



## **Massachusetts Coalition for the Homeless**

*A statewide membership organization dedicated to ending homelessness*

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# Access to Emergency Shelter and Resources for Families Experiencing Homelessness

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*An advocate's guide to the rules,  
entrance procedures, and rights of families needing  
Emergency Assistance in Massachusetts.*

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## **ABOUT THIS GUIDE**

This guide details the rules governing access to the Emergency Assistance (EA) program for families experiencing homelessness and those at imminent risk of experiencing homelessness. Families must meet strict eligibility criteria in order to receive shelter and related benefits from this state-funded system. This guide seeks to clarify the complex procedures for obtaining and retaining EA benefits by explaining eligibility guidelines, and provides comprehensive information on the program's regulations and procedures. The information contained in this guide is current as of October 2008, unless otherwise indicated. As the program regulations and procedures change, the Coalition will release updated versions of this guide.

Additional information and materials are available through the DTA website, [www.mass.gov/dta](http://www.mass.gov/dta). To access a copy of the current EA regulations, please go to [http://www.mass.gov/Eeohhs2/docs/dta/g\\_reg\\_309.pdf](http://www.mass.gov/Eeohhs2/docs/dta/g_reg_309.pdf).

## WHAT IS EMERGENCY ASSISTANCE?

Emergency Assistance (EA) is the state’s principal safety net program for families experiencing, or at imminent risk of experiencing, homelessness. The EA program, administered by the Department of Transitional Assistance (DTA), provides the following benefits to eligible families:

- Emergency shelter
- Housing search assistance
- Flexible funds to assist families in obtaining housing (“Toolbox” funds)

Through the Emergency Assistance program, DTA funds the majority of shelter rooms available to families experiencing homelessness in Massachusetts. At this time, the system currently includes approximately 2,500 units. While this mainly consists of congregate shelter rooms and scattered site apartments, it also includes more than 600 motel rooms across the state that DTA is using to accommodate eligible families. DTA also funds specialized shelters for families headed by a parent dealing with substance abuse issues, families fleeing domestic violence, and mothers under the age of 21.

**Families seeking emergency shelter through the EA program must apply at a Department of Transitional Assistance office.** A list of DTA offices and contact information is included in Appendix D of this guide. Families and advocates cannot call a shelter directly to gain access to an EA room. Once at a DTA office, families must meet strict requirements in order to be approved for Emergency Assistance benefits.

## WHO IS ELIGIBLE FOR EA SHELTER?

Families seeking benefits from the Emergency Assistance program must meet categorical, financial, and circumstantial eligibility criteria.

### Categorical eligibility

The following categories of families are eligible for EA shelter and related EA benefits:

- Families with children under age 21. Eligible family members include children under age 21, parents, stepparents, and caretaker relatives. Under extraordinary circumstances, DTA may allow extended family members to access shelter.

❖ Note: DTA retains the right to find an alternative shelter arrangement for a second adult member of a household **who is at least 21 years old**. This means that, for example, DTA is not obligated to place a father with his children and wife.

- Pregnant women at any stage of pregnancy, with verification from medical personnel. In such cases, the woman may enter shelter alone or with her spouse.

- Families with at least one household member who is a citizen, legal permanent resident (LPR) or otherwise permanently residing under color of law. (“Under color of law” means that United States Citizenship and Immigration Services [USCIS, formerly known as INS] is aware of the immigrant and is not planning to deport them). Unlike DTA’s requirements for other benefits, the family member does not have to have the qualifying status for a certain length of time (e.g. 5 years) before the family can be eligible for EA.

DTA **will not** provide Emergency Assistance shelter and benefits to a family entirely comprised of persons who are undocumented or in non-immigrant status (e.g. tourists and students).

❖ **Note:** DTA workers should **not** report to the USCIS immigrants who are undocumented or do not have legal status, except under extremely limited circumstances. Under DTA regulations, only individuals who are "known to be in the U.S. unlawfully" can be reported to USCIS. DTA's food stamp regulations clarify that an immigrant is "known to be in the U.S. unlawfully" when "the Department has seen Final Orders of Deportation or other formal document with a determination subject to administrative review and Immigration Review that the non-citizen is present in the U.S. illegally". See 106 CMR 362.240(B). DTA Central agrees that the same reporting policy applies to TAFDC, EAEDC and the EA program. Therefore, DTA workers **only** should report non-citizens who provide documentation that they are under a final order of deportation or some other official determination they are present unlawfully. Lack of status is **not** the same. Please contact your local legal services office or the Massachusetts Law Reform Institute (617-357-0700) for further information.

## Financial eligibility

### Income

If the family is categorically eligible for EA shelter and related benefits, then DTA must determine if the family meets the program’s financial criteria. Families do not need to be receiving cash assistance from DTA to qualify for EA, but must be within 130% of the federal poverty guidelines. Gross monthly income (income before taxes) is calculated to determine eligibility.

When comparing a family’s income to the chart below, please note that Transitional Aid to Families with Dependent Children (TAFDC), Emergency Aid to the Elderly, Disabled and Children (EAEDC), or Supplemental Security Income/Social Security Disability Income (SSI/SSDI) benefits **count as income** for determining EA eligibility. These inclusions primarily impact households in which one family member is working, and another family member receives cash assistance benefits, as the combined income could put a family above the income threshold for EA.

Items that do not count for the purpose of EA eligibility include (not an exhaustive list):

- Food stamps
- Training stipends up to \$130 per month
- Higher education (college level) grants, loans and work study
- Earnings of children under age 14, as well as up to six months of earnings of full-time students over age 14

The EA financial eligibility guidelines, based on **130%** of the 2008 U.S. Department of Health and Human Services Poverty Guidelines, are as follows:

<b>Family Size</b>	<b>EA Eligibility Standard* (Monthly)</b>	<b>EA Eligibility Standard* (Yearly)</b>
1	\$1,127	\$13,520
2	\$1,517	\$18,200
3	\$1,907	\$22,880
4	\$2,297	\$27,560
5	\$2,687	\$32,240
6	\$3,077	\$36,920
7	\$3,467	\$41,600
8	\$3,857	\$46,280
For each additional family member, add:	\$390	\$4,680

\* The poverty guidelines are updated annually by the U.S. Department of Health and Human Services, usually in late January or February. The 2008 figures can be found online at: <http://aspe.hhs.gov/poverty/08poverty.shtml>

❖ **Advocacy tip:** DTA should look at what the family’s prospective income will be for the next one to two months. DTA should not determine eligibility according to a wage or income level that does not accurately reflect the family’s ongoing income. Although DTA may look at old pay stubs, records, or unemployment checks, the family should tell DTA if those documents do not accurately reflect the family’s anticipated income for the immediate future.

❖ **Note:** Families that exceed the income eligibility limits after being approved for EA shelter will be granted a 6-month grace period before their benefits are terminated. See the “What are a family’s obligations once placed in shelter?” section below for more details.

## **Assets**

Families also must undergo an asset test. Please note that families in which all members are on TAFDC are automatically asset-eligible.

- The family cannot have more than \$2,500 in countable assets upon application or while in shelter. (Note: Escrowed assets of families in a six-month grace period will not be counted towards the asset limit.)
  - The equity value of a vehicle in excess of \$5,000 or the fair market value of a vehicle in excess of \$10,000 (whichever value is higher) counts toward the \$2,500 limit. Special rules apply if the family owns more than one vehicle—see DTA regulations, 106 CMR 204.120.
- ❖ **Advocacy tip:** If DTA determines that a family’s vehicle would put the family over the asset limit, the family can rebut the valuation. One way to do this is for the family to ask a local car dealership to look at the vehicle, and give an estimated value. If this value is less than the DTA valuation, the family should ask the dealer to put this estimate on the dealership’s letterhead. The family can then submit this to DTA.
- The EA regulations bar households that transferred any of their “real or personal property for the purpose of becoming EA-eligible” at any time during the 12 months before applying for EA.

**Circumstantial eligibility: Proving homelessness**

In order to receive EA shelter, family members must be experiencing homelessness (or at imminent risk of experiencing homelessness) and have no “feasible alternative housing”.

**Placements Pending EA Eligibility Determination:** Since July 2005, DTA is required to provide temporary EA shelter to families who **appear to be eligible**, but who are unable to provide all of the requested documentation at the time of application. Families should be given shelter and access to other EA benefits for up to 30 days based on this “presumptive eligibility”. During that time period, the family and their DTA worker should work **together** to obtain the missing documentation. Families also should be informed by their worker of alternative forms of documentation that will be acceptable, such as third party and self-verifications.

❖ **Note:** Since July 2006, DTA can no longer apply the 12-month rule to families receiving shelter based on presumptive eligibility. This means that families who are placed in shelter presumptively but are deemed ineligible for continuing shelter benefits will be allowed to reapply, even if it is within 12 months from the date that DTA denied their application (i.e. “terminates” their provisional benefits.) These families will be approved for shelter if they are otherwise eligible when they reapply.

Once a family has met categorical and financial eligibility criteria, DTA will ask the family to prove that it is experiencing homelessness. A family will be considered homeless if:

- The family has no housing currently available (including temporary accommodations with family or friends).

❖ **Advocacy tip:** If a family currently is staying with family or friends while awaiting shelter placement, DTA will ask for a “kick out” letter from the friend/relative. DTA may contact friends or relatives of the family to ask if the family can stay with them. **However, as stated above, an otherwise eligible household that has nowhere else to go that night should never be denied shelter due to lack of verifications.** Self-statements should be sufficient in these cases, as the Department is obligated to shelter such families while they continue to gather the needed verifications.

**OR**

- The housing that is currently available to the family is no longer feasible because of one of the following (and the family has nowhere else to go):
  - Natural disaster
  - Imminent eviction or foreclosure
  - Threat to the health and/or safety of the household
  - Abuse and/or neglect of children
  - Mistreatment of a household member.

**What Documents Are Required to Prove that a Family’s Current Housing Situation Is No Longer Feasible?\***

<b><i>Situation</i></b>	<b><i>Verifications Needed</i></b>
<ul style="list-style-type: none"> <li>• Natural disaster</li> </ul>	<ul style="list-style-type: none"> <li>➤ Verification of inhabitability from Red Cross, fire department or police department.</li> </ul>
<ul style="list-style-type: none"> <li>• Eviction or foreclosure</li> </ul>	<ul style="list-style-type: none"> <li>➤ Judgment for possession/foreclosure – no placement in shelter until day of execution.</li> </ul>
<ul style="list-style-type: none"> <li>• Threat to health and safety</li> </ul>	<ul style="list-style-type: none"> <li>➤ Proof of severe and uncorrected violations of state sanitary code as verified by Board of Health or code enforcement agency.</li> <li>➤ Proof of overcrowding under state sanitary code as verified by Board of Health.</li> <li>➤ Proof of immediate threat to health and safety as assessed and verified by DTA or Housing Assistance Provider.</li> </ul>
<ul style="list-style-type: none"> <li>• Mistreatment or abuse</li> </ul>	<ul style="list-style-type: none"> <li>➤ Written statement from agency worker providing services to the family or a signed statement by recipient describing the nature of mistreatment or abuse.</li> </ul>
<ul style="list-style-type: none"> <li>• Serious medical condition</li> </ul>	<ul style="list-style-type: none"> <li>➤ Signed statement from medical authority outlining nature of medical conditions and need for family to move for medical reasons.</li> </ul>

\* This requirement does not apply to families who are already experiencing homelessness.

## Access barriers: Reasons for shelter denials

If a family passes the categorical and financial tests **and** the family lacks feasible, alternative housing, the family may be denied access to shelter by DTA for many other reasons. A family can be denied if:

- The family has used Emergency Assistance shelter within the past twelve months. Families who refused, left, or were terminated from EA shelter generally are ineligible for shelter for 12 months from their last day in shelter. **As of July 2006, families who were denied after receiving a placement pending verification (presumptive eligibility) will not be subject to the 12-month rule.** These families now are able to reapply for shelter and be approved as soon as they can meet the eligibility criteria.

❖ **Advocacy tip:** If the family had moved out of shelter and into housing that turned out to be unsafe or unaffordable when they moved into it, they should be eligible for EA again within the 12-month period. Similarly, if the family moved into a temporary housing situation that was approved by DTA, they also should be eligible to re-enter shelter within 12 months. **Families who are leaving shelter voluntarily for temporary housing offers should complete a Temporary Emergency Shelter Interruption (TESI) form with their DTA worker so that they will be eligible to re-enter shelter.** If a family is denied shelter based on the 12-month rule, contact the Massachusetts Coalition for the Homeless or legal services for more information. See the TESI form and the statewide listings of legal services offices at the end of this guide (Appendix C).

- The family “became homeless for the purpose of making itself eligible for EA or obtaining a housing subsidy”. DTA workers often cite this rule in denying families who moved here from another state or country.

❖ **Advocacy tip:** This reason for denial often is inappropriately applied. Note that the family must have become homeless **for the purpose of EA eligibility**. Intent matters. For example, it is unlikely that a family would immigrate to the United States **in order to** access EA benefits or that a family would give up safe, permanent, affordable housing in order to access shelter. Such denials often can be reversed on appeal.

- While DTA does not currently provide homelessness prevention resources to families, regulations state that families are ineligible for shelter if they received preventative Housing Assistance Program services but failed to cooperate with housing search prior to entering shelter **and this failure later leads to their homelessness**. There are no good cause criteria for failing to meet these obligations, even if the reason for the family’s failure is related to illness, job requirements or a death in the family.

❖ **Note:** Since October 1, 2007, the Housing Assistance Program (HAP) resources that had been focused on primary homelessness prevention were shifted to help

families exit shelter quicker and stabilize former EA program participants in their new housing so as to avoid a recurrence of homelessness.

- An adult in the family has quit a job or reduced income, without “good cause”, within 90 days of applying for shelter.

❖ **Note:** DTA applies the good cause criteria of the TAFDC program. This definition makes exceptions for families that do not meet program requirements due to lack of suitable child care, certain family emergencies, substandard wages, workplace discrimination, and workplace health and safety violations. Good cause also covers an applicant or recipient dealing with certain health conditions/illnesses, or whose employment was available due to a strike or lockout.

- The family rejected an initial shelter placement anywhere in the state. This rule requires that a family take any shelter placement offered to them, regardless of how far it is from the family’s support systems. If a family turns down any such offer, they may be declared ineligible for shelter for the next year.

❖ **Advocacy tip:** If the family does not refuse the placement, but fails to accept a placement because they are unable to obtain the necessary transportation to get there, the family should not be subject to the 12-month ineligibility period. This is also true for families who meet the good cause criteria. Also, if the past placement was not given in writing, it should not count. Finally, if the family was not given a written denial or termination notice, then their EA authorization may still be open. If that is the case, the family should be placed immediately if they have no other feasible housing.

- The family was evicted from public or subsidized housing, “in whole or in part”, for non-payment of rent.

❖ **Advocacy tip:** Families and legal services may be able to challenge the application of this rule under certain circumstances: 1.) If there was good cause for the non-payment; 2.) If the family has had an intervening tenancy between their eviction from public or subsidized housing and their time of application. Even though the family was previously evicted for non-payment, it was not the loss of the subsidized housing that directly led to the family applying for shelter, but rather the loss of the second housing situation; 3.) If the family stayed in the apartment after losing their subsidy for non-payment of rent, and became homeless from this now market-rate apartment.

- The family was evicted from housing, “in whole or in part”, for destruction of property or because a family member engaged in criminal activities. This applies even if the person who committed the crime is no longer a part of the household or never was a part of the household.

❖ **Advocacy tip:** There are exceptions for families who lost their housing due to the criminal activity of a domestic violence batterer. These families may be eligible for shelter if the batterer does not apply for shelter along with the family.

➤ The mother refused an available TLP placement or was asked to leave three Teen Living Programs (TLP) for rule violations or behavior-related issues.

❖ **Advocacy tip:** If the applicant is otherwise eligible, DTA should not deny shelter to a teen parent over the age of 18 who is **not** required to participate in a TLP.

## ADDRESSING SHELTER DENIALS

If a family has been denied EA shelter, it is important to ensure that the denial was appropriate. Families often are denied shelter wrongfully by DTA workers and such decisions can be reversed on appeal.

➤ Sometimes DTA will turn away a family orally or before the family even completes an application. Families cannot appeal a denial unless it is in writing first. A family that is denied shelter without a written letter of denial should return to the DTA office. If the family has completed an application, DTA must place the family in shelter or provide them with a written denial.

➤ If the family has been denied shelter for a reason that appears blatantly improper (such as the applicant is not far enough along in her pregnancy or does not receive TAFDC), call the DTA worker directly. If the worker does not return your call promptly and it is an emergency, ask for the supervisor or office director. If the DTA office refuses to cooperate and you are certain that they have acted unfairly, contact the DTA Commissioner's office at 617-348-8400. You also can call MCH for help in dealing with these problems.

❖ **Advocacy tip:** DTA workers may refuse to discuss a case with you without the family's permission. In such a case, you can ask the family to call the worker to give permission, fax a written authorization statement to the worker, or participate in a three-way call with you and DTA. Also, it often helps to have the applicant's Social Security number and date of birth when calling to discuss their case with DTA.

➤ Contact legal services immediately to file an appeal. For denials, appeals can often be completed within a week, but **must be filed (and received) within 21 days of the denial.**

➤ If legal services cannot file an appeal for a family, a family can request a hearing for themselves. Families should fax or mail the appeal directly rather than submitting it to their worker. Appeals can be sent to:

*Division of Hearings  
Department of Transitional Assistance*

PO Box 120167  
Boston MA 02112-0167  
Phone: 617- 348-5321 or 800-882-2017  
Fax: 617-348-5311

❖ **Advocacy tip:** Appeal requests should be faxed to the Division of Hearings whenever possible. Appeals sent by mail may become lost or may not reach the DOH in time.

## SHELTER PLACEMENTS

**If a family is eligible, or appears to be eligible, for EA shelter and has no safe place to go, DTA must immediately find a place for the family. This is true even if all shelters in the state are full.** (See the section above on “**Placements Pending EA Eligibility Determination**” for more information.)

In some cases, however, families are not placed for days or even weeks. **Remember:**

- Every family has the right to sign an application the same day they ask for it.
- If a family provides the necessary documentation within two days, DTA is obligated to respond **in writing** to a family’s application for EA within seven days. If a worker does not meet this deadline, an applicant can appeal the department’s failure to act on their application. **If an eligible family is in an emergency situation, DTA must respond immediately to their application.**
- DTA cannot put off placement solely because they have not yet assessed the family’s current living situation. If a family is staying in an unlivable situation, DTA cannot refuse to place the family until an assessment is performed.

### What if a family is given a shelter space that is far away?

There are not always enough EA beds available in a community to accommodate the demand. As a result, eligible families may be told that the only placement available to them is located far away. This can create real problems for children who become separated from their schools, people dealing with illnesses who become separated from their doctors and workers who become separated from their jobs.

### Initial Shelter Placements

- Regulations state that an eligible family must be sheltered within 20 miles of their home community (their last permanent address), if a space is available that can accommodate them. If no appropriate shelter space is available within 20 miles, the family must be given the *closest* available vacancy outside 20 miles that can accommodate them. (Currently, DTA is contracting with motels to add capacity when there are no vacancies in the contracted units. When motels are in use, it

may be possible for the family to be temporarily placed in their home community while waiting for a more permanent local placement.)

❖ **Advocacy Tip:** DTA sometimes prioritizes local placement based on a family's "critical" need to remain in an area. Compelling needs are issues like medical care, education, employment, etc. You should always encourage a family to present their situation to the DTA. However, the regulations also are clear that families do not have a right to be sheltered in their area of geographic preference.

➤ **If a family refuses a shelter placement because it is too far away, DTA will declare them ineligible for shelter for the next twelve months. If a family does not show up to a shelter placement, they may be eligible to reapply if they encountered transportation problems or meet the limited "good cause" criteria.**

❖ **Advocacy Tip:** If you are working with a family who has been placed in a shelter far from their home community, you may want to try the following:

1. If there is no shelter space locally and the family can find somewhere to stay for that night, ask the DTA worker if the family can turn down the placement and come back to the office the next morning, without declaring them ineligible for shelter for the next 12 months. Some workers are more sympathetic than others.
2. If there is no local space available and the worker refuses to allow the family to turn down the placement, then work with the family to return them to their area as soon as space becomes available. The family (and you, if you have time) should call the worker **frequently** to check out the situation, until they are moved back. Remember to cite any "compelling needs" (education/medical issues, employment, or job training) that requires them to return to their community as soon as possible, so that DTA can prioritize their transfer as being "critical".

## **Transfer Shelter Placements**

A family that is placed more than 20 miles from its home community must be transferred to a shelter space within 20 miles of its neighborhood as soon as one becomes available, unless the family indicates that they do not want to be transferred back to their home community. A family that declines a transfer back to its home community should let DTA know if there are extenuating circumstances that prohibit an immediate transfer (education, employment, and/or medical issues) so that the family can be considered for a future transfer back to its home community. Please note that with the current strains on the system, families are often placed out of area and it may take many months before an opening becomes available in their home community.

## AFTER A FAMILY ENTERS SHELTER: EXPECTATIONS AND SANCTIONS

### Obligations and non-compliances

Once a family is placed in shelter, they must follow certain rules to retain shelter. **If a family does not follow these rules, they may receive a notice of noncompliance. A family is terminated from shelter after two noncompliances.** Below are some of the expectations placed upon families after they enter shelter.

❖ **Note:** Under the direction of DTA's current Commissioner, Julia Kehoe, the Department is in the process of working to decrease the incidence of noncompliances and terminations. These sanctions are now reserved for families that violate health and safety rules and those that engage in criminal activity. This system may be further refined, to meet the needs of both families and providers.

- **Develop and comply with a self-sufficiency plan.** Families must participate in developing and complying with a self-sufficiency plan. The plan is broad, involving the establishment of goals and activities associated with maintaining permanent housing. Some of the goals included in self-sufficiency plans include housing search, work requirements, resolution of outstanding arrest warrants, and savings requirements. There are no provisions for families to note their objection to, or concerns about, components of the plan. According to current regulations, **families still can be sanctioned if they do not cooperate in developing the plan or fail to comply with any of its contents.**

Families should be urged to include general goals in the plan because failure to comply with highly specific goals could result in the family losing shelter. If a family fails to comply with their self-sufficiency plan due to reasons covered under *good cause*, the family should not receive a noncompliance. Families also may be eligible to receive a reasonable accommodation under the Americans with Disabilities Act (ADA) if a family member's disability has made it difficult for them to participate in an activity, access a service, comply with a rule, or meet a requirement of the EA program. (For more information, see DTA Field Operations Memo 2005-45.)

- **Accept any offer of safe, permanent housing.** A family that rejects an offer of safe, affordable, and permanent housing will be cited for noncompliance. There are two very limited exceptions to this rule. Families will not be penalized if they reject an apartment because of a "current, critical medical need" or domestic violence. Families are expected to accept an offer for permanent housing even if the apartment is far from a parent's job, in an area without access to public transportation, or in a dangerous neighborhood.
- **Comply with shelter rules.** DTA can deem a family to be noncompliant if the family has broken three shelter rules. A family will not be terminated from EA for rule violations until the second citation of noncompliance, unless their actions pose a threat to health and safety. DTA must provide an alternate placement for a family that has been asked to leave a particular placement but has not been terminated.

- **Notify DTA worker of changes in income.** Families must let DTA know about changes in their income that put the family above the EA income eligibility limits. Families that exceed the income eligibility limits after being approved for EA shelter are given an extended 6-month grace period before their benefits are terminated. During this period, families deemed “EA Six Months” must save all income above the income eligibility limit, and continue to follow all shelter and DTA rules. The family may access these escrowed funds to secure permanent housing or leave the EA shelter system. Families who have not secured permanent housing at the end of six months may be granted a two-month extension of benefits by the DTA Office Director or Assistant Director.
- **Maintain Employment.** A family can be terminated from shelter if an adult in the family has quit a job or reduced income while in shelter, unless they meet *good cause* criteria.

### Appealing the first notice of noncompliance

While families have the right to appeal any negative actions taken against them by DTA, many families do not appeal their first notice of noncompliance because they are not facing immediate termination. If families believe that the first noncompliance was unfairly given, however, they should appeal this finding. If the family wins their appeal, they will have a “clean slate”, and will not be at risk of losing their shelter benefits if DTA issues one more noncompliance.

The family should appeal the first noncompliance warning within 21 days. For assistance in filing the appeal, the family should contact their local legal services office. (See Appendix C).

## TERMINATIONS

### Reasons for EA terminations

A family may face termination of their EA benefits for a variety of reasons. A family can receive a notice of termination if:

- The family or a family member was found to be noncompliant for a second time. (See above for the reasons a family can be cited for noncompliance.)
- There is reason to believe that the family has engaged in criminal activity that is a threat to the health and safety of themselves, other shelter residents, guests, or staff.
- The family no longer meets the categorical eligibility criteria for EA shelter (e.g. there are no children under age 21 in the household).
- The family has exceeded the EA income limit. (These families will be given a 6-month grace period before termination takes effect. See above for more details. )
- The family has exceeded the EA asset limit.
- The family has located permanent housing or other “feasible alternative housing”.

- The family refuses a shelter placement or fails to accept a shelter placement.

### Appealing EA terminations

As with denials and noncompliances, families can appeal their termination from shelter if they believe it was inappropriate. Families facing shelter termination are eligible to stay in shelter for at least 10 days after being notified of the pending termination, although not always in their current placement. If the family files a termination appeal within the first 10 days, they are eligible to remain in shelter, “aid continued”, throughout the appeal process.

- For termination appeals, a family has 21 days to request a hearing. If a family files their appeal with 10 days of the termination notice, the family will be eligible to remain in shelter, “aid continued”, throughout the appeal process. Legal services can advise the client about their right to shelter during the appeal process.

❖ **Note:** As of July 2006, families who are denied EA after being placed in shelter based on presumptive eligibility also will be eligible for continued shelter benefits during the appeal process.

- As with appeals of shelter denials and noncompliances, if the legal services office is unable to file an appeal for a family, a family can request a hearing on their own. Families should fax or mail the appeal directly rather than submitting it to their worker. Appeals can be sent to:

*Division of Hearings  
Department of Transitional Assistance  
PO Box 120167  
Boston, MA 02112-0167  
Phone: 617-348-5321 or 800-882-2017  
Fax: 617-348-5311*

### Finding alternative shelter for families denied or terminated from the EA program

If a family is waiting for a formal appeal process to play out, or receives a denial on an application or appeal, the family may be able to find shelter in a community room or other non-EA funded shelter room. However, since many families are ineligible for EA shelter, they are competing with each other for the few non-EA shelter options that exist in the state. It is usually very difficult to find such an opening. (See Appendix B at the end of this guide for a list of community rooms.)

A family also should investigate whether they would be eligible for any of the specialized shelter systems that exist in the state (domestic violence shelters, substance abuse shelters, and teen living programs). Note that while a family must be declared eligible

for EA in order to enter the substance abuse shelter system, the rules sometimes are relaxed for families in such circumstances.

Finally, if none of these possibilities work and a family has nowhere to go that night, you may want to call MCH to discuss last-ditch strategies, such as media work or calls to state representatives and senators (State House Switchboard: 617-722-2000). Other resources to check for families in the Boston area who have tried everything but still have nowhere to go:

- Travelers Aid: 617-542-7286
- City of Boston Mayor's 24-hour Hotline: 617-635-4500. (The Mayor's Hotline will contact Travelers Aid after-hours to help place Boston families experiencing homelessness.)
- City of Boston Homelessness Prevention Clearinghouse at Metropolitan Boston Housing Partnership: 617-859-0400
- Homes for Families: 617-227-4188

## **SUBSTANCE ABUSE TREATMENT SHELTERS**

The Department of Public Health funds 11 family substance abuse treatment/shelter programs across the state, with space for approximately 50 families. These are residential programs that offer treatment and recovery services to families who are dealing with substance abuse issues and homelessness.

### **Who is eligible for a placement in a substance abuse family shelter?**

In order to enter one of these programs, an adult must meet all of the following criteria:

- Be experiencing homelessness and eligible for Emergency Assistance
- Have a child, currently in parental or DSS custody, who can enter the program with the adult
- Be in need of structured substance abuse services

### **How do families access this system?**

A person who meets the above criteria should contact the statewide access coordinator for the family substance abuse treatment programs at the Institute for Health and Recovery (IHR) at 617-661-3991. A potential client can be referred to IHR from any system or agency, but the client must make the initial call. The intake process is as follows.

- The Statewide Access Coordinator will perform a telephone screening for substance abuse history, current family situation, and EA eligibility. Final EA eligibility is determined by the family's local DTA office. The Coordinator will provide support to

the client in determining what documentation is needed to verify homelessness, custody arrangements, or other relevant issues.

- When the client has been determined EA-eligible, DTA staff fax a form to IHR as evidence of eligibility.
- An assessment is made of the client's need for treatment and current openings within the statewide system are investigated.
- An interview with an appropriate shelter is scheduled for the client's family.

## **TEEN LIVING PROGRAMS**

Teen Living Programs (TLP) are a network of over 20 programs throughout Massachusetts which provide a residential setting for teen mothers to access child care, health care, parenting and educational support, and assistance in preparing to live independently. The system is funded by the Department of Transitional Assistance and managed by the Department of Social Services (DSS). Some programs are group homes for 4 to 15 parents and their children. Others are supervised, shared apartments.

The TLP were created in response to DTA's living requirements for parents who want to receive TAFDC. In general, these rules state that teen parents under age 18 must live either:

- At home with their parent(s), *or*
- With an adult relative (or a relative of the baby) who is at least age 20, *or*
- In a Teen Living Program.

### **Who is eligible for a TLP placement?**

An applicant for a Teen Living Program must be:

- Female
- Under the age of 20
- A parent or in the last three months of her pregnancy
- Eligible for TAFDC benefits
- Unable to live at home because:
  - There is abuse or neglect towards her or the child(ren) by any member of the household, *or*
  - There is drug or alcohol abuse in the home, *or*

- There is a special reason that she cannot live at home.

❖ **Advocacy Tip:** Teen parents experiencing homelessness are often bounced around between the Emergency Assistance system and the TLP system before they are finally placed in a program. A teenager who is age 18 or older may be eligible for both TLP and EA shelters. DTA can deny EA shelter to a teen if she has been asked to leave three TLP for rule violations or behavior-related issues or if she has refused to accept a TLP placement. A teenager under 18 cannot be denied an immediate TLP emergency placement if she has nowhere else to go.

### **How long can teens stay at a TLP?**

As soon as a teen moves into a TLP, the program begins to prepare her to live on her own. She must stay at the TLP until her 18<sup>th</sup> birthday unless she is able to live with an adult relative. She is allowed to stay in a TLP until the day of her 20<sup>th</sup> birthday.

### **What if she wants to live on her own instead of going to a TLP?**

Massachusetts considers people to be minors (and thus unable to live on their own and receive TAFDC) until they are 18 years old. Moms who are at least 17 years old may be eligible for a waiver so that they live on their own with their children and continue receiving TAFDC benefits. To receive a waiver, a teen must go through the following process:

- A DSS assessment will determine whether she is able to live on her own.
- DTA makes the final decision on whether a waiver will be granted.
- Waivers are granted to teen parents at least 17 years old who demonstrate good school attendance and progress, good parenting and independent living skills, involvement in Young Parents programs, have good child care and safe living arrangements.

## **HOUSING ASSISTANCE PROGRAM SERVICES: HOUSING SEARCH AND “TOOLBOX” FUNDS**

In addition to shelter for families experiencing homelessness, the EA program also offers housing search and cash assistance (“Toolbox” funds) to families in shelter and stabilization services to families who have exited homelessness for housing. These benefits are administered by DTA in conjunction with the state’s network of twelve Housing Assistance Programs (HAP providers) to help families exit shelter, relocate to safe, affordable housing, and maintain their housing.

## **Who is eligible for housing search and Toolbox funds?**

As of October 1, 2007, in order to be eligible for housing search and Toolbox funds, families must be participating in the EA shelter program.

## **Applying for Toolbox funds**

Families exiting EA shelter for housing may be eligible for Toolbox funds. Depending on funding availability, the maximum amount available through the Toolbox program varies. Historically, families have been eligible for \$2,000-\$3,000 to help with the transition into permanent housing. Currently, DTA has “uncapped” Toolbox, so as to better meet the needs of extremely low-income families residing in EA shelter. Toolbox funds can be used for such needs as first month’s rent, last month’s rent, security deposits, back debt that is a barrier between the family and otherwise available housing, etc. These funds are flexible, and may be combined with TAFDC relocation benefits, RAFT benefits (see below), and other resources targeted to families exiting homelessness.

## **RAFT: RESIDENTIAL ASSISTANCE FOR FAMILIES IN TRANSITION**

Separate from the EA program, Residential Assistance for Families in Transition (RAFT) is a comprehensive statewide homelessness prevention initiative that allows low-income families to access flexible funds to avoid homelessness or exit homelessness. The RAFT program, administered by the Department of Housing and Community Development (DHCD) through the network of regional nonprofit housing agencies' Housing Consumer Education Centers (HCECs), has provided families with the needed resources, such as funds for utility start-up, rent arrearages, and security deposits.

## **Program benefits**

Families may qualify for up to \$3,000 in RAFT assistance. While each administering agency is able to target funds to better meet regional needs, the possible uses for the flexible funds include, but are not limited to, assistance with:

- First month's rent
- Last month's rent
- Security deposits
- Rental arrearages
- Utility arrearages and utility start-ups
- Certain transportation expenses (up to \$1,500)
- Critical furniture and appliances, such as beds, kitchen tables/chairs, and refrigerators

Families may also receive assistance with referrals, housing search, utility advocacy, and stabilization services.

## Who is eligible for RAFT funds?

Families must meet the program's strict categorical, financial, and circumstantial eligibility criteria in order to receive RAFT funds.

### **Categorical Eligibility**

The following categories of households are eligible for RAFT funds:

- Families with children under age 21
- Pregnant women with no other children
- Households with two or more members, if at least one household member has a disability

### **Financial Eligibility**

If a family is categorically eligible for RAFT, then the HCEC staff must determine if the family meets financial criteria. Financial eligibility is based on 50% of the area median income (AMI). See the income eligibility chart at the end of this section.

Resources that do not count as income for the purpose of RAFT eligibility include (not an exhaustive list):

- Food stamps
- Non-recurring gifts
- Earned income of family members under age 18
- Wages or salary earned by a full-time student between the ages of 18-25
- Educational student grants and loans

In determining income, the program also allows for some deductions to income of payments made for:

- The care of a child or household member who is ill or incapacitated
- Child support or alimony
- Tuition and fees for vocationally-related post-secondary education

### **Circumstantial Eligibility**

In order to be eligible for RAFT payments, families also must be:

- Experiencing homelessness or at imminent risk of experiencing homelessness
- Experienced a significant increase in expenses or decrease in income, and now has had a subsequent decrease in expenses, increase in income, or other change in circumstances that will allow the family to maintain their housing after a RAFT payment is made
- Paying 50% or less of their income towards housing costs after a RAFT payment is made. When calculating income versus rent, HCEC staff members take into consideration all resources available to the household, including food stamp

benefits, WIC coupons, and other such non-cash resources. The consideration of these resources allows for a better sense of housing affordability.

### **Applying for RAFT Funds**

Families in need of RAFT assistance should contact their region's HCEC. The HCEC staff will evaluate each family's situation and work to connect the family to appropriate resources and services, which may include RAFT funds. To find out which HCEC covers a particular city or town, call the Housing Consumer Education Centers' general toll-free telephone number, 1-800-224-5124, or visit their website at [www.masshousinginfo.org](http://www.masshousinginfo.org). See Appendix E for a list of the regional nonprofit housing agency's Housing Consumer Education Centers.

Families must complete the application process and provide the required verifications (including proof of identity, income, and need) in order to be considered for a RAFT payment. Families who live in public or subsidized housing who are applying for assistance with rental arrearages must complete an additional form in order to prove program eligibility. Decisions will be made by the regional nonprofit's Housing Consumer Education Center, in consultation with DHCD when necessary.

**FY09 RAFT INCOME LIMITS**

<b>AREA</b>	<b>2 PERSON</b>	<b>3 PERSON</b>	<b>4 PERSON</b>	<b>5 PERSON</b>	<b>6 PERSON</b>	<b>7 PERSON</b>	<b>8 PERSON</b>
<b>Barnstable Town, MA MSA</b>	\$29,600	\$33,300	\$37,000	\$39,950	\$42,900	\$45,900	\$48,850
<b>Boston-Cambridge-Quincy, MA-NH MSA</b>							
Boston-Cambridge-Quincy, MA-NH HMFA	\$34,300	\$38,600	\$42,900	\$46,350	\$49,750	\$53,200	\$56,650
Brockton, MA HMFA	\$30,400	\$34,200	\$38,000	\$41,050	\$44,100	\$47,100	\$50,150
Lawrence, MA-NH HMFA	\$32,250	\$36,250	\$40,300	\$43,500	\$46,750	\$49,950	\$53,200
Lowell, MA HMFA	\$33,900	\$38,150	\$42,400	\$45,800	\$49,200	\$52,600	\$55,950
<b>Pittsfield, MA MSA</b>							
Berkshire County, MA (part) HMFA	\$29,600	\$33,300	\$37,000	\$39,950	\$42,900	\$45,900	\$48,850
Pittsfield, MA HMFA	\$29,600	\$33,300	\$37,000	\$39,950	\$42,900	\$45,900	\$48,850
<b>Providence-New Bedford-Fall River, RI-MA MSA</b>							
Easton-Rayham, MA HMFA	\$38,500	\$43,300	\$48,100	\$51,950	\$55,800	\$59,650	\$63,500
New Bedford, MA HMFA	\$29,250	\$32,900	\$36,600	\$39,500	\$42,450	\$45,350	\$48,300
Providence-Fall River, RI-MA HMFA	\$29,250	\$32,900	\$36,600	\$39,500	\$42,450	\$45,350	\$48,300
Taunton-Mansfield-Norton, MA HMFA	\$33,100	\$37,200	\$41,350	\$44,650	\$47,950	\$51,250	\$54,600
<b>Springfield, MA MSA</b>							
Franklin County, MA (part) HMFA	\$29,600	\$33,300	\$37,000	\$39,950	\$42,900	\$45,900	\$48,850
Springfield, MA HMFA	\$29,600	\$33,300	\$37,000	\$39,950	\$42,900	\$45,900	\$48,850
<b>Worcester, MA MSA</b>							
Eastern Worcester County, MA HMFA	\$39,350	\$44,300	\$49,200	\$53,150	\$57,050	\$61,000	\$64,950
Fitchburg-Leominster, MA HMFA	\$29,600	\$33,300	\$37,000	\$39,950	\$42,900	\$45,900	\$48,850
Western Worcester County, MA HMFA	\$29,600	\$33,300	\$37,000	\$39,950	\$42,900	\$45,900	\$48,850
Worcester, MA HMFA	\$30,750	\$34,600	\$38,450	\$41,550	\$44,600	\$47,700	\$50,750
<b>Dukes County, MA</b>	\$31,450	\$35,350	\$39,300	\$42,450	\$45,600	\$48,750	\$51,900
<b>Nantucket County, MA</b>	\$37,400	\$42,100	\$46,750	\$50,500	\$54,250	\$57,950	\$61,700

Massachusetts Department of Housing and Community Development

raftincomeimitsFY09

From the DHCD website, <http://www.mass.gov/Ehed/docs/dhcd/ph/raft/incomelimits.pdf>

## Appendix A- Family Shelters

### Family Shelters

Updated 9-20-06

#### Greater Boston

##### **Boston Family Shelter**

656 Massachusetts Avenue  
Boston, MA 02118  
617-267-8081

Services: Information & referral; 3 meals/day; counseling; clothing if available; advocacy; housing search

Other languages: Spanish

Restrictions: Sobriety; 8 pm curfew

Referral: DTA for EA beds; self or social service agency for community rooms

##### **Cambridge YWCA Emergency Family Shelter**

7 Temple / 3 Bigelow  
Cambridge, MA  
617-491-6050

Services: Advocacy; referral; some clothing; counseling.

Other languages: Spanish, Haitian Creole, and Bengali

Restrictions: No male children over 12

Referral: EA eligible

##### **Children's Services of Roxbury**

504 Dudley Street  
Roxbury, MA 02119  
617-445-6655

Services: Advocacy; food pantry; clothing; education programs

Other languages: Spanish, sign language, and Haitian Creole

Restrictions: Minimum 6 months sobriety; no head of household under 19

Referral: EA eligible

##### **Casa Nueva Vida**

53 Glen Road  
PO Box 2115  
Jamaica Plain, MA 02130  
617-524-6332

Services: Advocacy; counseling; some clothing; education & English classes; workshops

Other languages: Spanish

Restrictions: Women & children only, 9 pm curfew

Referral: EA eligible

##### **Crittenton Hastings House**

10 Perthshire Road  
Brighton, MA 02135  
617-287-2360

Services: Advocacy; counseling; 3 meals/day; clothing, if available; handicap accessibility; van transportation to jobs

Other languages: Spanish and Haitian Creole

Restrictions: No drug or alcohol use; curfews vary

Referral: EA eligible, Travelers Aid Family Services for transitional program

##### **Crossroads Family Shelter**

56 Havre Street  
East Boston, MA 02128  
617-567-5926

Services: Advocacy; counseling; community kitchen; clothing; nurse; day program; transportation; 3 meals; workshops

Other languages: Spanish and French

Restrictions: No drug or alcohol use; 9:30 pm curfew on weekdays, 11 pm on weekends

Referral: DTA for EA beds; self for community room

##### **Cross Street Family Shelter**

59 Cross Street  
P.O. Box 440436  
Somerville, MA 02144  
617-776-6661

Services: Advocacy; 3 communal meals (families cook); clothing if available; access to medical care (nearby clinic)

Other languages: Spanish and Haitian Creole

Restrictions: Sobriety

Referral: EA eligible

## **Greater Boston Continued**

### **Families in Transition**

316 Huntington Avenue  
Boston, MA 02115  
617-927-8290

Services: Advocacy; dinner only; handicap accessible; medical care through Health Care for the Homeless; public transportation  
Other languages: Spanish  
Restrictions: Sobriety  
Referral: EA eligible

### **Family House Shelter**

250-252 Columbia Road  
Dorchester, MA 02121  
617-541-2731

Services: Advocacy; counseling; 3 meals/day + 1 snack; clothing, if available; medical care through Health Care for the Homeless  
Other languages: Portuguese and French  
Restrictions: No drug or alcohol use  
Referral: EA eligible

### **Hestia House**

200 Trapelo Road  
Waltham, MA 02154  
781-893-6948

Services: Counseling, 3 meals, visiting nurse, some clothing, referrals  
Restrictions: Women & children only, boys up to age 9, sobriety  
Referral: EA eligible

### **Hildebrand Family Self-Help Center**

678 Massachusetts Avenue, Suite 503B  
Cambridge, MA 02139  
617-492-2797

Services: Advocacy; counseling by referral; clothing if available; storage facility; workshops; children's programs  
Other languages: Spanish  
Restrictions: Sobriety; maximum age 18 for males  
Referral: EA eligible

### **Hildebrand Family Self-Help Center**

9 Page Street  
Dorchester, MA 02124  
617-825-0239

Services: Advocacy; counseling by referral; clothing if available; storage facility; workshops; children's programs  
Other languages: Spanish  
Restrictions: Sobriety; age 18 maximum for males  
Referral: EA eligible

### **LifeHouse (2 locations)**

P.O. Box 265-150  
145 Stoughton Street  
Dorchester, MA 02125  
617-265-7700

654 Columbia Road  
Dorchester, MA 02125  
617-265-7700

Services: Advocacy; counseling; clothing if available; access to medical care; day program; emergency food  
Restrictions: Sober on premises; no boys over 14  
Referral: EA eligible

### **Margaret's House (St. Mary's Women and Children Center)**

90 Cushing Avenue  
Dorchester, MA 02125  
617-436-3944 Hotline  
617-436-8600 Intake center

Services: Advocacy; counseling; referral; clothing; prenatal care; onsite nurse  
Restrictions: Women & children only; must be pregnant or parenting; boys up to age 12  
Referral: EA eligible

### **Mary's House / Bristol Lodge Family Shelter**

62 Church Street  
Waltham, MA 02154  
781-647-9957

Services: Advocacy; referral; food; clothing; handicap accessible; medical care by referral; day program; open 24 hours; T access; cook own meals  
Other languages: French  
Restrictions: Sobriety for length of stay  
Referral: EA eligible

## ***Greater Boston Continued***

### **Mary Eliza Mahoney House**

55 Dimock Street  
Roxbury, MA 02199  
617-442-8800 x1005  
Services: Advocacy; counseling by referral;  
food; access to medical care; after school  
program for children; transportation for  
housing only  
Other languages: Spanish and Haitian  
Creole  
Restrictions: N/A  
Referral: EA eligible

### **Metropolitan Boston Housing Partnership**

125 Lincoln Street  
Boston, MA 02111  
617-425-6752  
Services: Advocacy; counseling;  
transportation for housing search  
Other languages: Spanish, Vietnamese,  
French-Creole, and Portuguese  
Restrictions: N/A  
Referral: EA eligible

### **Millennium House**

16 Mayfair Street  
Roxbury, MA 02119  
617-445-9112  
Services: Advocacy, clothing  
Other languages: Spanish  
Restrictions: Boys up to 16  
Referral: EA eligible

### **Nazareth House**

91 Regent Street  
Roxbury, MA 02119  
617-541-0100  
Services: Advocacy; counseling;  
transportation; meals  
Restrictions: At least one family member  
must be HIV+; women & children only, no  
males over age 16; 30 days clean & sober;  
2-year limit  
Referral: EA eligible

### **Olivia's Place**

200 Trapelo Road  
Waltham, MA 02154

781-894-0617

Services: Advocacy, counseling by referral;  
3 meals/day; medication by referral; clothing  
when available  
Other languages: French, Spanish, and  
Haitian Creole  
Restrictions: No males over 12  
Referral: EA eligible

### **Project Hope**

45 Magnolia Street  
Dorchester, MA 02125  
617-442-1880  
Services: Counseling; cook own meals;  
referrals; clothing if available; handicap  
accessible; visiting nurse; day program  
Other languages: Spanish  
Restrictions: Sobriety; no history of drug  
addiction, no families currently fleeing  
domestic violence; generally no males over  
age 14, but male children decided on case  
by case basis  
Referral: DTA for EA rooms; self for  
community rooms (CR)

### **Queen of Peace**

401 Quincy Street  
Boston, MA 02125  
617-288-4182  
Services: Dinner & breakfast; nurse visit  
once/week; clothing if available; 3 week  
stay; women & children (boys under 5)  
Restrictions: In at 4 pm & out by 9 am  
Referral: Self

### **Re-Vision House**

38 Fabyan Street  
Dorchester, MA 02124  
617-825-8642  
Services: Advocacy; counseling;  
community kitchen & pantry; handicap  
accessible; medical care through Health  
Care for Homeless; transportation; storage  
facilities  
Other languages: French Creole and Spanish  
Restrictions: Sobriety (random drug  
testing); all children age 5 or under must be  
in for mealtime; women & children only  
Referral: EA eligible

## **Greater Boston Continued**

### **Roxbury Family Shelter (Salvation Army)**

23 Vernon Street  
Roxbury, MA 02119  
617-427-6700  
Services: Advocacy; counseling;  
community kitchen; clothing by referral;  
access to medical care; after school  
program for children; transportation to  
medical; limited storage facilities  
Other languages: Spanish  
Restrictions: If married, then couple  
accepted  
Referral: EA eligible

### **Sandra's Lodge**

200 Trapelo Road  
Waltham, MA 02452  
781-899-7311  
Services: Advocacy, counseling by referral;  
3 meals/day; medication by referral; clothing  
when available  
Other languages: French, Spanish, and  
Creole  
Restrictions: No males over 12  
Referral: EA eligible

### **St. Ambrose Family Inn**

25 Leonard Street  
Dorchester, MA 02122  
617-288-7675  
Services: Advocacy; counseling by referral;  
food provided; clothing if available; access  
to medical care; after school program for  
children; transportation for housing  
appointments only  
Other languages: Haitian Creole and  
Spanish  
Restrictions: No males over 17 except  
married couples  
Referral: EA eligible

### **Sojourner House**

85 Rockland Street  
Roxbury, MA 02119  
617-442-0590  
Services: Advocacy; counseling; food  
pantry; clothing; handicap accessible;  
medical care through Health Care for the

Homeless; day program; transportation for  
housing appointments only  
Other languages: Spanish and Haitian  
Creole  
Restrictions: Sobriety  
Referral: DTA for EA beds; self for  
community rooms

### **Temporary Home for Women and Children**

41 New Chardon Street  
Boston, MA 02114  
617-720-3611  
Services: Advocacy, counseling; 3  
meals/day; handicap accessible; medical  
care day program; transportation; clothing if  
available  
Other languages: Limited Spanish  
Restrictions: Non-EA eligible; women &  
children only; no drugs or alcohol; income  
restriction  
Referral: Any social services agency; DSS

### **Travelers Aid Family Services**

17 East Street  
Boston, MA 02111  
617-542-7286  
Services: Advocacy; counseling by referral  
Other languages: Spanish  
Restrictions: N/A  
Referral: EA eligible

### **Housing Families Inc.**

254 Broadway  
Malden, MA 02148  
781-324-1303  
Services: Advocacy; referral for counseling;  
cook own food; clothing; access to medical  
care; workshops & support groups;  
transportation to housing appointments only  
Other languages: Spanish  
Restrictions: Sobriety; not active substance  
abuse  
Referral: EA eligible

## **North of Boston**

### **Bridge House**

24 Baker Street  
Lynn, MA 01902  
781-593-3898

Services: Advocacy; counseling by referral;  
3 meals/day; clothing; medical care; day  
program; parenting & support groups;  
transportation

Restrictions: Sobriety  
Referral: EA eligible

### **Emmaus House**

150 How Street  
Haverhill, MA 01830  
978-241-3500

Services: Advocacy, 3 meals/day; clothing  
if available; handicap accessibility; medical  
care through Health Care for the Homeless;  
day program

Other languages: Spanish  
Restrictions: In shelter 5-6 for meal;  
accepts 2-parent family  
Referral: EA eligible

### **House of Hope**

812 Merrimack Street  
Lowell, MA 01854  
978-458-2870

Services: Advocacy; counseling by referral;  
3 meals/day, and snacks; clothing by  
referral; handicap accessibility; medical care  
by referral, well baby clinic once/week;  
workshops

Other languages: Spanish  
Restrictions: Sobriety, women & children,  
boys under 14  
Referral: DTA for EA beds, self or social  
service agency for community rooms

### **Inn Between**

25 Holten Street  
Peabody, MA 01960  
978-532-2372

Services: Advocacy; counseling by referral;  
5 dinners/wk; clothing if available; handicap  
accessible; medical care by referral; limited  
transportation

Other languages: Spanish

Restrictions: Sobriety for 4-6 months prior  
Referral: DTA for EA bed; self for  
community room

### **Lazarus House**

48 Holly Street  
Lawrence, MA 01842  
978-689-8575

Services: Advocacy; limited counseling; 3  
meals/day; clothing; medical and dental  
once/week

Other languages: Spanish  
Restrictions: Night shelter only, in at 5  
pm/out at 8 am, must be sober while in  
facility, no boys over 14  
Referral: Social workers, DTA, churches,  
hospitals, self

### **Merrimack House**

423 Pawtucket Street  
Lowell, MA 01854  
978-937-2418

Services: Advocacy; counseling; food;  
clothing if available; access to medical care;  
day program, some transportation; limited  
storage facilities; 3 meals

Other languages: Spanish  
Restrictions: Sobriety  
Referral: EA eligible

### **Milly's Place**

360 Pawtucket Street  
Lowell, MA 01854  
978-452-5410

Services: Advocacy; counseling; 3 meals &  
snacks; clothing if available; handicap  
access; access to medical care; limited  
transportation

Other languages: Spanish  
Restrictions: Sobriety, no males over 18;  
parents must be age 20+  
Referral: EA eligible

## ***North of Boston Continued***

### **North Shore Community Action Programs**

75 Central Street  
Peabody, MA 01960  
978-532-8620

Services: Advocacy, counseling by referral; clothing if available; 1 unit handicap accessible; transportation; food pantry  
Other languages: Spanish and Portuguese  
Restrictions: Sober on premises; stay for one year  
Referral: EA eligible

### **SPIN (Serving People in Need)**

248 South Common  
Lynn, MA 01905  
781-598-9417

Services: Advocacy; counseling by referral; food by referral; clothing if available; medical care by referral; transportation for housing appointments and emergencies only  
Other languages: Spanish  
Restrictions: Sobriety  
Referral: EA eligible

### **Turning Point, Inc.**

P.O. Box 779  
Amesbury, MA 01913  
978-388-1913

Total Capacity: 19 - Safe Recovery Programs (SRP); 9 - Mainstream Housing Program (MHP)  
Services: Advocacy, counseling, food if available, clothing by referral, medical care; transportation  
Restrictions: MHP is specifically for people recovering from domestic violence - must have custody of children or be able to reunite.  
Referral: DTA for EA beds; DSS, self for community rooms

### **Wellspring House**

302 Essex Avenue  
Gloucester, MA 01930  
978-281-3221

Services: Advocacy; 3 meals/day; clothing if available; counseling by referral, handicap accessible; child care; transportation to medical & housing appointments.  
Other languages: Spanish  
Restrictions: 3 months sobriety  
Referral: EA eligible; domestic violence shelter, social service agency, or self for community bed

## **Southeastern Massachusetts**

### **Carolina Hill Shelter**

728 Main Street  
Marshfield, MA 02050  
781-837-1377

Services: Advocacy; counseling by referral; 3 meals/day; clothing if available; handicap accessible; referred medical care; visiting nurse; day program; limited storage  
Restrictions: Sobriety; no children over 18  
Referrals: EA eligible

### **Conway House**

14 E. Grove Street  
Middleboro, MA 02346  
508-946-8505

Services: Advocacy; counseling by referral; emergency food, community kitchen; clothing if necessary; handicap accessible; medical care nearby; day program; transportation  
Restrictions: Sobriety, women and children only  
Referral: EA eligible

### **David Jon Louison Child Family Center**

137 Newbury Street  
Brockton, MA 02301  
508-584-4315

Services: Advocacy; counseling; food pantry when necessary; clothing if necessary; handicap accessible; access to medical care; day program; transportation for housing appointments only  
Other languages: Spanish, Portuguese, and Haitian Creole  
Restrictions: Sober on premises  
Referral: EA eligible; self or mayor's office for community rooms

## ***Southeastern Massachusetts Continued***

### **Evelyn's House**

94 Prospect Street  
Stoughton, MA 02172  
781-341-6084

Services: Advocacy; counseling; food pantry when necessary; clothing if necessary; handicap accessible; access to medical care; day program; transportation for housing appointments only  
Other languages: Spanish, Haitian Creole, and Portuguese  
Restrictions: Sober on premises  
Referral: EA eligible

### **Faith Home Share Friends of the Homeless of the South Shore**

8 Driftway  
N. Weymouth, MA 02191  
781-340-1604

Services: Advocacy, counseling by referral, pantry, transportation for emergencies  
Restrictions: 6 months verified sobriety, parents 18 +  
Referral: EA eligible

### **Fall River Family Resource Center**

177 Rockland Street  
Fall River, MA 02723  
508-679-2109

Services: Spanish, advocacy, 3 meals, referrals for medical care, clothing and housing  
Restrictions: No families actively fleeing domestic violence  
Referral: EA eligible

### **Family Resource Center**

11 Peck Street  
Attleboro, MA 02703  
508-226-5722

Services: Advocacy; counseling; budgeting; 3 meals & snacks; clothing; medical clinic; transportation; storage  
Restrictions: Sober on premises; no males over 17; parents must be 18+  
Referral: EA eligible

### **Harbour House**

100 North Front St.

New Bedford, MA 02740  
508-997-0475

Services: Counseling, 3 meals, some clothing, nearby medical clinic, referrals  
Other languages: Spanish  
Restrictions: Sober  
Referral: EA eligible

### **Mary Martha Learning Center**

1045 Main Street  
Hingham, MA 02043  
781-749-5441

Services: Advocacy; counseling by referral; emergency food; clothing if available; handicap accessible; access to medical care access; day program; limited storage  
Other languages: Spanish  
Restrictions: Sobriety; mothers must be over 18; children up to age 5  
Referral: EA eligible

### **Montello House**

54 North Main Street  
Brockton, MA 02301  
508-588-2956

Services: Advocacy; counseling; food pantry when necessary; clothing if necessary; handicap accessible; access to medical care; day program; transportation for housing appointments only  
Other languages: Spanish, Haitian Creole, and Portuguese  
Restrictions: Sober on premises  
Referral: EA eligible

### **New Start**

135 Pleasant Street  
Brockton, MA 02301  
508-427-6448 x108

Services: Advocacy; counseling; food pantry when necessary; clothing if necessary; handicap accessible; access to medical care; day program; transportation for housing appointments only  
Other languages: Spanish, Haitian Creole, and Portuguese  
Restrictions: Sober on premises  
Referral: EA eligible; self or mayor's office for community rooms

## ***Southeastern Massachusetts Continued***

### **Pilgrim's Hope**

149 Bishop's Highway  
Kingston, MA 02364  
781-582-2010

Services: Advocacy; referral; some clothing; child care; day program; handicap accessible; counseling; transportation for housing and medical appointments; food pantry

Restrictions: Over 18

Referral: DTA for EA bed; self for community room

### **Sisters of Charity**

556 County Street  
New Bedford, MA 02740  
508-997-7347

Services: Food & clothing

Restrictions: In by 4 pm; out by 9 pm; no boys over age 5; 3-week time limit; no drugs or alcohol; women & children only

Referral: Social service agency; self

### **Winter Haven Shelter**

10 N. Bow Street  
Milford, MA 01757  
508-478-2333

Services: Counseling, medical care & day programs by referral; 3 meals/day; clothing; limited transportation; limited storage; food pantry nearby

Other languages: Spanish,

Restrictions: Sobriety; 7:30 pm curfew Monday-Thursday); 9 pm curfew Friday-Saturday)

Referral: EA eligible

## **Cape and the Islands**

### **Carriage House**

294 Old Main Road  
N. Falmouth, MA 02556  
508-564-6485

Services: Advocacy; counseling; 3 meals a day; clothing if available; handicap accessible; medical care; day program; transportation to medical appointments; storage facilities

Other languages: Access to Spanish translators

Restrictions: Sobriety upon entry, no males over age 12

Referral: EA eligible

### **Cataumet Family Shelter**

400 Bearses Way  
Hyannis, MA 02601  
508-563-7619

Services: Advocacy; counseling; cooking facilities; clothing; handicap accessible

Restrictions: Sobriety

Other languages: Spanish, sign language, and Portuguese

Referral: EA eligible

### **Tenancy and Independence Program (TIP)**

460 West Main Street  
P.O. Box 237  
Hyannis, MA 02601  
508-771-5400

Services: Advocacy; counseling by referral; clothing by referral; medical care by referral; day program (workshops); limited transportation

Restrictions: Sobriety

Referral: EA eligible

## **Metro West**

### **Medway Family Shelter**

17 Holliston Street  
Medway, MA 02053  
508-533-1487

Services: Counseling, 3 meals, some clothing, handicap accessible, referrals  
Other languages: Spanish, French and Creole

Restrictions: Sober

Referral: EA eligible

## ***Metro West Continued***

### **Pathways Family Shelter (SMOC)**

248 Edgell Road  
Framingham, MA 01701  
508-879-5047  
Services: Advocacy; counseling community kitchen; food 3 meals/day clothing by referral; limited transportation; storage facilities  
Restrictions: Sobriety in shelter; 12 am curfew Friday and Saturday  
Referral: DTA for EA bed; self for CR

### **South Middlesex Opportunity Council**

300 Howard Street  
Framingham, MA 01701  
508-872-0765  
508 620-2623  
Services: Advocacy, counseling, referrals  
Other languages: Spanish  
Restrictions: Waiting list  
Referral: EA eligible

## **Central Massachusetts**

### **Friendly House**

87 Elm Street  
Worcester, MA 01609  
508-792-1799  
Services: Advocacy; food 3 meals; clothing bank; food bank; nurse visits weekly, referral for counseling; handicap accessible  
Other languages: Spanish  
Restrictions: Sobriety  
Referral: EA eligible

### **Interfaith Hospitality Network**

114 Main Street  
Worcester, MA 01608  
508-798-6732  
Services: Pick up and drop off at the Y; will make referrals  
Restrictions: Non-EA. Location changes as faith groups offer space for families on a rotating basis. No active substance abuse, domestic violence, or mental illness  
Referral: Self; any social service agency

### **Villages at Cambridge Street**

510 Cambridge Street  
Worcester, MA 01610  
508-791-1015  
Services: Advocacy; counseling; food pantry when necessary; clothing if necessary; handicap accessibility; access to medical care; day program; transportation for housing appointments only  
Restrictions: Sober on premises  
Referral: EA eligible

### **Youville House**

133 Granite Street  
Worcester, MA 01604  
508-753-3084  
Services: Advocacy; counseling; 3 meals & snacks; clothing; learning center; transportation  
Other languages: Spanish  
Restrictions: Sobriety on premises  
Referrals: EA eligible

## **Western Massachusetts**

### **A Family's Place**

280-290 Oak Street  
Holyoke, MA 01040  
413-272-2201  
413-272-2208  
Services: Advocacy; cook own meals; referrals for clothing, medical care & counseling  
Other languages: Spanish  
Restrictions: Sober on premises  
Referrals: EA eligible

### **Broderick House**

56 Cabot Street  
Holyoke, MA 01040  
413-534-7610  
Services: Advocacy; referred counseling; food; clothing; medical care; transportation for housing appointments only  
Other languages: Spanish  
Restrictions: Sobriety  
Referrals: EA eligible; self or social service agency for community room

## ***Western Massachusetts Continued***

### **Greenfield Family Inn**

128 Federal Street  
Greenfield, MA 01301  
413-774-6382

Services: Advocacy, food; medical care by referral; clothing  
Other languages: Spanish  
Restrictions: N/A  
Referrals: DTA for EA beds; self for community rooms

### **Jefferson Avenue Shelter**

95 Jefferson Avenue  
Springfield, MA 01107  
413-736-2263

Services: Advocacy; counseling; food pantry when necessary; clothing if necessary  
Restrictions: Sober on premises  
Referral: EA eligible

### **Jessie's House**

143 West Street  
Northampton, MA 01060  
413-586-8212

Services: Advocacy; counseling referred out; 3 meals/day; clothing; handicap accessible; access to medical care; day program; transportation if necessary  
Other languages: Spanish  
Restrictions: Sobriety 3 month time limit but varies, no parents under 18  
Referral: DTA for EA beds; self

### **Main Street Shelter**

319 Main Street  
Holyoke, MA 01040  
413-534-2466

Services: Advocacy; counseling; food pantry when necessary; clothing if necessary  
Other languages: Spanish  
Restrictions: Sober on premises  
Referral: EA eligible

### **New England Farm Workers**

218 Pearl Street, 1r  
Springfield, MA 01103  
413-214-7221

Services: Advocacy; counseling; food pantry when necessary; clothing if necessary  
Restrictions: Sober on premises  
Referral: EA eligible

### **New Horizons Shelter**

764 Alden Street  
Springfield, MA 01109  
413-782-8654

Services: Advocacy; counseling; food pantry when necessary; clothing if necessary  
Restrictions: Sober on premises  
Referral: EA eligible

### **Our Friends House**

292 West Street  
Pittsfield, MA 01201  
413-499-2877

Services: Advocacy; counseling; food pantry when necessary; clothing if necessary  
Restrictions: Sober on premises  
Referral: EA eligible

### **Our Place**

115 Elm Street  
Holyoke, MA 01040  
413-534-3018

Services: Advocacy; counseling; food pantry when necessary; clothing if necessary  
Restrictions: Sober on premises  
Referral: EA eligible

### **Orange Family Inn**

88 East Main Street  
Orange, MA 01364  
978-544-8245

Services: Counseling, 3 meals, clothing, referrals  
Restrictions: N/A  
Referral: DTA for EA bed; self for community room

***Western Massachusetts Continued***

**Prospect House**

103 Prospect Street  
Springfield, MA 01104  
413-737-5518

Services: Advocacy; counseling; food  
pantry when necessary; clothing if  
necessary

Restrictions: Sober on premises

Referral: EA eligible

## Appendix B- Community Rooms

### Community Rooms Updated 10-07

*The following are family shelters with rooms that are available for families who are not eligible for Emergency Assistance through the Department of Transitional Assistance. There is a high demand for these rooms and thus they are often full. It is recommended to call them directly to determine availability.*

#### Greater Boston

##### **Crossroads Family Shelter**

56 Havre Street  
East Boston, MA 02128  
617-567-5926

Community Rooms: 1

Total Capacity: 5

Services: Advocacy; counseling;  
community kitchen; clothing; nurse; day  
program; transportation; 3 meals;  
workshops

Other languages: Spanish and French

Restrictions: No drug or alcohol use; 9:30  
pm curfew on weekdays, 11 pm on  
weekends

Referral: DTA for EA beds; self for  
community room

##### **Project Hope**

45 Magnolia Street  
Dorchester, MA 02125  
617-442-1880

Community Rooms: 1

Total Capacity: 10

Services: Counseling; cook own meals;  
referrals; clothing if available; handicap  
accessible; visiting nurse; day program

Other languages: Spanish

Restrictions: Sobriety; no history of drug  
addiction; no families fleeing domestic  
violence; generally no males over age 14,  
but male children decided on case by case  
basis

Referral: DTA for EA beds; self for  
community beds

##### **Queen of Peace**

401 Quincy Street  
Boston, MA 02125  
617-288-4182

Community Rooms: 11 beds

Total Capacity: 11 beds

Services: Dinner & breakfast; nurse visit  
once/week; clothing if available; 3 week  
stay; women & children (boys under 5)  
Restrictions: Limitations on medications,  
drugs and alcohol; in at 4 pm & out by 9 am  
Referral: Self

##### **Sojourner House**

85 Rockland Street  
Roxbury, MA 02119  
617-442-0590

Community Rooms: 1

Total Capacity: 7

Services: Advocacy; counseling; food  
pantry; clothing; handicap accessible;  
medical care through Health Care for the  
Homeless; day program; transportation for  
housing appointments only

Other languages: Spanish and Haitian  
Creole

Restrictions: Sobriety

Referral: DTA for EA beds; self for  
community rooms

#### North of Boston

##### **Inn Between**

25 Holten Street  
Peabody, MA 01960  
978-532-2372

Community Rooms: 1

Total Capacity: 6

Services: Advocacy; counseling by referral;  
5 dinners/wk; clothing if available; handicap  
accessible; medical care by referral; limited  
transportation

Other languages: Spanish

Restrictions: Sobriety for 4-6 months prior

Referral: DTA for EA bed; self for  
community room

## Appendix B- Community Rooms

### House of Hope

812 Merrimack Street  
Lowell, MA 01854  
978-458-2870

**Community Rooms:** 1

**Total Capacity:** 17

**Services:** Advocacy; counseling by referral; 3 meals/day; clothing by referral; handicap accessibility; medical care by referral, well baby clinic once/week; workshops,

**Restrictions:** Sobriety, women and children, boys under 14

**Referral:** DTA for EA beds, self or social service agency for community rooms

### Lazarus House

48 Holly Street  
Lawrence, MA 01842  
978-689-8575

**Community Rooms:** 6

**Total Capacity:** 16

**Services:** Advocacy; limited counseling; 3 meals/day; clothing; medical and dental once/week

**Restrictions:** Night shelter only, in at 5/out at 8, must be sober while in facility, no boys over 14

**Referral:** Social workers, DTA, churches, hospitals self

### Wellspring House

302 Essex Avenue  
Gloucester, MA 01930  
978-281-3221

**Community Rooms:** 1

**Total Capacity:** 7

**Services:** Advocacy; 3meals/day; clothing if available; counseling by referral; handicap accessible; child care; transportation to medical & housing appointments.

**Other languages:** Spanish

**Restrictions:** 3 months sobriety

**Referral:** EA eligible; domestic violence shelter, social service agency, or self for community bed

## Southeastern Massachusetts

### Sisters of Charity

556 County Street  
New Bedford, MA 02740  
508-997-7347

**Community Rooms:** 5

**Total Capacity:** 5

**Services:** Food & clothing

**Restrictions:** In by 4 pm; out by 9 am; no boys over age 5; 3 week time limit; no drugs or alcohol; women & children only

**Referral:** Social service agency; self

## Metro West

### Pathways Family Shelter (SMOC)

248 Edgell Road  
Framingham, MA 01701  
508-879-5047

**Community Rooms:** 1

**Total Capacity:** 13

**Services:** Advocacy; counseling community kitchen; food 3 meals/day clothing by referral; limited transportation; storage facilities

**Restrictions:** Sobriety in shelter; 12 am curfew Friday & Saturday

**Referral:** DTA for EA bed; self for community room

## Central Massachusetts

### Interfaith Hospitality Network

114 Main Street  
Worcester, MA 01608  
508-798-6732

**Other Locations:** Fitchburg, 978-342-3294 and Southbridge, 508-764-4357

**Community Rooms:** All

**Services:** Pick up and drop off at the Y; will make referrals

**Restrictions:** Non-EA. Location changes as faith groups offer space for families on a rotating basis. No active substance abuse, domestic violence, or mental illness

**Referral:** Self; any social service agency

## Appendix B- Community Rooms

### **Abby's House**

52 High Street  
Worcester, MA 01609  
508-879-5047

**Community Rooms:** 10

**Total Capacity:** 10

**Referral:** Self for community room

## **Western Massachusetts**

### **Broderick House**

56 Cabot Street  
Holyoke, MA 01040  
413-534-7610

**Community Rooms:** 1 for victims of fire only

**Total Capacity:** 14

**Services:** Advocacy; referred counseling;  
food; clothing; medical care; transportation  
for housing appointments only

**Other languages:** Spanish

**Restrictions:** Sobriety

**Referrals:** EA eligible; self or social service  
agency for community room

### **Greenfield Family Inn/Athol Orange Family Shelter**

128 Federal Street  
Greenfield, MA 01301  
413-774- 6382

**Community Rooms:** 1

**Total Capacity:** 11

**Services:** Advocacy, food; medical care by  
referrals; clothing

**Other languages:** Spanish

**Restrictions:** N/A

**Referrals:** DTA for EA beds; self for  
community rooms

Appendix C- Legal Services Offices

**Legal Services Offices**

*Families that are having trouble accessing or retaining Emergency Assistance can contact their local legal services office to request assistance with legal advocacy.*

**Greater Boston Legal Services**

Boston.....617-371-1234 or 617-742-9179  
Cambridge & Somerville.....617-494-1800 or 617-603-2700

**Legal Assistance Corporation of Central Massachusetts**

Worcester..... 508-752-3718

**Mass Justice Project**

Holyoke.....413-533-2660 or 800-639-1209  
Worcester.....508-831-9888 or 800-649-3718

**Merrimack Valley Legal Services**

Lawrence.....978-687-1177 or 800-427-2521  
Lowell.....978-458-1465 or 800-525-0989

**Neighborhood Legal Services**

Lawrence.....978-686-6900  
Lynn.....781-599-7730 or 800-747-5056

**New Center for Legal Advocacy**

New Bedford.....508-979-7160 or 800-244-9023  
Plymouth..... 508-746-2777

**South Coastal Counties Legal Services**

Brockton.....508-586-2110 or 800-244-8393  
Fall River.....508-676-6265 or 800-287-3777  
Hyannis.....508-775-7020 or 800-742-4107  
New Bedford.....508-979-7150 or 800-929-9721  
Plymouth.....508-775-7020 or 800-742-4107

**South Middlesex Legal Services**

Framingham.....508-620-1830 or 800-244-9023

**Western Massachusetts Legal Services**

Greenfield.....413-774-3747  
North Adams.....413-664-4531  
Northampton.....413-584-4034 or 800-639-1309  
Pittsfield.....413-499-1950 or 800-639-1509  
Springfield.....413-781-7814 or 800-639-1109

Appendix D- DTA Local Offices

**Department of Transitional Assistance Local Offices \*\***

*Families must apply for Emergency Assistance at their local Department of Transitional Assistance office. Boston families should apply for Emergency Assistance at Boston Family Housing. Families receiving TAFDC benefits first need a referral from their caseworker. To find out which local office serves a particular city or town, please go to <http://webapps.ehs.state.ma.us/DTAOffices/default.aspx>.*

**Boston Family Housing**

2201 Washington Street  
Roxbury, MA 02119  
(Relocated from Dorchester)  
617-989-6100  
617-989-6005 fax

**Brockton**

75 Commercial Street  
Brockton, MA 02302  
508-895-7000  
617-727-3569 fax

**Dudley Square (Boston)**

2201 Washington Street  
Roxbury, MA 02119  
(Relocated from Dorchester)  
617-989-6000  
617-727-4722 fax

**Fall River**

1567 North Main Street  
Fall River, MA 02720  
508-646-6200, 800-570-4792  
508-675-3441 fax

**Falmouth**

155 Katharine Lee Bates Rd.  
Falmouth, MA 02540  
508-495-1400  
508-540-6756 fax

**Fitchburg**

473 Main Street  
Fitchburg, MA 01420  
978-665-8700  
978-345-0935 fax

**Framingham**

110 Mt. Wayte Ave.  
Framingham, MA 01702  
508 661-6600  
508-727-4718 fax

**Greenfield**

1 Arch Place, Suite 2A  
Greenfield, MA 01301  
413-722-3400  
413-774-5266 fax

**Haverhill**

755 Main Street  
Haverhill, MA 01830  
978-469-7100  
978-378-8941 fax

**Holyoke**

72-100 Front Street  
P.O. Box 1370  
Holyoke, MA 01041  
413-552-5400  
413-784-1050 fax

**Hyannis**

77 High School Rd. Ext.  
Hyannis, MA 02601  
508-862-6600  
508-790-4685 fax

**Lawrence**

15 Union Street  
Lawrence, MA 01840  
978-725-7100  
978-681-6216 fax

## Appendix D- DTA Local Offices

### **Lowell**

131 Davidson St.  
Lowell, MA 01852  
978-446-2400  
978-458-7563 fax

### **Malden**

200 Pleasant Street  
Malden, MA 02148  
781-388-7300  
617-727-7493 fax

### **Milford**

25 Birch Street  
Milford, MA 01757  
508-634-7100  
508-792-7267 fax

### **New Bedford**

160 W. Rodney French Blvd.  
New Bedford, MA 02744  
508-961-2000  
508-961-2100 fax

### **New Market Square (Boston)**

1010 Massachusetts Avenue  
Boston, MA 02118  
617-989-2200  
617-427-9214 fax

### **North Shore**

35 Congress Street  
Salem, MA 01970  
978-825-7300  
978-741-4869 fax

### **Pittsfield**

75 South Church St., 4<sup>th</sup> floor  
Pittsfield, MA 01201  
413-236-2000  
413-448-2466 fax

### **Plymouth**

61 Industrial Park Rd.  
Plymouth, MA 02360  
508-732-3100  
508-830-9433 fax

### **Revere**

300 Ocean Avenue  
Revere, MA 02151  
781-286-7800, 800-522-4454  
781-853-0524 fax

### **Southbridge**

79 North Street  
Southbridge, MA 01550  
508-765-2400  
508-765-0740 fax

### **Springfield Liberty**

95 Liberty Street  
Springfield, MA 01103  
413-858-1000  
413-784-1044 fax

### **Springfield State**

310 State Street  
Springfield, MA 01105  
413-858-1300, 800-441-4750  
413-784-1049 fax

### **Taunton**

21 Spring Street  
Taunton, MA 02780  
508-823-2571  
508-880-5384 fax

### **Worcester**

9 Walnut Street  
Worcester, MA 01608  
508-767-3100, 800 715-5494  
508-792-7259 fax

\*\* Please note that the following offices are now closed/relocated: **Athol, Davis Square (Somerville), Dorchester, North Adams, Northampton, Oak Bluffs, Orleans, Roslindale, Wareham, and Westfield.**

Appendix E- Housing Consumer Education Centers

**Massachusetts Regional Nonprofit Housing Agencies/  
Housing Consumer Education Centers**

**Berkshire Housing Development Corporation**

74 North Street  
Pittsfield, MA 01201  
413-499-1630  
Service Area: Berkshire County  
[www.berkshirehousing.com](http://www.berkshirehousing.com)

**Community Teamwork, Inc.**

167 Dutton Street  
Lowell, MA 01852  
978-459-0551  
Service Area: Middlesex and Essex Counties  
[www.comteam.org](http://www.comteam.org)

**Franklin County Regional Housing and Redevelopment Authority**

42 Canal Road  
Turners Falls, MA 01376  
413-863-9781  
Service Area: Franklin County  
[www.fchra.org](http://www.fchra.org)

**HAP, Inc. dba Hampden Hampshire Housing Partnership**

322 Main Street  
Springfield, MA 01105  
413-233-1500, 1-800-332-9667  
Service Area: Hampden and Hampshire Counties  
[www.hhhp.org](http://www.hhhp.org)

**Housing Assistance Corporation**

460 West Main Street  
Hyannis, MA 02601  
508-771-5400  
Service Area: Cape Cod and the Islands  
[www.haconcapecod.org](http://www.haconcapecod.org)

**Metropolitan Boston Housing Partnership, Inc.**

125 Lincoln Street  
Boston, MA 02111-2503  
617-859-0400, HCEC: 617-425-6700  
Service Area: Greater Boston  
[www.mbhp.org](http://www.mbhp.org)

**RCAP Solutions, Inc. (Formerly Rural Housing Improvement, Inc.)**

205 School Street  
PO Box 159  
Gardner, MA 01440  
978-630-6600 or 1-800-488-1969  
Service Area: Worcester County and parts of Norfolk and Middlesex  
[www.rcapsolutions.org](http://www.rcapsolutions.org)

**South Middlesex Opportunity Council, Inc.**

300 Howard Street  
Framingham, MA 01702  
508-872-4853 HCEC: 508-620-2675  
Service Area: Greater Framingham/Metro West  
[www.smoc.org](http://www.smoc.org)

**South Shore Housing Development Corporation**

169 Summer Street  
Kingston, MA 02364  
781-422-4200 or 1-800-242-0957  
Service Area: Plymouth and Bristol Counties  
[www.southshorehousing.org](http://www.southshorehousing.org)

**Notes**