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Suffolk County District Attorney RACHAEL ROLLINS



COVID-19 Resource Guide

About This Guide

This is a collection of resources currently available in Suffolk County, Ma, compiled by the staff of the Juvenile Alternative Resolution Program of the Juvenile Unit at the Office of Suffolk County District Attorney Rachael Rollins. It is not a complete list, and you should continue to consult relevant experts and your care providers when appropriate. This guide is intended to be a starting point for residents and service providers for finding resources to assist during the COVID-19 National Emergency. Our current circumstances are fluid and evolving; information, services, and recommendations may change over time. We advise you to contact any of the included services outlined here ahead of time to ensure up-to-date accuracy.

COVID-19: The Basics

What is COVID-19? It is a newly identified virus that causes respiratory illness. It can be transmitted from person to person, which is why hand-washing and avoiding unnecessary contact with other people is so important to stop the spread.

What are the symptoms? The most common presentation of the virus is a mild to severe respiratory illness, including fever, cough, and shortness of breath.

How can I prevent myself from getting sick? Follow city and state protocols regarding social distancing (staying at home as much as possible and staying at least 6 feet away from others). Avoid close contact with people who are sick, practice good hand washing, and avoid touching your face with unwashed hands. Clean and disinfect commonly touched surfaces regularly and cover your mouth and nose with a tissue or elbow when you cough or sneeze. Contact your primary care physician to seek medical guidance if you develop respiratory illness symptoms, and call 911 for medical emergencies.

Where can I get more information? The U.S. Centers for Disease Control and Prevention (CDC) and the Massachusetts Department of Public Health release daily updates on their websites:

<https://www.mass.gov/resource/information-on-the-outbreak-of-coronavirus-disease-2019-covid-19>

<https://www.cdc.gov/coronavirus/2019-ncov/index.html>

For Comprehensive Information about COVID-19 in 57 Different Languages:

https://drive.google.com/drive/folders/1KmaFpW-NFoKy8_D0JrNKpUsNb15MFkSk

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If this guide does not have the information you need: Call Mass 2-1-1 for assistance navigating resources and social services or visit <https://mass211.org/>

Courts and the Justice System



All of the court systems in the Commonwealth are acting in a reduced capacity. Most courthouses are closed to the public during the COVID-19 Emergency, with the exception of emergency hearings. Where possible, hearings are being done via phone or videoconference. For details about how that may affect a specific case, please contact the clerk's office at the specific courthouse where the case is being handled.

*Boston Juvenile Court.....(617) 788-8525	Roxbury Division, Boston Municipal Court.....(617) 427-7000
Brighton Division, Boston Municipal Court.....(617) 782-6540	South Boston Division, Boston Municipal Court....(617) 268-9292
Central Division, Boston Municipal Court.....(617)788-8600	Suffolk Superior Court, Civil Clerk's Office.....(617) 788-8110
Charlestown Division, Boston Municipal Court.....(617) 242-5400	Suffolk Superior Court, Criminal Clerk's Office.....(617) 788-8160
Chelsea District Court.....(617) 660-9200	West Roxbury Division, Boston Municipal Court...(617) 971-1200
*Chelsea Juvenile Court.....(617) 660-9225	*West Roxbury Juvenile Court.....(617) 971-1154
Dorchester Division, Boston Municipal Court.....(617) 288-9500	
*Dorchester Juvenile Court.....(617) 288-9500 Ext. 400	*All requests for information on Juvenile matters should be
East Boston Division, Boston Municipal Court.....(617) 569-7550	directed to the Boston Juvenile Court

For up-to-date information about the Massachusetts's court system response to the COVID-19 emergency, visit:

<https://www.mass.gov/guides/court-system-response-to-covid-19>

For News and Announcement from the Massachusetts's court system, visit:

<https://www.mass.gov/guides/court-system-response-to-covid-19#-news-and-announcements->

For press releases regarding updates from the Suffolk County District Attorney's Office, visit:

<https://www.suffolkdistrictattorney.com/press-office/press-releases>

Suffolk County Police Departments

CALL 911 FOR EMERGENCIES, these resources are for non-emergency needs

Emergency response services in Suffolk County continue to be available. Please call 911 if you need emergency assistance.

Boston Police Department:

<https://www.boston.gov/departments/police>,
<https://bpdnews.com/>

Non-Emergency Requests: Dial 3-1-1

Twitter: @BostonPolice

Community Engagement:

Chelsea Police Department:

<https://chelseapolice.com/>

Non-Emergency Phone: (617) 466-4855

Revere Police Department:

<https://reverepolice.org/>

Non-Emergency Phone: (781) 284-1212

Twitter: @ReverePolice

MBTA Transit Police Department:

<https://www.mbta.com/transit-police>

Non-Emergency Phone: (617) 222-1212

TTY: (617) 222-1200

Twitter: @MBTATransitPD

Winthrop Police Department:

<https://winthroppublicsafety.com/>

Non-Emergency Phone: (617) 846-3473

Twitter: @WinthropPolice

Suffolk County Fire Departments

CALL 911 FOR EMERGENCIES, these resources are for non-emergency needs

Boston Fire Department:

<https://www.boston.gov/departments/fire-operations>

Non-Emergency Phone: (617) 343-3550

Twitter: @BostonFire

Chelsea Fire Department:

<https://www.chelseama.gov/fire>

Non-Emergency Phone: (617) 466-4600

Twitter: @ChelseaFire_MA

Revere Fire Department:

<https://www.revere.org/departments/fire>

Non-Emergency Phone: (781) 284-0014

Winthrop Fire Department:

<https://winthroppublicsafety.com/>

Non-Emergency Phone: (617) 846-347

If you have an emergency and need to call 911, alert them if you are in COVID-19 home quarantine or if you are experiencing COVID-19 symptoms. This is important in order to protect the health and safety of first responders and the community.

City Resources

Boston Mayor's Office and City Resources

Website: <https://www.boston.gov/departments/mayors-office>

Phone: (617) 635-4500

Twitter: @Marty_Walsh

COVID-19 Updates: <https://www.boston.gov/news/coronavirus-disease-covid-19-boston>

Mayor's Health Line: 9am-5pm (617) 534-5050

Text BOSCOVID to 99411 for daily updates

Call Boston 3-1-1

Boston Public Health Commission:

COVID-19 Updates: <https://bphc.org/onlinenewsroom/Blog/Lists/Posts/Post.aspx?ID=1282>

Phone: (617) 534-5050 or Toll-Free 1(800) 847-0710



Chelsea City Resources

Website: <https://www.chelseama.gov/>

City Hall Phone: (617) 466-4000

COVID-19 Updates: <https://www.chelseama.gov/coronavirusupdates>

Call Chelsea 3-1-1 or (617) 466-4209 if calling from outside of Chelsea

Sign up for **city alerts** at <https://member.everbridge.net/892807736724016/login>

Revere Mayor's Office and City Resources

Website: <https://www.revere.org/mayors-office>

Phone: (781) 286-8111

Mayor's Twitter: @MayorArrigo

COVID-19 Updates: <https://www.revere.org/departments/public-health-division/coronavirus>

Call Revere 3-1-1

Twitter: @Revere311

Email: Revere311@revere.org

Revere Coronavirus Mutual Aid Guide: <https://www.revere.org/departments/public-health-division/coronavirus/revere-mutual-aid>



Winthrop Town Resources

Website: <https://www.town.winthrop.ma.us/>

Town Hall Phone: (617) 846-1852

COVID-19 Updates: <https://www.town.winthrop.ma.us/home/urgent-alerts/covid-19-public-health-updates>

COVID Emergency Operations Center: Monday-Friday 8am-4pm, call (617) 539-5848 or email COVID19info@town.winthrop.ma.us



Health and Medical Care

What do I do if I have COVID-19 symptoms?

- Call a doctor if you think you have been exposed to COVID-19 and/or you have developed a fever (100.4° or higher) with cough or difficulty breathing, and follow all medical guidance.
- Stay home unless you need to leave to get medical care.
- Call ahead before visiting your doctor so that they can take safety precautions.
- Limit contact with others in your home if possible and disinfect all shared areas.
- If you need to call 911 for a medical emergency, alert dispatch that you are experiencing COVID-19 symptoms in order to protect the health and safety of first responders.



If you develop any of these emergency warning signs of COVID-19 infection, seek medical attention immediately:

- **Difficulty breathing or shortness of breath**
- **Persistent pain or pressure in the chest**
- **New confusion or inability to arouse**
- **Bluish lips or face**
- **Consult your medical provider for any other severe or concerning symptoms**

Get more information at: <https://www.cdc.gov/coronavirus/2019-ncov/if-you-are-sick/steps-when-sick.html>

Don't have a primary care doctor or don't know who to call?

Call Massachusetts 2-1-1 any time

Call the Boston Mayor's Health Line Monday-Friday 9am-5pm (617) 534-5050 or toll-free 1(800) 847-0710

Seek immediate medical care for severe symptoms or call 9-1-1 for *medical emergencies*.

Suffolk County Area Hospitals

Boston Children's Hospital.....	www.childrenshospital.org	(617) 355-6000
Boston Medical Center.....	www.bmc.org	(617) 638-8000
Beth Israel Deaconess Medical Center.....	www.bidmc.org	(617) 667-7000
BIDMC HealthCare Chelsea.....	https://www.bidmc.org/locations/chelsea	(617) 975-6096
Brigham and Women's Hospital.....	www.brighamandwomens.org	(617) 732-5500
Carney Hospital.....	www.carneyhospital.org	(617) 296-4000
CHA Everett Hospital.....	https://www.challiance.org/location/everett-hospital	(617) 389-6270
Dana-Farber Cancer Institute.....	www.dana-farber.org	(617) 632-3000
Faulkner Hospital.....	www.brighamandwomensfaulkner.org	(617) 983-7000
Franciscan Children's Hospital.....	www.franciscanchildrens.org	(617) 254-3800
Massachusetts Eye and Ear Infirmary.....	www.masseyeandear.org	(617) 523-7900
Massachusetts General Hospital.....	www.massgeneral.org	(617) 726-2000
McLean Hospital.....	www.mcleanhospital.org	(800) 333-0336
New England Baptist Hospital.....	www.nebh.org	(617) 754-5000
Shriner's Hospital-Children.....	www.shrinershospitalsforchildren.org/boston	(617) 722-3000
Spaulding Hospital.....	www.spauldingrehab.org	(617) 952-5000
St. Elizabeth's Medical Center.....	www.sem.org	(617) 789-3000
Tufts Floating Hospital for Children.....	www.floatinghospital.org	(617) 636-8100
Tufts Medical Center.....	www.tuftsmedicalcenter.org	(617) 636-5000

Health and Medical Care Continued

Some healthcare facilities have limited services or specific protocols for emergency status operations, call ahead to ensure you can access the needed services.

Community Health Centers

CHA Revere Care Center.....	www.challiance.org	(781) 485-8222
Charles River Community Health.....	www.charlesriverhealth.org	(617) 783-0500
Charlestown HealthCare Center MGH.....	www.massgeneral.org/charlestown/	(617) 724-8135
Chelsea HealthCare Center MGH.....	www.massgeneral.org/chelsea/	(617) 884-8300
The Dimock Center.....	www.dimock.org	(617) 442-8800
East Boston Neighborhood Health Center.....	www.ebnhc.org	(617) 569-5800
Fenway Health.....	www.fenwayhealth.org	(617) 267-0900
Harvard Street Neighborhood Health Center.....	www.harvardstreet.org	(617) 825-3400
Harvard Vanguard Medical Associates Copley.....	www.atriushealth.org	(617) 859-5000
Harvard Vanguard Medical Associates Kenmore.....	www.atriushealth.org	(617) 421-1000
Harvard Vanguard Medical Associates Post Office Square.....	www.atriushealth.org	(617) 654-7000
Martha Eliot Health Center.....	www.childrenshospital.org	(617) 971-2100
Mattapan Community Health Center.....	www.mattapanchc.org	(617) 296-0061
North End Waterfront Health MGH.....	www.northendwaterfronthealth.org	(617) 643-8000
South Cove Community Health Center Chinatown Clinic.....	https://scchc.org/	(617) 482-7555
South Cove Community Health Center South Street Clinic.....	https://scchc.org/	(617) 521-6713
South End Community Health Center.....	www.sechc.org	(617) 425-2000
Southern Jamaica Plain Health Center.....	www.brighamandwomens.org	(617) 983-4147
Whittier Street Health Center.....	www.wshc.org	(617) 427-1000
Whittier Street Health Center at Quincy Commons.....	www.wshc.org	(617) 858-2550

Homelessness Specialized Healthcare

Boston Healthcare for the Homeless

<https://www.bhchp.org/>

(857) 654-1000

New patients call: (857) 654-1600 to make an appointment

Twitter: @BHCHP

“People experiencing homelessness are exceptionally vulnerable to the coronavirus and its complications. Living in crowded shelters, transmission of the illness can happen very quickly. BHCHP is working in close collaboration with our shelter and hospital partners, the City, and the State to enact a swift, comprehensive and multi-faceted response.” -BHCHP

- COVID-19 response includes: screening, operating testing sites, operating a specified respite program for symptomatic patients, equipping and running two medical tent facilities, operating a 24/7 hotline and mobile service to respond to alerts from homeless shelter staff, preparing and responding to the personal protective equipment shortage.
- They continue to provide standard services as well: adult primary care, behavioral health services, substance use disorder services, case management, family health services, medical respite care for recovery during serious illness or injury, pharmacy, eye care, dental care, HIV care, hepatitis C services, street outreach, and transgender specialized care.



Health Insurance

COVID-19 Insurance Coverage

As of March 6, 2020, the Division of Insurance determined that Massachusetts health insurance plans are required to provide full insurance coverage for COVID-19 testing and treatment without co-pay nor deductible. Therefore, testing and treatment of COVID-19 must be provided by insurance at no additional cost to you. For more information regarding the order by the Division of Insurance, visit:

<https://www.mass.gov/doc/bulletin-2020-02-addressing-covid-19-coronavirus-testing-and-treatment-issued-362020/download>

Massachusetts Health Insurance Marketplace

The Massachusetts Health Connector is able to assist with applying for and obtaining health insurance through MassHealth or private insurance. Open enrollment has been extended through April 25, 2020 for all qualified Massachusetts residents who are uninsured.

Visit <https://www.mahealthconnector.org/> or call 1(877) 623-6765

MassHealth: Medicaid and CHIP

MassHealth coverage updates regarding COVID-19:

<https://www.mass.gov/info-details/masshealth-coronavirus-disease-2019-covid-19-applicants-and-members>

- All MassHealth plans will cover COVID-19 treatment and testing.
- All MassHealth providers can deliver any MassHealth covered service via telehealth if determined medically necessary and clinically appropriate.
- Allowing early prescription refills and 90-day supplies.
- As of March 18, 2020 MassHealth will not end covered for any member or person who is approved for coverage during the COVID-19 outbreak national emergency and for one month after the emergency period ends.
- Transportation through PT-1 remains available, but is limited to those with highest need.
- Any questions about coverage: Customer Service 1(800) 841-2900, TTY 1(800) 497-4648

Applying for MassHealth and Changes of Eligibility:

- Report all changes of circumstances, including unemployment or lost wages, as soon as possible to ensure you have the appropriate plan and coverage.
- You can always apply for MassHealth following a qualifying changes of circumstances that causes loss of insurance.
- MassHealth has extended the enrollment period for all qualified uninsured Massachusetts residents, even without a qualifying change of circumstances, through April 25, 2020.
- You can apply online, by mail, by fax, or by phone. In person appointments are not currently available due to COVID-19 emergency status.
- For assistance applying and eligibility information, go to <https://www.mass.gov/how-to/apply-for-masshealth-the-health-safety-net-or-the-childrens-medical-security-plan> or call MassHealth customer service 1(800) 841-2900, TTY 1(800) 497-4648

If think you have COVID-19 and don't have insurance:

Seek medical care if you think you might have COVID-19 regardless of insurance status. COVID-19 testing and treatment for uninsured individuals is covered by Medicaid at no cost to you.

Have private insurance?

You can contact the customer service department of your specific insurance plan with any questions. The contact information for your plan can typically be found on your medical insurance card, online, or through your employer.

Health Insurance Continued

Private Insurance

- All private insurance plans are required to cover COVID-19 testing and treatment without co-pay or deductible. For more information regarding the bulletin released by the Massachusetts Division of Insurance, visit:
- <https://www.mass.gov/doc/bulletin-2020-02-addressing-covid-19-coronavirus-testing-and-treatment-issued-362020/download>
- If you have any questions about your insurance, you can contact the customer service department of your specific insurance plan. This contact information can usually be found on your insurance card, online, or through your employer.



Secondary MassHealth Coverage for Children

Parents of children with private insurance can apply for secondary MassHealth coverage for their child to assist with medical costs, co-pays, and additional service coverage and access.

For more information, visit:

<https://www.mass.gov/masshealth-for-individuals-families-and-people-with-disabilities>

or call MassHealth Customer Service at
1(800) 841-2900, TTY 1(800) 497-4648

Healthcare and Health Insurance Advocacy

Health Care for All

<https://www.hcfama.org/>

Health Insurance Question Helpline: 1(800) 272-4232

Twitter: @HCFA

Health Care for All can provide assistance navigating health insurance coverage and accessing health insurance, trouble shooting issues with state insurance programs, and they can provide appropriate referrals.

Health Law Advocates

<https://healthlawadvocates.org/>

- A 501(c)(3) public interest law firm whose mission is to provide pro-bono legal representation to low-income residents experiencing difficulty accessing or paying for needed medical services.
- HLA provides high quality, free legal assistance to income-eligible Massachusetts residents having difficulty accessing health care or health insurance coverage. They also provide legal assistance to consumers with over medical debt. Specializing in: appealing denials of health insurance enrollment, appealing denials of specific healthcare service coverage, protection from illegal billing or collection, obtaining appropriate healthcare through state agencies and school systems, healthcare access and coverage for immigrants, and more.

For information for seeking assistance through Health Law Advocates, visit:

<https://www.healthlawadvocates.org/get-legal-help/intake-procedure> or call (617) 338-5241 or toll-free 1(888) 211-6168

For information regarding advocacy for accessing mental health services for court involved youths, visit:

<https://www.healthlawadvocates.org/initiatives/mhapforkids> or call (617) 275-2919

Mental Health Services and Support

Navigating a Mental Health Crisis

If you or someone you know are experiencing a mental health crisis, it is important to know: You are not alone, this is not your fault, you deserve help and support, and there is support available for you.

What is a Mental Health Crisis? NAMI (National Alliance on Mental Illness) defines a mental health crisis as: “ any situation in which a person’s behavior puts them at risk of hurting themselves or others and/or prevents them from being able to care for themselves or function effectively in the community.”

Are There Warning Signs? Warning signs are not always present, but some common signs include: A decrease in daily functioning and ability to care for self, rapid mood swings and energy levels, increased agitation and aggression, self-harm behaviors, increased substance use, abusive behavior towards others, isolation from others, losing touch with reality, paranoia.

Are There Warning Signs of Suicide? There are not always warning signs, but some common signs include: giving away possessions, talking as if they are saying goodbye or leaving, taking steps to resolve debts and other outstanding issues, making or changing a will, stockpiling medications or obtaining a weapon, preoccupation with death, sudden calm or happiness after a period of hopelessness, dramatic changes in behavior or mood, increased substance use, statements of hopelessness or despair, withdrawal from loved ones, failed romantic relationships, history of suicide attempts or self-harming behaviors, history of family or friend attempting or completing suicide.

What do I do During a Mental Health Crisis? If you are worried about yourself or a loved one, assess the immediacy of the situation to help determine where to start: Is the person in immediate danger of hurting themselves or others? Do you have time to pursue guidance from a mental health professional? Do you need emergency assistance?

Call 9-1-1 if there is immediate danger, and leave the location immediately if you do not feel safe with the person.

For a crisis that does not require a 9-1-1 response, you can pursue hotlines, helplines, and other rapid response providers.

For More Information: <https://www.nami.org/crisisguide> or call the NAMI Helpline 1(800) 950-6264

Need Immediate Help in a Crisis?

National Suicide Prevention Lifeline: Call 1(800) 273-TALK (8255) to speak with a trained crisis counselor 24/7

Crisis Text Line: Text NAMI to 741-741 to receive support from a trained crisis counselor by text 24/7

National Domestic Violence Hotline: Call 1(800) 799-SAFE (7233) to speak with an expert 24/7

National Sexual Assault Hotline: Call 1(800) 656-HOPE (4673) to connect with a trained sexual assault service provider 24/7

The Trevor Project Hotline: Call 1(866) 488-7386 or text START to 678678 to speak with a LGBTQ+ Youth specialized crisis counselor 24/7

The Network La Red Hotline: Call 1(800) 832-1901 to speak with a crisis counselor specializing in LGBTQ/T, SM, and Polyamorous relationships 24/7

Emergency Service Providers

Emergency Service Providers/Mobile Crisis Intervention provide rapid mental health response for individuals experiencing a behavioral health crisis.

Boston Region ESP: Boston Medical Center/Boston Emergency Services Team (BEST)

24 Hour Access Number: 1(800) 981-4357

- Services include: community-based behavioral health crisis assessments, emergency interventions, and stabilization services. They can serve as an access point for higher levels of care when appropriate.
- Who can receive ESP services: Residents of all ages who are uninsured or who have insurance through MassHealth, Medicare, or eligible commercial insurances.
- Available 24 hours a day, 7 days a week, 365 days a year.
- For more information: <https://www.masspartnership.com/provider/ESP.aspx>

Mental Health Services and Support Continued

Pursuing Mental Health Treatment

Finding the right mental health care provider can be difficult. These guides and sources can help!

Tips on Finding a Mental Health Provider: <https://www.mayoclinic.org/diseases-conditions/mental-illness/in-depth/mental-health-providers/art-20045530>

How to Find the Right Mental Health Professional for You: <https://www.mcleanhospital.org/news/find-therapist-how-choose-right-mental-health-professional-you>

The Types of Mental Health Professionals: <https://www.nami.org/Learn-More/Treatment/Types-of-Mental-Health-Professionals>

Searchable Database of Massachusetts Therapists: <https://www.psychologytoday.com/us/therapists/massachusetts>

Department of Mental Health: DMH

DMH continues to provide services and is still accepting applications for services. You can contact them for updates regarding services availability. You can apply for services online at: <https://www.mass.gov/lists/applications-for-dmh-services> or call the DMH Information and Resource Line at 1(800) 221-0053

A Guide for Finding Mental Health Support in Massachusetts: <https://www.mass.gov/guides/finding-mental-health-support-in-massachusetts>

Additional Resources for COVID-19 Stress Management: <https://www.mass.gov/info-details/maintaining-emotional-health-well-being-during-the-covid-19-outbreak>

Additional DMH Resource Guides can be found at: <https://www.mass.gov/service-details/dmh-resource-guides>



Some providers may have limited services, remote or telehealth services, specific protocols for emergency status operations, call ahead to ensure you can access the needed services.

Outpatient Mental Health Service Providers

BMC Child Witness to Violence Project.....	www.childwitnessstoviolence.org	(617) 414-4244
CEDAR Clinic.....	www.cedarclinic.org	(617) 754-1223
Children’s Services of Roxbury.....	www.csrox.org	(617) 445-6655
Commonwealth Psychology Services.....	www.commpsy.com	(617) 259-1895
Community Services Institute.....	www.communityserv.com	(617) 325-2993
Family Services of Greater Boston.....	www.fsgb.org	(617) 523-6400
Judge Baker Children’s Center.....	www.jbcc.harvard.edu	(617) 232-8390
La Alianza Hispana.....	www.laalianza.org	(617) 427-7175
Massachusetts Mental Health Center.....	www.mass.gov/locations/massachusetts-mental-health-center	(617) 626-9300
New England Community Services Dorchester.....	www.necservices.org	(617) 322-9556
North Suffolk Mental Health Association.....	www.northsuffolk.org	(617) 569-3189
Priority Professional Care.....	www.ppcboston.com	(857) 598-4774
Roxbury Multi-Service Center.....	www.roxmulti.org	(617) 541-6859
South Boston Behavioral Health Clinic.....	www.tuftsmedicalcenter.org	(617) 268-1700
Southbay Chelsea Outreach Program.....	www.southbaycommunityservices.com	(617) 466-6650
Southbay Dorchester Mental Health Clinic.....	www.southbaycommunityservices.com	(857) 217-3700
Trauma Center at JRI.....	www.traumacenter.org	(617) 232-1303

Mental Health Services and Support Continued

Children's Behavioral Health Initiative (CBHI)

- CBHI services are an option for eligible youth and their families who meet clinical criteria and have qualifying MassHealth insurance coverage.
- CBHI services include a continuum of home and community-based behavioral health treatment, support, and case management services in a wrap-around model that intends to support the youth with mental health conditions as well as their family, recognizing how a child's mental health can affect the entire family unit.
- To learn more about CBHI, visit: <https://www.mass.gov/masshealth/cbhi>
- To find CBHI providers that cover your region, visit: <https://www.mabhaccess.com>

CBHI providers may have varying protocols, including telehealth, for delivery of care at this time, including telehealth or other ways to manage care while protecting the health and safety of the providers and patients during the COVID-19 emergency. Please contact the providers directly to learn more about their current service availability.

Telehealth Services



So what is Telehealth? Telehealth is when healthcare is provided by telecommunication technology (including phone, video chatting, or other method) instead of in person. Many medical and mental health providers are choosing to use methods of telehealth services in order to continue providing care during the COVID-19 emergency. Telehealth is covered by MassHealth and many other insurance plans under provisions regarding expectations of coverage during the COVID-19 health emergency. If you are interested in receiving care by telehealth, talk to your healthcare providers or your insurance customer service department.

MCPAP: Massachusetts Child Psychiatry Access Program

MCPAP is a service that connects primary care pediatricians with child psychiatry supervision in order to expedite access to appropriate psychiatric treatment for children. You can talk to your child's pediatrician about contacting MCPAP for assistance.

<https://www.mcpap.com/>

Boston North Team: Massachusetts General Hospital, North Shore Medical Center 1(855) 627-2763

Boston South Team: Boston Children's Hospital, McLean Hospital, Tufts Medical Center 1(844) 636-2727

Email: mcpap@beaconhealthoptions.com

For more information, visit: <https://www.mcpap.com/Families/YourChildMentalHealthNWellness.aspx>

Mental Health and Social Service Referral Services

Sometimes, it can be overwhelming to try to find an appropriate mental health provider. You can seek guidance and assistance with referrals from your or your child's PCP or your health insurance can provide you with options for providers in your area who are covered by your insurance. Other referral options include:

Boston-Suffolk County Family Resource Center:

<http://thehome.org/frc>

(617) 469-8501

Free assessments and referrals to resources regarding: housing support, education, advocacy, utility assistance, legal help, mental health services, and recreational activities for youth and families.

Therapy Matcher:

<https://www.therapymatcher.org>

(617) 720-2828 or toll-free 1(800) 242-9794

Free, personalized, and confidential referrals to license social workers for mental health treatment

Mental Health Services and Support Continued

COVID-19 and Stress Management

COVID-19 and Mental Health: NAMI produced this extensive guide for managing the intersection of mental health and COVID-19 as well as addressing the stressors that may contribute to mental health issues during this time. Find the guide at: <https://www.nami.org/getattachment/About-NAMI/NAMI-News/2020/NAMI-Updates-on-the-Coronavirus/COVID-19-Updated-Guide-1.pdf>

Managing Stress and Anxiety: The outbreak of COVID-19 and ongoing emergency may be stressful for some people. Recognizing stress symptoms and anxiety in yourself and your children may be difficult, and you may need to develop new coping strategies. For resources regarding managing stress and anxiety during COVID-19, visit: <https://www.cdc.gov/coronavirus/2019-ncov/prepare/managing-stress-anxiety.html> or <https://store.samhsa.gov/product/Coping-with-Stress-During-Infectious-Disease-Outbreaks/sma14-4885>

Wellness Apps and Online Resources: There are many relaxation and stress management phone apps and online resources available for little to no cost. There are many guided meditations, yoga videos, and exercise resources online on sites such as YouTube. You can also check out:

Calm - <https://www.calm.com> A meditation and wellness app

Headspace - <https://www.headspace.com> A meditation and sleep assistance app

How do I help my child cope during this emergency? For more information regarding preparing and supporting your child for coping with emergencies, visit: <https://www.cdc.gov/childrenindisasters/helping-children-cope.html>. For more information regarding how to talk to your child about the infectious disease outbreak, visit: <https://store.samhsa.gov/product/Talking-With-Children-Tips-for-Caregivers-Parents-and-Teachers-During-Infectious-Disease-Outbreaks/SMA14-4886>

Parental Stress Support: Taking care of yourself and your mental health is a vital part of being able to support your child as they cope with the effects of this emergency. The Parental Stress Line is available 24/7 at no cost to provide judgment free, and confidential support for parents and caregivers. Services are available in all languages.

<https://www.mass.gov/service-details/parent-and-caregiver-support>

1(800) 632-8188

Disaster Distress Support: The SAMHSA Disaster Distress Helpline provides 24/7, free, and confidential support with trained crisis counselors for people experiencing anxiety and emotional distress due to the COVID-19 outbreak. <https://www.samhsa.gov/find-help/disaster-distress-helpline>

1(800) 985-5990 or TTY 1(800) 846-8517

Text "TalkWithUs" or "Hablamos" to 66746

Suffolk County Child Advocacy Center: The Suffolk County CAC has created a resource guide for children and families with tips for parents, caregivers, and children regarding social-emotional support, how to talk with your child about COVID-19, and age appropriate guidance for coping: <https://www.suffolkcac.org/support-resources/covid-19-support>

It is important that you try to recognize potential signs of stress, anxiety, and emotional distress in yourself or your child. If you are unable to manage the stress on your own, and it is negatively impacting your daily functioning, you should consider pursuing therapeutic assistance and support. If you or anyone in your home experiences a mental health crisis due to the COVID-19 emergency, there is support available. See Page 8 for resources.

Substance Use Disorders Services and Support

COVID-19 and Substance Use Disorders

The stress and instability resulting from the COVID-19 emergency may put people in recovery at higher risk for substance use. The National Institute of Health warns that some individuals with a history of substance abuse disorders may be at higher risk for complications of COVID-19 infections due to progressive lung damage.

Support is available.

COVID-19 Guide for People in Recovery: <https://drive.google.com/file/d/1W9mcVKIzaVOeIZfVLxGAsrfO2utaBVNj/>

Statewide Resources

Massachusetts Bureau of Substance Addiction Services

<https://www.mass.gov/orgs/bureau-of-substance-addiction-services>

(617) 624-5111

The Massachusetts Substance Abuse Information and Education Helpline

A statewide, public service to assist in finding substance use treatment and recovery services. Services are free and confidential.

<https://helplinema.org/>

1(800) 327-5050

Bureau of Substance Addiction Services - Youth Central Intake and Care Coordination

A centralized referral and intake helpline for adolescent substance use disorder treatment access and referrals.

(617) 661-3991 or toll-free 1(866) 705-2807

Massachusetts Behavioral Health Access (MABHA)

Summary of available services and levels of care as well as assistance in finding providers and service.

<https://www.mabhaccess.com/SUD.aspx>

Grayken Center - Partnership for Drug-Free Kids

A confidential and free one-on-one support service for parents with concerns about their child's substance use or abuse.

<https://www.bmc.org/addiction/new-resources-massachusetts-parents>

1(855) 378-4373



Boston Resources

Mayor's Office of Recovery Services:

<https://www.boston.gov/departments/recovery-services>

(617) 534-2730

You can also call 3-1-1 or (617) 635-4500 for 24/7 recovery support and referrals

Boston Public Health Commission - Recovery Services:

<https://www.bphc.org/whatwedo/Recovery-Services/Pages/RecoveryServices.aspx>

Call 3-1-1 or 1(855) 494-4057

Charlestown Coalition:

A joint program with Mass General Hospital, a community-based wraparound model for promoting health in the Charlestown community, include substance use disorder and social services supports.

<http://charlestowncoalition.org/>

(617) 726-0059

Substance Use Disorders Services and Support Continued

Chelsea Resources

Department of Health and Human Services

<https://www.chelseama.gov/health-human-services>

(617) 466-4082

Healthy Chelsea

A joint program with Mass General Hospital, a community-based wraparound model for promoting health in the Chelsea community with culturally sensitive and language accessible services, include substance use disorder and social services supports.

<http://healthychelsea.org/>

(617) 887-4219

Revere Resources

Substance Use Disorder Initiatives Office (SUDI)

<https://www.revere.org/departments/substance-use-disorder-initiatives>

Support Line: (781) 922-6069 or call 3-1-1

Winthrop Resources

Health Department

<https://www.town.winthrop.ma.us/health-department>

Community Action for Safe Alternatives

<https://www.winthropcasa.org>

(617) 207-1627 or (617) 784-8920

Alternative Supports During COVID-19

As the COVID-19 outbreak has caused a reduction of in person and group meetings, online and virtual recovery support may be an important part of recovery maintenance and treatment during the COVID-19 emergency. You can also talk to your providers about accessing telehealth services.

Alcoholics Anonymous - Online Meetings

<https://www.aaonlinemeeting.net/>

Narcotics Anonymous - Online and Telephone Meetings

<https://virtual-na.org/>

Narcotics Anonymous New England Virtual Meetings

<https://nera.org/virtual-meetings/>

SMART Recovery Online Community

<http://www.smartrecovery.org/smart-recovery-toolbox/smart-recovery-online/>

Sober Grid App

<https://www.sobergrid.com>

In the Rooms: Online Global Recovery Community

<https://www.intherooms.com/home/covid-19-resources/>

Connections Smartphone App

<https://www.addictionpolicy.org/connections-app>

Domestic Violence Services and Support

Casa Myrna and the Safelink Helpline are active and continue to provide services for domestic violence survivors. Services are primarily being delivered remotely, but they are responsive and available for any needs that arise. Social distancing and stress can increase domestic violence, and these resources are available to assist you through this difficult times.

Safelink Statewide Domestic Violence Hotline: 24/7
1(877) 785-2020

Community Advocacy Helpline: (617) 521-0116
Legal Hotline: (617) 521-0146

Services include: 24/7 hotline assistance available in all languages, residential shelter programs, legal advocacy, housing advocacy, counseling, economic stability services, and children's services. For more information on Casa Myrna, please visit: <https://www.casamyrna.org/>



Emergency response services in Suffolk County are still running and available. Please call 911 if you believe that you, someone in your home, or other vulnerable individual is in immediate danger and you need emergency assistance.

Additional Boston Area Resources

Asian Task Force Against Domestic Violence: 24/7 Hotline (617) 338-2355
Linguistically and culturally responsive assistance Asian survivors and communities.
<https://www.atask.org>

FINEX House: 24/7 Hotline (617) 288-1054
A shelter for women who have survived DV and their children, especially those with disabilities or history of commercial sexual exploitation or human trafficking.
<https://www.finexhouse.org/>

HarborCOV: 24/7 Hotline (617) 884-9909
Linguistically and culturally responsive domestic violence intervention and assistance for Chelsea community and anyone affected by DV.
<https://harborcov.org>

Boston Area Rape Crisis Center: 24/7 Hotline 1(800) 841-8371
Support and intervention for survivors of sexual assault and abuse
<https://barcc.org>

BMC Domestic Violence Program: Helpline for referrals & consults (617) 414-5457
Leave a voicemail in English, Spanish, or Haitian-Creole for service requests. Messages are checked frequently throughout the day with quick response.
<https://www.bmc.org/programs/domestic-violence-program>

Elizabeth Stone House: Non-Emergency Support (617) 409-5425
Assistance with survivors of DV with history of mental illness or addiction and housing insecurity.
<https://www.elizabethstonehouse.org/>

National Domestic Violence Hotline
24/7 assistance for survivors in need
<http://www.thehotline.org>
1(800) 799-7233
TTY: 1(800) 787-3224
Help available in over 140 languages

You can also call the **Family Justice Center** (FJC) of Suffolk County for non-emergency guidance regarding your resources and options, including help with legal system involvement.
Phone: Monday-Friday 9am-5pm
(617) 779-2100

Call ahead to find out what each program is able to provide during the COVID-19 Emergency. These helplines and hotlines are still functioning and the programs are able to provide remote assistance and some in-person services when appropriate.

See page 25 for a list of Boston area Domestic Violence Shelters

Child Welfare

Reporting and Responding to Child Abuse or Neglect

What do I do if I suspect a child is being abused or neglected? First, immediately call the 24-Hour DCF Child Protection Hotline at 1(800) 792-5200 or your local DCF office that serves the area where the child lives during business hours. A directory of DCF area offices can be found at <https://www.mass.gov/dcf>

When do I report? Report if you suspect a child is experiencing abuse, neglect, or exploitation. You do not need to be certain in order to report.

What are the warning signs of abuse and neglect? You can review DCF's guide regarding signs of physical abuse, neglect, sexual abuse, and sexual exploitation or human trafficking at: <https://www.mass.gov/info-details/warning-signs-of-child-abuse-and-neglect>

What happens after I make a report? DCF, with the support of a multi-disciplinary team, will review the report to evaluate the circumstances to determine the child's safety and needs and whether DCF involvement is warranted.

For more information, visit: <https://www.suffolkcac.org/support-resources/reporting-abuse>

Emergency response services in Suffolk County are still running and available. Please call 911 if you believe that a child is in immediate life-threatening danger.

Department of Children and Families (DCF)

DCF is continuing to provide services to youth and families during the COVID-19 emergency as well as responding to cases of abuse and neglect.

Main Phone: (617) 748-2000

Families with children in DCF custody and youths in DCF custody with questions regarding the response to COVID-19 should contact their ongoing DCF worker for more information. You can find a family guide to Protective Services for Children at: <https://www.mass.gov/doc/a-familys-guide-to-protective-services-for-children-english-1/download>



Children's Advocacy Center of Suffolk County

The Children's Advocacy Center (CAC) of Suffolk County unites public, private and community partners to ensure safety, healing and justice for children and families impacted by violence, exploitation and abuse.

The Children's Advocacy Center of Suffolk County - COVID-19 Support

For information on resources and services for child and family health, welfare, and safety during the COVID-19 Emergency, visit:

<https://www.suffolkcac.org/support-resources/covid-19-support>

Or call (617) 776-2146 during business hours

Stop, Block, and Talk: Internet Safety for Kids



Stop, Block, and Talk is an online safety program for kids and their parents. STOP, BLOCK and TALK highlights the steps kids can take to keep themselves safe online:

STOP: the communication if someone is rude or asks you for personal information or images

BLOCK: that person without feeling bad or guilty

TALK: to a parent or trusted adult when you need help or feel uncomfortable

For more information and resources, visit:

<https://www.suffolkdistrictattorney.com/in-the-community/internet-safety>

Child Welfare Continued

Children's Trust of Massachusetts

The Children's Trust provides supports, services, and resources for families in order to prevent child abuse.

<https://childrenstrustma.org/>

(617) 727-8957

Visit their blog for regular updates regarding parenting and support for parents during the COVID-19 Emergency: <https://onetoughjob.org/>



Food Resources

Statewide Food Access Assistance

Project Bread offers the FoodSource Hotline, a statewide information and referral service for Massachusetts residents facing hunger.

<http://www.projectbread.org/get-help/foodsource-hotline.html>

For help finding food resources in your community, call the FoodSource Hotline:

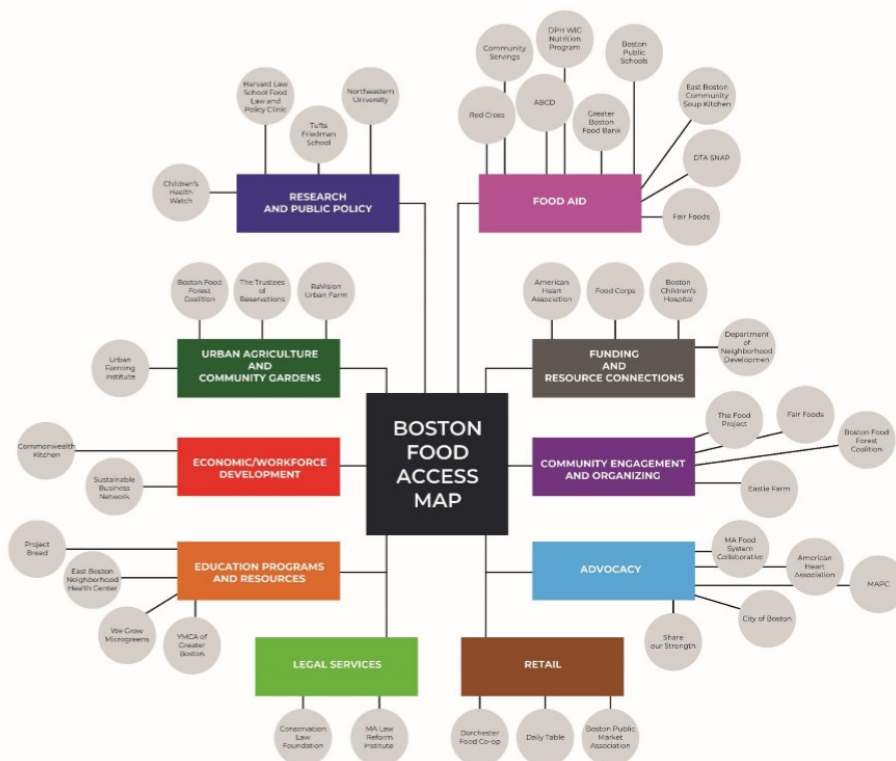
Hotline: 1(800) 645-8333 or TTY 1(800) 377-1292

Boston Mayor's Office of Food Access

The Mayor's Office of Food Access works to make healthy food available and affordable in Boston through multidisciplinary and multi-system collaboration, as is mapped below.

<https://www.boston.gov/departments/food-access>

Mayor's Health Line: 1(800) 847-0710



A full, categorized list of the agencies mapped above can be found at:

https://drive.google.com/file/d/1pbfX-UeEzmgKYmGT1npCYB21VUKU_g3/view

Food Resources Continued

Boston Mayor's Office of Food Access - Neighborhood Maps

The Office of Food Access has comprehensive Food Resource Lists and Maps for food and hunger resources specifically in your community. They are available in English, Cape Verdean, Chinese, Haitian Creole, Russian, Spanish, and Vietnamese. These maps can be found at the following links:

Allston-Brighton, Back Bay, Chinatown, Fenway, South End: https://www.boston.gov/sites/default/files/embed/a/allston_brighton_fenway_back_bay_chinatown_south_end_1.pdf

Beacon Hill, Charlestown, Downtown, East Boston, North End, West End: https://www.boston.gov/sites/default/files/embed/e/east_boston_north_end_downtown_west_end_beacon_hill_charlestown_1.pdf

Dorchester: https://www.boston.gov/sites/default/files/embed/d/dorchester_1.pdf

Hyde Park, Jamaica Plain, Mattapan, Roslindale, West Roxbury: https://www.boston.gov/sites/default/files/embed/h/hydepark_jamaica_plain_mattapan_west_roxbury_1.pdf

Mission Hill, Roxbury, South Boston: https://www.boston.gov/sites/default/files/embed/m/mission_hill_roxbury_south_boston_1.pdf

Suffolk County Food Pantries

Food Pantries may have changes in hours, accessibility, and resources during the COVID-19 Emergency. Please call ahead to ensure you can access the needed resources. Neighborhoods/Cities/Towns are listed alphabetically.

Allston-Brighton

Allston-Brighton Food Pantry(617) 254-4046
APAC(617) 783-1485

Boston

ABCD N. End/W. End Pantry.....(617) 523-8125 Project Bread.....(617) 732-5000
American Red Cross of MA Bay.....(617) 375 0735 Rosie's Place.....(617) 442-9322
Boston Rescue Mission.....(617) 338-9000 Salvation Army/South End Food Pantry.....(617) 536-5260
Church of the Covenant.....(617) 266-7480 Sojourner House.....(617) 442-0590
Concord Baptist Church.....(617) 698-9300 St. Anthony Shrine/Franciscan Food Center..(617) 542-6440
Greater Boston Food Bank.....(617) 427-5200 St. Francis House Inc.....(617) 542-4211
Haley House Food Panty.....(617) 236-8132 The Paulist Center.....(617) 742-4460
Park Street Church.....(617) 525-3383

Charlestown

The Harvest on Vine.....(617) 900-7314

Food Resources Continued



Suffolk County Food Pantries Continued

Chelsea

Salvation Army/Chelsea Pantry.....(617) 884-0260
St. Luke's-San Lucas Food Pantry.....(617) 884-4278

Dorchester

ABCD Dorchester NSC.....(617) 288-2700 Harvard Street Neighborhood Health Center..(617) 822-5585
Antioch Missionary Baptist Church Pantry....(617) 288-6559 Holy Tabernacle Church.....(617) 427-8022
Catholic Charities/Yawkey Center.....(617) 506-6930 Kit Clark Senior Services Pantry.....(617) 825-5000
Charles Street A.M.E. Church.....(617) 442-7770 Mary Ann Brett Food Pantry- St. Teresa.....(617) 436-2190
Codman Square Health Center.....(617) 825-9660 Neponset Health Center Food Pantry.....(617) 533-2228
Dorchester House.....(617) 288-3230 Project Care and Concern.....(617) 288-2372
Eglise Baptiste Haitienne.....(617) 287-8351 St. Katharine Drexel Parish.....(617) 445-8915
Elm Hill Family Service Center.....(617) 442-5900 St. Mary's Food Pantry.....(617) 282-3181
Emmanuel Temple Church Food Pantry.....(617) 442-8500 St. Mathew's Church Food Pantry.....(617) 436-3590
Faith Pentecostal Church.....(617) 265-5700 Stoughton St. Church of God.....(617) 265-6034
Full Life Gospel Center.....(617) 288-3027 Zion Temple Church Food Pantry.....(617) 825-9125
Glad Tiding Pentecostal Assembly.....(617) 296-6784

East Boston

Crossroads Family Shelter/Our Daily Bread.....(617) 567-5926
Grace Federate Church/Emergency Food Cupboard.....(617) 569-5358

Hyde Park

Hyde Park Emergency Food Pantry.....www.hydeparkfoodpantry.org

Mattapan

Greater Boston Nazarene Compassion Center.....(617) 296-7450
Haitian American Public Health Initiatives.....(617) 298-8076

Revere

First Congregational Church Pantry.....(781) 284-4158

Roslindale

Roslindale Food Pantry.....(617) 323-8302

Food Resources Continued

Suffolk County Food Pantries Continued

Roxbury

ABCD South End NSC/SNAP.....(617) 267-7400	Outreach Van Project.....(617) 872-7782
ABCD/Parker Hill Fenway NSC.....(617) 445-6000	People’s Baptist Church Food Pantry(617) 427-0424
Bethel Baptist Church/Open Door Pantry.....(617) 427-3560	Resurrection Lutheran Church.....(617) 522-2984
Catholic Charities/El Centro Del Cardena.....(617) 542-9292	Salvation Army/Roxbury Food Pantry.....(617) 427-6700
Church of God Prophecy: Roxbury.....(617) 216-7025	St. Mary of the Angels Food Pantry.....(617) 445-1524
Eliot Congregational Church Food Pantry.....(617) 445-7525	Tobin Brigham Family Support Program.....(617) 427-2543
Grace and Hope Mission Food Pantry.....(617) 442-7579	Twelfth Baptist Church Food Pantry.....(617) 442-7855
Grant A.M.E./Self-Help.....(617) 427-1019	United Emmanuel Holiness Church.....(617) 445-6933
ISMO Food Pantry.....(617) 442-2805	Warwick House- St. Phillip Parish.....(617) 442-8890

South Boston

St. Augustine’s- St. Monica Catholic Church Food Pantry.....(617) 268-1230
South Boston Community Health Center Food Pantry.....(617) 464-7504

West Roxbury

Rose’s Bounty- Stratford Street United Church.....(857) 203-0404 & (857) 323-4950

Winthrop

Winthrop Community Food Pantry.....(617) 846-6884

Food for Students and Children

Boston

Boston Public Schools will continue to provide free breakfast and lunch meals to all Boston children; you do not have to have a child in BPS schools to access these meals. Locations will be open Monday - Friday from 8:30 AM to 11:30 AM at the schools listed here, more locations may become available.

For updated information: <https://www.bostonpublicschools.org/freemeals>

Charlestown High School - 240 Medford St, Charlestown	Boston Latin Academy - 205 Townsend St, Roxbury
East Boston High School - 86 White St, East Boston	McCormack Middle School - 315 Mt Vernon St, Dorchester
Brighton High School - 25 Warren St, Brighton	Lee K-8 School - 155 Talbot Ave, Dorchester
Boston Latin School - 78 Avenue Louis Pasteur, Fenway	Frederick - 270 Columbia Rd, Dorchester
Blackstone Elementary School - 380 Shawmut Ave, South End	Mildred Ave School - 5 Mildred Ave, Mattapan
Condon Elementary School - 200 D St, South Boston	Irving Middle School - 105 Cummins Hwy, Roslindale
Curley K-8 School - 493 Centre St, Jamaica Plain	Ohrenberger School - 175 W Boundary Rd, West Roxbury
Community Academy of Science & Health - 11 Charles St, Dorchester	BCLA/New Mission High School - 655 Metropolitan Ave, Hyde Park

Additional free meal sites for children and families can be found on this interactive map:
<https://www.boston.gov/departments/food-access/map-meal-sites-boston#map--409806>

Food Resources Continued

Food for Students and Children



Chelsea

Chelsea's Grab and Go Meals can be picked up between 11:00am and 1:00pm Monday through Friday at 7 locations throughout Chelsea:

1. Early Learning Center (Shurtleff Street side),
2. Mary Burke Complex,
3. Williams Middle School,
4. Clark Avenue Middle School,
5. Chelsea High,
6. St. Rose School, and
7. Voke Park (Washington Avenue).

For updated information, visit: <https://drive.google.com/file/d/1KVjjdhKwK9xIKfRyq2XwPB2KoQl0vRI0/view>

Mientras las escuelas de Chelsea están cerradas, se ofrecerá almuerzo y desayuno gratis a los jóvenes en siete lugares diferentes en Chelsea. Las ubicaciones del programa de alimentos escolares de emergencia son:

1. Early Learning Center (Shurtleff Street side),
2. Mary Burke Complex,
3. Williams Middle School,
4. Clark Avenue Middle School,
5. Chelsea High,
6. St. Rose School, y
7. Voke Park (Washington Avenue).

Para más información: <https://drive.google.com/file/d/1KVjjdhKwK9xIKfRyq2XwPB2KoQl0vRI0/view>

Visit the Chelsea Public School's website for updated information: <https://www.chelseaschools.com/>

Revere

Revere's Grab and Go Meals can be picked up between 10:30am and 12:30pm on Mondays, Wednesdays, and Fridays. Multiple meals will be provided at each distribution time.

There are pick up locations at all schools and 3 remote locations: Beachmont, Garfield, Rumney Marsh, Seacoast, Paul Revere, Susan B. Anthony, Whelan, Hill, Lincoln, Revere High School, Point of Pines, Oak Island, North Revere.

For more specific pick up instructions: http://www.reverek12.org/userfiles/3/my%20files/covid_8e.pdf?id=6773

Visit the Revere Public School's website for updated information, COVID-19 updates are located on the bottom left corner of the page: <http://www.reverek12.org/>

Winthrop

Winthrop's Grab and Go Meals can be picked up between 11am and 1pm Monday through Friday for all Winthrop Public School students. The pick up location is the rear parking lot next to the baseball field at Winthrop High School.

Visit the Winthrop Public School's website for update and additional information:

<https://www.winthrop.k12.ma.us/>

Education

Tips for Remote Learning

Home Learning Tips for Students:

- Try to stick to a daily schedule.
- Try to find a comfortable space within minimal distractions.
- Don't overwhelm yourself, take breaks if you are stressed.
- Try to finish assignments on time, and give yourself extra time to get used to this new type of learning.
- Check in with your teachers regularly and reach out to them if you need help.
- Do your best to stay away from TV, phones, or other distractions while working.
- Don't forget to eat, sleep, and take care of your body and mental health!
- Take a quick break from the screen every 30 minutes.

For more info, visit: <https://bostonpublicschools.helpdocs.io/article/cxr30nhs80-home-learning-tips-for-students-families>

Most schools have moved to remote and online learning to protect health and safety. Make sure to communicate directly with your child's school to ensure accuracy of information.

How can I support my child's online learning? Adults play a big role in students' learning. Explore learning sites with children, ask them questions about what they are learning, and engage in conversations about what they are watching on TV or online. Studies show that children learn more when they are able to talk about what they are learning.

- Set a daily schedule.
- Review virtual learning apps at: <https://www.common sense media.org/app-reviews>
- Help them incorporate non-online activities such as reading, crafts, or other activities.
- Be realistic about goals and expectations, this is a stressful time.
- Help your child to navigate classes online.
- If possible, provide your child with a comfortable and distraction-free environment.
- Contact your child's teacher or school with any questions or issues.

For more info, visit: <https://bostonpublicschools.helpdocs.io/article/cxr30nhs80-home-learning-tips-for-students-families>

Boston Public Schools

Boston Public Schools are closed until at least May 4, 2020 by order of Massachusetts Governor Baker.
For more information and updates, visit: <https://www.bostonpublicschools.org/coronavirus>

BPS Online Learning and Resources

For up-to-date information, visit: <https://www.bostonpublicschools.org/Page/8081>

Do you need assistance with home internet? There are special offers available for families impacted by the Coronavirus school closure. For more information, visit: <https://www.boston.gov/news/internet-connectivity-and-technology-supports-during-covid-19-response>

Does your child need a Chromebook for learning? BPS is providing Chromebooks to BPS students who do not have consistent access to a computer. To request one, visit: <https://www.bostonpublicschools.org/laptop>

Connecting to Online Learning: BPS primarily uses two applications to host apps and websites for students:

Clever: <https://www.bostonpublicschools.org/backpack>

Google Classroom: <https://www.classroom.google.com>

Students can log in using their BPS Gmail and BPS password. If you need assistance with your child's email or password visit https://docs.google.com/document/d/1rbF_b1-AtsL5wmkWr08z5nb6gQZRLHmjMhx4a4QyBC8/edit or call BPS Technology Help Desk at (617) 635-9200

BPS Library Resources: BPS Online Library Services can be accessed at: <https://sites.google.com/bostonpublicschools.org/virtualllearningcommons/home>

Education Continued

Chelsea Public Schools

Chelsea Public Schools are closed until at least May 4, 2020 by order of Massachusetts Governor Baker.
Las Escuelas Públicas de Chelsea se cerrarán hasta 4 de mayo de 2020.
For more information, Para más información: <https://www.chelseaschools.com/>

CPS Online Learning and Resources

For up-to-date information, visit: <https://sites.google.com/chelseaschools.com/cps-digitalresources/home>

Do you need assistance with home internet? To find options for internet access assistance, Para información sobre acceso a Internet, visit: <https://sites.google.com/chelseaschools.com/cps-digitalresources/parent-support/options-for-internet-access>

Does your child need a Chromebook for learning? For CPS students who need a device to access virtual learning, Chromebooks will be distributed at schools beginning Thursday, March 26, 2020. For more information, Para más información sobre Chromebooks para estudiantes, visit: <https://www.chelseaschools.com/site/Default.aspx?PageID=2617>.

Remote Learning for Grades K-12: Grades one through twelve CPS students will be connecting with staff through Google Classroom; you can access Google Classroom at <https://classroom.google.com>. There will also be grade-level appropriate paper work packets available for pickup at the seven food stations for CPS students.

Social Emotional Support During School Closure: During this time of school closure, Chelsea Public Schools is committed to supporting our students and families. Students who would like to speak with a school Social Worker can now do so by emailing supportforstudents@chelseapublicschools.com. For more information, Para más información sobre apoyo social y emocional para estudiantes, visit: <https://drive.google.com/file/d/1hqm9XoUexuQzZ1YLpOL5dMBcr0TtM6if/view>

Parent Supports and Guides: Parent support and engagement during school closure is vital for student success. For more information and tips for parents, Para información y recursos para los padres, visit: <https://sites.google.com/chelseaschools.com/cps-digitalresources/parent-support>

Revere Public Schools

Revere Public Schools are closed until at least May 4, 2020 by order of Massachusetts Governor Baker.
For more information and updates, visit: <http://www.reverek12.org/>

RPS Online Learning and Resources

For up-to-date information, visit: <http://www.reverek12.org/Content2/21338> and <http://www.reverek12.org/DistrictnewsArticles.aspx>

Remote Learning for Grades K-12: Students can access online learning through their Google Classroom accounts. Learning materials and resources organized for each RPS school can be found at: <http://www.reverek12.org/Content2/21338>

Additional Learning Materials: You can find more online learning resources at: https://docs.google.com/spreadsheets/d/1OEufwFzVAIGNb7myAyKkFYj_WPCmJbF5W4ZIEo1IZyM/edit#gid=0

Social Emotional Support During School Closure: Students can find resources from school social workers at: https://www.instagram.com/rhs_socialworkers/ and guidance counselor contact information can be found at: https://drive.google.com/file/d/17WPpj66te8HTdbC2PtC7R1L_zR0-osXK/view

For Parents: Parents can log in to PowerSchool at: <https://sis.reverek12.org/public/home.html>

A parent resource letter can be found at:

(English) <http://www.reverek12.org/userfiles/3/my%20files/corona.pdf?id=6771>

(Español) [http://www.reverek12.org/userfiles/3/my%20files/maria%20trozzi%20corona%20\(1\)spanish.pdf?id=6781](http://www.reverek12.org/userfiles/3/my%20files/maria%20trozzi%20corona%20(1)spanish.pdf?id=6781)

(Português) <http://www.reverek12.org/userfiles/3/my%20files/maria%20trozzi%20corona%20pt.pdf?id=6780>

(العربية) <http://www.reverek12.org/userfiles/3/my%20files/maria%20trozzi%20corona%20arabic.pdf?id=6779>

Winthrop Public Schools are closed until further notice. Schools will re-open when it is safe to do so.
For more information and updates, visit: <https://www.winthrop.k12.ma.us/>

For up-to-date information, visit: <https://www.winthrop.k12.ma.us/Page/9>

Remote Learning for Grades K-12: Each WPS building Principal will reach out to their families directly to provide details related to student's access to learning opportunities as well as information to assist students and families in connecting with teachers, school nurses and other essential staff.

Winthrop High School Resources: Winthrop High School will be using online learning platforms Google Classroom, CK-12, Khan Academy, CodeHs, and Schoology. Information for accessing classes on these platforms can be found at: <https://www.winthrop.k12.ma.us/cms/lib/MA02202667/Centricity/Domain/99/Teachers%20Courses%20Online%20Learning%20Platforms-3.pdf>

Additional Learning Materials: Students can also access recommended online education and learning resources for each grade level at <https://www.winthrop.k12.ma.us/cms/lib/MA02202667/Centricity/Domain/8/Free%20Online%20Learning%20Resources.pdf>. WPS also recommends that parents encourage students to read daily and engage with literary activities such as writing.

Education Advocacy

If you need legal advocacy and assistance regarding your child's educational access and rights:

Massachusetts Advocates for Children: Provides education advocacy for Massachusetts youth who face significant barriers including: discrimination because of their economic status, disability, race, ethnicity/culture, immigration status, English Learner status, and/or traumatic life experiences. They also have a specialized division for special education advocacy.

For guidance specific to education advocacy during the COVID-19 emergency, visit: <https://www.massadvocates.org/covid19> or call their helpline:

English: (617) 357-8431 Ext. 3224

Español: (617) 357-8431 Ext. 3237

The EdLaw Project: Provides education advocacy for high-risk and low income Massachusetts youth.

<http://edlawproject.org/>

Helpline: (617) 910-5829

Childcare

Massachusetts Emergency Drop-In Childcare Programs

Emergency drop-in child care programs are opening to provide **emergency**, back-up, drop-in child care for vulnerable families and members of essential workforces who have **no other option**. You are not eligible if you are working from home or if you have alternative child care options. Priority access to emergency child care shall be given to vulnerable children, and the children of families designated as "COVID-19 Essential Workforces," with emphasis on those in the health care, public health, human services and law enforcement, public safety, and first responders.

To learn more and for a full list of providers, visit: https://eeclead.force.com/apex/EEC_ChildCareEmergencyParents

Care for Children at Risk of Abuse or Neglect

If you feel that you are unable to safely care for your child or that your child is at risk of abuse or neglect in your care, contact your area DCF office during working hours:

<https://www.mass.gov/orgs/massachusetts-department-of-children-families/locations>

or the Child-At-Risk Hotline 1(800) 792-5200

Housing and Homelessness

People who are unhoused are at higher risk of health complications and trauma during public health or natural disaster emergencies. The spread of communicable disease is more difficult to manage without reliable access to hygiene facilities or a safe home, and living in crowded shelters can put people at even higher risk. Help is available.

Call Boston 3-1-1 or Mass 2-1-1 or visit <https://mass211.org/> for assistance

For more information about homelessness and COVID-19, visit:

<http://mahomeless.org/advocacy/item/coronavirus>

<https://www.empathways.org/covid19resources>

CDC interim guidance for responding to COVID-19 among people experiencing homelessness:

<https://www.cdc.gov/coronavirus/2019-ncov/community/homeless-shelters/unsheltered-homelessness.html>

For more information regarding Housing and Homelessness in Massachusetts and Suffolk County, visit:

<https://www.mass.gov/topics/housing-property>

<https://www.bphc.org/whatwedo/homelessness/homeless-services/Pages/Homeless-Services.aspx>

<https://www.boston.gov/departments/neighborhood-development/services-homeless>

Healthcare

Boston Healthcare for the Homeless and COVID-19

BHCHP provides specialized healthcare for unhouse people in the Greater Boston Area, and is prepared to respond to the COVID-19 Emergency with culturally-responsive and expert specialized care.

See page 5 for more information about their services.

<https://www.bhchp.org/patients>

(857) 654-1000 or (857) 654-1600

If think you have COVID-19 and don't have insurance:

Seek medical care if you think you might have COVID-19 regardless of insurance status. COVID-19 testing and treatment for uninsured individuals is covered by Medicaid at **no cost** to you.

Finding Homeless Shelters and Services

Call Boston 3-1-1 or Mass 2-1-1 for 24/7 assistance and referrals to emergency shelters and services for individuals, youth, and families.

Emergency Assistance Shelters For Families with Children

COVID-19 Guide for Emergency Assistance Shelters:

<https://www.mass.gov/doc/dhs-guidance-for-family-shelters/download>

Emergency Assistance (EA) is the Massachusetts program providing emergency shelter and re-housing services for homeless families with children, administered by the Department of Housing and Community Development (DHCD). They provide families with emergency shelter and help to find housing.

Who is eligible for EA? EA is available for families with children under the age of 21 and/or pregnant people at any stage of pregnancy who meet financial eligibility (2020 income guidelines: http://mahomeless.org/images/DHCD_Poverty_Guidelines-2020.pdf) and eligible reason for homelessness.

How to Apply: Families with children can apply for Emergency Assistance (EA) Shelter by calling the Department of Housing and Community Development at 1(866) 584-0653.

Find more information at: <https://www.mass.gov/how-to/find-emergency-family-shelter> or (617) 573-1106

Housing and Homelessness Continued

Shelters for Individuals

Boston Rescue Mission

<https://www.brm.org/ending-homelessness>

(617) 338-9000

Father Bill's Place

<https://helpfbms.org/services/shelter/>

(617) 770-3314

Heading Home

<https://www.headinghomeinc.org/how-we-help/housing-programs/individuals/>

(617) 864-8140

New England Center and Home for Veterans

<https://www.nechv.org/>

(617) 371-1800

Pilgrim Trinitarian Church

<http://pilgrimchurch1862.org/ministrytothehomeless/>

pilgrimhomelessshelter.html

(617) 282-0456

Pine Street Inn

<https://www.pinestreetinn.org/>

(617) 892-9100 Option 1

Rosie's Place

<http://www.rosiesplace.org/>

(617) 442-9322

Southampton Street Shelter

<https://www.bhchp.org/about/locations/southampton-street-shelter>

(617) 534-6100

Woods Mullen Shelter

<https://www.bphc.org/whatwedo/homelessness/homeless-services/Pages/locations.aspx>

(617) 534-2526

Domestic Violence Shelters

Asian Task Force Against Domestic Violence

<https://www.atask.org/site/our-programs/emergency-shelter.html>

(617) 338-2355

Casa Myrna

<https://www.casamyrna.org/get-support/residential-programs/>

(877) 785-2020

(617) 471-1234

Renewal House

http://www.uuum.org/?page_id=199

(617) 566-6881

RESPOND, Inc.

<https://www.respondinc.org/about/programs-services/>

(617) 623-5900

Elizabeth Stone House

<https://www.elizabethstonehouse.org/housing-services/#>

(877) 785-2020

Transition House

<https://transitionhouse.org/our-programs/housing-programs/>

(617) 661-7203

For information about additional shelter options, bed availability, and assistance call Mass 2-1-1 or Boston 3-1-1

Unaccompanied Homeless Youth

Unaccompanied homeless youth are youth under the age of 21 experiencing homelessness and are not in the custody of their parent or legal guardian. Homeless, at-risk, and runaway youth are especially vulnerable right now. If you are a youth experiencing homelessness, you can get help at Mass 2-1-1 or Boston 3-1-1. Other supports and resources include:

Bridge Over Troubled Waters Boston Area Homeless Youth Survival Guide: <https://static1.squarespace.com/static/568eddf725981d5681acf703/t/56bca19686db43ae1ed1544f/1455202711350/BridgeSurvivalGuide.pdf>

Contacting Your School: While closing schools to prevent the spread of COVID-19 is an important step to protect public health, it creates challenges for youth who depend on the supports their school provides. Reach out to your school to get information about food and resources they may be able to provide.

Youth Homeless Shelters and Programs:

Bridge Over Troubled Waters: (617) 423-9575, 47 West Street in Boston, <https://www.bridgeotw.org/gethelp>

Y2Y Harvard Square: (617) 864-0795, 1 Church St in Cambridge, <https://www.y2ynetwork.org/>

Be Aware of Possible Exploitation: Homeless youth are especially vulnerable to exploitation. Youth can find information at: <https://static1.squarespace.com/static/5c9a6c6a12b2be00012725d9/t/5db880966b1e7419b5e32ef3/1572372635460/Peer-to-Peer.pdf>

Mass Housing and Shelter Alliance Resource Guide for Homeless Youth and Young Adults:

<https://www.mhsa.net/sites/default/files/2012%20YARG%20Final%20Version.pdf>

Housing and Homelessness Continued

Suffolk County Housing Authorities

Boston Housing Authority

(617) 988-4000 and TTY (800) 545-1833 Ext. 420

For up-to-date information: <https://www.bostonhousing.org/en/News/Coronavirus-Covid-19-BHA-Actions-and-Updates.aspx>

Chelsea Housing Authority

(617) 884-6552

For up-to-date information: <http://www.chelseaha.com/news.aspx>

Revere Housing Authority

(781) 284-4394

For up-to-date information: <http://www.revereha.com/#news>

Winthrop Housing Authority:

(617) 846-7100

For up-to-date information: <https://www.town.winthrop.ma.us/housing-authority>

Mass Department of Housing and Community Development (DHCD) issued guidance to public and private housing operators to suspend pending and new non-essential evictions. Pursue assistance if you are facing eviction or are at risk of losing housing during the COVID-19 Emergency.



Housing Stability and Equity

Office of Housing Stability: Works to prevent displacement by promoting housing preservation and stabilization.

<https://www.boston.gov/departments/neighborhood-development/office-housing-stability>

(617) 635-4200

Tenancy Preservation Program: A homelessness prevention program to help find solutions to disability related issues.

<https://www.mass.gov/info-details/tenancy-preservation-program>

(617) 788-6500

Department of Fair Housing and Equity: Works to prevent discrimination and ensure fair and equitable housing.

<https://www.boston.gov/departments/fair-housing-and-equity>

(617) 635-2500

Housing Advocacy and Legal Assistance

Greater Boston Legal Services - Housing Services: Provides pro-bono advocacy and legal services for eligible Boston area residents facing eviction, housing discrimination, and other barriers to safe and stable housing.

<https://www.gbls.org/our-work/housing/housing-direct-client-services>

Intake Line: (617) 603-1700

Covid-19 Eviction Court Updates: For up-to-date information regarding your housing rights during COVID-19

Emergency and Housing Court updates, visit: <https://www.gbls.org/covid-19-information>

For more information regarding housing during the COVID-19 Emergency, visit:

<https://www.mass.gov/info-details/covid-19-dhcd-website>

<https://www.hud.gov/coronavirus>

Rent and Utilities

Residential Assistance for Families in Transition (RAFT) Program

The RAFT program helps keep residents in stable housing when facing eviction, foreclosure, loss of utilities, and other housing emergencies caused by loss of income, increase in expenses, or both. RAFT can provide up to \$4,000 a year.

The Department of Housing and Community Development has created a RAFT program specifically for households facing housing instability due to loss of wages or increase in expenses (i.e. medical costs) caused by the COVID-19 Emergency.

For more information about the COVID-19 RAFT Program, visit: <https://www.mass.gov/info-details/covid-19-dhcd-website>

Who is eligible for the RAFT Program?

- Homeless or at-risk of homelessness
- Household income below 30-50% Area Media Income
- Meet criteria of the RAFT screening assessment regarding triggering event for housing crisis, income, and risk level
- Loss of income or increase of expenses
- Demonstrate that RAFT assistance will stabilize the current housing situation

How can RAFT be accessed?

RAFT funding is distributed by partnered Regional Administering Agencies. Metro Housing Boston is in charge of distribution for Suffolk County. You can complete the first step of their application process here:

<https://www.waitlistcheck.com/MA2977-1914>

To find other regional agencies, call 1(800) 224-5124 or visit <https://www.masshousinginfo.org/>

Utilities and Assistance

The Department of Public Utilities has ordered that during the COVID-19 State of Emergency, utility companies will not shut off gas, electric, or water service to residents for failure to pay. They also will not send any communications regarding threats to shut off utilities.

You can read the DPU order here: <https://www.mass.gov/doc/chairs-1st-set-of-orders-under-c-25-s-4b-re-covid-19/download>

Internet and Technology Access: Resources for connecting to the internet and accessing technology resources including special offers from internet providers for low-income residents and updated policies and procedures.

<https://www.boston.gov/news/internet-connectivity-and-technology-supports-during-covid-19-response>

or call (617) 635-4783.

Fuel Assistance: Action for Boston Community Development (ABCD) can assist with winter heating bills for residents who qualify for Low Income Home Energy Assistance Program. New applicants and eligible households in Boston can call (617) 348-6599 to apply for ABCD LIHEAP.

For more information, visit: <https://bostonabcd.org/service/fuel-assistance/>

For specific instructions for how to apply: https://bostonabcd.org/wp-content/uploads/2020/03/Fuel-Contacts-COVID-19_revised_3_19_20.pdf

Utilities Providers offering Assistance: Some providers are offering assistance, relief, and flexibility.

For information about which companies are offering assistance, visit:

<https://www.creditsesame.com/blog/updates/utilities-cell-phone-cable-companies-offering-help/>

Finances

Managing Your Finances During the COVID-19 Emergency

- **If you cannot pay your bills:** Contact your lenders and loan servicers and inquire about ways to manage your financial hardship without negatively impacting your credit. You can also work with a credit counselor to learn more about your options: <https://www.consumerfinance.gov/ask-cfpb/what-is-credit-counseling-en-1451/>
- **Relief Offers from Banks, Lenders, and Credit Card Companies:** Many of these services are offering flexible payment during this time. For an up-to-date list of banks and lenders offering relief, visit: <https://www.creditsesame.com/blog/updates/credit-card-partners-and-banks-offering-temporary-relief/>
- **If you cannot pay your mortgage:** Work with a housing counselor to discuss your options, many offer services at little to no cost to you. Find a HUD-approved counselor here: <https://www.consumerfinance.gov/find-a-housing-counselor/>
- **Credit Card Decisions:** It is important to make smart and educated decisions regarding credit card use. For guidance, visit: <https://www.cnbc.com/select/using-credit-cards-during-coronavirus/>
- **New Low Interest Rates:** For more information about how the Federal Reserve cutting interest rates may impact your loans, credit card debt, and more, visit: <https://www.creditsesame.com/blog/updates/new-low-interest-rates/>

For more information
on how to protect
yourself financially
during the COVID-19
Emergency:
www.consumerfinance.gov/

United Way Family Fund

United Way of Massachusetts Bay and Merrimack Valley has set up a COVID-19 Family Support Fund to assist hourly, low-wage workers cope with losses and manage financial hardship due to the COVID-19 Emergency. They plan to utilize their network of non-profit organizations in order to distribute flexible cash assistance. For up-to-date information on how to apply for assistance or information regarding other local funds, visit:

<https://unitedwaymassbay.org/covid-19/covid-19-family-fund/>



2020 Taxes

Federal Taxes for Individuals: The U.S. Treasury Department and Internal Revenue Service have ordered that the filing deadline for tax returns be extended from April 15, 2020 to July 15, 2020. You will not accrue any penalties or interest on unpaid federal tax balances until July 16, 2020. You are encouraged to file as soon as possible if you are owed a tax return. For more information, visit: <https://www.irs.gov/newsroom/payment-deadline-extended-to-july-15-2020>

State Taxes for Individuals: The Massachusetts Department of Revenue recognizes that individuals may need assistance with various tax, child support, and municipal obligations due to the impact of the coronavirus. They have established support tools and measures for extensions for filing tax returns and waiving penalty fees for late payment when appropriate. For resources and up-to-date information, visit:

<https://www.mass.gov/info-details/important-covid-19-coronavirus-response-update-from-dor>

Free Tax Assistance: ABCD offers free tax assistance by appointment for eligible residents. Their offices are currently closed, but encourage you to call to make an appointment for assistance at (617) 348-6559. For more information about eligibility and services, visit: <https://bostonabcd.org/service/tax-assistance/>

Unemployment

For up-to-date information from the Department of Unemployment Assistance regarding Massachusetts unemployment services eligibility, enrollment, and access during the COVID-19 Emergency, please visit:

<https://www.mass.gov/info-details/massachusetts-covid-19-unemployment-information>

Applying for Unemployment Benefits

Should I apply for unemployment benefits if my employer has shut down because of COVID-19? Yes, apply online as soon as possible.

If approved, how much will my weekly benefit be? You can calculate your estimated benefit amount here:

<https://www.mass.gov/info-details/how-your-unemployment-benefits-are-determined>

How long can I collect benefits? You can collect unemployment benefits for up to 26 weeks total within a year.

Will I get benefits for my first week of unemployment? Yes, if you applied on or after March 10, 2020, you will receive your benefit for the first week.

Should I apply for unemployment benefits if my employer has reduced my hours because of COVID-19? Yes, if your hours or wages have been reduced, you may be eligible for partial unemployment benefits.

Can I apply for unemployment benefits if I am unable to work due to quarantine? Yes, you are eligible for unemployment benefits if you are temporarily unemployed due to being quarantined, laid off, furloughed or if your workplace is temporarily shut down.

What if I was already collecting unemployment benefits due to a reason other than COVID-19? You should continue to do work search online as much as you are able. There are many things that can be done remotely that will count as work search such as monitoring job postings and submitting resumes online.

What if I was late responding to DUA questions or appealing a denial due to COVID-19? You will be excused, DUA will consider the impact of COVID-19 illness, suspected illness, or quarantine.

What if my workplace is shut down, and I am working from home? You are not eligible for unemployment if you are working full-time hours. If you are working reduced hours, then you may be eligible for partial benefits.

Can I collect benefits if I was laid off temporarily but offered part-time work? Yes, but all earnings must be reported to determine the appropriate benefit amount.

Will the 26 week period be extended if I was receiving unemployment benefits before the COVID-19 Emergency? No, 26 weeks is still the maximum for a one year benefit period.

I'm self-employed, but no longer able to work due to COVID-19, am I eligible? Currently, self-employed individuals and certain contract employees are not eligible for unemployment benefits.

For up-to-date information and answers to frequently asked questions, visit:

<https://www.mass.gov/info-details/employee-unemployment-faq-covid-19>

If you would like to receive a call from the DUA for assistance filing, fill out and submit this form:

<https://www.mass.gov/forms/covid-19-department-of-unemployment-assistance-contact-request>

For detailed instructions regarding how to file a new Massachusetts unemployment claim, visit:

<https://www.mass.gov/doc/filing-a-new-unemployment-claim-covid-19/download>

To submit an unemployment claim online, fill out and submit:

<https://uionline.detma.org/Claimant/Core/Login.ASPX>

Unemployment Continued

DTA Benefits

A change in employment, loss of hours, or loss of wages due to COVID-19 may make you eligible for benefits and assistance through the Department of Transitional Assistance.

SNAP: SNAP stands for Supplemental Nutrition Assistance Program, formerly known as food stamps. It is a monthly benefit to provide access to nutritious foods for low-income individuals.

Find out if you are eligible for SNAP: <https://dtaconnect.eohhs.mass.gov/screening>

Apply for SNAP online: <https://www.mass.gov/how-to/apply-for-snap-benefits-food-stamps>

For more information regarding SNAP and COVID-19, visit:

<https://www.masslegalservices.org/COVID-19workersandSNAP>

Cash Assistance Benefits (TAFDC/EAEDC): DTA offers two types of cash assistance: Transitional Aid to Families with Dependent Children (TAFDC) and Emergency Assistance to the Elderly, Disabled, and Children (EAEDC).

For information regarding TAFDC eligibility and how to apply, visit:

<https://www.mass.gov/service-details/check-tafdc-eligibility-and-how-to-apply>

Apply for TAFDC here: <https://dtaconnect.eohhs.mass.gov/applyTAFDC>

For information regarding EAEDC and how to apply, visit:

<https://www.mass.gov/service-details/check-eaedc-eligibility-and-how-to-apply>

Apply for EAEDC here: <https://dtaconnect.eohhs.mass.gov/applyEAEDC>

DTA is stopping all negative cash assistance case actions (for TAFDC and EAEDC only) during the COVID-19 crisis.

This means that, prospectively, no one should be terminated or reduced for any reason.

For more information regarding DTA benefits and COVID-19, visit:

<https://www.mass.gov/info-details/dta-covid-19-resources-and-support>

For assistance with DTA benefits, call the Greater Boston Legal Services Welfare Law Unit: (617) 603-1806

Health Insurance

If you lost your health insurance due to unemployment or cannot afford your previous plan due to loss of wages, you can **find health insurance options through the Massachusetts Health Insurance Marketplace**. The Massachusetts Health Connector is able to assist with applying for and obtaining health insurance through MassHealth or private insurance. Open enrollment has been extended through April 25, 2020 for all qualified Massachusetts residents who are uninsured. Visit <https://www.mahealthconnector.org/> or call 1(877) 623-6765

Employment

Know Your Employee Rights

It can be difficult to advocate for yourself and your rights as an employee during unfamiliar circumstances. For more information regarding employee rights and employer obligations during the COVID-19 Emergency, visit:

<https://www.mass.gov/service-details/frequently-asked-questions-about-covid-19-employee-rights-and-employer-obligations>

<https://www.miracoalition.org/wp-content/uploads/2020/03/JaW-GBLS-LCR-Workers-KYR-Coronavirus-Mar23-2020.pdf>

You can also call the Fair Labor Hotline: (617) 727-3465 and TTY (617) 727-4765

Employment

Seeking Work?

Potential Employment Opportunities:

Amazon

In-Store & Online Shoppers, Warehouse Sorters & Operators – Various Boston & Greater Boston Locations

https://amazon.force.com/Index?setlang=en_US

Trader Joe's

Crew Members (Temporary) – Boston, MA

<https://traderjoes.avature.net/careers/JobDetail/Crew-Temporary/7411?source=Glassdoor>

BJ's Wholesale Club

Order Processing Clerk – Medford, MA

[https://careers.bjs.com/job/Medford-Order-Processing-Clerk-Seasonal-Job-MA-02155/640263300/?](https://careers.bjs.com/job/Medford-Order-Processing-Clerk-Seasonal-Job-MA-02155/640263300/?feedId=227400&utm_source=GlassDoorPPC&utm_campaign=BJ_GDJobAds)

[feedId=227400&utm_source=GlassDoorPPC&utm_campaign=BJ_GDJobAds](https://careers.bjs.com/job/Medford-Order-Processing-Clerk-Seasonal-Job-MA-02155/640263300/?feedId=227400&utm_source=GlassDoorPPC&utm_campaign=BJ_GDJobAds)

CVS Pharmacy

Various Positions at Various Boston Locations

<https://jobs.cvshealth.com/search-results?CloudSearchValue=none&CloudSearchLocation=Boston%2C%20MA%2C%20USA&CloudSearchRadius=10&radiusUnit=Miles&prefilters=none>

Dollar Tree

Various Positions at Various Boston Locations

[https://sjobs.brassring.com/TGnewUI/Search/Home/Home?](https://sjobs.brassring.com/TGnewUI/Search/Home/Home?partnerid=25600&siteid=5477#keyWordSearch=&locationSearch=Boston,Massachusetts,United%20States)

[partnerid=25600&siteid=5477#keyWordSearch=&locationSearch=Boston,Massachusetts,United%20States](https://sjobs.brassring.com/TGnewUI/Search/Home/Home?partnerid=25600&siteid=5477#keyWordSearch=&locationSearch=Boston,Massachusetts,United%20States)

Whole Foods

Various Positions at Various Boston & Greater Boston Locations

<https://careers.wholefoodsmarket.com/global/en/search-results?keywords>

Suffolk County District Attorney's Office

<https://www.suffolkdistrictattorney.com/jobs-and-internships/open-positions>

Boston Public Health Commission

<https://www.bphc.org/workingwithus/Pages/Working-With-Us.aspx>

Online Job Postings:

<https://www.monster.com/>

<https://www.indeed.com/>

<https://www.jobcase.com/> - You can search for remote jobs with an easy filter option.

Immigration

IMPORTANT

The Massachusetts Immigrant & Refugee Advocacy Coalition advises: "If you or a loved one are sick or know you've been exposed to the coronavirus, don't hesitate to get tested and treated, regardless of your immigration status or insurance coverage. COVID-19 testing and treatment for uninsured individuals is covered by Medicaid at no cost to you. **Getting tested or treated for COVID-19 will NOT count as public charge for immigrants, and it will not have any negative affect on your ability to obtain a green card or change of immigration status under the public charge rule.**"
<https://www.uscis.gov/greencard/public-charge>



For multi-lingual resources and coronavirus-specific immigration updates, visit:

<https://www.miracoalition.org/resources/covid19/>

You can also call Mass 2-1-1 or Boston 3-1-1, both services are equipped to assist in multiple languages

Immigration Continued

Boston's COVID-19 Updates are available in multiple languages, each with up-to-date information and multilingual print materials:

English: boston.gov/covid-19

Español | Spanish: boston.gov/covid-19-es

中文 | Chinese: boston.gov/covid-19-zh

Kreyòl ayisyen | Haitian Creole: boston.gov/covid-19-hc

Tiếng Việt | Vietnamese: boston.gov/covid-19-vi

kriolu | Cape Verdean: boston.gov/covid-19-cv

Русский | Russian: boston.gov/covid-19-ru

العربية | Arabic: boston.gov/covid-19-ar

Português | Portuguese: boston.gov/covid-19-pt

Français | French: boston.gov/covid-19-fr

Af-Soomali | Somali: boston.gov/covid-19-so

**Mayor's Office for Immigrant Advancement-
Immigration and Covid-19 Resource Guides**

<https://drive.google.com/file/d/1GeRSIIFN2TIVcP1U8cDYRKey6posAIYY/view>



**MAYOR'S OFFICE
FOR IMMIGRANT
ADVANCEMENT**

Martin J. Walsh, Mayor of Boston

Massachusetts Undocumented Fund

A relief and assistance fund for undocumented individuals impacted by COVID-19

<https://www.massundocufund.org/>

Medically Vulnerable Populations

Who is at Higher Risk?

Older adults and people of any age with serious underlying medical conditions may be at higher risk for more serious illness and complications from COVID-19. Based on this information, high risk individuals include: People aged 65+, people who live in a nursing home or facility, people with chronic lung disease of asthma, people with serious heart conditions, people who are immunocompromised, and people with other serious medical conditions that are not well managed.

What do Higher Risk People Need to Know?

- Reducing exposure is especially important for people at higher risk of complications. The CDC advises to stay at home as much as possible if COVID-19 is spreading in your community.
- Planning is key: Develop a care plan with others who can support you with errands, out of the home needs, and medical support. Have access to several weeks of medication and medical supplies available in case you need to stay home for a prolonged period of time.
- Create an emergency contacts list.
- Practice good hygiene for yourself and your home, plan for assistance with these tasks if needed.
- Watch for symptoms and emergency warning signs.
- Follow your state's guidance for community measures.

For additional guidance, visit: <https://acl.gov/COVID-19>

Accessible Information about COVID-19

COVID-19 can be difficult to understand, so this plain-language guide may be helpful for individuals with cognitive challenges: <https://selfadvocacyinfo.org/wp-content/uploads/2020/03/Plain-Language-Information-on-Coronavirus.pdf>

Services for Senior Citizens

CDC Information of Senior Citizens

For specific information regarding prevention, protection, and managing the COVID-19 Emergency for older adults at higher risk, visit: <https://www.cdc.gov/aging/covid19-guidance.html>

Boston Age Strong Commission

The Age Strong Commission acts as a commission on aging, an area agency, and a resource hub for residents 55 and older. They offer:

Information and Referrals: Advocates assist older Bostonians to access the information, programs, and services they need. Advocates can offer direct care in health insurance counseling, assistance for accessing government benefits, and assessments and home visits when it is safe and appropriate to do so. They can also provide referrals and connections to aging information, specialized programs and services, city programs and services, legal service providers, and protective services if necessary.

(617) 635-4366

<https://www.boston.gov/departments/age-strong-commission/information-and-referrals-older-people>

Transportation: Provides access to appropriate and specialized transportation when it is safe and appropriate to do so. <https://www.boston.gov/departments/age-strong-commission/transportation-options-older-people>

Food Resources: Helps older people to access quality, nutritious food and healthy nutrition education. They have dining sites at more than 40 locations across the city and can deliver meals to eligible people who are unable to leave the home or prepare their own meals.

(617) 635-4366 for a list of meal sites or (617) 292-6211 to find out if you are eligible for meal delivery

<https://www.boston.gov/departments/age-strong-commission/food-resources-older-people>

Financial Guidance: Information about ways to save money as an older adult and eligibility information for tax relief and other cost-saving benefits.

<https://www.boston.gov/departments/age-strong-commission/ways-save-older-adult>

Housing Support: Advocates can help to find and access safe and appropriate housing, advocate around housing stability issues and in housing court, referrals to housing legal service providers, assistance accessing utilities relief and assistance, advice on how to maintain a healthy and safe home, and more.

(617) 645-4366 <https://www.boston.gov/departments/age-strong-commission/housing-support-older-people>

For additional services, visit their website at: <https://www.boston.gov/departments/age-strong-commission>

Additional Services for Senior Citizens

Ethos: Home Care, Personal Care, Nutrition

(617) 522-6700

<https://www.ethocare.org/>

For streaming presentations about COVID-19 and health:

<https://www.ethocare.org/ethos-youtube-live-stream-channel/>

Grocery Store Senior Hours

Some grocery stores are offering specialized hours for elders to shop without large crowds in order to reduce the risk of exposure. For more information, see this article:

<https://www.bostonherald.com/2020/03/19/grocery-shopping-during-coronavirus-stores-closing-early-offering-senior-hours/>

MBTA: The Ride

For Scheduling Trips: (844) 427-7433

For up-to-date information regarding MBTA transportation, visit:

<https://www.mbta.com/accessibility/the-ride>

Meals on Wheels

(617) 477-6606

For updates on how services are being delivered in response to COVID-19, visit:

<https://www.ethocare.org/coronavirus-covid-19-update-meals-for-older-adults/>

Mutual Aid and Community Service

Mutual aid is voluntary assistance and exchanges among community members in order to benefit individuals in need and the community at large. These are community organized efforts and supports, some are connected with larger organizations and some are developed by engaged citizens and are not affiliated with established programs.

ABCD Neighborhood Service Centers: Six ABCD neighborhood centers will take phone calls from clients in need of emergency assistance. Phone numbers for each location:

Allston/Brighton: (617) 903-3640

East Boston: (617) 567-8857

Mattapan: (617) 298-2045

Mystic Valley (Malden, Medford, Everett): (781) 321-2501

Parker Hill/Fenway: (617) 445-6000

Roxbury/North Dorchester: (617) 442-5900

American Asian Resource Workshop (AARW)'s Boston & MA Resource List

https://docs.google.com/document/d/1-x6vOZKVsla5H363mtdgcyivvLmcx7-f2s6l-O_ba8A/edit?ts=5e697f9c

Brookline Mutual Aid

<https://docs.google.com/document/d/18wyL-f2x2j-tFMCsbaxWW98PjY5bVUKfPluFibmX9u8/edit?usp=sharing>

Charlestown Coalition

<http://charlestowncoalition.org/wp-content/uploads/2020/03/Copy-of-COVID-19-RESOURCE.pdf>

Chelsea Collaborative

<https://www.chelseacollab.org/>

COVID CONNECT – Connecting vulnerable people and healthy volunteers to various humanitarian organizations responding to the COVID-19 pandemic

<https://www.covidconnect.org/>

Dorchester Community Care

English: <http://bit.ly/DotCommunityCare>

Español: <http://bit.ly/CuidadoDeComunidadMutuo>

Tiếng Việt: <http://bit.ly/DichVuQuanTamCộngĐồngDorchester>

East Boston Mutual Aid

https://whatsupeastie.com/coronavirusresponse/mutualaideastie/?fbclid=IwAR0DEnr00afdi4ksB_NJmK1OisMq2hj_PFS5B1btvIzCmYzHkkMUF8QoZDk

Jamaica Plain & Roxbury Mutual Aid

<https://bit.ly/jpmutualaid>

Roslindale Cares

<https://www.roslindalecares.com/>

South Boston Mutual Aid

bit.ly/2xQwIUG

Hotline Phone Number (617) 221-7594

Volunteer— American Red Cross

<https://www.redcross.org/local/massachusetts/volunteer.html>

Volunteer— Boston

<https://www.bostoncares.org/>

Volunteer — Chelsea

<https://www.chelseama.gov/home/pages/call-volunteers-llamado-voluntarios>

Volunteer — Revere

<https://docs.google.com/forms/d/e/1FAIpQLSe1BH8rg36Jts-cRnhWmKwts4w5yuMDhMBmdAphXcRnah8dPg/viewform>

Activities at Home

Quarantine and social distancing to prevent the spread of COVID-19 has significantly disrupted day-to-day activities and routines for many people. Coping with this change and adjusting can be difficult, so review these activities for some options to take care of mind and body:

Educational Activities

Amazing Educational Resources

<http://www.amazingeducationalresources.com/>

Brain Pop: Temporary free access to education services

https://go.brainpop.com/COVID19?utm_source=bp-com&utm_medium=banner&utm_campaign=coronavirus&utm_content=free-access

Children's Advocacy Center At Home Activities & Learning:

<https://www.suffolkcac.org/support-resources/covid-19-support/at-home-activities-learning>

Go Noodle: Physical activities and videos for children

<https://www.gonoodle.com/>

Khan Academy: Free education services for ages 4-18. Including schedules, videos, and assignments.

<https://www.khanacademy.org/>

WGBH: Distance Learner: <https://www.wgbh.org/distance-learning-center>

Mothers For Justice and Equality: Virtual Seminars for adults and children (English and Spanish)

For Adults Contact Vanessa Cordero

Vcordero@mothersforjusticeandequality.org

For Youth Christina Paris

Cparis@mothersforjusticeandequality.org

Read Works: Reading comprehension and parent home

teaching resources <https://www.readworks.org/>

Boston Public Library eCards

<https://www.surveygizmo.com/s3/4197886/eCard-Registration>

Libby: Free ebooks and audiobooks with a Boston Public Library card <https://www.overdrive.com/apps/libby/>

Audible: Free audiobooks for kids during quarantine

<https://stories.audible.com/start-listen>

Entertainment

Zoom/Skype: Video Calls

<https://zoom.us/>

<https://www.skype.com/en/>

Fast Company: Free Drawing Classes from Famous Illustrators

<https://www.fastcompany.com/90478307/stuck-at-home-take-free-drawing-classes-from-famous-illustrators>

STEEZY: Series of Free Dance Classes

<https://app.steezy.co/free-classes>

Transformative Culture Project: Free Online Creative Classrooms (Art, Dance, DJing, Poetry, Music Production)

<https://www.tcproject.org/>

Health & Fitness

Calm: website and app free calming music, meditations, and wellness resources

<https://www.calm.com/>

Down Dog Yoga: Free workouts until April 1st and July 1st for all students and teachers

<https://www.downdogapp.com/>

JP Centre Yoga: Daily free yoga livestream via Zoom.

[https://myemail.constantcontact.com/JPCY-is-now-online-with-donation-based-classes.html?](https://myemail.constantcontact.com/JPCY-is-now-online-with-donation-based-classes.html?aid=lgzo7qbzdTM&soid=1110193228356)

[aid=lgzo7qbzdTM&soid=1110193228356](https://myemail.constantcontact.com/JPCY-is-now-online-with-donation-based-classes.html?aid=lgzo7qbzdTM&soid=1110193228356)

Nike Run Club: Free app

<https://www.nike.com/nrc-app>

Planet Fitness: Free workouts

<https://www.facebook.com/planetfitness/videos/1058274961238168/?>

[utm_source=ExactTarget&utm_medium=email&utm_campaign=HLTH%202020%20Update&utm_content=Stream%20Free%2C%20Daily%2C%20Minute%20Planet%20Fitness%20Workouts](https://www.facebook.com/planetfitness/videos/1058274961238168/?utm_source=ExactTarget&utm_medium=email&utm_campaign=HLTH%202020%20Update&utm_content=Stream%20Free%2C%20Daily%2C%20Minute%20Planet%20Fitness%20Workouts)

YMCA: Home fitness videos

<https://ymca360.org/>

Fitness Blender: Kids Workouts

<https://www.fitnessblender.com/videos/fitness-blender-kids-workout-25-minute-fun-workout-for-kids-at-home>

For more information regarding internet safety, visit the SCDAO Stop, Block and Talk at:

<https://www.suffolkdistrictattorney.com/in-the-community/internet-safety>