



COMMUNITY RESOURCE GUIDE



WINTER 2023

A GUIDE TO IMPORTANT
SERVICES, PROGRAMS,
AND BENEFITS FOR THE
RESIDENTS OF MILLIS

Prepared by the
Millis Council on Aging
900 Main Street
Millis, MA 02054
508-376-7051





Dear Reader:

This community resource guide by the Millis Council on Aging (COA) is meant to provide valuable information and resources on services, programs, and benefits for the residents of Millis. Much of the information in this guide is specific to elders, but many of the resources apply to all adults, families, and disabled persons.

This guide is not meant to be an all-inclusive guide. It includes the latest information available at the time it was prepared, but information does constantly change and therefore this guide is a snapshot of current services, programs, and benefits. Please call to confirm the information that interests you. The Millis COA does not recommend or endorse any vendor.

For more information or help with resources from this guide, please contact the Millis COA at 508-376-7051.

Sincerely,

Patty Kayo
Director

Debbie Sand
Outreach Coordinator

CRISIS HOTLINES	
<p>ABUSE/PROTECTIVE SERVICES: Elder Abuse and Neglect: 800-922-2275 Hospital Complaints: 800-462-5540 Nursing Facility/Rest Home Complaints: 781-848-3910 (South Shore Elder Services Ombudsman Program) Department of Children and Families (DCF): 800-792-5200 Disabled Persons Protection Commission (DPPC): 800-426-9009 or 888-822-0350 TTY Domestic Violence: 800-799-SAFE (800-799-7233) or 877-785-2020 TTY Parental Stress: 800-632-8188 Poison Control and Prevention: 800-682-9211 Psychiatric Emergency: 800-529-5077 (Riverside Community Care Psychiatric) Sexual and Domestic Crisis: 800-593-1125 (Voices Against Violence) Substance Addiction and Recovery Support: 800-327-5050</p>	
SUICIDE PREVENTION	
<p>Samaritans: 877-870-HOPE (877-870-4673) National: 800-SUICIDE (800-784-2433) or 800-273-TALK (800-273-8255) Hearing & Speech Impaired: 800-799-4TTY (800-799-4889) 988 Suicide and Crisis Lifeline: 988</p>	

TOWN OF MILLIS PHONE LINES	
<p>TOWN HALL DEPARTMENTS Administration & Selectmen: 508-376-7041 Animal Control: 508-533-3251 Assessor's Office: 508-376-7049 Board of Health: 508-376-7042 Public Health Nurse: 774-993-8621 Building Inspection: 508-376-7044 Conservation Commission: 508-376-7045 Ext. 126 Department of Public Works: 508-376-7040 Stormwater Management: 508-376-5424 Finance Office: 508-376-7039 Treasurer/Tax Collector: 508-376-7091 508-376-7048 Housing Authority: 508-376-8181 Planning Board: 508-376-7045 Recreation Department: 508-376-7050 Town Clerk: 508-376-7046 Veterans Affairs: 508-376-7059</p>	<p>ADDITIONAL TOWN DEPARTMENTS Council on Aging: 508-376-7051 Library: 508-376-8282 Schools: Elementary: 508-376-7003 Middle: 508-376-7014 High: 508-376-7010 Norfolk County Agricultural HS: 508-668-0268 Tri-County Regional Tech School: 508-528-5400 Community Media: 508-376-7040</p> <p>PUBLIC SAFETY Animal Control: 508-533-3251 Fire/Rescue Department: 508-376-2361 Police Department: 508- 376-5112</p>

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ADAPTIVE & MEDICAL EQUIPMENT & CLOTHING

(See also Assistive Technology)



Adaptive equipment and clothing are generally used by people who have short or long-term disabilities. Adaptive equipment is any tool, device, or machine used to assist with tasks of daily living. There is adaptive equipment for walking, dressing, bathing, toileting, and eating. Examples include walkers, canes, grab bars, handrails, commodes, raised toilet seats, tub seats, lifts, dressing sticks, sock aides, adaptive utensils, and long straws. Adaptive clothing provides dressing assistance with adaptive designs such as open back tops, side open pants, magnetic snap buttons, and touch closure footwear. Adaptive equipment and clothing are often available through Medicare or other insurance when ordered by a physician. Check www.medicare.gov for a supplier directory and confirm that a provider accepts Medicare.

Equipment

Millis COA: Stores some used equipment, such as walkers, canes, shower chairs, and commodes. Address: 900 Main Street, Millis; phone: 508-376-7051; website: www.millisma.gov/council-aging

REquipment: Reuse of durable medical equipment, such as wheelchairs, scooters, mechanical sling lifts, and portable ramps. Phone: 800-261-9841; website: dmereuse.org

The Wheelchair Recycler: Provides recycled wheelchairs. Address: 9 Summer Street, Ashland; phone: 508-460-6328; website: wheelchairrecycler.org

The Hospital Bed Project: Buy or rent used hospital beds at discounted prices. Address: Amston, CT; phone: 860-558-5064; website: thehospitalbedproject.org

Freemason's HELP (Hospital Equipment Loan Program): Lends at no cost home-use/hospital equipment. Address: 500 West Cummings Park, Suite 1150, Woburn; phone: 781-322-1052; website: smd-help.org

Adaptive Clothing

Alzheimer's Store: Products and clothing for those with Alzheimer's, dementia, stroke and other memory related conditions. Phone: 800-752-3238; website: www.alzstore.com

Hemowear: Clothing that provides access for dialysis. Phone: 888-836-4366; website: hemowear.com

ADULT DAY HEALTH/SOCIAL DAY CARE



Adult Day Health programs provide an alternative to long-term institutional care through organized community programs of nursing services and supervision, restorative and therapy services, and socialization. Adult Day Health serves those who cannot be left alone during the day and need medical availability.

Social Day Care (aka Supportive Day) programs provide structured community settings for persons who require daytime supervision due to social or emotional problems or physical impairments, but do not need medical services.

Funding sources include private pay, MassHealth, State Home Care Program, and Senior Care Options.

Below are some local town programs:

Bellingham Social Day Program: Address: 40 Blackstone Street, Bellingham; phone: 508-657-2711; website: bellinghamma.org/council-aging-senior-center/pages/supportive-day-program

Franklin Senior Center Supportive Day Program: Address: 10 Daniel McCahill Street, Franklin; phone: 508-520-4945; website: www.franklinma.gov/franklin-senior-center/pages/sunshine-club

Medfield Adult Respite Care Program: Address: 1 Ice House Road, Medfield; phone: 508-359-3665; website: www.town.medfield.net/407/Adult-Respite-Care

ADULT FOSTER CARE



Adult Foster Care (aka Adult Family Care) is a Mass Health funded program that provides daily assistance with activities of daily living, instrumental activities of daily living, nursing oversight, and case management support to keep consumers in their homes or in communities of their choosing. The consumer and caregiver must live together. (See also Group Adult Foster Care). To apply for Adult Foster Care, visit the Massachusetts Council for Adult Foster Care at www.massafc.org.

ALZHEIMER'S & DEMENTIA RESOURCES



Alzheimer's Association: Phone: 800-272-3900 (24/7 helpline); website: www.alz.org.

Alzheimer's Massachusetts/NH Chapter: Phone: 617-868-6718; website: www.alz.org/manh

Neponset Valley Alzheimer's Community Respite/Help Fund Grant Program: Funds given for short term respite care and financial assistance to benefit consumers with Alzheimer's or a related disorder and caregiver. Grant up to \$300 per year for short-term respite care and financial assistance. Families choose and arrange for their own care providers, such as a day care center, in-home companion care, or short-term respite care in a nursing home, assisted living facility or at home. Alternatively, the Program allows the purchase of items that may enable the caregiver to become more effective and/or continue their caregiving. Such items may include books, conferences, adaptive equipment, or the emergency purchase of other goods or services needed for effective caregiving. Write to Neponset Valley Alzheimer's Community Partnership, c/o Foxborough Council on Aging and Human Services, 75 Central Street, Foxborough, MA 02035, for application and information, pick up application at Millis COA, or call Alzheimer's Association at 800-272-3900 or visit alz.org/manh.

Recharge Relief Grant or the Extended Relief Respite Grant by HFC and Home Instead: The Recharge Respite Grant is a one-time grant of 50 hours of respite care to be used within 3 months of being awarded. The Extended Relief Respite Grant is a six-month grant of 25 hours of respite care per week for six (24 weeks). Upon completion of both grants, applicants can reapply for another grant if needed. Website: www.helpforalzheimersfamilies.com/get-help/hilarity-for-charity

Safe Return Program: Alzheimer's Association in collaboration with MedicAlert Foundation provide a personalized ID bracelet and assist with finding individuals with Alzheimer's or dementia that wander and become lost. Phone: 800-432-5378 (MedicAlert); website: www.medicalert.org/alz

SafetyNet Tracking Systems: This system assists law enforcement and other public safety agencies to locate and quickly bring home safely consumers with cognitive conditions such as Alzheimer's, dementia, and autism, who have wandered. Phone: 877-434-6384; website: www.safetynettracking.com

Medical Alerts: Many personal emergency response systems (PERS) vendors offer medical alerts with GPS tracking devices.

Family Caregiver Support program: There are in-person and virtual caregiver support programs and well as resources for people caring for consumer's with Alzheimer's. Please request resources from the Millis COA. Caregiver Support programs include:

Alzheimer's Association virtual caregiver support groups: Website: www.alz.org/manh/helping_you/support_groups

Memory Cafes: Cafes give caregivers and people living with memory changes a place to gather and socialize in a relaxed and safe environment. Local cafes:

Millis Library: Phone: 508-376-8282; website: www.millislibrary.org

Foxboro COAHS: Phone: 508-543-1234; website: www.foxboroughma.gov/departments/COAHS

Franklin COA: Phone: 508-520-4945; website: www.franklinma.gov/council-aging

Norwood COA: Phone: 781-762-1611; website: norwoodmemorycafe.com

Sherborn COA: Phone: 508-651-7858; website: www.sherbornma.org/council-aging

ANIMAL/PET CARE



Millis Animal Control: Phone: 508-533-3251 (emergency call Millis Police Department at 508-376-5112); website: www.millisma.gov/millis-animal-control

Massachusetts Humane Society Inc.: Phone: 781-335-1300; website: masshumane.org

Neponset Valley Humane Society: Phone: 781-769-1990; website: www.neponsethumane.org

Millis Animal Hospital: Privately owned and operated animal hospital. Address: 1175 Main Street, Millis; phone: 508-376-5317; website: millisanimalhospital.com

Main Street Veterinary Hospital: Veterinary care for dogs and cats. Address: 825 Main Street, Millis; phone: 508-376-9621; website: www.mainstreetvethosp.com

Purr-fect Cat Shelter (Cats Only): Address: Medway; phone: 508-533-5855; website: www.purrfectcatshelter.org

Baypath Humane Society (Dogs & Cats): Address: 500 Legacy Farm North, Hopkinton; phone: 508-435-6938; website: baypathhumane.org

Buddy Dog Humane Society (Dogs & Cats): Address: 151 Boston Post Rd, Sudbury; phone: 978-443-6990; website: www.buddydoghs.com

MSPCA (All Animals): Address: 350 South Huntington Avenue, Boston; phone: 617- 522-7400; website: www.mspca.org

Animal Rescue League (All Animals): Address: 55 Anna's Place, Dedham; phone: 617-426-9170 x605; website: www.arlboston.org

Yankee Golden Retriever Rescue: Address: Hudson; phone: 978-568-9700; website: www.ygrr.org

Medfield Animal Shelter (All Animals): Address: 101 Old Bridge Street, Medfield; phone: 508-359-8989; website: www.medfieldshelter.com

ASSISTED LIVING RESIDENCES



Assisted living residences are for people who need some assistance or feel uncomfortable or unsafe living alone, but do not need 24-hour nursing or medical care. Residences are generally private pay, but a few participate in subsidized care for low income residences through Senior Care Options or Supplemental Security Income (SSI-G). To find assisted living residences, contact the Massachusetts Assisted Living Association (Mass ALA), phone: 781-622-5979; website: www.mass-ala.org.

Mass.gov Assisted Living: Assisted living search. Website: www.mass.gov/topics/assisted-living

Senior Blue Book: Provides resources and lists of home health agencies, hospice care, independent/retirement communities, assisted living communities, memory care communities, and skilled nursing home facilities. Website: seniorsbluebook.com/local/massachusetts-boston or pick up hardcopy at Millis COA, 900 Main Street, Millis.

ASSISTIVE TECHNOLOGY

(See also Adaptive & Medical Equipment & Clothing, Hearing Loss/Hearing Aids, & Vision)



Assistive Technology is any item, piece of equipment, software program, or product system that is used to increase, maintain, or improve the functional capabilities of persons with disabilities.

iCanConnect: Provides free equipment and training for people with both significant hearing and vision loss who meet the program's disability and income eligibility guidelines. In Massachusetts, Perkins School for the Blind is responsible for iCanConnect and provides in-state service. Phone: 617-972-7619 (Perkins School for the Blind); website: www.icanconnect.org/how-to-apply/massachusetts.

Massachusetts Equipment Distribution Program (MassEDP): Provides specialized telephone network, landline phone or wireless devices. These telephones may be free or at reduced cost, depending on income. Phone: 800-300-5658 V/TTV; website: www.mass.gov/how-to/apply-for-a-massedp-telephone

MassRelay: Free and confidential communication relay service for those who may be deaf, hard-of-hearing, late deafened, or speech disabled. Phone: 711 or 800-720-3480 TTV; website: www.mass.gov/massrelay

Easterseals Assistive Technology Loan Programs: Loan opportunities for acquiring assistive technology devices and services. There are three types of loans: long term device loan, mini loan, and financial loan. Long term device loan provides free long-term loans of assistive technology devices valued less than \$500. Mini loan provides zero-interest loans of \$100 to \$2,000 for the purchase of assistive technology products and services. Financial loans provide low-interest loans of \$2,000 or more for the purchase of assistive technology products and services. Phone: 508-471-1400; email: afp@eastersealsma.org; website: www.easterseals.com/ma/our-programs/assistive-technology/loan-programs.html

MassMatch Short-Term Device Technology Loan Program: Borrow equipment, free of charge, from the inventory of the Assistive Technology Regional Centers. Phone: 877-508-3974; website: www.massmatch.org/inventory/#device_loan

Massachusetts Get at Stuff by MassMatch: Online public database to look for or list Assistive Technology devices for sale or for free. Phone: 877-508-3974; website: getatstuff.massmatch.org

Franklin Senior Center Low Vision Assistive Technology Center: Offers technology and software programs to assist low vision consumers. Phone: 508 520-4945; website: www.franklinma.gov/fsc

Franklin Senior Center Hearing and Vision Loss Support Groups: Provides information and referrals to hearing and vision assistance services and organizations, guest speakers, lectures, and monthly support groups. It also includes mental health counseling for seniors struggling with the many emotions and frustrations that accompany vision loss. Phone: 508 520-4945; website: www.franklinma.gov/fsc

Massachusetts Rehabilitation Commission: Helps individuals with disabilities to live and work independently. It is responsible for Vocational Rehabilitation, Community Living, and Disability Determination for federal benefit programs. Phone: 800-245-6543 or 617-204-3600 (Boston office); website: www.mass.gov/orgs/massachusetts-rehabilitation-commission

Massachusetts Commission for the Blind: Phone: 800-392-6450 or 617-727-5550 (Boston office); website: www.mass.gov/orgs/massachusetts-commission-for-the-blind

Massachusetts Commission for the Deaf and Hard of Hearing: Phone: 800-882-1155 or 617-740-1600 (Boston office); website: www.mass.gov/orgs/massachusetts-commission-for-the-deaf-and-hard-of-hearing

Millis Lions Clubs: A volunteer service organization that helps pay for eyeglasses, eye exams, and hearing aids as needed. Phone: 508-816-6732; website: www.millislionsclub.org

AUTISM RESOURCES



ASCMW – Autism Alliance: Provides support, programs and resources to families and individuals. Address: 1881 Worcester Rd, Suite 100A, Framingham; phone: 508-652-9900; website: www.autismalliance.org

Autism Support Center of Lifeworks: Assists with navigating available autism-related services, provides workshops and caregiver training, training for self-advocates, and offers social and recreational activities. Address: 789 Clapboardtree Street, Westwood; phone: 781-762-4001; website: www.lifeworksarc.org

SafetyNet Tracking Systems: This system assists law enforcement and other public safety agencies to locate and quickly bring home safely consumers with cognitive conditions such as autism, Alzheimer's, and dementia, who have wandered. Phone: 877-434-6384; website: www.safetynettracking.com.

BEREAVEMENT SUPPORT



Medfield COA: Grief support. Address: 1 Ice House Road, Medfield; phone: 508-359-3665; website: www.town.medfield.net/406/Medfield-COA

Natick COA: Support Group In Person and Zoom. Address: 117 East Central Street, Natick; phone: 508-647-6544; website: www.natickma.gov/626/Council-on-Aging-Human-Services

Walpole COA: Semi-Monthly Grief Support Group. Address: 60 South Street, Walpole; phone: 508-668-3330; website: www.walpole-ma.gov/council-on-aging

Community VNA Bereavement Support Group: This group meets at Dedham Medical Associates, 1177 Boston Providence Turnpike, Route 1 South, Norwood; phone: 781-367-6196; website: vnacare.org/community/bereavement-support



American Cancer Society: Provides information and resources for people with cancer. Phone: 800-227-2345; website: www.cancer.org

- 24/7 cancer helpline
- Hope Lodge: Lodging during treatment.
- The American Cancer Society Road To Recovery program: Provides transportation to and from treatment for people with cancer who do not have a ride or are unable to drive themselves.
- Connects cancer survivors.
- Support groups

Cleaning for a Reason: A nonprofit organization that offers free home cleaning to cancer patients. Phone: 877-337-3348; website: cleaningforareason.org

Mass General Cancer Center: Support groups and workshops. Website: www.massgeneral.org/cancer-center/patient-and-family-resources/patient-education/workshops-and-support-groups

Dana Farber Cancer Institute. Support groups. Website: www.dana-farber.org/for-patients-and-families/care-and-treatment/support-services-and-amenities/support-groups-and-seminars

Susan G. Komen Breast Care Helpline: Provides information about breast health, breast cancer, local and national resources and information about clinical trials and financial assistance. Phone: 877-465-6636; website: www.komen.org/support-resources/breast-cancer-helpline

Ellie Fund: Provides support services for breast cancer patients such as transportation to medical appointments, light housekeeping, nutritional and grocery assistance, childcare reimbursement, nutritious prepared/delivered meals and integrative therapy services free of charge through our Healing Together Patient and Family Care Program and Metastatic Breast Cancer Support Program. Phone: 781-449-0100; website: www.elliefund.org

Project Just Because Basket of Love Program: Provides custom care basket wrapped and filled with small gifts for special circumstances such as cancer treatments. Address: 109 South Street, Hopkinton; phone: 508-435-6511; website: www.projectjustbecause.org

Wigs for Cancer Patients

American Cancer Society: Phone: 800-227-2345; website: www.tlcdirect.org

Friends' Place at Dana Farber: Phone: 617-632-2211; website: www.dana-farber.org/for-patients-and-families/care-and-treatment/support-services-and-amenities/friends-place

Wigs for Well Being: Phone: 617-247-4900; website: wigsforwellbeing.org

CAREGIVER SUPPORT



Alzheimer's Association: Virtual caregiver support groups. Website:

www.alz.org/manh/helping_you/support_groups

HopeHealth Hospice and Palliative Care: Virtual caregiver support groups. Phone: 401-415-4664; email:

Info@HopeDementia.org; website: www.hopehealthco.org/services/support-groups

HESSCO Family Caregiver support program: Virtual support group. Phone: 781-784-4944; website:

hessco.org

Medfield COA: In-person caregiver support groups. Address: One Ice House Road, Medfield; phone 508-359-3665; website: www.town.medfield.net/406/Medfield-COA

Franklin COA: In-person caregiver support groups. Address: 10 Daniel McCahill Street, Franklin; phone:

508-520-4945; website: www.franklinma.gov/council-aging

CHARITIES



The Millis Fund: A not-for-profit community organization providing financial assistance to Millis residents in emergency situations, such as for medical expenses, utilities, rent, and other needs. Millis COA has the application and can assist with filling it out. Phone: 508-376-7051 (Millis COA); website: www.millisfund.com

St. Vincent de Paul at Saint Joseph Parish: Emergency assistance (food, clothing, housing, utilities) for individuals and families in crisis in Medway and Millis. Address: 151 Village Street, Medway; phone: 508-533-7771; website: saintjosephmedway.org/svdp

Catholic Charities Bureau: Provides emergency assistance and assistance to those in need. Address: 169 Court St, Brockton; phone: 508-587-0815; website: www.ccab.org

Jewish Family & Children's Services: Helps individuals and families in need. Address: 1430 Main St, Waltham; phone: 781-647-5327; website: www.jfcsboston.org

American Red Cross: Disaster and emergency services. Phone: 800-564-1234; website: www.redcross.org/local/massachusetts.html

Salvation Army: Disaster and emergency services. Phone: 339-502-5900; easternusa.salvationarmy.org/massachusetts

New Life Furniture Bank of MA: Furniture for those in need. Address: 102 Elm St, Walpole; phone: 774-316-6395; website: newlifefb.org

COUNCIL ON AGING



The Millis COA is located at 900 Main Street, Millis, MA 02054; phone: 508-376-7051; website: millisma.gov/council-aging

The Millis COA is a non-profit organization that provides:

1. Outreach services, social events and activities, educational programs, fitness programs and room, meals, and donated baked goods and food to residents, 60 years old and older,
2. Transportation to residents, 60 years old and older and any disabled residences, and
3. Assistance with public benefit applications, such as housing, fuel assistance, food insecurity issues, and overdue bills, to any resident in need, regardless of age.

COVID-19



COVID-19 test kits may be available through the Millis Town Nurse and Millis COA, 900 Main Street, Millis; phone: 508-376-7051 website: millisma.gov/council-aging.

Massachusetts COVID-19 Resources: Website: www.mass.gov/guides/resources-during-covid-19

DENTAL & MEDICAL CARE



Elder Dental Program: This non-profit program uses volunteer local dentists and oral health specialists to treat low-income adults at reduced costs. To qualify, must be age 60 or over, without dental insurance, live in a program service area such as Millis, and meet annual income and savings requirements. Phone: 774-203-1326; website: www.hopehealthco.org/services/home-care/hopehealth-community-vna/elder-dental-program

MassHealth Dental Programs: MassHealth members are generally eligible for dental services from a MassHealth dentist if enrolled in MassHealth Standard, MassHealth CommonHealth, MassHealth Family Assistance, or MassHealth CarePlus. Phone: 800-207-5019; email: inquiries@masshealth-dental.net; website: www.masshealth-dental.net

Community Health Centers: Community health centers can offer services such as dental, primary care, and eye services. The closest Community Health Centers are:

Edward M Kennedy Community Health Center
354 Waverly Street
Framingham, MA 01702
508-270-5700
Greater Roslindale Medical & Dental Center
4199 Washington Street
Roslindale, MA 02131
(617) 323-4440

Edward M Kennedy Community Health Center
42 Cape Road
Milford, MA 0757
800-853-2288

To find other dental care centers, call the Massachusetts Office of Oral Health. Phone 617-624-6074; website: www.mass.gov/orgs/office-of-oral-health; or the Massachusetts League of Community Health Centers: Phone: 617-426-2225; website: www.massleague.org

University/College Dental Programs: Discounted dental services are provided by students under the supervision of dental hygiene educators and supervising staff dentist. Some schools accept MassHealth.

- Tufts University School of Dental Medicine: Address: One Kneeland Street, Boston; or Wrentham Satellite Campus, 131 Emerald Street, Wrentham; phone: 508-384-8987; website: dental.tufts.edu
- Regis College Dental Center: Address: 1432 Main Street, Waltham; phone: 781-768-7250; website: www.regiscollege.edu/about-regis/regis-college-dental-center
- Boston University Goldman School of Dental Medicine: Address: 100 East Newton Street, Boston; phone: 617-638-4780; website: www.bu.edu/dental
- Harvard University School of Dental Medicine: Address: 188 Longwood Avenue, Boston; phone: 617-432-1434; website: hsdm.harvard.edu

Massachusetts Health Connector: Website offers comparisons of dental and health plans and their prices. The website shows the benefits, premiums, deductibles, and out of pocket expenses for each plan in the area. Phone: 877-MA-ENROLL (877-623-6765) or 877-623-7773 TTY; website: www.mahix.org

Dentists who accept MassHealth: Mass.gov Massachusetts Health and Human Services website allows for a search of dentists within a certain distance from your town and lists languages spoken in the dental office. Website: provider.masshealth-dental.net/MH_Find_a_Provider#/home

Members enrolled in One Care or Senior Care Options (SCO) should contact their One Care plan or SCO directly for assistance with dental services.

DEPARTMENT OF TRANSITIONAL ASSISTANCE



The Department of Transitional Assistance assists low-income individuals and families to meet their basic needs, such as direct economic assistance (cash benefits) and food assistance (SNAP benefits), as well as workforce training opportunities. The local office address is DTA Framingham Transitional Assistance Office, 300 Howard Street, Framingham, MA; phone: 508-661-6600; website: www.mass.gov/orgs/departments-of-transitional-assistance

DISABILITY PLACARDS & LICENSE PLATES



Massachusetts Registry of Motor Vehicles provides disability plates/placards to qualified residents who are primary owners of a registered passenger vehicle or a motorcycle. The consumer's healthcare provider will have to fill out a section to verify disability. Phone: 857-368-8020; website:

www.mass.gov/how-to/apply-for-a-disability-placard-or-license-plate

DOMESTIC & SEXUAL VIOLENCE RESOURCES



Millis Police Domestic Violence Abuse Prevention Officer: Address: 1003 Main Street, Millis; phone: 508-376-5112 or emergency: 911; website: www.millispolice.org/domestic-violence

Safelink Domestic Violence Hotline: Safelink is Massachusetts' statewide 24/7 toll-free domestic violence hotline and a resource for anyone affected by domestic or dating violence. Phone: 877-785-2020; website: casamyrna.org/get-support/safelink

Department of Transitional Assistance Domestic Violence Services: Assistance Line: Phone: 877-382-2363; Framingham Coordinator Phone: (617) 447-3728; website: www.mass.gov/service-details/dta-domestic-violence-services

National Domestic Violence Hotline: Phone: 800-799-SAFE (800-799-7233) or 877-785-2020 TTY; website: www.thehotline.org

National Sexual Assault Hotline: Phone: 800-656-HOPE (800-656-4673); website: www.rainn.org

Voices Against Violence: Sexual and Domestic Crisis Services in Framingham. Phone: 800-593-1125 or 508-626-8686 TTY; website www.smoc.org/voices-against-violence.php

Jane Doe, Inc.: Massachusetts Coalition Against Sexual Assault and Domestic Violence. Phone: 617-248-0922; website: www.janedoe.org

DOVE: 24-Hour Crisis Hotline & Advocacy and Counseling. Phone: 617-471-1234 or 888-314-3683; website: www.dovema.org

Every Great Reason Foundation: Domestic violence and abuse information and resources. Address: Holliston; website: www.everygreatreason.org

Elder Abuse and Neglect: To report, contact Executive Office of Elder Affairs. Address: One Ashburton Place, 5th Floor, Boston; phone: 800-922-2275; website: www.mass.gov/reporting-elder-abuse-neglect

The Women's Bar Association's Family Law Project for Domestic Abuse Survivors: Legal representation. Phone: 617-973-6666 x 2216; website: wbawbf.org/wbf-projects/family-law-project-domestic-abuse-survivors

Project Just Because 211 Emergency/Domestic Abuse Program: Provides provide household necessities to help individuals and families who have experienced a crisis such as domestic abuse, natural disasters, house fires, transition from homelessness or incarceration, or recent immigration as refugees. Address: 109 South Street, Hopkinton; phone: 508-435-6511; website: www.projectjustbecause.org

ELDER RESOURCES/AGING SERVICE ACCESS POINTS/STATE HOME CARE PROGRAM



Aging service access points are non-profit agencies across Massachusetts, under contract with the Executive Office of Elder Affairs, to help older adults and individuals living with a disability remain safe and independent at home for as long as possible. Programs include state funded home care, nutrition (including Meals on Wheels), information and referral, case management, caregiver support, money management, and elder abuse/protective services.

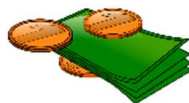
HESSCO (Health & Social Services Consortium, Inc.): Covers Millis and 10 other towns. Phone: 781-784-4944; website: hessco.org

To find aging service access points for other towns: Phone: 800-243-4636; website: www.massoptions.org/massoptions.

MassOptions: Find information on services and support for older adults in Massachusetts. Phone: 800-243-4636; website: www.massoptions.org/massoptions

Eldercare Locator: Connects to services in state and local agencies on aging and community-based organizations. Phone: 800-677-1116; website: eldercare.acl.gov/Public/Index.aspx

EMERGENCY AID TO ELDERS, DISABLED AND CHILDREN (EAEDC)



A state-funded program providing cash and other benefits to certain needy elderly, disabled, and caregivers who are not eligible for other programs, such as SSI or TAFDC or who are waiting for SSI. Asset and income limits are very low. Apply through DTA Framingham Transitional Assistance Office: Address: 300 Howard Street, Framingham, MA; phone: 508-661-6600; website: www.mass.gov/service-details/check-eaedc-eligibility-and-how-to-apply

FINANCIAL PLANNING SERVICES (NON-PROFIT)



Homeowner Options For Massachusetts Elders (H.O.M.E): In-home financial counselling for low- and moderate-income Massachusetts elder homeowners to allow them to successfully age-in-place. Phone: 800-583-5337; website: www.elderhomeowners.org

Making Home Affordable: Mortgage and foreclosure assistance and information. Phone: 888-995-HOPE (888-995-4673); website: www.makinghomeaffordable.gov

Mass Save: Offers workshops, resources on financial topics, and provides financial support and technical services to save money and be energy efficient. Phone: 866-527-SAVE (866-527-7283); website: www.masssave.com

American Consumer Credit Counseling: Provides debt management and financial counseling. Phone: 800-769-3571; website: www.consumercredit.com

New England Pension Assistance Project: Helps with pension questions and problems. Phone: 888-425-6067; website: www.umb.edu/pensionaction

FOOD ASSISTANCE



Supplemental Nutrition Assistance Program (SNAP) (formerly food stamps): Helps people buy and eat nutritious food by putting monthly funds onto an EBT card. To be eligible, you must be a resident of Massachusetts and meet monthly income and asset requirements. Millis COA can assist with the online application, or visit website: dtaconnect.eohhs.mass.gov

The Millis Ecumenical Food Pantry: Provides food to the Millis and Sherborn communities. To use the Food Pantry, you need something to show proof of Millis residency. There is no income requirement. You can shop at the Food Pantry every two weeks. The Food Pantry is open every Saturday from 10 AM-Noon, and the first and third Wednesdays from 10 AM-Noon. Address: Bottom floor of the Church of Christ, 142 Exchange Street, Millis; email: mefpantry@gmail.com; website: www.millisfoodpantry.com. The Millis COA van gives rides from Millis Housing to the Food Pantry.

Meals on Wheels: Run by HESSCO and delivered by Millis volunteers, deliver hot meals to home-bound Millis residents, 60 years old and older, who are having difficulty preparing meals for themselves. Meals can be delivered up to 5 days/week Monday-Friday. The meal arrives between 11AM and 1PM. The meals are free with a monthly recommended donation. Phone: 781-784-4944; website: hessco.org

Project Bread: Connects people and communities in Massachusetts to food sources. Phone: 617-723-5000; website: www.projectbread.org

Medway Village Church Food Pantry: Food pantry open to all in need. Saturdays from 9 AM-10 AM. Address: 170 Village Street, Medway; phone: 508-533-6401; website: medwayvillage.org/food-pantry

Medway Food Pantry at Mahan Circle: Food pantry at Medway Housing that is open to all in need. Clients are permitted to go 3 times per month. Tuesdays and Thursdays from 9 AM-11 AM. Address: 600 Mahan Circle, Medway; website: www.medwayhousing.org/food-pantry

Project Just Because: Provides a free grocery store to all Massachusetts residents including gluten free products, free farm fresh produce at farmer's market, new and gently used clothing for adults and children, and thrift store. Monday/Tuesday/Thursday from 9:30 AM-3:30 PM and Wednesday 9:30 AM-6:30 PM. Address: 109 South Street, Hopkinton; phone: 508-435-6511; website: www.projectjustbecause.org

A Place to Turn: An emergency food pantry and has a diaper project. Tuesdays and Thursdays from 9:30 AM-12:30 PM and Wednesdays from 4:30 PM-6:30PM. Address: 99 Hartford Street, Natick; phone: 508-655-8868; website: www.aplacetoturn-natick.org

FRAIL ELDER WAIVER (FEW)



FEW or Home and Community Based Services Waivers is a MassHealth program that provides frail elders, aged 60 and older, access to community and in-home services and supports rather than going to a nursing home. Services may include personal care, cleaning, laundry, food shopping, medication dispensing system, emergency or wandering response system, home health aide, nursing, home delivered meals and pre-packaged medications, companion, respite care, day programs, coaching, and transportation. HESSCO, the local Aging Services Access Point, provides a nursing assessment to determine a consumer's needs. Phone: 781-784-4944 (HESSCO); website: hessco.org

FRAUD & ABUSE



Senior Medicare Patrol Program: Provides information on how to protect, detect and report healthcare errors, fraud and abuse. Phone: 800-892-0890; website: www.masmp.org

AARP Massachusetts Online for Fraud Talk Tuesdays: Held the second Tuesday of the month, from Noon-12:30 PM, each discussion covers different topics, such as online relationship scams; identify theft, tech support and ransomware cons; and those targeting veterans. Website: states.aarp.org/massachusetts/aarp-massachusetts-launches-fraud-talk-tuesday-series

Massachusetts Bureau of Special Investigations: Investigates potential fraud in the state's public benefit programs, such as Medicare. Main Phone: 617-727-8638; Report Public Benefit Fraud: Phone: 617-727-6771; website: www.mass.gov/orgs/bureau-of-special-investigations

Confidential Public Fraud, Waste & Abuse Reporting Hotline: Contact the Office the Inspector General with information on suspected fraud, waste and abuse in the use of public funds or property in

Massachusetts. Phone: 800-322-1323; website: www.mass.gov/confidential-public-fraud-waste-and-abuse-reporting-hotline

HESSCO's Protective Services: Call with concerns for an elder of physical abuse, emotional abuse, sexual abuse, neglect, self-neglect or financial exploitation. Phone: 781-784-4944 or Elder Abuse Central Intake Unit Phone: 800-922-2275; website: hessco.org

FUNERAL & BURIAL ASSISTANCE



Department of Transitional Assistance Funeral and Burial Assistance: Helps pay for the funeral and burial for a resident of Massachusetts who has passed away if there are not enough resources to pay for these costs. Phone: 617-348-8420; website: www.mass.gov/funeral-and-burial-payment-assistance

Federal Emergency Management Agency (FEMA) COVID-19 Funeral Assistance: Financial assistance for COVID-19 related funeral expenses incurred after January 20, 2020. Phone: 844-684-6333; website: www.fema.gov/disaster/coronavirus/economic/funeral-assistance

Veteran's burial benefits: US Department of Veterans Affairs can plan and pay for a burial or memorial service in a VA national cemetery. National Cemetery Scheduling Office phone: 800-535-1117; Headstones and markers phone: 800-697-6947; VA benefits phone: 800-827-1000; MyVA411 main information line phone: 800-698-2411; website: www.va.gov/burials-memorials

American Red Cross Financial Assistance for Military Families: The American Red Cross works in partnership with military aid societies to provide financial assistance, including burial services. Phone: 877-272-7337; website: www.redcross.org/get-help/military-families/financial-assistance.html

Jewish Family and Children's Services Emergency Financial Assistance: Offers a fund to low income families for Jewish burial services. Phone: 781-647-5327; website: www.jfcsboston.org/Our-Services/Center-for-Basic-Needs-Assistance/Emergency-Financial-Assistance#74785-resources-for-urgent-needs

GROUP ADULT FOSTER CARE



The Group Adult Foster Care (GAFC) program is a MassHealth long-term care community program for elderly and/or disabled, low-income residents that assists with activities of daily living, instrumental activities of daily living, and nursing and care management oversight in qualified residential settings such as assisted living or elderly/disabled housing complex. All services are provided in the consumer's home. Each consumer's care is overseen by a registered nurse and a social worker/case manager. The program pays for personal care services and medication management and administration, but does not cover living costs, such as room and board, which may be covered by the Supplemental Security Income (SSI-G) Assisted Living Benefit. MassHealth Customer Service Center phone: 800-841-2900; website: www.mass.gov/info-details/contact-masshealth-information-for-members

HEALTH INSURANCE & RESOURCES



Medicare: The federal health insurance program for people who are 65 or older, certain younger people with disabilities, and people with End-Stage Renal Disease. The various parts of Medicare help cover specific services:

- Medicare Part A (Hospital Insurance): Part A covers inpatient hospital stays, care in a skilled nursing facility, hospice care, and some home health care.
- Medicare Part B (Medical Insurance): Part B covers certain doctors' services, outpatient care, medical supplies, and preventive services.
- Medicare Part D (prescription drug coverage): Helps cover the cost of prescription drugs (including many recommended shots or vaccines).

Phone: 800-633-4227; website: www.medicare.gov

MassHealth (Medicaid): A comprehensive health insurance program that pays for healthcare for low to medium income elders, children, families, and people with disabilities living in Massachusetts. Phone: 800-841-2900 or 800-497-4648 TTY; website: www.mass.gov/topics/masshealth

Serving the Health Insurance Needs of Everyone (SHINE): The SHINE program provides free health insurance information and counseling to residents with Medicare and their caregivers. People who have Medicare or who are about to become eligible for Medicare can meet with a counselor to learn about benefits and options available. Call the Millis COA to schedule an appointment with a SHINE counselor; Phone: 508-376-7051 (Millis COA); or speak to a SHINE counselor over the phone; Phone: 800-243-4636 or 800-439-2370 TTY; website: www.mass.gov/health-insurance-counseling

Massachusetts Health Connector: Massachusetts' marketplace for health and dental insurance. Individuals, families, and small businesses can shop the state's insurance carriers and choose the right plan to meet their needs and budget. Phone: 877-MA-ENROLL (877-623-6765) or 877-623-7773 TTY; website: www.mahix.org/individual

Health Care for All Helpline: A multilingual phone service that helps residents enroll in health insurance plans and answer questions about insurance. Counselors are trained in English, Spanish, and Portuguese. Phone: 800-272-4232; website: hcfama.org/hcfas-helpline

Medicare Advocacy Project: The Medicare Advocacy Project (MAP) operates legal aid offices across the state, assisting elders and persons with disabilities in obtaining Medicare and Medicare related health insurance coverage. Phone: 617-603-1576 (Greater Boston Legal Services); website: www.gbls.org/get-legal-help/service-locations

Senior Care Options (SCO): SCO is a comprehensive health plan that covers the services normally paid for through Medicare and MassHealth. The plan combines health services with social support services by coordinating care and specialized geriatric support services, along with respite care for families and caregivers. Phone: 888-885-0484 or 781-784-4944 (HESSCO); website: www.mass.gov/senior-care-options-sco

One Care: Offers a broad range of medical and behavioral health services, long-term services, and community-based services, in a single individualized program for individuals ages 21 to 64 years old with Medicare and MassHealth Standard or MassHealth CommonHealth. Phone: 508-573-7200; website: www.baypath.org/ico-one-care

HEARING LOSS/HEARING AIDS

(See also Assistive Technology)



Massachusetts Commission for the Deaf and Hard of Hearing: Phone: 800-882-1155 or 617-740-1600 (Boston office); website: www.mass.gov/orgs/massachusetts-commission-for-the-deaf-and-hard-of-hearing

Requesting ASL Interpreter or CART provider: Non-emergencies are received between 8:45 AM-5:00 PM at 617-740-1600 VOICE or 617-740-1700 TTY. Medical, Mental Health and Legal Emergencies are received 24 hours 7 days/week at 800-249-9949 TTY/VOICE. Website: www.mass.gov/how-to/how-to-request-an-asl-interpreter-or-cart-provider

MassRelay: Free and confidential communication relay service for those who may be deaf, hard-of-hearing, late deafened, or speech disabled. Phone: 711 or 800-720-3480 TTY; website: www.mass.gov/massrelay

DEAF, Inc.: Community-based, multi-service nonprofit run by and for the deaf. Phone: 617-505-4823 (VP/V) or 617-254-4041 (V); website: www.deafinonline.org

Boston Guild Hearing Aid Outreach Program at Northeastern University: Offers quality hearing care and hearing aids to individuals in the community who need financial assistance. Phone: 617-373-2492; website: bouve.northeastern.edu/csd/clinic/guild

Miracle Ear Foundation: Hearing aid program helps children and adults with hearing loss gain access to hearing aids. Phone: 888-476-1709; website: www.miracle-ear.com/miracle-ear-foundation

ICanConnect: Provides free equipment and training for people with both significant hearing loss who meet the program's disability and income eligibility guidelines. Phone: 617-972-7619 (Perkins School for the Blind); website: www.icanconnect.org/how-to-apply/massachusetts

Franklin Senior Center Hearing and Vision Loss Support Groups: Provides information and referrals to hearing and vision assistance services and organizations, guest speakers, lectures, and monthly support groups. Phone: 508 520-4945; website: www.franklinma.gov/fsc

Massachusetts Rehabilitation Commission: Phone: 800-245-6543 or 617-204-3600 (Boston office); website: www.mass.gov/orgs/massachusetts-rehabilitation-commission

HEATING/ENERGY/UTILITY BILLS



Millis COA can assist residents of all ages in applying for fuel assistance. Address: 900 Main Street, Millis; phone: 508-376-7051; website: millisma.gov/council-aging

Low Income Heating Energy Assistance Program (LIHEAP): LIHEAP is a government-funded program that helps low-income people afford the cost of heat in the winter months with assistance for oil, gas, coal, kerosene, wood, propane, and electric heating. The program is administered through South Middlesex Opportunity Council (SMOC). The heating Season is from November 1st to April 30th. Please contact Millis Outreach Coordinator at 508-376-7051 for assistance with application. SMOC phone: 508-620-1230; website: www.smoc.org/smoc-fuel-assistance.php

Good Neighbor Energy Fund (GNEF): GNEF assists with paying energy bills (gas, oil, heating, and electric) for those experiencing a temporary financial difficulty. The program is targeted at those who cannot afford their energy bills and who are not eligible for other state or federal government assistance programs. Please contact Millis Outreach Coordinator at 508-376-7051. Salvation Army's Service Department phone: 339-502-5900; website: www.magoodneighbor.org/assistance.html

Joe-4-Sun: A non-profit energy assistance program for discounts on electricity. Phone: 855-JOE-4-SUN; website: www.citizensenergy.com/joe4sun-ma

Discounted Electricity and Gas Bills: People who get assistance from programs such as food stamps (SNAP), fuel assistance, and MassHealth, or have limited incomes or financial difficulties, may qualify for a discount on their utility bills.

Jewish Family and Children's Services Emergency Financial Assistance: Provides emergency financial and fuel assistance to low-income families. Phone: 781-647-5327; website: www.jfcsboston.org/Our-Services/Center-for-Basic-Needs-Assistance/Emergency-Financial-Assistance#74785-resources-for-urgent-needs

HOMELESS RESOURCES



Medway Family Shelter: Congregate shelter for homeless families. Address: 17 Holliston St, Medway; phone: 508-533-1487

Pathways Family Shelter: Address: 70 Pearl Street, Framingham; phone: 508-879-5047

Turning Point: Men's shelter. Address: 3 Merchant Street, Framingham; phone: 508-875-6429

Roland's House: Men's shelter. Address: 57 Mechanics Street, Marlboro; phone (508) 481-7847

Shadows: Women's shelter. Address: 25 Central Street, Ashland; phone: 508-620-2690

Queen Street Shelter Worcester: Men's and women's shelter. Address: 25 Queen Street, Worcester; phone: 508-757-0103

Transitional Assistance

The Department of Transitional Assistance assists low-income individuals and families to meet their basic needs, such as direct economic assistance (cash benefits) and food assistance (SNAP benefits), as well as workforce training opportunities.

DTA Framingham Transitional Assistance Office: Address: 300 Howard Street, Framingham, MA, phone: 508-661-6600; website: www.mass.gov/orgs/departement-of-transitional-assistance

Worcester Transitional Assistance: Address: 50 Southwest Cutoff, Worcester; phone: 508-767-3100; ; website: www.mass.gov/orgs/departement-of-transitional-assistance

Homelessness Prevention-Rental Resources

South Middlesex Opportunity Council (SMOC): Provides housing services. Address: 7 Bishop Street, Framingham; website: www.smoc.org/smoc-fuel-assistance.php

- Housing Consumer Education Center (HCEC): Provides housing financial assistance and workshops to individuals and families who are experiencing or at risk of homelessness. Phone: 508-872-0762
- Common Ground Resource Center: Hub of SMOC's housing and shelter services for single adults in Metrowest. Phone: 508-620-2690
- Rental Assistance Programs: Rental assistance vouchers allow families to rent in the private market and apply a subsidy to their rent. Phone: 508-620-2335

Project Just Because 211 Emergency/Domestic Abuse Program: Provides household necessities to help individuals and families who have experienced a crisis such as domestic abuse, natural disasters, house fires, transition from homelessness or incarceration, or recent immigration as refugees. Address: 109 South Street, Hopkinton; phone: 508-435-6511; website: www.projectjustbecause.org

HOUSING



State-Aided Public Housing

Each town has public housing available to low-income elders, families, and disabled adults. There is a universal application called the Common Housing Application for Massachusetts Programs (CHAMP), to apply for state-aided public housing and the Alternative Housing Voucher Program (AHVP). Please contact Millis Outreach Coordinator at 508-376-7051 to help fill out application or go to CHAMP website: publichousingapplication.ocd.state.ma.us

Millis Housing Authority: Operates 3 public housing properties in Millis- Kennedy Terrace, King Terrace, and Daniel Street. Use the CHAMP application to apply. Address: 310 Exchange St, Millis, phone: (508) 376-8181; website: www.millishousing.com

Rental/Housing Assistance

Section 8 Housing Choice Voucher Program: Increases affordable housing choices for very low-income households by helping families pay a portion of their rent in privately owned housing. The waitlist is very long. Address: SMOC, 7 Bishop Street, Framingham; website: www.smoc.org/smoc-section-8-program-listing.php

Massachusetts Rental Voucher Program (MRVP): Offers both tenant- and project-based rental subsidies for low-income families and individuals. The tenant-based voucher, which is known as Mobile, is assigned to the participant and is valid for any housing unit that meets certain standards. Project-based vouchers are assigned to a specific housing unit or development. Address: SMOC, 7 Bishop Street, Framingham; website: www.smoc.org/smoc-rental-assistance-programs.php

RAFT program: The state RAFT program may provide up to up to \$10,000 per household in a 12-month period for rent and other housing costs, including moving expenses. For households applying to RAFT for assistance with rent arrears, a notice to quit or eviction notice/court summons is required. Please contact Millis Outreach Coordinator at 508-376-7051 to help fill out application or go to SMOC: www.smoc.org/housing-consumer-education-center.php

Massachusetts Homeowner Assistance Fund (HAF): A federally funded program to help Massachusetts homeowners impacted by COVID-19. The Mass HAF will provide financial assistance to eligible homeowners who have missed 3 or more home mortgage payments to help them avoid foreclosure. The missed payments do not need to be consecutive. Please contact Millis Outreach Coordinator at 508-376-7051 to help fill out application or go to massmortgagehelp.org

Legal-Eviction Assistance

Metrowest Legal Services: Address: 63 Fountain Street, Suite 304, Framingham; phone: 508-620-1830; website: mwlegal.org

HOME LOAN PROGRAMS



USDA Rural Development: Single family housing repair loans and grants. Phone: (508) 295-5151; website: www.rd.usda.gov/programs-services/single-family-housing-programs/single-family-housing-repair-loans-grants

Home Modification Loan Program: Provides 0% or 3% interest loans to modify homes of elders and individuals with disabilities. Phone: 508-326-5349; website: www.smoc.org/hmlp.php

MassHousing Loans for Homeowners: Assistance to refinance, remove lead paint, make home improvements, and helps upgrade a failing septic system. Phone: 617-854-1000; website: www.masshousing.com/home-ownership/homeowners

Veterans Affairs Home Loans: Helps with loans and grants to service members, veterans, and eligible surviving spouses buy, build, repair, retain, or adapt a home for personal occupancy. Phone: 877-827-3702; website: www.benefits.va.gov/homeloans

Massachusetts Rehabilitation Commission: Home modification loan program for persons with disabilities. Phone: 866-500-5599 or 617-727-5944; website: www.mass.gov/home-modification-loan-program-hmlp

HOSPICE



End of Life Care. Hospice care is covered under Medicare Part A.

Hospice Federation of Massachusetts: Phone: 781-255-7077; website: www.hospicefed.org

INDEPENDENT LIVING CENTERS



Provides services that enable people with disabilities to live in the community.

Massachusetts Statewide Independent Living Council: Phone: 508-620-7452; website: masilc.org

MetroWest Center for Independent Living: For Millis residents: Address: 280 Irving Street, Framingham; phone: 508-875-7853; website: mwciil.org

INFORMATION & REFERRAL



Millis COA: The Outreach Coordinator and Director are available during normal business hours to assist Millis residents find the services and resources they need. Please call, schedule an appointment, or stop by. Address: 900 Main Street, Millis; phone: 508-376-7051; website: www.millisma.gov/council-aging

Mass 2-1-1: Connects callers to information and resources about critical health and human services available in their community. Available 24 hours a day, 7 days a week. Phone: 211; website: mass211.org

HESSCO: Has an information and referral department. Phone: 781-784-4944; website: hessco.org

INTERNET/PHONE



Lifeline: A federal program that provides free or low-cost phone or internet service to low-income households through a monthly service discount. Lifeline subscribers have the choice of applying their benefit discount to either (1) home phone service; (2) home internet service, or (3) a wireless phone plan with data. Phone: 617-305-3580; website: www.mass.gov/how-to/apply-for-a-discounted-communications-service-through-the-lifeline-program

Affordable Connectivity Program: A FCC benefit program that helps ensure that households can afford broadband. The benefit provides a discount of up to \$30 per month toward internet service for eligible households. Eligible households can also receive a one-time discount of up to \$100 to purchase a laptop, desktop computer, or tablet from participating providers if they contribute more than \$10 and less than \$50 toward the purchase price. The Affordable Connectivity Program is limited to one monthly service discount and one device discount per household. Phone: 877-384-2575; website: www.fcc.gov/acp



Metrowest Legal Services: Free civil legal aid to low-income people and victims of crime. Practice areas include: Family Law, Housing, Homeless Advocacy, Government Benefits (including Social Security), Education, Elder Law, and Immigration. Phone: 508-620-1830; website: mwlegal.org

Eastern Region Legal Intake (ERLI) of the Volunteer Lawyers Project of the Boston Bar Association: Free legal services provider for low-income households in need for legal aid. Practice areas include: Community Development, Consumer, Debt/Credit/Bankruptcy, Disability, Disaster and Crisis Assistance, Education, Elder Law, Employment, Family & Juvenile, Foreclosure, Health, HIV/AIDS, Homeless, Housing, Immigration & Naturalization, Life Planning, Nonprofit Organizations, Prisoners, Public Benefits, Taxes, and Veterans. Phone: 617-603-1700 or 800-342-LAWS (5297); website: vlpnet.org

Community Legal Aid, Inc. Of Worcester: Free civil legal services to low-income and elderly residents. Practice areas include: Housing, & Homelessness, employment & government benefits, family law and domestic abuse, elder law, veteran services, education law, CORI/re-entry, and impact litigation. Phone: 800-649-3718; website: communitylegal.org

Mass Bar Association Lawyer Referral Service: Assists finding a lawyer for your legal needs. Phone: 617-654-0400; www.masslawhelp.com

Mass Bar Association Dial-A-Lawyer: Free legal advice by phone. Attorneys are available to answer questions on a variety of topics, including family law, bankruptcy, real estate, labor, and consumer rights and more. Phone: 617-338-0610 or 877-686-0711 on the first Wednesday of the month between 5:30 PM and 7:30 PM; website: www.massbar.org/public/dial-a-lawyer

Norfolk Probate Court Free Evening Legal Clinics: The Bar Association of Norfolk County's clinics are comprised of a panel of attorneys experienced in all areas of the law will be available for a one-on-one consultation with you to discuss your legal questions. The clinics are from 6PM-8PM in Dedham and Quincy District Courts on certain Tuesdays. Phone: 617-471-9693; website: www.norfolkbarassn.org/practice-areas/evening-legal-clinics

Virtual Court Service Center: Provides limited assistance by phone or video, answers basic questions, connects to local Court Service Centers and/or community/legal aid services, refers to community resources, and can provide an interpreter if requested. The Virtual Court Service Center is open Monday-Friday, 9 AM-Noon. Join the Virtual Court Service Center through Zoom:

- Via videoconference: <https://www.zoomgov.com/j/1615261140>
- Via phone: dial 646-828-7666. Enter Meeting ID 1615261140 then press #

Website: www.mass.gov/info-details/learn-about-court-service-centers

Disability Law Center, Inc.: A private, non-profit organization in Boston responsible for providing protection and advocacy for the rights of Massachusetts residents with disabilities. Phone: 617-723-8455 or 800-872-9992; website: www.dlc-ma.org

Mass Legal Answers Online: Free website where low-income Massachusetts residents can post their civil legal questions. Volunteer attorneys will answer the question through the same website. Website: mass.freelegalanswers.org

Elder Law Project of the Women's Bar Association: Educates low-income seniors about the importance of having end-of-life documents such as wills, health care proxies, durable powers of attorney, and living wills, and prepares these documents on a pro bono basis. Phone: 617-651-2357; website: wbawbf.org/wbf-projects/elder-law-project

Honoring Choices: A non-profit organization focused on helping plan health care decisions. Download free, Massachusetts-based health care planning information and tools, such as Health Care Proxy, Personal Directive (also known as a Living Will), Comfort Care/Do Not Resuscitate, Medical Orders for Life-Sustaining Treatment (MOLST), and Durable Power of Attorney. Website: www.honoringchoicesmass.com

MENTAL HEALTH SERVICES



Community Impact, Inc.: The Town of Millis contracted with Community Impact, Inc. to provide comprehensive professional social work services to assist Millis residents with social, emotional, and economic needs. Services include transitional case management, consultation, information and referral, advocacy and support, and crisis intervention. All services are confidential and open to town residents of all ages and income. Phone: 508-376-7051 (Millis COA), 508-376-5112 (Millis Police Department) or 508-864-6509; email: communityimpactinc@gmail.com

MONEY MANAGEMENT



HESSCO/BayPath Elder Services Money Management Program: Provides assistance to older adults and persons with disabilities who need help with their day-to-day finances. Volunteers are carefully screened, trained and matched with individuals to support bill paying needs and budgeting. All individuals maintain total control of their personal finances. Phone: 781-784-4944; website: hessco.org

NURSING FACILITIES/REST HOMES & COMPLAINTS



Nursing homes provide an invaluable service to those needing long-term care. To find nursing homes in Massachusetts, including comparing nursing homes, getting a nursing home checklist, and information on paying for a nursing home. Websites: www.medicare.gov; www.mass.gov/nursing-home-consumer-information; eohhs.ehs.state.ma.us/nursehome/default.aspx

Senior BlueBook provides resources and lists of home health agencies, hospice care, independent/retirement communities, assisted living communities, memory care communities, and skilled nursing home facilities. Website: seniorsbluebook.com/local/massachusetts-boston or pick up hardcopy at Millis COA

South Shore Elder Services Ombudsman Program: Certified volunteers visit nursing facilities and rest homes to assist residents in dealing with concerns or complaints that they may have regarding the facility. Ombudsmen serve as advocates for the residents. Phone: 781-848-3910; website: sselder.org/resourceguide/long-term-care-ombudsman-program

PERSONAL EMERGENCY RESPONSE SYSTEM



Personal Emergency Response System (PERS) also known as Medical Emergency Response Systems let you call for help in an emergency by pushing a button. A PERS has three components: a small radio transmitter, a console connected to your telephone, and an emergency response center that monitors calls. There are local and national private PERS providers.

MassHealth may pay for a member's PERS if medically necessary, home alone, and has a phone landline. Phone: 877-623-6765; website form: www.mass.gov/doc/personal-emergency-response-system-pers-general-prescription-form-pers-gpf-0/download?_ga=2.38423275.916757782.1654526512-318680226.1649172997

Seniors receiving services from HESSCO may qualify for a PERS. Phone: 781-784-4944; website: hessco.org

SafetyNet Tracking Systems: This system assists law enforcement and other public safety agencies to locate and quickly bring home safely consumers with cognitive conditions such as Alzheimer's, dementia, and autism, who have wandered. Phone: 877-434-6384; website: safetynettracking.com

PROTECTIVE SERVICES



HESSCO's Protective Services: Call with concerns for an elder of physical abuse, emotional abuse, sexual abuse, neglect, self-neglect or financial exploitation. Phone: 781-784-4944 or Elder Abuse Central Intake Unit phone: 800-922-2275; hessco.org

South Shore Elder Services Ombudsman Program: Call with nursing facility/rest home complaints and concerns. Phone: 781-848-3910; website: sselder.org/ombudsman

Department of Children and Families (DCF): Works in partnership with families and communities to keep children from birth to age 17 safe from abuse and neglect and supports young adults ages 18-22 who are transitioning out of DCF care and into independent living. Phone: 800-792-5200; website: www.mass.gov/service-details/department-of-children-and-families-dcf

Disabled Persons Protection Commission (DPPC): Protects adults with disabilities from the abusive acts or omissions of their caregivers. Phone: 800-426-9009 or 888-822-0350 TTY; website: www.mass.gov/orgs/disabled-persons-protection-commission

SENIOR CIRCUIT BREAKER TAX CREDIT



This program provides a refundable credit for people 65 or older on their Massachusetts personal income tax return. The Circuit Breaker tax credit is based on the actual real estate taxes or rent paid on the Massachusetts residential property you own or rent and occupy as your principal residence. To qualify as a homeowner, your Massachusetts property tax payments, together with half of your water and sewer expense, must exceed 10% of your total Massachusetts income for the tax year. To qualify as a renter, 25% of your annual Massachusetts rent must exceed 10% of your total Massachusetts income for the tax year. Eligible seniors need to file a Schedule CB with their Massachusetts state income tax returns. Phone: 617-887-6367 or 800-392-6089; website: www.mass.gov/info-details/massachusetts-senior-circuit-breaker-tax-credit

SOCIAL SECURITY: LOCAL OFFICES



Brookside Office Park, 1 Edgewater Dr #102, Norwood, MA 02062; Phone: 800-772-1213; website: www.ssa.gov

1 Clarks Hill Suite #101, Framingham, MA 01702; Phone: 800-772-1213; website: www.ssa.gov

SUBSTANCE



Community Impact, Inc.: The Town of Millis contracted with Community Impact, Inc. to provide substance use treatment services to assist Millis residents. All services are confidential and open to town residents of all ages and income. Phone: 508-376-7051 (Millis COA), 508-376-5112 (Millis Police Department) or 508-864-6509; email: communityimpactinc@gmail.com

The Massachusetts Substance Use Helpline: The only statewide, public resource for finding substance use treatment, recovery, and problem gambling services. Helpline services are free and confidential. Phone: 800-327-5050; website: helplinema.org

Substance Abuse and Mental Health Services Administration ("SAMHSA"): SAMHSA's National Helpline is a free, confidential, 24/7, 365-day-a-year treatment referral and information service (in English and Spanish) for individuals and families facing mental and/or substance use disorders. Phone: 800-622-HELP (4357); website: www.samhsa.gov/find-help/national-helpline

Alcoholics Anonymous (AA): Provides a confidential forum to meet with a fellowship of men and women that may solve their common problem and help others to recover from alcoholism. Phone: 617-426-9444; website: aaboston.org

Narcotics Anonymous (NA): Provides a confidential forum to meet with a fellowship of recovering addicts. Phone: 866-624-3578; website: www.na.org

Bethany House of Hope: A transitional sober living community that can accommodate up to 5 men or women at one time. Address: 1049 Main Street, Millis; phone: 508-376-9923; website: www.bethanyhouseministries.org/bethany-house-of-hope

TRANSPORTATION



Millis COA Vans: The COA vans give transportation to medical appointments, Monday-Thursday 8AM-2PM and Friday 8AM-1PM, both local and to Boston for Millis seniors and disabled. Transportation is provided to Market Basket and Walmart every second and fourth Thursday of the month at 8AM. There are 2 handicapped equipped vans and one standard vehicle. Phone: 508-376-7051; website: www.millisma.gov/council-aging

HESSCO Title III Ride Grant: Provides medical transportation as the ride of last resort for the Millis COA for ages 60 and older. Number of rides limited to 3 per year. Call Millis COA to schedule a ride. Phone: 508-376-7051; website: www.millisma.gov/council-aging

American Cancer Society-Road to Recovery: Provides transportation to and from treatment for people with cancer who do not have a ride or are unable to drive themselves. Phone: 800-227-2345; website: www.cancer.org/support-programs-and-services/road-to-recovery.html

Ellie Fund: Provides support services for breast cancer patients such as transportation to medical appointments. Phone: 781-449-0100; website: www.elliefund.org

Disabled American Veterans (DAV): Transports any Veteran from home to any VA Campus for routine appointments. Consumer must be ambulatory. Phone: 617-295-7001; website: www.davma.org/services/transportation

Norfolk County Rides for Veterans: Volunteer drivers will take Veterans and/or spouse in Millis to medical appointments in and around Norfolk County. Phone: 781-329-5728; web file: files2.norfolkcounty.org/file/Rides-for-Veterans-Fact-Sheet-2015.pdf

VETERANS AFFAIRS



The Millis Veterans Service Officer: Provides assistance to veterans and their families in Millis. Address: 900 Main Street, Room 212, Millis; phone: 508-376-7059; website: www.millisma.gov/veterans-affairs

Veteran's Benefits Administration: Phone: 800-698-2411; website: benefits.va.gov/benefits

Massachusetts Department of Veterans' Services: Phone: 617-210-5480; website: www.mass.gov/orgs/massachusetts-department-of-veterans-services

VISION

(See also Assistive Technology)



Massachusetts Commission for the Blind: Provides rehabilitation and social services to legally blind residents. Phone: 800-392-6450 or 617-727-5550 (Boston office); website: www.mass.gov/orgs/massachusetts-commission-for-the-blind

Massachusetts Association for the Blind and Visually Impaired: Teaches strategies for doing activities. Address: Brookline and Worcester; phone: 888-613-2777; website: www.mabvi.org

Vision of Independence: Trained occupational therapists assist visually impaired in their homes with activities. Address: 34 Crest Road Way, Sharon; phone: 781-784-3320; website: visionsofindependence.info/voi.htm

Eye Exams and Glasses

EyeCare America: The Seniors Program connects eligible seniors 65 and older with local volunteer ophthalmologists who provide a medical eye exam often at no out-of-pocket cost, and up to one year of follow up care for any condition diagnosed during the initial exam, for the physician services. The Glaucoma Program provides a glaucoma eye exam at no cost to those who are eligible and uninsured. Phone: 877-887-6327; website: www.aao.org/eyecare-america

Millis Lions Clubs: A volunteer service organization that helps pay for eyeglasses or eye exams as needed. Phone: 508-816-6732; website: www.millislionsclub.org

Mission Cataract USA: Provides free cataract surgery to people of all ages who have no other means to pay. Phone: 559-797-1629; website: missioncataractusa.org

New Eyes: Assists individuals who have no other resources to obtain a basic pair of single or lined bifocal lenses eyeglasses at no cost. Phone: 973-376-4903; website: new-eyes.org

Respectable: A 501(c)3 nonprofit organization that uses the Internet to distribute free, used eyeglasses. There is a processing fee to help cover operational costs of managing and shipping the free eyeglasses. Website: respectacle.org

Products & Services

Talking Information Center: Provides free audio broadcast of local news to visually impaired. Address: Marshfield, MA; phone: 781-834-4400; website: www.ticnetwork.org

American Printing House for the Blind: Products and services for visually impaired. Address: Louisville, KY; phone: 800-223-1839; website: www.aph.org

Choice Magazine Listening: Free audio magazines for vision impaired and physically disabled adults. Address: Port Washington, NY; phone: 888-724-6423; website: www.choicemagazinelistening.org