

Community Resource Guide

Public Benefit Programs

DTA (Department of Transitional Assistance)

Benefit Programs:

- Supplement Nutrition Assistance Program (SNAP or Food Stamps)
- Transitional Aid to Families with Dependent Children (TAFDC)
- Emergency Aid to the Elderly, Disabled, and Children (EAEDC)

Phone: 1-877-382-2363

Website: www.mass.gov/eohhs/gov/departments/dta/

HUD/DHCD (Housing and Urban Development/ Housing and Community Development)

HUD Housing

- Public Housing Authority properties
- Mobile Section 8 Voucher
- Supportive Housing Program
- HOME Investment Partnerships Program, etc.

Website: www.hud.gov/massachusetts

DHCD Housing

- MA Voucher Rental Program
- Alternative Housing Voucher Program

Website: www.mass.gov/hed/economic/eohed/dhcd/

MassHealth

Insurance Programs

- MassHealth Standard
- MassHealth CommonHealth
- MassHealth Family Assistance
- MassHealth CarePLUS

Phone: 1-800-841-2900

Website: www.mass.gov/masshealth

Medicare

Insurance Programs

- Part A (Hospital Insurance)
- Part B (Medical Insurance)
- Part C (Medicare Advantage Plans)
- Part D (Outpatient Prescription Drug Plan)

Phone: 1-800-633-4227

Website: www.mymedicare.gov/

Social Security

Benefit Programs

- Supplemental Security Income (SSI)
- Social Security Disability Insurance (SSDI)
- Childhood Disability Benefits (CDB)

Phone: 1-800-772-1213 (V) or 1-800-325-0778 (TTY)

Website: www.ssa.gov/

Red Book: <https://www.ssa.gov/redbook/>

Benefits Counseling

Work Without Limits Benefits Counseling and Project IMPACT

People Served: SSI, SSDI, SNAP, EAEDC, TAFDC and HUD beneficiaries

Services: Both programs offer free and confidential benefits counseling and analysis on how work income can impact all types of public cash and healthcare benefits

Work Without Limits Phone: 1-877-937-9675

Website: www.workwithoutlimits.org/benefits-counseling/

Work Without Limits Counties Served: Berkshire; Franklin; Hampden; Hampshire; Middlesex; Worcester

Project IMPACT Phone: 1-800-734-7475

Project IMPACT Counties Served: Barnstable, Bristol, Dukes, Essex, Nantucket, Norfolk, Plymouth, and Suffolk

SHINE

People Served: Medicare and/or MassHealth members in Massachusetts

Services: Serving the Health Insurance Needs of Everyone (SHINE) provides free public health insurance information, counseling and assistance as well as advice on receiving both public and employer-sponsored health insurance

Phone: 1-800-AGE-INFO (1-800-243-4636) and press 3

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Employment Support Programs

Employment Services Program

People Served: TAFDC beneficiaries

Services: Provides clients with basic skills, education, trainings, occupational skills and support services, such as childcare and transportation

Phone: 1-877-382-2363

Family Self-Sufficiency Program

People Served: HUD Mobile Section 8 Housing Choice Voucher participants

Services: Provides child care, transportation, education, job training, employment counseling, financial literacy, and homeownership counseling, among other services

Phone: 1-617-573-1150 or your local Public Housing Authority office

MassHire Career Centers

People Served: All Massachusetts residents

Services: Provides job assistance services, including career counselors, attending workshops and short-term training, developing resumes, writing cover letters, and more

Website: www.mass.gov/lwd/employment-services/career-services/career-center-services/

Ticket To Work

People Served: SSI and SSDI beneficiaries

Services: Provides access to vocational rehabilitation, career counseling, job training, job placement & more

Phone: 1-866-968-7842 (V) or 1-866-833-2967 (TTY)

Website: www.chooseworkttw.net/findhelp/

Work Without Limits Employment Network:
<https://workwithoutlimits.org/en/>

Benefits & Legal Advocacy

Health Care For All

People Served: All Massachusetts residents

Services: Helps individuals enroll in public health insurance programs, get assistance paying for health insurance, and answers questions about private insurance

Phone: 1-800-272-4232

Massachusetts Office on Disability

People Served: All Massachusetts residents

Services: Online portal connecting individuals to public resources and information that will improve access to justice for low income and disadvantaged populations

Website: <https://www.mass.gov/orgs/massachusetts-office-on-disability>

MassLegal Help

People Served: All Massachusetts residents

Services: Offers resources and information about legal issues facing lower income Massachusetts residents

Website: <https://www.masslegalhelp.org/>

Project Bread

People Served: All Massachusetts residents

Services: Online portal connecting people to SNAP (Food Stamp) information

Phone: 1-800-646-8333 (V) or 1-800-377-1292 (TTY)

Website: www.gettingfoodstamps.org/