

# 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, or housing and rental assistance.

[www.mass211help.org](http://www.mass211help.org)



Commonwealth of Massachusetts  
Deval L. Patrick, Governor  
Timothy P. Murray, Lt. 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](http://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](http://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](http://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](http://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](http://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](http://www.mass.gov/dhcd)

#### Foreclosure Assistance

Foreclosure counseling and assistance for homeowners.

[www.mass.gov/ocabr](http://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](http://www.mass.gov/veterans)

**617-210-5480**

### CHILD SUPPORT ASSISTANCE

#### Department of Revenue

For assistance with child support orders.

[www.mass.gov/cse](http://www.mass.gov/cse)

**800-332-2733**

### ELDER SERVICES

Assist elders and their families to identify services and opportunities.

[www.mass.gov/elder](http://www.mass.gov/elder)

**800-243-4636**

### COMMUNITY-BASED RESOURCES

#### Massachusetts Association For Community Action (MASSCAP)

Services including fuel and weatherization assistance, homelessness prevention, emergency food assistance, and job training.

[www.masscap.org](http://www.masscap.org)

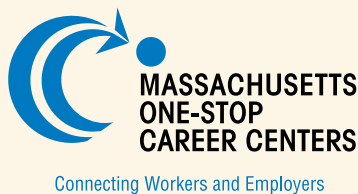
**617-357-1086**

## JOB SEARCH ASSISTANCE Jobs, Careers, Training

**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](http://www.mass.gov/careercenters) or call **877-872-5627**. To access the latest job postings, go to [www.mass.gov/jobquest](http://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](http://www.mass.gov/snap)



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