-5124**

Department of Housing and Community Development
For housing, shelter and fuel assistance.

Division of Housing Stabilization **877-418-3308**
Fuel Assistance and Weatherization **800-632-8175**
Division of Public Housing and Rental Assistance **617-573-1150**
www.mass.gov/dhcd

Foreclosure Assistance
Foreclosure counseling and assistance for homeowners.
www.mass.gov/ocabr **888-995-4673**

VETERANS' BENEFITS

Department of Veterans' Services
Benefits and resources for veterans and their families may be available through your local Veterans' Service Officer.
www.mass.gov/veterans **617-210-5480**

CHILD SUPPORT ASSISTANCE

Department of Revenue
For assistance with child support orders.
www.mass.gov/cse **800-332-2733**

ELDER SERVICES

Assist elders and their families to identify services and opportunities.
www.mass.gov/elder **800-243-4636**

COMMUNITY-BASED RESOURCES

Massachusetts Association For Community Action (MASSCAP)
Call or visit the MASSCAP website to see what community action agencies serve your town. Community action agencies provide fuel assistance, weatherization, emergency food assistance, child care, and can connect you to job training and housing resources.
www.masscap.org **617-357-6086**

PLEASE SEE OTHER SIDE FOR ADDITIONAL INFORMATION

JOB SEARCH ASSISTANCE Jobs, careers, and training



A proud partner of the [americanjobcenter network](#)

One-Stop Career Centers – a cooperative effort among numerous state and local agencies, businesses and non-profit organizations - providing job seekers with an easily accessible and extensive menu of information and quality services - at no cost.

Job seekers can:

- Get assistance to find jobs
- Work with experienced career counselors
- Learn about job search strategies including interviewing, networking, and resume writing
- Attend workshops and short-term training, including basic computer training
- Network with other job seekers
- Access up-to-date local, statewide, and national job listings
- Locate vocational training/educational opportunities
- Access resource room services including computers, newspapers, professional journals, business directories, fax machines and copiers, publications on job search activities and careers

One-Stop Career Centers are located across the state.

To find the most convenient career center, along with a list of its services, hours of operation, and directions, go to www.mass.gov/careercenters or call **877-872-5627**. To access the latest job postings, go to www.mass.gov/jobquest or call **888-578-6599**.

Supplemental Nutrition Assistance Program (SNAP)



The Supplemental Nutrition Assistance Program (SNAP) is a nutrition program for families and individuals that meet certain income and resource guidelines. SNAP benefits help low-income families buy nutritious food at most grocery stores, convenience stores, and pharmacies. SNAP recipients can be working and still qualify for SNAP benefits.

SNAP Hotline
(formerly known as Food Stamps)
866-950-3663
www.mass.gov/snap



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Equal Opportunity Employer • Auxiliary Aids and services are available upon request to individuals with disabilities.

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