



# Property Management Resource Guide

**Central MA**



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[www.masshousing.com](http://www.masshousing.com)  
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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 building stronger housing communities, including Inter-governmental collaborations to address disparities in housing access and stability for at-risk populations; program and grant support to help MassHousing partners address disparities, provide opportunities and foster inclusive, safe, healthy and thriving communities; and learning opportunities that focus on the intersection of social issues and affordable housing and promote positive tenancies.

For more information, please visit [www.masshousing.com/housingstability](http://www.masshousing.com/housingstability).

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

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# Communities Included in Central MA

Acton	Hopedale	Princeton
Ashburnham	Hopkington	Royalston
Ashby	Hubbardston	Rutland
Ashland	Hudson	Sharon
Athol	Lancaster	Sherborn
Auburn	Leicester	Shrewsbury
Ayer	Leominster	Southborough
Barre	Lincoln	Southbridge
Bellingham	Littleton	Spencer
Berlin	Lunenburg	Stirling
Blackstone	Marlborough	Stoughton
Bolton	Medfield	Stow
Boxborough	Medway	Sturbridge
Boylston	Mendon	Sudbury
Brookfield	Milford	Sutton
Canton	Millbury	Templeton
Charlton	Millis	Upton
Clinton	Millville	Uxbridge
Dedham	Natick	Walpole
Douglas	Needham	Warren
Dover	New Braintree	Wayland
East Brookfield	Norfolk	Webster
Fitchburg	North Brookfield	Wellesley
Foxborough	Northborough	West Boylston
Framingham	Northbridge	West Brookfield
Franklin	Norwood	Westborough
Gardner	Oakham	Westminster
Grafton	Oxford	Weston
Hardwick	Paxton	Westwood
Harvard	Petershaw	Winchendon
Holden	Phillipston	Worcester
Holliston	Plainville	Wrentham

# Table of Contents

Childcare Assistance.....	1
Domestic/Sexual Violence Support.....	7
Food Assistance.....	11
Fuel Assistance.....	15
Mental Health Assistance .....	18
Rental Assistance.....	21
Substance Use Disorder Support.....	26



# Childcare Assistance

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1

## 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 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:**

### [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](mailto: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

### [Guild of St. Agnes](#)

19 Harvard St., Worcester, MA 01609

The Guild of St. Agnes provides child education and care services in eight sites throughout Central MA and the greater Worcester area. They offer breakfast, lunch, and snacks; have 13 school-age programs; and contract with 135 family childcare providers.

Contact: 508-755-2238

### [Kids Unlimited, Inc.](#)

35 Trolley Crossing Rd., Charlton, MA 01507

Kids Unlimited is a network of 70+ licensed home childcare educators in Western and Central MA. They offer a food program to all of the educators in the network and have income eligible slots, DTA vouchers, homeless parent slots, and others through the Dept. of Early Education and Care. Kids Unlimited serves families in Auburn, Brookfield, Charlton, Southbridge, Spencer, Sturbridge, Webster, West Brookfield, and Worcester.

Contact: 508-248-6772



### [Making Opportunity Count, Inc. \(MOC\)](#)

601 River St., Fitchburg, MA 01420

Making Opportunity Count (MOC) has a variety of resources for families and individuals in Central MA. MOC offers childcare, Head Start locations, and a family resource center, and coordinates family and community engagement programs.

Contact: 978-345-7040 or [info@mocinc.org](mailto:info@mocinc.org)

### [Quincy Community Action Programs \(QCAP\)](#)

Main Office: 1509 Hancock St., Quincy, MA 02169

Head Start: 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, childcare subsidies and professional development for childcare 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:

- Main: 617-657-5305
- Head Start: 617-249-2000 or [qcaphs@qcap.org](mailto:qcaphs@qcap.org)
- CCK: [cck@qcap.org](mailto:cck@qcap.org)

### [Seven Hills Child Care Resources](#)

799 West Boylston St., Worcester, MA 01606

1480 John Fitch Hwy., Fitchburg, MA 01420

Seven Hills is a resource, referral, and information agency that serves families and Central and Western Massachusetts. The Child Care Resources (CCR) program gives referrals for early education and out of school care at no cost and makes information available in English and Spanish. Eligible families also have access to subsidized childcare vouchers.

Contact:

- Worcester: 508-796-1821
- Fitchburg: 978-602-8656

### [Southern Middlesex Opportunity Council \(SMOC\)](#)

7 Bishop St., Framingham, MA 01702

Southern Middlesex Opportunity Council (SMOC) is a Community Action agency serving nine towns and providing an array of services. SMOC offers childcare from infants to 5 years old through center- and family-based care and provides breakfast, lunch, and snacks at most locations. Subsidies and transportation are available to and from children's homes and schools.

Contact: 508-872-4853

### [Worcester Community Action Council](#)

18 Chestnut St., Suite 500, Worcester, MA 01608

The Worcester Community Action Council is a community action agency that provides various services to communities in Central MA. They offer Head Start and Early Head Start centers and a Healthy Families program for first-time parents under age 20. The Head Start centers are located in Webster and Southbridge.

Contact: 508-754-1176

# Domestic/Sexual Violence Support

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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

### [Abby's House](#)

Use [this link](#) to find the nearest location.

Abby's House provides resources for low-income, battered, and homeless women with or without children. They provide shelter, advocacy groups, and public housing.

Contact: 508-756-5486

### [Domestic Violence Ended](#)

DOVE's mission is to end intimate partner violence by offering DV survivors a 24 hour crisis hotline, emergency shelter, community based advocacy and counseling, support groups, children services, legal advocacy program, civilian domestic violence advocacy, LGBTQIA+ services, Chinese advocacy program, youth services, and prevention and education.

Contact: Civilian Domestic Violence Advocates:

- Braintree, Quincy, Weymouth communities: Maureen Flores: 617.653.4226
- Holbrook, Milton and Randolph communities: Julie Thermidor: 617.831.8326
- Dedham and Norwood communities: Sarah Kinnane: 857.939.3058

### [New Hope](#)

MJ Leadenham Center, 22-24 Park Avenue, Worcester, MA 01605

Offers emergency shelters, counseling, and advocates that will keep you safe, help you create a plan, and advocate for your family's success. There are also services specifically for sexual violence victims as well. For more information, please use this link for the specific services offered.

Contact: (508) 753-3146

### [Our Deaf Survivors Inc.](#)

128 Providence Street, Worcester, MA 01604

Services provided include victim advocates who work with victims/survivors of domestic and/or sexual assault, and education and trainings that provide intensive trainings and educate agencies and deaf community about sexual and domestic violence.

Contact:

- Hotline: 1-855-812-1001
- [Connect@odscunity.org](mailto:Connect@odscunity.org)
- Office: (508) 426-2420

### The Second Step- Newton

Our programs and services are designed to make the most of this relationship – strengthening a survivor’s own internal resources as well as their network of resources and supports in the community. Our services are comprehensive, allowing us to meet survivors where they are and to partner with them all the way from crisis to well-being.

Contact: (617) 965-2538

### Voices Against Violence

7 Bishop Street, Framingham, MA 01702

Services include a 24-hour hotline, crisis intervention, confidential short term emergency shelter, counseling and support groups, information and referrals, and medical, legal and criminal justice advocacy. Voices also offers Supervised visitation services on a sliding fee schedule through KidSpace.

Contact: (508) 872-4853

### YWCA of Central Massachusetts

1 Salem Square, Worcester, MA 01608

89 Parker Street, Leicester, MA 01524

54 Main Street Suite 001, Leominster, MA 01453

15 Grove Street, Westborough, MA 01581

Domestic Violence Services at the YWCA provide direct and comprehensive support to survivors of domestic violence, and work to create community solutions that prevent domestic violence and promote healthy relationships. Use [this link](#) to locate specific services.

Contact:

- Worcester: (508) 767-2505
- Leicester: (508) 892-9814
- Leominster: (978) 537-2306
- Westborough: (508) 366-8005

## 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:**

#### [A Place to Turn](#)

99 Hartford St, Natick, MA 01760

Their goal is to provide families with up to 1 week's worth of food that adheres to the USDA MyPlate standards. This goal means they work to provide clients with fresh produce and perishable items. They also offer a Healthy Learners: Feed the body, Feed the mind grant, which provides extra food for families with school-age children. These families receive about \$50 worth of additional food – breakfast, lunch, and snack items.

Contact: 508-655-8868 or [info@aplacetoturn-natick.org](mailto:info@aplacetoturn-natick.org)



### [Acton Community Supper and Food Pantry](#)

235 Summer Street, Building #1, Lower Level in the Boxborough Business Park, Boxborough, MA, 01719.

Clients receive 4-days worth of food which they choose from the shelves. This allotment includes canned goods, staples, meat, eggs, dairy products, bread, and fresh fruit and vegetables. The Pantry also provides baby food, formula, and diapers to those with babies in their household and other basic household products to all families

Contact: 978-635-9295

### [Friendly House](#)

36 Wall Street, Worcester, MA 01604

Provides regular monthly and emergency access to fresh and shelf-stable food and baby formula at 5 locations. Also, child meals are delivered to youth-serving organizations across Worcester. Serves zip codes 01602, 01604, parts of 01605 and 01606. Must bring proof of address.

Contact: 508-7554-4362

### [Middlesex Human Service Agency](#)

50 Prospect St, Suite #3, Waltham, MA 02453

Provides a variety of nutrition programs, including a mobile market, a soup kitchen, and a weekly food pantry. Check the website for service-specific contact information.

Contact: 781-894-6110

### [Natick Service Council](#)

2 Webster St, Natick, MA 01760

The Vi Tutuny Heart Healthy Food Pantry is a choice pantry and our clients are able to shop for foods they prefer and are provided with up to two weeks of nutritious foods. Also, their Mobile Market provides monthly supplemental boxes of fresh fruits and vegetables, milk, eggs, butter and lean meat.

Contact: 508-655-1791

### Wellesley Food Pantry

Wellesley Hills Congregational Church, 207 Washington St, Wellesley, MA

Support from the Wellesley Food Pantry is open to all qualified Wellesley residents. Residents needing Food Pantry assistance can register by email, mail, or in person with an appointment. The pantry is open every Tuesday morning to welcome clients, and is also open one Tuesday evening per month.

Contact: 781-235-1188

### Worcester County Food Bank

474 Boston Turnpike, Shrewsbury, MA 01545

Partners with others – food and fund donors, volunteers, business and community leaders – to provide donated food to neighbors who need it. Use the [agency locator](#) to find the nearest food pantry or meal service to you.

Contact: 508-842-3663

### Woo Fridges

Woo Fridges partners with farms, grocers, and local restaurants to rescue food that would otherwise be thrown away and makes it available in 5 free community fridges around Worcester. The fridges are open 24/7. Find your closest fridge [here](#).

A contact form is available at the bottom of the home page.

## 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

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)

### [Self Help Inc](#)

Click [here](#) for a list of locations

*Self Help, Inc.* is a nonprofit Community Action Agency (CAA) created to help low-income families and individuals stabilize and secure their lives through education, strategic assistance, and building on opportunities in their communities. Home Energy Assistance works closely with the Weatherization and HEART-WAP programs to coordinate fuel assistance eligibility efforts. This allows for additional assistance to clients who have used up their Home Energy Assistance benefits.

Contact: Click [here](#) for contact information per location

### [Worcester Community Action Council - Low Income Energy Assistance Program](#)

Worcester Community Action Council's (WCAC) mission is helping people move to economic self-sufficiency through programs, partnerships, and advocacy. It is the federally designated "community action agency" for Central MA. The agency serves the City of Worcester and 45 surrounding towns through emergency and social service programs. WCAC's Low Income Home Energy Assistance Program (LIHEAP) helps homeowners and renters pay home heating bills and past due balances on utility bills.

Contact: [liweap@wcac.net](mailto:liweap@wcac.net) or 508-796-2423

# 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

**[Children's Friend An Affiliate of Seven Hills Foundation](#)**

20 Cedar St, Worcester MA 01609

Specializes in outpatient counseling for children, adolescents and parents, psychiatric services -trauma specialty. Also, peer support group for children ages 3-18 who have experienced the death of a parent, primary caregiver or sibling.

Sites:

Ellsworth Child and Family Counseling Center

Carriage House- Center for Grieving Children

Contact: 508-753-5425 ex.6430

**[Family Services of Central MA](#)**

31 Harvard St, Worcester, MA 01609

Counseling services for individuals, groups and families, and children 5+, trauma and PTSD, family and dispute medication services.

Contact: 508-756-4646

**[Gandara Center](#)**

P.O. Box 63, Worcester, MA 01603

In home therapeutic services, behavioral, residential, addiction, and family services for mindfulness-based programs: yoga, meditation, music & art, health education and therapeutic care to children, youth & caregivers, campus and community programs.

Contact: 508-299-7905

**[Southeast Asian Coalition of Central MA](#)**

484 Main St., Suite 400, Worcester, MA 01608

Outreach & support services for refugees, immigrants & low-income individuals. Helps access & utilize medically necessary clinical treatment services & community resources. Languages include: Vietnamese, Arabic, Burmese

Contact: 508-791-4373

**Y.O.U. Inc.**

205 School St, Gardner, MA 01440  
328 Main St, Southbridge, MA 01550

Counseling for children through adults & families, group therapy, adolescent substance abuse, psychological testing, in-home services, sexual abuse treatment, medication eval and management, trauma informed & school based services.

**Contact:**

- Gardner: 978-632-2321
- Southbridge: 508-765-9101



## 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](#)

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.

### RAA's:

#### [Central Massachusetts Housing Alliance \(CMHA\)](#)

6 Institute Road Worcester, MA 01609

CMHA leads a collaborative response to homelessness that fosters long-term housing stability through prevention, shelter & safety net, moving beyond homelessness, and public ed & advocacy.

Contact: (508) 752-5519

#### [RCAP Solutions](#)

191 May Street Worcester, MA 01602

Since their inception RCAP Solutions has ensured families have safe, affordable housing. We offer supportive counseling, financial assistance, and subsidized housing/voucher programs. In addition, we manage several affordable housing properties across Central Massachusetts.

Contact: (800) 488-1969

#### [South Middlesex Opportunity Council, Inc. \(SMOC\)](#)

7 Bishop Street Framingham, MA 01702

The South Middlesex Opportunity Council (SMOC) is an umbrella organization that works in the community to provide opportunities to enhance self-sufficiency and to create a safety net when short term and/or continuing support are needed. SMOC is the designated community-based anti-poverty agency for one city and nine towns in the Metrowest area and is headquartered in downtown Framingham, convenient to transportation and additional services. Over the past 45 years, the agency has evolved to meet a wider range of challenges that people living in the community face. Their five major areas of programming include: Behavioral Health Services; Economic Development, Education, Employment & Workforce Development Services; Energy & Financial Assistance Services; Family & Nutrition Services; and Comprehensive Housing Services.

Contact: (508) 872-4853

**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 \(\[housingnavigator.ma.org\]\(http://housingnavigator.ma.org\)\)](#)**

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.

**[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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26

## 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

### [AdCare Inpatient Detoxification](#)

107 Lincoln Street, Worcester, MA 01605

AdCare offers a 3-to-5-day inpatient detox program at two locations, providing medically-monitored withdrawal management services for a range of addictive substances. Patients are medically managed 24 hours per day and participate in a daily program designed to increase their understanding of their addiction and continuing care needs.

Contact: (508) 799-9000

### [Adolescent Recovery Services- Motivating Youth Recovery \(MYR\)](#)

26 Queen Street, Worcester, MA 01610

Motivating Youth Recovery (MYR) is an acute detoxification and stabilization program for adolescents 13-17 (18 year olds can be admitted on a case by case basis). While at MYR client's are medically monitored 24 hours a day and receive a comprehensive assessment and diagnosis, treatment and aftercare planning from a multidisciplinary treatment team comprised of psychiatrists, master's level clinicians, registered nurses, case managers, and counselors.

Contact: (508) 860-1244

### [Bedrock Rehab Detox](#)

1 Meadowbrook Way, Canton, MA, 02021

Bedrock Recovery Center specializes in Substance Addiction Rehabilitation. Our state of the art facility designed for substance use detoxification and inpatient services. At Bedrock our mission is to provide trauma informed, evidenced based, culturally humble, gender responsive and family centric services to individuals suffering from substance use disorders.

Contact: (855) 560-6629

### [Clearbrook Treatment Center - ATS](#)

83 Hosptial Road, Templeton, MA, 01436

For 45 years, Clearbrook Treatment Centers has been helping people throughout the tri-state area come to terms with their drug and alcohol addictions, as well as mental health related issues. The rehabilitation center prides itself on offering comprehensive care to each of our patients.

Contact: (800) 582-6241

### [Harrington Healthcare Co-Occurring Disorders Unit](#)

340 Thompson Road, Webster, MA

Harrington HealthCare at Webster is an expansive outpatient facility with 24/7 emergency services. Our campus offers laboratory, diagnostic imaging, primary care and specialty physicians, a sleep lab, a 16-bed adult Co-Occurring Disorders unit, and a new expanded Physical and Occupational Therapy clinic.

Contact: (508)-640-2986

### [The Haven New England- Haven Detox](#)

1369 Grafton St, Worcester, MA, 01604

This location offers services that are specialized for each patient's needs. Services include detox centers, residential treatment centers, and aftercare planning to ensure patients are staying safe and healthy.

Contact: (855) 614-0111

### [Recovery Centers of America](#)

9 Village Inn Road, Westminster, MA, 01473

Treatments offered at this location include Acute Treatment Services (ATS), Clinical Stabilization Services (CSS), Medication Assisted Treatment (MAT), includes Methadone and VIVITROL® Injection for Opiates & Alcohol, and outpatient treatment both In-Person and Virtual.

Contact: (833) 740-1488



### [Spectrum Health Care System- Bright Futures](#)

Use this [link](#) to find a location near you.

Provides inpatient and outpatient services for those struggling with substance use disorder. Inpatient services include detoxification, clinical stabilization, and residential treatment. Outpatient services include counseling, medication services, rapid access treatment, impaired driving programs, second offender aftercare, partner abuse education, and anger management. Additionally, Spectrum Health Care offers peer recovery support.

Contact: Use this [link](#) to find a location near you and their contact information.

### [UMass Memorial Health Inpatient Services](#)

12 Queen Street, Worcester, MA 01610

Services includes are adult and child outpatient mental health treatment, primary care for adult outpatient mental health clients, round-the-clock emergency mental health and substance use evaluation and services, rehabilitation services for adults with serious mental illness (by DMH referral), substance abuse treatment services, for adults and adolescents, including inpatient programs, residential recovery treatment, and outpatient counseling. Additionally, they provide the only inpatient adolescent substance use disorder treatment program in Massachusetts and geriatric behavioral health consultation services.

Contact: 508-860-1000