

HUMAN SERVICES RESOURCES GUIDE

CONSUMER EDITION



A GUIDE TO IMPORTANT PROGRAMS AND BENEFITS
FOR FOXBOROUGH RESIDENTS

PREPARED BY THE
FOXBOROUGH COUNCIL ON AGING & HUMAN SERVICES
75 CENTRAL STREET,
FOXBOROUGH, MA 02035
508-543-1234

September 2016

CRISIS HOTLINES

Abuse / Protective Services:

Elder Abuse Hotline at 800-922-2275.

Nursing Facility or Rest Home residents: 800-462-5540 Department of Public Health at .

Department of Children and Families (DCF) 800-792-5200 (24 hours / 7 days a week) Birth to age 17

Disabled Persons Protection Commission (DPPC) 800-426-9009 or 888-822-0350 TTY (24 hours / 7 days a week) Ages 18 to 59. .

Domestic Violence: 877-785-2020 toll free, 24-hour domestic violence hotline:

Hotline counselors can assist with safety planning, information on accessing public benefits and other services for battered women, ranging from shelters to transitional living programs.

Parental Stress Hotline: 800-632-8188 is a 24-hour hotline for when the stress of parenting becomes too much.

Poison Control and Prevention—Emergency Phone: 800-682-9211 Regional Center for Poison Control and Prevention Services for Massachusetts & Rhode Island, 300 Longwood Avenue, Boston, MA 02115

Psychiatric Emergency : 800-529-5077. Riverside Community Care Psychiatric Emergency Services teams provide around the clock, seven days a week, crisis intervention for both mental health and addiction-related emergencies.

Rape Crisis Hotline: Hotline: 800- 323-4673. New Hope, 140 Park Street, Attleboro, MA 02703. FREE services for adolescent and adult sexual assault survivors - and for people who care about survivors of all ages.

Suicide Prevention:

State-wide Toll-Free Hotline: Samaritans:1-877-870-HOPE (1-877-870-4673)

National Hotlines: 1-800-SUICIDE (1-800-784-2433)

1-800-273-TALK (1-800-273-8255)

Deaf Hotline: 1-800-799-4TTY (1-800-799-4889)

*For expanded listings, see **Crisis Lines** on page 5.*

*For related services, see **Domestic Violence Resources** on page 8, **Homelessness Resources** on page 16 and **Protective Services** on page 24*

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Introduction

Dear Reader,

This guide was produced by the Foxborough Council on Aging and Human Services. It includes the latest program information available at the time it was prepared. Much information is specific to elders, but the guide includes information that applies to all adults and families; and especially those with disabilities and/or limited income.

The guide begins with a section on Foxborough specific programs.

The second section provides information and listings having to do with services and programs that are available to Foxborough residents but that are not specific to Foxborough.

A third section lists internet resources which can be accessed for more information on many of the topics listed in the resources section.

Finally, the guide includes a quick listing of crisis hotlines (on the inside of the front cover).

Resources available to residents include financial assistance, help choosing health insurance, help with transportation, food shopping, meal preparation, house cleaning, medical care, and on and on. Each program is likely to have its own intake procedures and qualifications.

Programs and providers change constantly. Therefore, this resource guide will only provide a snapshot of current services and providers. ***Please call providers to confirm the information*** about services that interest you.

We want to acknowledge the many non-profit and government agencies who have produced guides or listings from which we have drawn inspiration, ideas and data.

We hope the listings in this guide may point consumers and caregivers to resources and programs that can help them.

For more information or help, call the Council on Aging and Human Services at 508-543-1234.

Sincerely,

Vicki Lowe Executive Director

Pam McGuire Community Social Worker

Cathy Varnum /Human Services Coordinator/Transportation Manager

Foxborough Council on Aging & Human Services



SECTION 1: SERVICES FROM THE TOWN OF FOXBOROUGH

The Foxborough Council on Aging and Human Services

75 Central Street, 508-543-1234, provides information, referral and assistance to *all* town residents. Programs to which we refer include:

- * Reduced Cost Dental Care
- * Housing
- * Mental Health Resources
- * Legal Services
- * Support Groups
- * Transportation
- * Food Assistance
- * In-Home Care
- * Health Insurance Counseling

The Foxborough Senior Center 75 Central St. 508-543-1234

runs educational and recreational programs for seniors (age 60 and older), such as free movies, and low cost fitness classes. See our calendar in the Foxboro Reporter and on-line at **www.foxboroughma.gov**

AFFORDABLE HOUSING

The **Foxborough Housing Authority**, 90 N. Carl Annon Court , Foxborough, MA 02035, Phone: 508-543-5960, Fax: 508-698-0480—offers **State aided public housing** for low income elders (60 and over), disabled adults, and families. Call for information and an application. Foxborough residents may also apply at Housing Authorities in other towns.

Federal Public Housing Units are run by private management companies and are available to elders (62 and older), and disabled individuals. To apply for Federal Housing in Foxborough: contact **Eastpoint Properties 603-836-5680**

Property Based Affordable Apartments are available at several local complexes. These units are available to households with income up to 80% of the area median income. Eligible residents pay a fixed below market rent. Call the Council on Aging and Human Services for more information. 508-543-1234.

Rental Assistance / Homelessness:

Call the Foxborough COA &HS at 508-543-1234 for information about, and assistance in, finding other housing programs.

DOMESTIC VIOLENCE RESOURCES

- **Domestic Violence Support Group.** Call the COA & HS at 508-543-1234 for

information on supports available and how to attend a local support group.

- **H.U.G.S. - Foxboro (Help Us Get Safe)** 508-698-8784. HUGS is a local volunteer-run organization committed to making our community safer through educating on violence in relationships and by assisting victims and families affected by domestic violence. HUGS is not an emergency service, but provides a confidential phone number.

FOOD, CLOTHING, CHILDREN, ETC.

Foxborough Discretionary Fund & Food Pantry 35 Neponset Ave., 508-543-5235 . Mailing address PO Box 636

- **Food Pantry**—Open: Tuesdays and Thursdays 9am-11am & 2nd and 4th Wednesday of each month 5pm—6:30pm
- **Summer Lunch Program** During summer school break, lunches are provided for school aged children who qualify for free or reduced cost lunch through the Foxborough public schools.
- **Fresh Start Program**—Back to school supplies and gift card for back to school clothing for Foxborough public school students who qualify for free or reduced cost school lunches.
- **Thanksgiving & Winter Holiday Programs**—Thanksgiving and Winter Holiday food basket, and clothing/toys at winter holidays are available to all residents who qualify.
- **Other Assistance - Assistance for urgent expenses.** Call the Discretionary Fund to discuss your particular situation. 508-543-5235

Food Stamps / SNAP Program Application Information Hotline 800-249-2007
(see *Supplemental Nutrition Assistance Program (SNAP)* on page 26)

Foxborough School Dept.: Free and Reduced Price School Meals - Children from families with incomes at or below 185 percent of the federal poverty level, Food Stamp (SNAP) or TANF members, homeless, foster, and migrants are eligible for free or reduced priced meals. **Applications are sent home to all families at the start of each school year**, and are available on the Foxborough Schools website and at the main office of each school. Families can call Allison Johnson, Director of Food Services, at 508-543-1656 with any questions. .

Women, Infants and Children program—WIC provides free food and nutritional information to pregnant women, infants and to children (including foster children) under the age of five. For appointments , call the **Quincy WIC office** at 617-376-4190 or 800-942-1007.

HESSCO Elder Services runs a **Hot Lunch Program** at the N. Carl Annon housing complex off Baker Street for those 60 years and older and their spouses. There is a suggested \$3.00 donation for each meal. Call 508-698-0754 no later than the morning *before* the day you wish to attend. Also, ask for information on **free breakfasts**.

HESSCO also offers **Home Delivered Meals** (a.k.a. *Meals on Wheels*) to elders who would otherwise have difficulty getting to the meal site. Call 781-784-4944 and ask for the Intake Department.

The Council on Aging and Human Services 508-543-1234, can help individuals and families apply for programs such as **SNAP** (formerly Food Stamps), **Emergency Assistance, and MassHealth**

YMCA Reach Out for Youth and Families Scholarship provides financial assistance to any YMCA programs, activities, and services regardless of ability to pay. To sign up, fill out the scholarship form and return it to the Member Services Desk. Call 508-543-2523 Email: fxscholarship@hockymca.org

FUEL ASSISTANCE

Low Income Heating Assistance - The Council on Aging and Human Services, 508-543-1234, takes applications for the Low Income Heating Assistance Program (LIHEAP) *during the heating season*. Applications are processed by Self Help Inc. (508-580-5440). Benefits may also include weatherization and heating system repairs. Help is available to home owners, and to most renters, even when heat is included in rent.

Good Neighbor Energy Fund helps residents who are not eligible for LIHEAP. Income limits apply. The program is administered by the Salvation Army through the Foxboro Discretionary Fund. Call 508-543-5235 .

Also See Utility Savings on page 30

HEALTH INSURANCE COUNSELING

S.H.I.N.E: The Senior Center hosts **free health insurance counseling** from the S.H.I.N.E. program for Medicare beneficiaries and seniors regarding issues such as health plans, drug plans and billing issues. Call 508-543-1234 to schedule an appointment. Call HESSCO at 781-784-4944 to speak with a S.H.I.N.E. representative.

(Also see listing under Health Insurance Resources on page 11 of Resources section)

HEALTH SERVICES

The Council on Aging and Human Services can refer you for help for meeting or reducing medical costs, such as help paying for health insurance and prescriptions. 508-543-1234.

Safe Drug Disposal Kiosk: a drug disposal collection box is located inside the Public Safety Building, 8 Chestnut Street, for **free** disposal of drugs you no longer need. No questions asked. Collected drugs will be safely destroyed free of charge. Examples of accepted drugs: Prescription & Over-the-Counter Medicines, Pet Medications, Prescription Liquids in unbreakable, leak-proof containers, Pills, Capsules & Patches, Prescription Ointments, Vitamins. (**The kiosk does not accept “sharps”** such as needles. See sharps collection under Board of Health)

The Board of Health, 508-543-1207, provides services such as free **blood pressure** and **blood sugar** screenings open to all residents. Other services include periodic **“sharps” collections** for those using hypodermic needles, periodic **unused medication collection**, and an annual **Rabies & Microchip Clinic** for cats and dogs.

The Board of Health’s **FOG** program collects used **Fats, Oils and Grease** for recycling. Proceeds from FOG helps fund the Discretionary Fund’s utility assistance program. For details, see the Health Dept. page at www.foxboroughma.gov.

INCOME TAX PREPARATION ASSISTANCE

The **Senior Center**, 508-543-1234, hosts volunteers from the **AARP Foundation Tax-Aide** program from approximately **mid February thru April 15th**. Free tax preparation and filing assistance is available to taxpayers with low and moderate income, with special attention to those 60 and older. Call the Senior Center for more information or to make an appointment. Call early in the tax season, as appointments fill up quickly.

REAL ESTATE TAX ASSISTANCE

Tax exemption Information and applications are available from the Board of Assessors at 508-543-1215. Applicants must meet residency and home ownership requirements, and, for most programs, income and asset limits. Exemptions may be available to qualifying:

- **Older Citizens (exemption or tax deferral),**
- **Elderly Surviving Spouse, or Minor Child ,**
- **Disabled Veterans** (Exemption may be available to veteran’s spouse, or the

parents of a veteran who lost his/her life in service,)

- **Blind Persons**
- **Those in need** due to **Age & Infirmary & Financial Hardship.**

Senior Work-Off Program: Seniors can earn money towards their property tax bill. Must be sixty or older, and the assessed owner of the property. Contact the Senior Center for details and procedures. 508-543-1234.

TRANSPORTATION

The Council on Aging & Human Services transportation is available to Foxborough seniors and Human Services clients. Advance reservations are required. For details and to make reservations, call the Senior Center at 508-543-1234 x 65116.

FISH uses volunteers to transport Foxboro residents to medical appointments within 11 miles of Foxborough. Call 508-698-3729.

GATRA 'Dial-A-Ride' transportation is a shared ride that provides transportation to several surrounding towns for various appointments, errands or social visits. Two business days notice is required for transportation. To schedule a ride, call 800-698-7676. The recommended donation is between \$1.25 and \$5.00 depending on distance.

GATRA 'Miles for Health' program is strictly for medical transportation. It brings clients to Boston hospitals Monday through Friday. On Wednesdays it provides "all other trips" to Burlington, Framingham, Worcester, Wellesley, etc. The recommended donation is \$10.00. A 48 hour advanced notice is required for this program. Rides can be scheduled by calling 800-698-7676. Visit GATRA on their website at www.gatra.org

HESSCO Grant—Provides transportation to Boston medical appointments on a limited schedule for ages 60 and older. Call the COA & HS for help in accessing this grant. 508-543-1234.

VETERAN SERVICES

Veteran Services Dept., 40 South Street, Foxborough, MA 02035, 508 543-1204

Veterans Services assists veterans with V.A. disability claims and annuity applications for 100% service connected disabled veterans, as well as educates 10% + service connected disabled veterans on possible real estate tax partial abatements—Administers Mass. G.L.C. 115 financial assistance and emergency aid to eligible veterans, dependents and widows. Helps families apply for burial benefits and grave markers - Counsels veterans and provides referrals to other

professional services as needed—Helps veterans apply for state wartime bonuses. —Facilitates monthly group "Mutual Mondays" for survivors of trauma - Provides veterans with access and referral to education, training and employment services—Helps veterans with service record concerns.

OTHER SERVICES

Highway Department

70 Elm Street, 508-543-1228

Compost Site: The Compost Site is now the old Landfill / Dump Site on East Belcher Road. Entrance is gained by the old Scale House. There will be no charge to Foxborough residents. Leaves, grass, and branches will still be accepted at the new site. Branches must be separated from leaves. Stickers are available at the site. For more information, contact Tree Tech., Inc., who operates the site, at 508-543-5644.

Water and Sewer Department

70 Elm Street, Phone: 508-543-1209, Emergency Phone: 508-543-4343

Toilet Rebate Program / Washing Machine Rebate Program: The Water Dept. offers rebate programs for toilets and washing machines to help in the conservation of water. If you replace a high flow toilet with a low flow toilet, the department will issue a check for \$100.⁰⁰ to defray the expenses. If you replace an inefficient washing machine with a water conserving model the rebate amount is \$75. Please call the Water Dept. at 508-543-1209 for more information *before* having your appliance replaced.

Rain Barrel Program: Conserve precious rain water and save money. Collection barrels are available to town residents for \$50 (vs. the retail price of \$119). Each barrel holds 60 gallons of water and includes overflow fittings, drain plug, screw on cover, and a threaded spigot with a choice of 2 ports to use with either a watering can or a garden hose. Please call the Water Dept. at 508-543-1209 for more information or stop by to pick up a barrel.

TRIAD at the Senior Center Program

75 Central St, 508-543-1234

TRIAD is part of a three-way partnership between seniors, law enforcement agencies, and the Council on Aging. This partnership works to reduce crimes against senior citizens and to enhance awareness of support services. TRIAD also encourages senior participation in crime prevention and detection programs. TRIAD meetings are usually held on the third Wednesday of each month at 1:00 p.m. For information, please call the Senior Center at 508-543-1234.

SECTION 2: RESOURCES

ADAPTIVE EQUIPMENT– *Accessories that help you manage your daily living needs. Examples: commodes, canes, walkers, grab bars, hand rails, raised toilet seats, tub seats and lifts.* Adaptive Equipment is often available thru Medicare or other insurance when ordered by a physician. Check **www.medicare.gov** for a supplier directory. Equipment is also available through many pharmacies, but not all pharmacies will bill Medicare. Check to see if the provider you use accepts Medicare assignment.

Used equipment is available through **www.getatsuff.com** for free or at low cost. The **Foxboro Senior Center**, 508-543-1234, often has walkers, canes, commodes and other donated equipment available for Seniors to borrow. Also check with local VNAs to see if they have equipment to lend.

See also Assistive Technologies for more listings.

ADULT DAY HEALTH/ SOCIAL DAY CARE

Adult Day Health *Centers offer social, recreational, and health-related services in a protective setting. Adult Day Health serves those who cannot be left alone during the day because of health care and social need, confusion, or disability. Funding sources include private pay, MassHealth, the State Home Care Program, and Senior Care Options.*

Social Day Care *(aka Supportive Day) Centers provide individualized programs of social activity for elders requiring daytime supervision. Activities include recreation and social activities. Some social day centers offer limited health services. Below is a listing of some local providers.*

Franklin Senior Center Supportive Day Program: 508-520-4945

Hillside Attleboro Adult Day Health: 508-226-6150

Mansfield Adult Day Health Center : 508-339-2119

Millis COA Social Day: 508-376-7051

NE Sinai Alzheimer's Medical & Parkinson's Adult Day: 781-297-1375

Norfolk Adult Day Health Center Norwood: 781-769-4495

Old Colony Adult Day Stoughton : 781-341-9070

The Julia Ruth House Westwood: 781-251-3393

ADULT FOSTER CARE / ADULT FAMILY CARE (AFC) – *A program that provides daily assistance with personal care and case management oversight in a*

caregiver's home. (See also GROUP ADULT FOSTER CARE)

To apply for Adult Foster Care / Adult Family Care, call the local Aging Services Access Point (HESSCO 781-784-4944). AFC providers will also accept private pay.

AGING SERVICES ACCESS POINTS – *ASAPs are non-profit agencies across the state, under contract to the Executive Office of Elder Affairs.* Programs include Information and Referral, Case Management, State Funded Home Care, Nutrition Program, Caregiver Support and Elder Abuse/Protective Services.

The Local A.S.A.P. is:

HESSCO (Health & Social Services Consortium)

1 Merchant Street, Sharon, MA 02067

www.hessco.org 781-784-4944, 800-462-5221 , Fax: 781-784-4922

Serves Canton, Dedham, Foxboro, Medfield, Millis, Norfolk, Norwood, Plainville, Sharon, Walpole, Westwood, and Wrentham

Go to www.800AGEINFO.com or call 800-243-4636 to find ASAPs in other areas.

ALZHEIMER'S RESOURCES

Alzheimer's Association Massachusetts Chapter

800-272-3900; 24 hour helpline 800-548-2111

Alzheimer's Assistance Program: Provides free in-home or Adult Day program respite. CVNA Attleboro. 508-222-0118 (Grant program—Foxborough, Plainville and Bristol County)

Alzheimer's Partnership Assistance Program: one time grant up to \$500 for caregivers. Write the Neponset Valley Alzheimer's Partnership, PO Box 641, Foxboro, MA 02035 for an application and brochure.

Safe Return Program: 800-548-2111 Alzheimer's Association. (I.D. bracelet)

Project Lifesaver (also listed under Autism Resources on page 4.) Uses LoJack Safety Net to track persons who tend to wander due to Alzheimer's autism, or other afflictions. Call Norfolk County Sheriff's Office for information and eligibility guidelines. 781-751-3577 . (To contact **LoJack Safety Net** directly call 877-434-6384 or www.LoJackSafetyNet.com)

Family Caregiver Support program at HESSCO Elder Services 781-784-4944. Offers counseling, resources and service coordination to persons of any age caring for someone with Alzheimer's Disease.

Early stage & care partner programs: Alzheimer's Association 617-868-6718 x2005 Information & support groups.

Alzheimer's Support Groups: Please call to confirm information

New England Sinai 143 York St Stoughton 781-297-1375

Community VNA Attleboro, 508-222-0118 x1374

Sharon COA 781-784-8000

Emmanuel House, Brockton- Early Stage Support Group : For individuals and their care partners. 508-588-5334

Adult Day Health /Social Day Programs : See listings on page 1

Guardianship/Rep Payee services: See list under Legal Services on page 20

Money management program: HESSCO Elder Services 781-784-4944 (Ask about income and other eligibility criteria)

National Institute on Aging funded Alzheimer's Disease Centers:

Boston University Alzheimer's Disease Ctr. 888-458-2823 www.bu.edu/alzresearch

Massachusetts General Hospital/Harvard Medical School Alzheimer's Disease Research Center 617-726-3987 madrc.org

Call the Alzheimer's Association, 800-272-3900; 24 hour helpline 800-548-2111 for referral to resources for diagnosis and assessment

ASSISTED LIVING RESIDENCES— *are an option for people who feel uncomfortable or unsafe living alone, but do not need the 24-hour nursing and medical care provided by nursing facilities.* Generally, facilities are private pay. A few facilities participate in programs (Senior Care Options or SSI-G) that subsidize care for low income residents.

To find assisted living residences contact the Massachusetts Assisted Living Facilities Association (Mass-Alfa), 135 Beaver Street Waltham, MA 02452 Phone: 781-622-5999, Fax: 781-622-5979,

Email: massalfa@massalfa.org, www.massalfa.org

For more information on subsidized care, contact the Human Services Department at the Senior Center—508-543-1234.

ASSISTIVE TECHNOLOGY—*can be a "device" or a "service." The term covers communication devices for people who cannot speak independently, telecommunications devices for the deaf (TDDs), text telephones (TTYs) and television decoders for people with hearing loss. Other devices for people with hearing loss use lights or vibrations to warn people about dangers. Environmental control systems turn lights on and off, open doors or operate appliances. Assistive technology includes modifications to buildings, rooms and other facilities. While some "high tech" devices are expensive, inexpensive low tech devices include Velcro, large print materials, big button phones, and adapted eating utensils.*

Some good sources for assistive devices are:

iCanConnect promotes the National Deaf-Blind Equipment Distribution Program (NDBEDP). The goal is to get technology into the hands of Americans with **combined hearing and vision loss**. For those who qualify, technology equipment used for distance communication is provided FREE. Installation, training and technical support are also available at NO CHARGE. Call 1-800-825-4595 / TTY 1-888-320-2656, or visit the website www.iCanConnect.org

Massachusetts Equipment Distribution Program (MassEDP) provides free specialized telephone equipment to disabled residents. 800-300-5658 V/TTY

Mass Rehab Commission 800-245-6543 www.mass.gov/massedp

Mass Commission for the Blind 800-392-6450 , and

Mass Commission for the Deaf and Hard of Hearing 800-882-1155.

Useful Web Site: MassMatch www.massmatch.org

See also Hearing Loss/ Hearing Aids on page 12

AUTISM RESOURCES

Family Autism Center (of Norfolk County ARC) 781 762-4001 www.arcsouthnorfolk.org/fac-home.html. The Family Autism Center offers several workshops and training programs for parents and professionals, school vacation week programming for children and young adults , and many different support groups for family members, including parents and grandparents. For more information, call 781-762-4001 x 310 or email Brian Clark at bclark@arcsouthnorfolk.org to be put on mailing list.

Project Lifesaver (also listed under Alzheimer's Resources on page 2.) Uses **LoJack Safety Net** to track persons who tend to wander due to Alzheimer's autism, or other afflictions. Call Norfolk County Sheriff's Office for info. 781-751-3577 . (To contact **LoJack Safety Net** directly call 877-434-6384 or www.LoJackSafetyNet.com)

CAREGIVER SUPPORT PROGRAMS - *Programs that support unpaid caregivers such as family members or friends. Support can include information, education, access to services and in-home assessments.* Contact HESSCO at 781-784-4944

CONSUMER DIRECTED CARE – *A service delivery model in which the consumer (or proxy) hires and supervises the people who provide daily assistance to the consumer. See Personal Care Attendant Program on page 23*

COUNCIL ON AGING - *A municipal department that sponsors programs and services for older adults.*

The Foxborough Council on Aging and Human Services

75 Central Street, Foxboro, MA 02035, 508-543-1234 www.foxboroughma.gov/coa

The Foxborough Council on Aging and Human Services has three components

- * The Human Services department that assists **any** Foxborough residents of **any age** in need of social services interventions
- * The Council on Aging responsible for meeting the needs of any Foxborough resident, 60 years old and over, through outreach programs and services designed to help them maintain their independence in the community.
- * The Senior Center where a host of educational programs, health clinics, social events and activities take place

CRISIS LINES

Abuse / Protective Services:

Elder Abuse Hotline 800-922-2275.

Nursing Facility or Rest Home residents:800-462-5540 Department of Public Health .

Department of Children and Families (DCF) 800-792-5200 (24 hours / 7 days a week) Birth to age 17

Disabled Persons Protection Commission (DPPC) 800-426-9009 or 888-822-0350 TTY (24 hours / 7 days a week) Ages 18 to 59.

Domestic Violence: toll free, 24-hour domestic violence hotline 877-785-2020. Hotline counselors can assist with safety planning, information on accessing public benefits and other services for battered women, ranging from shelters to transitional living programs.

Parental Stress Hotline: 800-632-8188. When the stress of parenting becomes too much, the 24-hour Parental Stress Line, is staffed by trained volunteer telephone counselors who care and are concerned about the preservation of families

Poison Control and Prevention: Regional Center for Poison Control and Prevention Services for Massachusetts & Rhode Island, 300 Longwood Avenue, Boston, MA 02115 **Emergency Phone: 800-682-9211**

Psychiatric Emergency: 800-529-5077. Riverside Community Care Psychiatric Emergency Services teams provide around the clock, seven days a week, crisis intervention for both mental health and addiction-related emergencies. The program's goal, when possible, is to help avoid a lengthy

emergency room visit by intervening with an individual or a family in a more comfortable, less stressful environment. Riverside can provide service at its offices, your home, at school, other community settings, and, in the most acute situations, at a hospital emergency room.

Rape Crisis Hotline: Hotline: 800-323-4673. New Hope, 140 Park Street, Attleboro, MA 02703. Additional sites in Taunton , Webster. Office: (508) 226-4015 TTY: (508) 323-4673. Rape Crisis Centers offer FREE services for adolescent and adult sexual assault survivors - and for people who care about survivors of all ages. Trained rape crisis counselors at local programs: Provide 24/7 hotline counseling, information, and referral; Will go with survivors to hospitals and/or police stations 24/7; Will go with a survivor to court: Provide one-to-one counseling and support group counseling

Suicide Prevention:

State-wide Toll-Free Hotline: Samaritans:877-870-HOPE (877-870-4673) Call anytime— Volunteer befrienders offer you respect and support. If you are unable to call, or don't want to talk, but would like support, write to: Samaritans, Inc., 41 West St., 4th Floor, Boston, MA 021

National Hotlines: 1-800-SUICIDE (800-784-2433)

800-273-TALK (800-273-8255)

Deaf Hotline: 800-799-4TTY (800-799-4889)

Web based resource: www.suicidehotlines.com/massachusetts.html

Listings of National, State and Local hotlines and web-based chat lines offering support for all, with listings of resources for teens, college students, LGBT community, veterans, etc.

See also Domestic Violence Resources page 8, Homelessness Resources page 16 and Protective Services page 24

DENTAL CARE

Elder Dental Program 781-769-3710 or elderdental@verizon.net This nonprofit program uses local dentists who volunteer to treat low-income elders at significantly reduced fees. Eligibility: age 60 or over, do not have dental insurance, live in the program service area, meet asset limits, and have an annual income less than 250% of poverty level (annual income less than \$29,175 [\$39,325 for a couple] and savings less than \$23,048 [\$45,680 for a couple].)

Individual Dental Insurance

Altus Dental Must be member of AAA. www.altusdental.com

AARP Dental Plan 866-583-2085 TTY: 800-735-2929

www.deltadentalins.com/aarp/

Delta Dental of Mass. 800-872-0500 <http://www.deltadentalma.com/>

The Health Connector www.mahealthconnector.org offers dental plans to meet most needs and budgets. There are plans for children only, and plans for families and adults. At the health connector web site, you will find information about covered benefits, deductibles, co-pays, out-of-pocket maximums, and annual benefit maximums. Once you've reviewed the plan details and found a plan or plans that may be right for you, call 1-877-MA-ENROLL to get premium information. You can enroll by either mailing in a completed application or calling 1-877-MA-ENROLL.

MassHealth Dental Benefits

Dental Customer Service: 1-800-207-5019; TTY: 1-800-466-7566 (for people with partial or total hearing loss) 8:00 A.M. to 6:00 P.M. Monday through Friday.

Web Address: <https://masshealth-dental.net/MemberServices/>

MassHealth members aged 21 and older are eligible for dental services performed by a MassHealth dentist. Adult members who have been determined by the Department of Developmental Services (DDS) to be eligible for DDS services receive a different dental benefit package than adults who are not DDS Clients. Examples of covered dental services for adults include: Oral exams (twice in 12 months); Some Oral Surgery (such as removal of impacted teeth, biopsies, soft-tissue surgery); X rays; Extractions (tooth-pulling); Cleanings (twice in 12 months)

Community Health Centers: To find centers offering dental care, call the Office of Oral Health at 617-624-6074 or the Mass League of CHCs at 617-523-3609. The closest CHC offering dental care is Brockton Neighborhood Health Center 63 Main Street, Brockton, MA 02301, (508) 559-6699 www.bnhc.org

University/College Dental Programs: Discounted services are provided by students supervised by faculty. Some schools accept MassHealth. Services may include general dentistry, dental hygiene, periodontics, dentures, etc. Many community colleges offer discount services (cleanings and x-rays only) through the Dental Hygienist Program. Call the programs below to ask what services are available.

Boston University School of Graduate Dentistry 100 E. Newton St. Boston
617-638-4671

Harvard School of Dental Medicine 188 Longwood Ave. Boston 617-432-1000

Tufts University of Dental Medicine 1 Kneeland St. Boston 617-636-6828

Forsyth School for Dental Hygienists 140 The Fenway Boston 617-262-5200

Mount Ida College Dental Hygiene 777 Dedham St Newton 617-928-7360

Travelling Dental Care, LLC is a privately owned service that provides in-home dental *hygienist* care. MassHealth accepted. Travel fees may apply. Phone: 774-377-9449. Email: travellingdentalcare@gmail.com

DEPARTMENT OF TRANSITIONAL ASSISTANCE - LOCAL OFFICE

Taunton– serves Foxborough Mon - Fri 7:30am to 5:00pm
21 Spring Street, Taunton, MA 02780
Phone: 508-884-5300, Fax: 508-884-5301

DOMESTIC VIOLENCE RESOURCES

Call the toll free, 24-hour domestic violence hotline (877-785-2020). Hotline counselors can assist with safety planning, information on accessing public benefits and other services for battered women, ranging from shelters to transitional living programs.

Department of Transitional Assistance Hotline: 800-445-6604

New Hope Hotline: 800-323-HOPE (800-323-4673) Greater Attleboro area

H.U.G.S. - Foxboro (Help Us Get Safe) 508-698-8784

Woman's Place: Brockton Hotline: 508-588-2041

Support Group : Norwood Hospital 781-278-6025

Support Group: Foxboro Call 508-543-1234 for information

National Abuse Hotline: 800-799-SAFE (800-799-7233)

Dove 24 Hour Hotline: 617-471-1234 or 888-314-3683

Treatment for Batterers:

Billings Human Services, Norwood 781-762-0060

Brockton Family & Community Resources 508-583-5200

Respect c/o New Hope 508-226-8286

For information on reporting abuse against Elders, Disabled or Children, see Protective Services listing on page 24

EMERGENCY AID TO ELDERS, DISABLED AND CHILDREN (EAEDC)

A State funded program that provides cash and other benefits to certain persons or caregivers who are not eligible for other programs, such as SSI or TAFDC, or who are waiting for SSI. Asset and income limits are very low. Apply through the DTA office: 21 Spring Street, Taunton, MA 02780, 508-884-5300, Fax: 508-884-5301

EAEDC also pays for rest home care for those who need it and who do not qualify

for SSI. For rest home care, the beneficiary's income, minus a low monthly personal needs allowance, goes toward the rest home's bill, with EAEDC making up the difference. Under this program, rest home residents get Community MassHealth. Apply thru the DTA worker assigned to the rest home or through the closest DTA office (*see listing on page 8*).

EMERGENCY SHELTER

During extreme heat or cold, the Senior Center at 75 Central Street will be open during it's regular business hours as a place residents can seek relief from extreme temperatures. The McGinty Room at the Public Safety Building on Chestnut Street will be available at other times for residents to visit to escape from extreme temperatures. However, the McGinty Room is not a place residents can shelter for extended periods.

In case of disaster, including extended power outages, the Town of Foxborough may open an emergency shelter for residents who cannot stay safely in their homes.

Residents are urged to sign up for emergency notifications to an email address, home phone or cell phone. For more information and to enroll, use the web page at www.foxboroughma.gov/Pages/FoxboroughMA_Police/notification.

For **Homeless Shelters** see **Homelessness Resources** page 16

FINANCIAL PLANNING SERVICES (NON-PROFIT) - *Agencies that provide assistance with financial and estate planning as well as asset preservation and management with an emphasis on senior citizens. (Note: **Legal Services** programs, page 20, can also help with foreclosure, eviction, debt collection, etc.)*

Homeowner Options For Massachusetts Elders (H.O.M.E.) 800-583-5337

In-home financial counseling for Massachusetts homeowner with only one residence, 60 years of age or older (50 if in jeopardy of losing your home), with annual income less than \$30,000 individual / \$40,000 couple.

Making Home Affordable 888-995-HOPE, www.makinghomeaffordable.gov. Information to help homeowners avoid foreclosure

MassSaves 617-787-3874 x 219, www.masssaves.org/consumer A program of the Massachusetts Financial Education Collaborative (MFEC), offers workshops and on-line resources on a variety of financial topics.

Credit Counseling Programs *give free advice to people who are in debt or have questions about their finances. People who need help paying off their debts can enroll in a low-cost debt management plan. For a list of U.S. Dept. of Justice Approved Credit Counseling Agencies serving Massachusetts, go to*

www.justice.gov/ust/eo/bapcpa/ccde/cc_approved.htm

New England Pension Assistance Project: 888-425-6067. Help correcting/appealing denials and miscalculations, tracking down benefits from former employers, obtaining and explaining plan documents. www.umb.edu/pensionaction

Free and Low-Cost Banking Programs: Massachusetts residents can get free or low cost savings and checking accounts at area banks. Children (up to age 18) and seniors (65+) qualify for free accounts, and other residents can get basic accounts with low monthly fees. Ask at the bank about **18-65 Banking** or **Basic Banking** account status.

Office of Consumer Affairs & Business Regulation (OCABR) 617-973-8787, 888-283-3757 (toll free, in MA only) For information on banks and banking www.mass.gov/ocabr/consumer/banks-banking/

FRAIL ELDER WAIVER: *(aka Home and Community Based Service Waver)- The waiver provides MassHealth Standard coverage and pays for in-home or community services to keep an elder out of a nursing facility. Income limits are higher (300% of Federal SSI benefit) than for non-frail elders. Also, married clients may use a waiver to separate the income and resources of the frail elder from those of the spouse to establish Medicaid eligibility for the frail elder.*

Services may include personal care services, housekeeping and chore services, laundry, home health aide, skilled nursing, companion services, supportive day program, home delivered meals, grocery shopping, transportation, wander response system, respite care, environmental accessibility adaptation, and transitional assistance. The local Aging Services Access Point (ASAP) will assess the elder's needs and determine the type and amount of services. Call HESSCO, 781-784-4844 . For other areas call 800-AGE-INFO.

FUNERALS / BODY DONATION

Low Income Service Program

New England Institute of Funeral Service Education

@ Mt. Ida College 617-928-4714 (Newton)

Provides funeral services for families in financial need. Work is performed by students under supervision of faculty.

Anatomical Gift Program (Request an "Instrument of Anatomical Gift Form from school of choice).

UMass Medical School: 508-856-2460

BU School of Medicine: 617-638-4245

Harvard Medical: 617-432-1735

Tufts School of Medicine: 617-956-6685

Social Security Survivor benefit: 800-772-1213. One time \$255 payment to spouse, or minor/disabled child.

Veterans: For information on burial benefits for veterans, call 800-827-1000. Also, you can call the Foxborough Veterans Services Department at 508-543-1204 if you need help accessing benefits.

Dept. of Transitional Assistance: Individual's or financially responsible family member's assets must be under \$1,100. DTA will pay the difference up to \$1,100 towards the funeral costs. Funeral Home will contact DTA for authorization.

GROUP ADULT FOSTER CARE (GAFC) – *This is a Medicaid program which pays for some services delivered to eligible residents of participating assisted living facilities. GAFC can assist with needs such as daily personal care and oversight of services. (Room and board expenses of assisted living GAFC residents may be covered under the Massachusetts SSI-G program.)* To apply for Group Adult Foster Care, call the MassHealth Customer Service Center at 800-841-2900 or TTY 800-497-4648. GAFC providers will also accept private pay

HANDICAP PLACARDS & LICENSE PLATES

Massachusetts Registry of Motor Vehicles 617-351-4500

<http://www.massrmv.com/rmv/forms/disabled.htm>

Mass RMV Provides handicap plates/placards to individuals who are medically certified as disabled by a Massachusetts licensed physician, chiropractor or nurse practitioner's signature. Request an application via telephone or visit their website and print out an application

HEALTH INSURANCE RESOURCES

NOTE: *If you qualify for Medicare, use the Medicare.gov web site, call 1-800-MEDICARE, or consult the SHINE program to find out what health plan options are open to you. The Health Connector (see below) which is Massachusetts' Affordable Care Act Health Insurance Marketplace does NOT apply to you.*

The Health Connector is Massachusetts' health insurance Marketplace where individuals, families, and small businesses can shop among the state's leading health and dental insurance carriers and choose the right plan to meet their needs and budget. 1-877 MA-ENROLL (1-877-623-6765) or TTY 1-877-623-7773 Monday to Friday, 8 a.m. to 5 p.m. or www.mahealthconnector.org.

For General Information on Massachusetts Insurance Offerings (MassHealth & Health Connector): 1-855-MA-4-Hlth (855-624-4584), TTY 1-877-623-7773, or 1-800-497-4648.

You may qualify for help paying for health insurance. To qualify: You must shop through the Health Connector; You must live in Massachusetts; You must be a U.S. citizen, national, or otherwise lawfully present in the U.S.; You must be an individual or family with income at or below 400% of the Federal Poverty Level (FPL); **You are not qualified for Medicare, MassHealth (Medicaid)**, or other public health insurance programs; Your employer does not offer you *affordable*, comprehensive health insurance (i.e. the cost of your employer's health insurance plan for individuals is no more than 9.5% of your income; You may not be in jail at this time

Consumer Health HelpLine : 800-272-4232

Health Care for All's HelpLine is a free resource for consumers of all ages. Counselors are available 9am - 5pm, Monday - Friday.

HelpLine Counselors:

- Help you understand your health coverage options
- Help you apply for and get free and lower-cost health coverage
- Help you to find out what your health coverage covers
- Help you solve problems with your health coverage

The HelpLine is staffed by Health Care for All staff, interns, and volunteers.

SHINE - Serving the **H**ealth **I**nformation **N**eeds of **E**lders. SHINE counselors are volunteers trained by a state-funded program. They provide free, unbiased and accurate information to seniors and to Medicare recipients of all ages about health insurance options and benefits. SHINE counselors are also available at most Councils on Aging. Call the Foxborough Council on Aging/Senior Center for a SHINE appointment. To talk to a counselor by telephone from the HESSCO service area, (including Foxborough) call HESSCO at 781-784-4944 and ask for the SHINE office. For other areas, call 800-243-4636 (800-AGE-INFO) and pick option 3 to contact a counselor in your area.

*Also see listings for **MEDICAID (MASSHEALTH)** on page 21, **MEDICARE** on page 21, and Prescription Advantage on page 24.*

HEARING LOSS/ HEARING AIDS

Financial Assistance, Exchange and Recycling Programs for Hearing Aids and Assistive Technology (See Assistive Technology, page 3)

Note: Medicaid covers costs for hearing aids (with limits). Medicare, however, will not cover hearing aids. Check with private health insurer to see if it provides any coverage.

Organizations that accept and distribute gently used hearing aids have been included here, as well.

The Massachusetts Commission for the Deaf and Hard of Hearing (MCDHH) is the principal agency in the Commonwealth on behalf of people of all ages who are deaf and hard of hearing, Services include:

- ◆ Communication Access, Training & Technology Services.
- ◆ Case Management Services
- ◆ Interpreter/CART (Communication Access Realtime Translation) Referral Services
- ◆ Independent Living Services for Deaf/Hard of Hearing

MCDHH Toll Free Numbers

800 530-7570 TTY 800 882-1155 Voice

After Hours Emergency Interpreter/CART Service 800 249-9949 TTY / Voice

Web Site Mass.gov/mcdhh

Title VII Part B—In Massachusetts, federal money from Title VII Part B funding is available to all of the Independent Living Centers for buying equipment and services to assist people to maintain or achieve independence. There is a long waiting list. Title VII Part B is only for those who are not eligible for services under the Massachusetts Rehabilitation Commission (MRC). All other sources of funding should be explored before applying for this service. Applicant must show evidence of having looked for other services. The program can provide funding for assistive technology, assistive listening devices and other disability-related equipment.

Ten independent living programs for deaf and hard of hearing people are funded through state contracts administered by MCDHH. There is no charge for participation. For more information, contact:

Southeast Region D.E.A.F., Inc.

66 Main Street, Taunton, MA 02780

TTY/Voice: 508 802-9605, Fax: 508 802-9606 , VP: 508 802-9607

www.deafinonline.org email: dhils@deafinonline.org

or

Greater Boston D.E.A.F., Inc.

215 Brighton Ave., Allston, MA 02134

TTY/Voice: 617 254-4041, Toll free TTY/ Voice: 800 886-5195 , Fax: 617 254-7091

<http://www.deafinonline.org> email: dhils@deafinonline.org

Additional resources:

American Medical Resources Foundation (recycles hearing aids)

P.O. Box 3609, 36 Station Avenue, Brockton, MA 02404
401-789-4527 Voice, 401-789-1849 Fax, <http://amrf.com/>

Assistive Technology Exchange in New England www.getatstuff.org/

Boston Guild for Hard of Hearing, Northeastern University

Hearing Outreach Program
Behrakis Health Sciences Center
617-373-2492 Voice, 617-373-8756 FAX
<http://www.slpa.neu.edu/guild/index.html>

Knights of Columbus

P.O. Box 194, 470 Washington Street, Norwood, MA 02062
781-551-0628 Voice, 781-551-0490 Fax
<http://massachusettsstatekofc.org/>

Massachusetts Rehabilitation Commission

21 Spring Street, Suite 8, Taunton, MA 02780
Tel: (508) 823-8141 TDD: (508) 821-3797 Fax: (508) 821-3796

US Veterans Administration

VA Outpatient Clinic, Audiology Dept.

150 South Huntington Ave., Jamaica Plains, MA. Voice: 617-232-9500 ext. 4730,
Fax: 617-264-6703

Massachusetts Lions Club

District 33-S, Hearing Foundation in collaboration with Morton Hospital Speech,
Hearing and Language Center
2007 Bay Street Suite B-100, Taunton, MA 02780.
Contact your local Lions Club

NUused Pilot Program

A collaboration of MCDHH and the Department of Speech, Language Pathology
and Audiology of Northeastern University for recycling hearing aids
Contact Director, Audiology, 617-373-2496
Behrakis Health Sciences Center
30 Leon Street, 503, Boston, MA 02115

HOME CARE PROGRAM– *See State Home Care Program page 26*

HOME HEALTH AGENCIES—OVERVIEW

Certified Home Health Agencies are licensed and approved to provide home health services under Medicare and Medicaid. Certified agencies provide services such as registered nurses, occupational therapists, physical therapists, social workers and home health aides. A physician's order is generally needed to receive services under Medicare or Medicaid. Check with your insurance carrier for limits placed on Home Health Care payments by your insurer.

Non-certified Home Health Agencies cannot bill Medicare or Medicaid. Both certified and non-certified agencies offer skilled services on a private pay basis as well as private pay non-medical services such as homemaking and companionship. There is no need for a physician's order for private pay services. (Note: Placement Agencies' workers are considered contractors and not agency employees. Many do not cover workmen's compensation or payroll taxes; these become the responsibility of the consumer.)

Resources:

Medicare Certified Home Health Compare - Medicare.gov

www.medicare.gov/HomeHealthCompare/

Home Care Alliance of Massachusetts www.hhcam.org/

HOME / YARD

Local individuals and groups contact the Council on Aging and Human Services offering to assist with chores. Call 508-534-1252.

Programs that provide repairs, grants or loans:

International Elders (repairs) 617-469-4640

USDA Rural Development (grants/loans, available in Foxboro, Medfield, Millis, Norfolk, Plainville and Wrentham) 508-295-5151

Southern Middlesex Opportunity Council (loans) 508-620-2682

Mass. Housing Finance (loans for safety, septic) 617-854-1000

MRC (modification loans) **SMOC** 508-202-5919 Seniors/Disabled

Home Modification Program for people with **MS** (grants) 800-493-9255

Commission for the Blind (with secondary disability) (grants) 617-727-5550

Independent Living Centers (grants) for disabled 617-204-3851 (see list, page 19)

Veterans Administration (loans) 800-827-1000

Healthy Homes (help with environmental/safety issues) 508-588-4049 x 115

HOMELESSNESS RESOURCES

EMERGENCY SHELTERS (HOMELESS)

Families: Provides family shelters, services to eligible families. Must be income eligible.

Weekdays: Call Department of Transitional Assistance: (DTA) 21 Spring Street, Taunton, MA 02780 Phone: 508-884-5300, Fax: 508-884-5301
75 Fountain St, Framingham. Homeless Coordinator 508-661-6645

Evenings/weekends: Pathways (Framingham) 508-879-5047. Reachable 24/7. Will place on emergency basis one night, and then send next business day to DTA - depending on availability

Individuals:

Call each shelter daily for availability See online **Shelter Resource Listing** at www.mass.gov/hed/economic/eohed/dhcd/contacts/shelter-resource-listing.html

SMOC Resource Center Framingham 508-620-2690.

90 Lincoln St. (They run several men's & women's centers).

Father Bill's Quincy 617-770-3314 (men & women)

Anchor Inn N. Quincy 617-328-5380 (men)

Evenings/weekends: Reachable 24/7

Bristol Lodge Waltham 781-893-0108(men) 781-894-1225 (women)

Salvation Army 617-542-5420 x510 Will take individuals with active substance abuse.

Other Homelessness Prevention Resources

South Middlesex Opportunity Council (SMOC): SMOC: is a multi-service agency that covers the Foxboro area for housing services. The following are services they provide:

Housing Services Center 508-872-0765 Provides comprehensive housing and services to families who are experiencing or are at risk of homelessness. Services include HomeBASE Emergency assistance program, housing search, stabilization services and includes the foreclosure prevention program. (Also try Housing Consumer Education Ctrs. 800-224-5124 or DHCD Div. of Housing Stabilization 877-418-3308).

Common Ground Resource Center: 508-620-2690 Integrated service delivery system for single adults experiencing or are at risk of homelessness. Includes emergency housing, low cost rooms, and services.

Rental Assistance Program: 508-620-2335 Mass and Federal Section 8 mobile vouchers that pay private landlords directly.

HOSPICE – Programs that offer a special way of caring for people who are terminally ill. Hospice care involves a team-oriented approach that addresses the medical, physical, social, emotional and spiritual needs of the patient. Hospice also provides support to the patient’s family or caregiver as well. Hospice care is covered under Medicare Part A.

The **Hospice Federation** website, www.hospicefed.org, has lists of hospice agencies by town, by services provided, and alphabetically.

The Hospice & Palliative Care Federation of Massachusetts,

1420 Providence Highway, Suite 277, Norwood, Mass. 02062

Tel: 800-962-2973, · 781-255-7077 ,

HOUSING RESOURCES

Overview: Public Housing Available in Massachusetts

In Massachusetts there are 253 Housing Authorities, representing each city/town in the state. Most public housing is available to low income families, elders and disabled adults. There are a small amount of units available for single non-disabled adults.

State aided public housing: These are public housing **units** for low income elders (60 and over), disabled adults, and low income families. Applications are made through the local Housing Authority. A Universal Application can be completed, copied and sent to each housing Authority for each town.

There are also privately run Federal Public Housing Units that are run by individual management companies. These units are available to elders (62 and older), and disabled individuals. To apply, contact each management company for an application.

Rental Assistance: These are rental **subsidies**, (called **vouchers**) for private apartments **not** in public housing developments. There are three main types of housing subsidies (vouchers). One is federal (HCVP), and two are state funded. (MRVP & AHVP)

Federal: Section 8 Housing Choice Voucher Program (HCVP). Apply at South Middlesex Opportunity Council (SMOC) to be placed on the **statewide** waiting list. This list is very long, and never closes.

In addition, there is a **Centralized Waiting List** comprised of **84** participating Housing Authorities. One application needs to be completed and sent to any **one** of those housing authorities on the list, and you are automatically placed on all 84 lists. For questions please call the Centralized Waiting List Informational Line at 877-868-0040.

There are a few **individual housing authorities** that also have Section 8 vouchers, but do not participate in the centralized list. You need to call each remaining city/town to see if they have Section 8 vouchers. Not all do. Also, many of these lists are closed.

State: *Mass Rental Voucher Program: (MRVP) These can be either mobile or unit based. Applications are made through SMOC. These lists can also be closed.*

(Mass) Alternative Housing Voucher Program: (AHVP) This program is exclusively for under 60 disabled adults. Need to apply through local housing authority. Not many have these vouchers. You need to call and ask each authority.

Housing Resources:

Foxborough Housing Authority, 90 N. Carl Annon Court,
Foxborough, MA 02035 Phone: 508-543-5960

To apply, call the authority, or use a Universal Application. Call the Council On Aging and Human Services at 508-543-1234 for a list of housing authorities in other towns.

Privately run Federally subsidized housing units – Each development has its own application. The following is a sampling of developments in or near Foxborough. Contact each Management Company separately

Canton

Canton Village, Keith Properties Inc. 781-828-8125

Lamplighter Village. Peabody Properties, Inc. 781-828-7834

Foxborough

N. Carl Annon Court 2, Eastpoint Properties 603-836-5680

Sharon

Stony Brook Court, Barkan Management Company, Inc. 781-784-4025

Westwood

Highland Glen, Equity Residential Properties Management Corp. 781-237-7634

Wrentham

Liberty Pines, Boston Land Company 781-547-4280

Federally subsidized units in other towns: www.hud.gov/apps/section8

South Middlesex Opportunity Council (SMOC): SMOC: is a multi-service agency that covers the Foxboro area for housing services. The following are services they provide:

- **Housing Services Center** 508-872-0765 Provides comprehensive housing and services to families who are experiencing or are at risk of homelessness. Services include HomeBASE Emergency assistance program, housing search, stabilization services and includes the foreclosure prevention program. (Also try Housing Consumer Education Ctrs. 800-224-5124 or DHCD Div. of Housing Stabilization 877-418-3308).
- **Common Ground Resource Center:** 508-620-2690 Integrated service delivery system for single adults experiencing or are at risk of homelessness. Includes emergency housing, low cost rooms, and services.

- **Rental assistance Program:** 508-620-2335 Mass and Federal Section 8 mobile vouchers that pay private landlords directly.

Other Housing Resources:

www.masslegalhelp.org/housing

www.massresources.org/affordable-housing.html

www.chapa.org/looking-housing/affordable-homes

INDEPENDENT LIVING CENTERS - *Private, non-profit, consumer controlled, community-based organizations that provide information, services and advocacy by and for persons with **all types of disabilities**. Independent Living Centers provide advocacy on national, state and local issues. They work to assure access to housing, employment, transportation, communities, recreational facilities, and health and social services.*

Massachusetts Statewide Independent Living Council

Voice/TTY: 508-620-7452. Toll Free: 866-662-7452 (within Mass.)

www.masilc.org/

MetroWest Center for Independent Living

280 Irving Street, Framingham, MA 01702

Phone: 508-875-7853, Fax: 508-875-8359, Web: www.mwcil.org

INFORMATION AND REFERRAL SERVICES - *The following resources can help you find resources for many types of problems. If you are unable to find the help you need using this booklet, try calling one of the numbers below.*

Mass 2-1-1. Anyone can call 211 to connect 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. Calls are always confidential. 211 is available 24 hours a day, 7 days a week. Mass 2-1-1 responds immediately during times of crisis, fielding calls regarding the crisis and directing callers to services most appropriate for their needs. If you are unable to reach 2-1-1 due to your telephone or cell phone carrier, a toll-free number is available: 1-877-211-MASS (6277); Hearing Impaired: 508-370-4890 TTY

Foxborough Council on Aging and Human Services 508-543-1234. The Human Services staff at the COA &HS are available during normal business hours to help Foxborough residents find the services and resources they need. A face to face appointment is often helpful, and can be scheduled for the Senior center at 75 Central St., or at your home.

HESSCO Elder Services 781-784-4944. HESSCO's Information and Referral Department maintains extensive files on services and resources for area residents age 60 and older or those taking care of seniors.

LEGAL SERVICES

Disability Law Center DLC 800-872-9992. is a private, non-profit organization providing protection and advocacy for Massachusetts residents with disabilities. www.dlc-ma.org

Legal Advocacy and Resource Center Hotline 617-603-1700 or 800-342-5297. Brief advice and referrals for low-income individuals under age 60.

Mass. Senior Legal Helpline: 866-778-0939 Provides free legal information, advice and referral services for Massachusetts senior citizens (60 years or older) in most areas of civil law. The Helpline provides interpretation services in many languages. If you get their voicemail, leave your name, telephone number and town. They return calls within 2 business days.

MassLegalHelp: www.masslegalhelp.org. Massachusetts legal aid programs website to help consumers find practical information about legal rights.

MassPro (Medicare provider complaints/appeals) 800-252-5533

Medicare Advocacy Project 800-323-3205. Legal assistance around Medicare and Medicare-related health insurance coverage.

Metro West Legal Services 800-696-1501: ask for "intake" (seniors & low income)

Non-profit Guardianship/Representative Payee services:

AdvoGuard 781-982-1577

Family Services Assoc. 508-678-7542.

Jewish Family & Children's Services 781-647-5327

LONG-TERM CARE OMBUDSMAN PROGRAM - *Trained volunteers advocate for the rights and quality of care of residents of Long-Term Care Facilities such as nursing and rest homes. Ombudsman volunteers work to resolve residents' complaints, provide information to residents and the public, and educate consumers about life in a Long Term Care Facility.* The local Ombudsman program is run through HESSCO (781-784-4944). To find the Ombudsman Agency for other towns, go to www.mass.gov/elders/docs/ltc-ombudsman-contact.pdf.

MEDICAID (MASSHEALTH)

Medicaid (A federal program called MassHealth in Massachusetts) is a comprehensive health insurance program for low income children, families, elders, and those with disabilities.

People who live in Long-Term Care Facilities receive MassHealth when they can no longer pay privately for their care. Others receive MassHealth coverage while remaining in the community, living in their own home or with family.

MassHealth covers almost all medical expenses associated with in-patient and out-patient medical care not covered by other insurance. Eligibility varies by age, living situation and other factors.

For questions about general eligibility, MassHealth benefits, enrollment into a health plan, dental benefits, etc., call **MassHealth Customer Service Center**, 800-841-2900 (TTY: 800-497-4648).

For questions about eligibility or the status of your application, call **MassHealth Enrollment Center**: 888-665-9993 (TTY: 888-665-9997). Elders and caregivers may speak with a SHINE counselor at the Senior Center or at HESSCO. (see SHINE on page 25).

MEDICARE

Medicare is health insurance for eligible U.S. residents 65 years of age and older, and some younger individuals with disabilities. Medicare is divided into four main parts.

Part A is usually free. It covers many (but not all) costs associated with hospitalization.

Part B has a monthly premium and covers many (but not all) costs associated with outpatient medical care. Together, Part A and Part B are referred to as **Traditional Medicare**.

Medicare recipients with only traditional Medicare must pay various deductibles and co-payments. Many recipients choose additional insurance coverage to protect themselves from those costs. For those with traditional Medicare coverage, **Medicare Supplement (Medigap)** plans provide protection from high out-of-pocket medical expenses – but charge premiums. They are accepted by all physicians and hospitals who accept Medicare. Medigap policies do not cover prescriptions, so you'll need a separate (Part D) drug plan.

Part C (Medicare Advantage) combines Part A, Part B, and, sometimes, Part D (prescription drug) coverage. Medicare Advantage plans are offered by private

companies approved by Medicare. Plans must cover medically-necessary services; but plans can charge different copayments, coinsurance, or deductibles for these services. They also may cover a few services not covered by Medicare. Medicare Advantage Plans, such as HMOs, PPOs, and Private Fee for Service Plans, often have monthly premiums. (You also pay the Part B premium.) Part C plans may restrict where you get care, and which physicians you see.

Part D, a.k.a. the **Medicare Prescription Drug Program**, is offered through private insurance companies. Part D plans help pay the cost of prescription medications. Part D plans may charge monthly premiums, co-pays, and deductibles.

SHINE counselors can help people choose the right coverage. (See *SHINE* on page 25.)

NUTRITION RESOURCES

Food Stamps/SNAP Program Application Information Hotline 800-249-2007 (see *Supplemental Nutrition Assistance Program (SNAP)* on page 26)

Foxborough Discretionary Fund & Food Pantry 508-543-5235

35 Neponset Ave., Mailing address PO Box 636

The **Food Pantry** is open: Tuesdays and Thursdays 9am-11am & 2nd and 4th Wednesday of each month 5pm—6:30pm

Social meals (a.k.a. congregate meals) are hot lunches, served Monday thru Friday for anyone 60 and older, served in settings such as senior centers. Meals have no added salt, are low in fat and are modified for diabetics. Call the meal site no later than the weekday morning before you wish to attend. A per meal donation is requested.

In Foxborough, the meal site is run By HESSCO, and is located in the Rodman Room at N Carl Annon Court. Call 508-698-0754 no later than 11 am on the business day before you wish to attend.

Transportation to and from the meal site can be provided by the Council on Aging at 508-543-1234.

Home-delivered meals (Meals on Wheels) provides home-delivered meals to elders who would have difficulty getting to a meal site. Hot meals are delivered between 10:30 a.m. and 1 p.m., up to five days/week. Those with additional needs may receive a supper bag, and/or frozen weekend meals. Lunches are the same as those served at meal sites. A per meal donation is requested. To apply for home delivered meals, call HESSCO's Nutrition Program at 781-784-4944

PERSONAL CARE ATTENDANT (PCA) PROGRAM - *A consumer-directed program for MassHealth members who are chronically disabled and require physical assistance with activities of daily living (ADLs) such as bathing and dressing, and instrumental activities of daily living (IADLs) such as meal preparation, laundry and shopping.* To apply for PCA services, the applicant must contact a Personal Care Management (PCM) agency. The PCM agency will evaluate the applicant's need for PCA services and submit a prior-authorization request to MassHealth. For an up to date list of PCM agencies, contact **MassHealth Customer Service** at 800-841-2900

PERSONAL EMERGENCY RESPONSE SYSTEMS or *PERS*. *A PERS has three components: a small radio transmitter, a console connected to your telephone, and an emergency response center that monitors calls. When you need help, you press the transmitter's help button, which sends a signal to the console. The console automatically dials one or more emergency telephone numbers. Most PERS are programmed to telephone an emergency response center. The center will try to find out the nature of your emergency. They also may review your medical history and check who should be notified. Some providers offer enhanced services such as medication reminders or dispensing.* Local companies and agencies such as VNAs, Home Security Companies and Ambulance Services also offer PERS. Under some circumstances, some costs may be covered under health insurance, Veterans Benefits, HESSCO, or your local COA. (See Local PERS Resources below)

Some National PERS Providers:

LifeStation 866-725-8679, Phillips Lifeline 800-566-6218., CVS Medical Alert System 800-283-2300, Alert Sentry 877-253-7899

Local PERS Resources:

Seniors receiving services through **HESSCO** may qualify for a Personal Emergency Response System, with options ranging from a distress button to a new device that senses when an elder falls. Eligibility is based on the client's needs. Payment is based on the client's income. Call HESSCO at 781- 784-4944.

The Foxborough Council on Aging may be able to subsidize a Personal Emergency Response System. Call the COA at 508-543-1234 and ask to speak to the Community Social Worker.

MassHealth may pay for a member's Personal Emergency Response System when it is medically necessary. Call a PERS provider with your MassHealth information to initiate the process.

Some private insurance may pay for PERS unit.

Related Item: Project Lifesaver uses LoJack Safety Net to track persons who tend to wander due to Alzheimer's, autism, or other afflictions. Call the Norfolk County Sheriff's Office for information and eligibility guidelines. 781-751-3577 . (To contact **LoJack Safety Net** directly call 877-434-6384 or www.LoJackSafetyNet.com)

PRESCRIPTION ADVANTAGE - The State's Prescription Assistance Program. It "wraps around" other prescription coverage such as a Medicare Part D Plan. Benefits vary with income. Open to any Mass. resident on Medicare, seniors not on Medicare and lower income disabled non-seniors. Eligible consumers can join at any time. There is no premium for Prescription Advantage, but some moderate income members pay a small annual fee. Call 800-243-4636 (800-AGE-INFO) and pick option 2 for more information or to request an application. Prescription Advantage, P.O. Box 15153, Worcester, MA 01615-0153, 800-243-4636

PROTECTIVE SERVICES

Elderly: *Services mandated by the State to investigate reported cases of elder abuse, neglect, self-neglect, and financial exploitation. Abuse can be physical, sexual, or emotional. Anyone with concerns for an elder's well-being or safety is encouraged to call and discuss his/or her concerns. All calls are confidential, and a caller's identity is fully protected.*

During business hours call HESSCO at **781-784-4944**. **After 5:00pm**, on weekends and holidays, or for elders outside the HESSCO service area, call the Elder Abuse Hotline at **800-922-2275**.

Nursing Facility or Rest Home residents. For concerns regarding Nursing Facility or Rest Home residents of all ages, call the **Department of Public Health** at 800-462-5540.

Non-elderly:

Department of Children and Families (DCF) (24 hours / 7 days a week) Birth to age 17 call **800-792-5200**

Disabled Persons Protection Commission (DPPC)

(24 hours / 7 days a week) Ages 18 to 59

800-426-9009 or **888-822-0350** TTY.

SENIOR CARE OPTIONS

*The **S.C.O.** program combines health care services with social support services. With SCO, a team of medical professionals works together to provide care that is tailored to an individual's needs. Plus, SCO doctors provide coverage 24 hours a*

day. To be eligible to join a SCO, you must be 1) age 65 and older 2) have coverage under MassHealth Standard and 3) live in an area served by a SCO agency. SCO Plans available locally:

Senior Whole Health 617-494-5353

United Health Care (formerly Evercare) 800-905-8671

For more information, or to find SCO programs in other areas, call the Senior Care Options Hotline at 888-885-0484 (TTY 888-821-5225).

SENIOR CIRCUIT BREAKER TAX CREDIT.

*This program can provide a tax rebate (maximum rebate changes yearly), whether or not the elder has paid state income tax. To qualify, head of household or spouse must be 65 or older and meet income limits. To qualify, senior **homeowners** must pay real estate taxes, sewer, and water bills combined that are greater than 10% of their total income . For **renters**, 25% of the rent paid by seniors must total more than 10% of their income.*

Seniors who normally file a return should check their eligibility for the Circuit Breaker Tax Credit and file a Schedule CB with their return. Those who otherwise would not file a return, should file a Massachusetts Form 1 , along with the Schedule CB to get the rebate. Seniors can claim credits retroactively for up to 3 years. *(Note: all Form 1 filers now need to include a form HC with their return to prove health care coverage. A Medicare or MassHealth number is sufficient proof.)*

For more information call the **Mass Dept of Revenue** at 800-392-6089. (TDD/TTY 617-887-6140)

SHINE - Serving the Health Information Needs of Elders. *SHINE counselors provide unbiased and accurate information to seniors and Medicare recipients about health insurance options and benefits. Call the Senior Center, 508-543-1234, to make an appointment. See HEALTH INSURANCE RESOURCES on page 11*

SOCIAL DAY CARE - See *ADULT DAY HEALTH/ SOCIAL DAY CARE on page 1*

SOCIAL SECURITY: LOCAL OFFICE

Social Security Office

106 Pleasant Street, Attleboro, MA 02703

Monday—Friday: 9:00 AM - 3:30 PM Except Federal Holidays

Local Number 888-655-6469, National Toll-Free 800-772-1213

TTY 508-226-2051

STATE HOME CARE PROGRAM—provides support services to elders with daily living needs to help maintain independent community living. The program also supports families caring for elders in order to encourage and relieve ongoing care giving responsibilities.

The Home Care Program is administered by the Executive Office of Elder Affairs in coordination with Aging Services Access Points (ASAPs), located throughout the Commonwealth. Foxborough residents should call HESSCO Elder Services at 781-784-4944.

The program provides homemaker, personal care, day care, home delivered meals, transportation, and of other community support services.

Eligibility for the Home Care Program is based on age (60 years or older, or under 60 with a diagnosis of Alzheimer's disease, and in need of respite services), financial status and ability to carry out daily tasks such as bathing, dressing, and meal preparation.

SUPPLEMENTAL SECURITY INCOME (SSI) in Massachusetts

Overview: SSI is a federal program that provides monthly cash payments to people in need. Massachusetts supplements the federal payment.

SSI is for people age 65 or older; and for blind or disabled people of any age, including children. To qualify, you must have little or no income, and your resources must be less than \$2,000 if you are single or less than \$3,000 if you are married. The value of your home does not count as long as you live in it. Usually, the value of your car does not count. The value of certain other resources, such as a burial plot, may not count either.

In Massachusetts, SSI recipients get two separate amounts; one from Social Security for the federal SSI amount and another from the state for the Massachusetts state supplement amount. To receive SSI, you must also apply for any other cash benefits you may be able to get.

If you are not a U.S. citizen, but you are lawfully residing in the United States, you still may be able to receive SSI.

SUPPLEMENTAL NUTRITION ASSISTANCE PROGRAM (SNAP)(FORMERLY FOOD STAMPS)

Information: www.gettingfoodstamps.org

Apply for SNAP—

Over the phone: call Project Bread's Food Source Hotline at 800-645-8333 to start an application over the phone, or have an application sent to you

By mail or fax: find links to fill-able PDFs and Word documents to download and complete on the DTA website.www.mass.gov/snap

Apply online: use the Mass.gov Virtual Gateway to apply online. www.mass.gov/vg/selfservice

In person: visit the Taunton DTA office.

Application Information Hotline 800-249-2007

SUPPORT GROUPS: *Meetings change frequently. Please call and confirm information.*

Alzheimer's: *See listings on page 2*

Autism "Helping Hands": 2nd Tues. 7:30 PM Wrentham COA- email: cheryl.guadino@tacanow.org

Bereavement:

Foxboro Council on Aging and Human Services 508-543-1234 Call for referral to family & individual groups

Community VNA, 800-220-0110, offers bereavement help and assistance through several programs, including a monthly, drop-in Bereavement Support Group, a six-week Bereavement Support and Grief Education Series, and a children's 1/2 day bereavement workshop called Kids' Club. Programs are held at Community VNA, 10 Emory St., Attleboro, MA, and are free. To learn more about these bereavement support programs, contact VNA's Bereavement Coordinator at 800-220-0110.

The Compassionate Friends: Local Chapter: TCF of Southeastern Massachusetts 339-237-8068. For those coping with the death of a child. For list of chapters and meetings, go to [/www.compassionatefriends.org](http://www.compassionatefriends.org).

Breathing Club:

Sturdy Hospital 508-236-7550

Norwood Hospital 781-769-4000 x12024

Cancer:

Foxboro Cancer Center 781-278-6045 bi-monthly

Sturdy Hospital: Cancer Support 508-236-7010

Sharon COA: Cancer support: 2nd & 4th Monday 10:30 am

Caregiver Support:

Norfolk ADH- Norwood: 781-769-4495

Sharon COA 781-784-8000

Franklin Senior Center: 508-520-4945

CVNA Attleboro: 508-222-0118

Mansfield ADH 508-339-2119

The Village at Willow Crossings 508-261-1333

Foxboro: *Right At Home* Home Care 508-668-8001

Diabetes:

Norwood Hospital: 781-278-6022, 2nd Tues. of the month at 6:30 pm

Sturdy Hospital: 508-236-7166

NE Sinai: 781-344-0600

YMCA Foxboro 508-772-1339

Divorce Recovery

Norwood 781-762-3320

Domestic Violence:

Call the **Council on Aging and Human Services**, 508-543-1234 for information on local support groups

Norwood Hospital: 781-278-6022

Drug Addiction Families members support **www.learn2cope.org**.

Mental Health: Caregivers: 508-668-2941 (Norfolk Alliance for the Mentally Ill)
1st Thurs. 7:30 pm Norwood Hosp.

MS: Greater New England Chat Room Online: www.MSWorld.org

Support Group listing: www.nationalmssociety.org/chapters/MAM/index.aspx

Parents Helping Parents 800-632-8188 (for referral to a local group)

Parkinson's:

CVNA Attleboro 508-695-6569

Exercise: Sturdy 508-236-7390

New England Sinai day program 781-279-1368

Sharon COA 1st Monday at 1:00 pm

Foxboro Right at Home 508-668-8001

More info and **updated listings** are available at: www.apdama.org

Stroke Support:

Sturdy Memorial Hospital 508-236-7166

Suicide Survivors:

Quincy: Kim Kates 617- 536-2460

Vision Loss:

Foxboro Senior Center 508-543-1234

Sturdy Hospital: 508-226-6374

TRANSPORTATION

American Cancer Society 800-227-2345

25 Stuart St., Boston, MA 02116 www.cancer.org.

Provides volunteer transportation to cancer treatments.

The Council on Aging and Human Services transportation is available to Foxborough seniors and Human Services clients. Advance reservations are required. For details and to make reservations, call the Senior Center at 508-543-1234 x 65116.

FISH: Volunteers provide rides to medical appointments within 11 miles of Foxborough. To request transportation call (508) 698-3729 and leave your name, address, phone number, appointment date and time. Please provide 2 days advance notice. You will be called the evening before your appointment to confirm your ride.

GATRA, Miles for Health: 800-698-7676. This program provides shared **long distance medical** transportation serving seniors and people with disabilities. (Trips in to Boston: Monday, Tuesday, Thursday and Friday. Other long distance trips: Wednesday).

GATRA Dial A Ride 800-698-7676 Shared ride transportation for any purpose within the GATRA service area for those 60 plus or who cannot use public transportation due to disability.

HESSCO Grant—Provides transportation to Boston medical appointments on a limited schedule for ages 60 and older. Call HESSCO at 781-784-4944 for details.

Mass Health—If you are a MassHealth patient and in need of transportation to a medical appointment, contact MassHealth Customer Service at 1-800 841-2900.

Please note that in a **medical emergency**, MassHealth will pay for transportation to the hospital via an ambulance.

UTILITY SAVINGS

The Council on Aging and Human Services can help residents of all ages apply for assistance with or discounted rates on utility bills. Call 508-543-1234 for information or assistance regarding any of the programs listed below.

Fuel Assistance (LIHEAP—Low Income Home Energy Assistance Program): Pays toward heating bill (or toward rent if rent includes heat.) Applications can be filled out at the Senior Center during the heating season (November through April). Income limits apply. Call 508-543-1234 for an appointment. Open for households of any age.

Good Neighbor Energy Fund: provides heating bill assistance for households with incomes somewhat higher than LIHEAP income limits. Call the Discretionary Fund, 508-543-5235, during the heating season.

Citizens Energy—Joe For Oil The Oil Heat Program provides eligible families a one-time delivery of 100 gallons of home heating oil. During the heating season, call 1-877-JOE-4-OIL (1-877-563-4645) to apply for the program. Applications are not available online. The application process takes 4-5 weeks as it is not an emergency assistance program.

Discount on National Grid electricity and Columbia Gas: Consumers who get help from programs such as Food Stamps (SNAP), Fuel Assistance (LIHEAP) and MassHealth, or who have limited incomes, may qualify for a discount on their utility bills.

Telephone (landline) discount or free cell phone. The Lifeline program provides a discount on phone service for qualifying low-income individuals or households. Lifeline discounts are also available on pre-paid wireless service plans. To participate in the program, consumers must either have an income that is at or below 135% of the Federal Poverty Guidelines or participate in one of a number of assistance programs. Federal rules prohibit consumers from receiving more than one Lifeline discount per household.

To apply, contact a Massachusetts Lifeline service provider to obtain an application or for more information about Lifeline. The providers that offer Lifeline service in Foxborough are:

Landline:

- Verizon www.verizon.com/lifeline or call 1-800-837-4966

Wireless:

- SafeLink Wireless (also known as TracFone Wireless) www.safelinkwireless.com or call 1-800-SAFELINK (800-723-3546)
- Assurance Wireless (also known as Virgin Mobile) www.assurancewireless.com or call 1-877-378-6102
- InReach (also known as T-Mobile) www.t-mobile.com or call 1-800-937-8997

For a list of additional wireless providers, call 1 800-392-6066

Cable Service Discounts: In Foxborough, a discount of \$2 off basic service is available for heads of household age 60 or older who receive SSI or Medicaid (MassHealth) benefits. Call your cable provider to apply.

UTILITY SHUTOFF PROTECTION

Under Massachusetts law, you may be able to keep your utilities from being

disconnected for awhile, even if you are unable to pay your bill.

For gas, electric, or water utility shutoff protection:

At any time of year, households are protected in which **everyone is age 65 or older**, unless the utility gets permission from the Department of Public Utilities (DPU). The DPU rarely gives utilities permission to shut off service to elderly households.

During the winter months (November 15 through March 15), *any* household with a **financial hardship** is protected if the household would be without heat if utility service were shut off. You qualify for financial hardship if you are getting **Fuel Assistance, MassHealth, SSI, or TAFDC**. *Note: Other benefits programs may also qualify.* Check with your utility company. You also qualify for financial hardship if your household meets the income limits below.

Household size DPU Financial Hardship Guidelines (2015-2016)

1	\$33,126
2	\$43,319
3	\$53,511
4	\$63,704

For larger family sizes, call the Foxborough COA & Human Services at 508-543-1234 for income limits. If your income is higher than these limits but you are still not able to pay your utility bills, call the Department of Public Utilities Consumer Division at 1-877-886-5066 to ask for a ruling in your situation.

Other situations in which shut off protections apply include:

- > Households with a financial hardship where someone has a **serious illness**.
- > Households with a financial hardship and a **child under 1 year of age**.
- > Households with a financial hardship in which all adults are **65 years of age or older** and a **minor child lives in the home**.
- > A tenant whose landlord is responsible for utilities but does not pay the bills.

Telephone service through a **regulated utility** may be protected for:

- > Households in which everyone is **65 years of age or older**.
- > Households with a financial hardship where someone has a **serious illness**.
- > Households facing a **personal emergency** (such as domestic violence) where not having a phone would put the household at risk.

Noncitizens: Your immigration status does not matter.

Remember - To qualify for shutoff protection, you **must register** with your utility or telephone company and give them any required proofs. If you are registering for senior shutoff protection, register as soon as everyone in your household is 65.

VETERAN'S PROGRAMS

Veteran Services Department, (508) 543-1204, 40 South Street, Foxborough, MA 02035,

- Assists veterans with V.A. disability claims and annuity applications for 100% service connected disabled veterans,
- Educates 10% + service connected disabled veterans on possible real estate tax partial abatements—
- Administers Mass. G.L.C. 115 financial assistance and emergency aid to eligible veterans, dependents and widows.
- Helps families apply for burial benefits and grave markers -
- Counsels veterans and provides referrals to other professional services as needed—
- Helps veterans apply for state wartime bonuses.—
- Facilitates monthly group "Mutual Mondays" for survivors of trauma -
- Provides veterans with access and referral to education, training and employment services—
- Helps veterans with service record concerns.

For spouses and children of veterans: CHAMPVA is a comprehensive health care program in which the VA shares the cost of covered health care services and supplies with eligible beneficiaries. To be eligible for CHAMPVA, you cannot be eligible for TRICARE/CHAMPUS and you must be in one of these categories:

- 1.the spouse or child of a veteran who has been rated permanently and totally disabled for a service-connected disability by a VA regional office, or
- 2.the surviving spouse or child of a veteran who died from a VA-rated service connected disability, or
- 3.the surviving spouse or child of a veteran who was at the time death rated permanently and totally disabled from a service connected disability, or
- 4.the surviving spouse or child of a military member who died in the line of duty, not due to misconduct (often, these family members are eligible for TRICARE, not CHAMPVA).

Eligible elders may be eligible for home care coverage through the Veteran's Administration's **CHAMPVA** program.

The VA often covers services to help elders manage daily living tasks. Call 877-222-8387 to determine eligibility for these services.

VISION—LOW VISION—BLINDNESS

Massachusetts Commission for the Blind (MCB) provides rehabilitation and social services to legally blind Massachusetts residents of all ages. The MCB contacts all legally blind persons to offer support services.

600 Washington St., Boston, MA 02111

Voice: 800-392-6450 or 617-727-5550; TDD: 800-392-6556 Fax: 617-626-7685

www.mass.gov/mcb

New Eyes for the Needy: Those who need eyeglasses, cannot afford them and do not have insurance that pays for glasses, must work with a social worker or caseworker to submit an application to New Eyes' voucher program.

549 Millburn Avenue

PO Box 332, Short Hills, NJ 07078

Phone: 973-376-4903, Fax: 973-376-3807 Web site: NEWYESFORTHENEEDY.ORG

VOCATIONAL SERVICES

Massachusetts Rehabilitation Commission Vocational Rehabilitation Office assists individuals of all disabilities to go to work, whether currently unemployed or underemployed, You must reside in Massachusetts and be eligible to work in the United States. To make a referral:

- Call (508) 823-8141 and ask to speak to the Area Director or the Unit Supervisor. They will help you complete a short telephone inquiry.
- Walk into our office between the hours of 8:45 am and 5:00 pm (Monday through Friday) and someone will assist you.

21 Spring Street, Suite 8, Taunton, MA 02780

Tel: (508) 823-8141, TDD: (508) 821-3797, Fax: (508) 821-3796



Section 3: INTERNET RESOURCES

ALZHEIMER’S DISEASE

INFO AND ADVOCACY: WWW.ALZMASS.ORG Alzheimer’s Association, Ma Chapter

ASSISTIVE TECHNOLOGY

WWW.MASSMATCH.ORG,

WWW.MASS.GOV/MASSEDPA

WWW.ABLEDATA.COM/ABLEDATA.CFM

ASSISTED LIVING:

WWW.MASSALFA.ORG Massachusetts Assisted Living Facility Organization

BANKRUPTCY—FORECLOSURE

U.S. Court website with information about how to file without an attorney / where to find free legal advice. **WWW.USCOURTS.GOV/FEDERALCOURTS/BANKRUPTCY.ASPX**

NFCC is a non-profit organization representing Member Agencies that provide free or low-cost individualized, confidential credit : **WWW.NFCC.ORG**

WWW.MASSLEGALHELP.ORG

Site offers legal help in a variety of areas. Click on the “housing” tab and scroll down to see a section of information specifically on foreclosures.

WWW.FHA.GOV OR **WWW.HUD.GOV**

Foreclosure and restructuring information

WWW.MAKINGHOMEAFFORDABLE.GOV

Information on workout programs for existing mortgages

WWW.MERS-SERVICERID.ORG/SIS/SEARCH

Site can assist you in determining the identity of a mortgage servicer

WWW.NORFOLKDEEDS.ORG/INDEX.CFM?PID=11170

NORFOLK COUNTY REGISTRY OF DEEDS – FORECLOSURE ASSISTANCE LINKS

WWW.NORFOLKDEEDS.ORG/INDEX.CFM?PID=10221

Norfolk County Registry of Deeds – declaration of homestead information and forms

WWW.MASS.GOV/COURTS/COURTSANDJUDGES/COURTS/PROBATEANDFAMILYCOURT/DOCUMENTS/CJD301SHORTFORM.PDF

Financial form used by the Massachusetts Probate Courts

CAREGIVER SUPPORT RESOURCES

WWW.MEDICARE.GOV/CAREGIVERS

WWW.CAPS4CAREGIVERS.ORG

COMMUNITY SERVICES

WWW.MASS211.ORG (Or Dial 211 On Your Phone.) Get directed to essential community services of all kinds.

WWW.MASSRESOURCES.ORG Provides Useful information about a wide range of assistance programs. Includes what benefits are available, how to apply, eligibility requirements, benefit amounts, and answers to commonly asked questions.

CONGREGATE HOUSING INFO

WWW.MASS.GOV/ELDERS/HOUSING/CONGREGATE-HOUSING/

DENTAL

MASSHEALTH-DENTAL.NET. To determine if your dentist is in the MassHealth Dental Program network or to find a MassHealth Dental Program dentist.

COMMUNITY HEALTH CENTERS. A list of clinics offering dental care can be found at **WWW.MASSDENTAL.ORG**

DISABILITY

WWW.MADIL.ORG Massachusetts Aging And Disabilities Information Locator

WWW.AAPD-DC.ORG American Association of People With Disabilities. Information on advocacy and programs.

WWW.MASS.GOV/DPPC/ Disabled Persons Protection Commission –protects adults with disabilities from the abusive acts or omissions of their caregivers through investigation oversight, public awareness and prevention. DPPC Hotline: to report abuse or neglect—800-426-9009 or 888-822-0350 TTY

DOMESTIC VIOLENCE RESOURCES

WWW.JANEDOE.ORG Jane Doe, Inc. The Massachusetts Coalition Against Sexual and Domestic Violence brings together organizations and people committed to ending domestic violence and sexual assault.

WWW.NCADV.ORG The National Coalition Against Domestic Violence. Includes information for victims and professionals. Helps define the problem of Domestic Violence and provides a checklist for victims. Also, it includes information on what to do including making safe plans.

ELDER RESOURCES

ELDER RESOURCES—STATE WIDE:

WWW.800AGEINFO.COM search for information on Services and Programs for Massachusetts Elders.

ELDER RESOURCES—NATIONAL:

WWW.ELDERCARE.GOV Links users with state and local area agencies on aging and community-based organizations. Speak to an information specialist at 800-677-1116 weekdays, 9:00 a.m. to 8:00 p.m. (et) in English or Spanish

ENTITLEMENTS—BENEFITS

WWW.BENEFITSCHECKUP.ORG From the National Council on Aging. Find and enroll in federal, state, local and private benefit programs

SSA.GOV – Apply for Retirement and Disability benefits, and Medicare Extra Help

MEDICARE.GOV – Apply for Part C & D plans

MASS.GOV/DTA – Screen for eligibility for many state run programs, apply for SNAP Program (food stamps).

VIRTUAL GATEWAY SCREENING SERVICE :

HTTPS://SERVICE.HHS.STATE.MA.US/SCREENING/SCREENINGWELCOME_INPUT is a quick and easy way for people who live in Massachusetts to find out if they might be able to get: Help getting health care or health insurance; Money to help pay for bills and other needs; Help paying for child care; Help getting food; Earned Income Tax Credit (EITC); Help with other needs

FOOD RESOURCES

WWW.PROJECTBREAD.ORG Project Bread funds food pantries, soup kitchens, and food banks. It runs the Food Source Hotline: 800-645-8333

FOOD STAMPS

WWW.GETTINGSNAP.ORG Find out about Food Stamps (now the SNAP Program).

HEALTH BENEFITS

HEALTH BENEFITS - FEDERAL EMPLOYEES AND RETIREES : WWW.OPM.GOV/INSURE/HEALTH

HEALTH BENEFITS - STATE EMPLOYEES AND RETIREES : WWW.MASS.GOV/GIC

HEALTH BENEFITS—VETERAN’S : WWW.VA.GOV/HEALTH

HEALTH INSURANCE—WWW.MAHEALTHCONNECTOR.ORG/ for information about and applying to health plans under the affordable care act and MassHealth. The site also includes individual and family dental plans.

MEDICARE` - WWW.MEDICARE.GOV has information on Medicare costs and coverage, including drug coverage, and supplemental insurance. Consumers can check their current coverage and apply for additional coverage and assistance.

HEALTH PLANS AND HOSPITALS

Most have websites where you can check benefits and co-payments, find a physician, and get information on many medical conditions, procedures and common medications.

HOARDING

WWW.OCFUNDATION.ORG/HOARDING The IOCDF (International OCD Foundation) Hoarding Center provides information about hoarding and its treatment.

HOSPICE INFORMATION

WWW.HOSPICEFED.ORG Hospice & Palliative Care Federation of Massachusetts

HOUSING

WWW.MASSLEGALHELP.ORG/HOUSING

WWW.MASSRESOURCES.ORG/AFFORDABLE-HOUSING.HTML

WWW.MASSACCESSHOUSINGREGISTRY.ORG Helps people find affordable housing in Mass, and highlights homes for people who need accessible or barrier-free housing.

WWW.CHAPA.ORG/LOOKING-HOUSING/AFFORDABLE-HOMES lists Chapter 40B developments offering homes for sale throughout the state of Massachusetts at below market rates for income and asset eligible buyers . For rental listings, please visit www.massaccesshousingregistry.org

JOB SKILLS TRAINING

WWW.AARP.ORG/WORK/ offers resources for job searching, starting a new career, retirement planning and Social Security.

ACCOUNTINGCOACH.COM is designed to help people without an accounting background easily understand accounting concepts at no cost.

ALISON.COM is a free online learning resource for basic and essential workplace skills. ALISON provides high-quality, engaging, interactive multimedia courseware for certification and standards-based learning.

CODEACADEMY.COM is a free, interactive way to learn how to write computer code.

GCFLEARNFREE.ORG ® creates and provides online learning opportunities to anyone who wants to improve the technology, literacy and math skills needed to be successful in both work and life.

JOBCENTER.U.S.A.GOV/EDUCATION-AND-TRAINING On this U.S. government website you can search for training and learn more about acquiring licenses and apprenticeships.

OFFICE.MICROSOFT.COM/EN-US/TRAINING [Microsoft Office Training](#) These free

Microsoft classes teach the basics for Microsoft Office Suite: Excel, PowerPoint, Word, Outlook and more.

WWW.TYPINGWEB.COM TypingWeb is a free online typing tutor & keyboarding tutorial for typists of all skill levels. TypingWeb includes entertaining typing games, typing tests, and free official typing certification.

LESBIAN, GAY, BISEXUAL, AND TRANSGENDER SENIORS

WWW.SAGEUSA.ORG Senior Action in a Gay Environment is a non-profit agency dedicated to serving and advocating for LGBT seniors.

WWW.NCLR.ORG The National Center for Lesbian Rights is a national legal organization committed to the civil and human rights of LGBT people.

LONG TERM CARE

WWW.MASSLONGTERMCARE.ORG Website for the Mass. Extended Care Federation

WWW.MASENIORCARE.ORG/FACILITYSEARCH Mass Senior Care Assoc.

WWW.MEDICARE.GOV/NHCOMPARE Medicare site to compare services and satisfaction surveys

WEBAPPS.EHS.STATE.MA.US/NURSEHOME Public Health site with info from state surveys of nursing homes.

MASSACHUSETTS GOVERNMENT

WWW.MASS.GOV Get information and applications for many state services, including handicap parking placards. Find out about housing options, health plans, licensed contractors, and legislation

VIRTUAL GATEWAY SCREENING SERVICE :

HTTPS://SERVICE.HHS.STATE.MA.US/SCREENING/SCREENINGWELCOME_INPUT is a quick and easy way for people who live in Massachusetts to find out if they might be able to get: Help getting health care or health insurance; Money to help pay for bills and other needs; Help paying for child care; Help getting food; Earned Income Tax Credit (EITC); Help with other needs

MEDICATIONS

WWW.MASSMEDLINE.COM Information and advice on medications and programs that pay for them

MEDICAL INFORMATION

WWW.MEDLINEPLUS.GOV Health information from the National Library of Medicine

MULTIPLE SCLEROSIS ON LINE PEER COUNSELING

WWW.MSCONNECTION.ORG thru Nat'l MS Society

SUICIDE PREVENTION

WWW.SUICIDEHOTLINES.COM/MASSACHUSETTS.HTML Listings of National, State and Local hotlines and web-based chat lines offering support for all, with listings of resource for teens, college students, LGBT, veterans, etc.

TRANSPORTATION

WWW.MASSRIDEMATCH.ORG A regional directory of transportation options (private, public, and non-profit) for seniors, people with disabilities or anyone needing to travel in Southeastern Massachusetts and beyond .

WWW.GATRA.ORG/INDEX.PHP/SPECIAL-SERVICES/SENIOR-DISABLED Explains transportation options available through GATRA (the Greater Attleboro Taunton Regional Transit Authority) for seniors and disabled.

VETERAN'S BENEFITS

VETERAN'S BENEFITS: WWW.VBA.VA.GOV

HEALTH BENEFITS: WWW.VA.GOV/HEALTH, OR [HTTP://HBEXPLORER.VACLOUD.US/](http://HBEXPLORER.VACLOUD.US/)

VETERAN'S BENEFITS – MASS.: WWW.MASS.GOV/VETERANS State and federal benefits, including details about where and how to apply.

VISION

NEWYESFORTHENEEDY.ORG Those who need eyeglasses, cannot afford them and do not have insurance that pays for glasses, must work with a social worker or caseworker to submit an application to New Eyes' voucher program

VOLUNTEER OPPORTUNITIES

HESSCO.ORG/VOLUNTEER

SUPPORTUNITEDWAY.ORG/VOLUNTEER

WWW.VOLUNTEERSOLUTIONS.ORG

WWW.VOLUNTEERMATCH.ORG



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