

RESOURCES FOR DEDHAM RESIDENTS

Updated May 8, 2020

Many Dedham residents may be enduring difficulties resulting from the economic impact of COVID-19. If you are struggling, please use this Resource Guide to help you during this difficult time. For more information, and for most updated version of this Guide, please visit the town's COVID-19 website at: <https://dedhamcovid19.com/>.

Additionally, a HelpLine has been established at Dedham Town Hall. Dedham residents who need help can call **781-751-9126** Monday through Friday, 8:30 am to 4:30 pm to be connected to resources. After hours, residents may leave a voicemail message to be contacted the following business day.

If you are struggling to pay bills, it is important to contact your landlord, utility company, mortgage holder, etc. in advance of due dates and to communicate regularly as you arrange financial support.

FINANCIAL ASSISTANCE

St. Vincent de Paul: If you need financial assistance for any reason, St. Vincent de Paul can help. Flexible funds are available for a variety of needs (food vouchers, rent, utility bills, furniture, education expenses, etc.) Those needing help should contact either St. Susanna Rectory at 781-329-9575 or St. Mary's Rectory at 781-326-0550 (choose option #4 on the menu.) This help is available to all residents, regardless of religious affiliation or citizenship.

Dedham Youth Commission: If you need assistance (gift cards, clothing, scholarships, etc.) or advocacy help, please contact Robert Blaney at 781-751-9190 or rblaney@dedham-ma.gov. For holiday assistance, the DYC also provides meals for Thanksgiving and gifts for Christmas.

Restaurant Strong: The Greg Hill Foundation and Samuel Adams have teamed up to support those from the restaurant industry who have been impacted by the Covid-19 closures. If you worked at a restaurant for 3 months or longer and are now unemployed, you can apply for a grant at: <https://www.restaurantstrong.org/index.html>

FOOD

Dedham Food Pantry: 600 Washington Street. 781-320-9442 <https://dedhamfoodpantry.org>

The Dedham Food Pantry is located on the North side of the Dedham Plaza. Our shopping hours are **Saturdays from 8:30 AM to 10:30 AM. We also have shopping for seniors on the second and fourth Wednesdays of the month from 1:30 PM to 3:00 PM**

The Dedham Food Pantry remains open to provide food to Dedham residents in need. This includes residents who have been laid off because of business closures related to COVID-19. Any Dedham resident that is concerned about their finances should feel free to come to the Pantry – simply come to the Pantry during shopping hours and bring proof of a Dedham address.

The Pantry has established these protocols to limit the exposure of our clients and volunteers.

- Clients will be provided with pre-packaged bags of food rather than being able to select their own items, as we have traditionally done.
- Only one person per household should come to the Pantry. If possible, clients should leave children at home.
- Clients will be handed food outside of the Pantry.
- Clients arriving by car should wait in their car until we bring food to them and open their trunk to alert us that they are waiting.
- The Pantry will attempt to deliver food to the door of our clients who cannot get out. If you are in need of food and can't leave your house because of quarantine or other reasons, please call or email the Pantry with your information.

For more information:

- Check the pantry website: <https://dedhamfoodpantry.org>
- Leave a message at 781-269-1541
- Email the Pantry at: Manager@DedhamFoodPantry.org

Dedham Public Schools “Grab and Go” Program: Dedham Public Schools is providing breakfast and lunch at 3 distribution sites Monday through Friday from 9:00-11:00am. Meals for the weekend can be picked up on Fridays.

These meals are available to ALL Dedham children up to age 21. Based on updated federal and state guidelines, the children no longer need to be present in order to receive the meals.

Distribution sites are:

- Avery Elementary School parking lot (336 High Street)
- Veteran’s Road Dedham Housing Community Center (92 Veteran’s Road)
- Riverdale Elementary School (143 Needham St)

For more information, visit the DPS website at: <https://www.dedham.k12.ma.us/Page/2471>

Rose's Bounty: Rose’s Bounty is part of the Stratford Street United Church, 77 Stratford Street in West Roxbury.

- Distribution days are the 2nd Saturday of each month and starting April 28 the fourth Tuesday of the Month (for a three month trial basis)
- There are currently no residential requirements (you are welcome regardless of which city/town you live)
- Please Bring a Photo ID; it makes check-in easier
- Please bring bags to take home food with you

For more information, visit: <https://www.stratfordstreetunitedchurch.org/food-pantry.html>

FoodSource Hotline: 800-377-1292. The FoodSource Hotline is free hotline available through Project Bread that provides referrals to food banks and food pantries across Massachusetts. Call for more information.

Project Bread: Project Bread is working around the clock —at the individual, community, and state levels—to respond to the needs of our community and ensure no one goes hungry during this period of public health and economic crisis. For more information, visit: <http://www.projectbread.org/news-and-events/news/covid-19-hunger-food.html>

SNAP Benefits: Supplemental Nutrition Assistance Program (SNAP). The Department of Transitional Assistance (DTA) administers SNAP benefits. SNAP provides a monthly benefit to buy nutritious foods. To get SNAP, you must be low-income and be a U.S. citizen or legal noncitizen (restrictions apply). Eligibility for SNAP benefits depends on financial and nonfinancial criteria. For more information, visit: <https://www.mass.gov/how-to/apply-for-snap-benefits-food-stamps>

WIC Benefits: The Special Supplemental Nutrition Program for Women, Infants, and Children - better known as the WIC Program - serves to safeguard the health of low-income pregnant, postpartum, and breastfeeding women, infants, and children up to age 5 who are at nutritional risk by providing nutritious foods to supplement diets, information on healthy eating including breastfeeding promotion and support, and referrals to health care. For more information, visit: <https://www.mass.gov/how-to/apply-for-the-women-infants-children-wicnutrition-program>

HOUSING

Section 8: Waiting lists are now open. To register for the waiting list, please visit www.gosection8.com. For the State’s elderly and family wait list, please visit <https://publichousingapplication.ocd.state.ma.us/>

RAFT (Residential Assistance for Families in Transition): This program provides short-term financial assistance to low-income families who are homeless or at risk of becoming homeless. RAFT offers flexible financial assistance designed to meet each family’s particular needs. To apply, go to: <https://www.waitlistcheck.com/application/form.php?ID=MA2977&WL=1914>

Eligible uses include:

- Moving cost assistance
- Rent and utility back payments
- Rental stipends
- Utility bills
- Security deposit, utility startup costs, or first/last month’s rent, and furniture
- Families cannot get more than \$4000 within a 12-month period

To be eligible for RAFT:

- A family must be homeless or at risk of becoming homeless
- The household must be income eligible and meet basic RAFT criteria
- Immigration status does NOT impact your eligibility

MA Coalition for the Homeless: The Coalition offers resources for those experiencing homelessness and/or deep poverty resulting from the impact of COVID-19 on the community, including access to shelters, help avoiding eviction, and access to cash assistance. Call 781-595-7570 or visit their website: <http://www.mahomeless.org/>

UTILITIES

Dedham Westwood Water District: No water shutoff as a result of non-payment during this time. For questions, call 781-329-7090.

Eversource: No electricity or gas shutoff as a result of non-payment during this time. If you need help paying your energy bill, contact Eversource at 800-592-2000 to discuss your situation as soon as possible. They have new, flexible options that may help meet your needs.

Fuel Assistance: Homeowners and renters, including households whose cost of heat is included in the rent, can apply in person at the agency in their area. Eligibility is based on household size and the gross annual income of every household member, 18 years of age or older.
<https://www.mass.gov/how-to/apply-for-home-heating-and-energy-assistance>

The Massachusetts Low-Income Home Energy and Assistance Program (**LIHEAP**) can help pay a portion of your household energy bills. Visit <https://liheapch.acf.hhs.gov/help>

If you are over 60, please call the **Council on Aging** at 781-326-1650 for fuel assistance.

INTERNET ACCESS

Verizon: Verizon will waive late fees and will not terminate service through June 30 for wireless and residential customers who contact Verizon to let them know they are unable to pay due to economic hardship resulting from COVID-19.
Visit: <https://www.verizon.com/support/consumer/announcements/covid-19> to qualify.

RCN: For those experiencing financial hardship as a result of recent events pertaining to COVID-19, special arrangements can be made available to keep your services active by deferring payments and waiving late fees. Contact RCN at 800-RING-RCN (800-746-4726) or visit their website at www.rcn.com. Additionally, [RCN's Internet First Program](#) provides affordable access for families and students in low-income households.

Comcast: [Comcast Internet Essentials](#) is free to new customers for 60 days. Essentials is normally available to all qualified low-income households for \$9.95/month. [Comcast Xfinity WiFi Free For Everyone](#) – WiFi hotspots around Dedham are available free to anyone for until mid-May.
<https://www.internetessentials.com/>

FOR SENIORS

Dedham Council on Aging: Please contact the Dedham Council on Aging COA) for assistance with information, referrals, programs and support services. Additionally, if you can't pay your gas or electric bills and need fuel assistance, the COA can help. Call 781-326-1650.

Mass. EOE (Executive Office of Elder Affairs): <https://www.mass.gov/orgs/executive-office-of-elder-affairs>

HESSCO: HESSCO provides support and services for elders and other individuals living with a disability, and their caregivers. <https://hessco.org/>

ETHOS: Assists LGBT seniors in MA. <https://www.ethocare.org/wp-content/uploads/2018/10/Ethos-AgeWell-Equality-LGBT-Guide-Book-Final.pdf>

The Elder Dental Program: Reduced dental fees for low-income seniors, age 60+ who do not have dental insurance. Call 781-769-3710 or visit their website to apply: <https://www.communityvna.com/services-overview/senior-dental-care/>

Prescription Advantage: Prescription Advantage is the state-sponsored drug assistance program for seniors in Massachusetts. Prescription Advantage is available to Massachusetts residents who are:

- Age 65 or older, eligible for Medicare, and have a gross annual household income less than 500% of the Federal Poverty Level, or
- 65 years of age or older and not eligible for Medicare

Visit: <https://www.prescriptionadvantagemma.org/> or call 800-AGE-INFO (800-243-4636) and press 3

Legal Aid: MetroWest Legal Services provides legal services free of charge to adults over age 60, with qualifying income limits. 508-620-1830.

FOR VETERANS

If you are a Veteran in need of assistance we have provided some useful links:

Town of Dedham Veterans Services: The Town can counsel veterans regarding assistance and benefits. Contact Patty Columbo at 781-751-9267. <https://www.dedham-ma.gov/departments/veterans-services>

Homeless or at Risk of Homelessness:

www.veteransinc.org.

www.nechv.org.

www.vneoc.org.

Financial Assistance: www.mass.gov/service-details/local-veterans-service-officers.

Medical Needs: www.boston.va.gov.

Employment or questions regarding supportive services:

Darren Bradshaw- dbradshaw@masshiremsw.com

Veterans Employment Representative-
MassHire Framingham Career Center

Jack McKenna- jfmckenna@masshiremsw.com

Veterans Employment Representative
MassHire Norwood Career Center

HEALTHCARE

MassHealth: <https://www.mass.gov/topics/masshealth> In Massachusetts, Medicaid and the Children's Health Insurance Program (CHIP) are combined into one program called MassHealth. MassHealth members may be able to get doctor visits, prescription drugs, hospital stays, and many other important services.

Massachusetts Health Connector: Helps Massachusetts residents obtain health insurance. In response to the coronavirus (COVID-19) outbreak, an extended enrollment period is available through May 25, 2020 for qualified Massachusetts residents who are uninsured.

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

Health Care For All (HCFA): HCFA runs a free, multi-lingual HelpLine for people who need help enrolling in health insurance, troubleshooting issues with state insurance programs and making appropriate referrals. If you need help regarding health insurance, call the HelpLine at 800-272-4232.

SHINE Program: The SHINE (Serving the Health Information Needs of Everyone) Program provides health insurance information, assistance, and counseling to Medicare beneficiaries of all ages and others who have questions about insurance and public benefit programs.

SHINE Program staff can provide information about Medicare, Medigap, MassHealth, prescription drug programs, and other health assistance programs. Counseling and assistance are provided free of charge. Contact HESSCO at 781-784-4944 to be connected with a counselor. <https://hessco.org/SHINE/>

HELP WITH MEDICATIONS:

Walmart \$4 prescriptions: With the Walmart Rx Program, you can get select generic medications at \$4 for a 30-day supply and \$10 for a 90-day supply. It doesn't require a membership, and these low cash prices are available with or without insurance. <https://www.walmart.com/cp/4-prescriptions/1078664>

Community Assistance Program-Medication Discount: Get prescriptions discounted 15%-85% on most brand name and generic drugs as well as Diabetic testing supplies. Call 440-708-6092 or visit their website: www.caprxprogram.org/u625

Good RX-Prescription Drug Savings Card: GoodRx helps you save up to 80% on your prescriptions. Visit www.goodrx.com/save

MENTAL HEALTH

For connection to MENTAL HEALTH SERVICE PROVIDERS:

William James College: INTERFACE referral service - Call 888-244-6843, Monday thru Friday from 9 am - 5 pm. INTERFACE is a mental health resource and referral Helpline that subscribing communities have contracted with to help children, adults and families become connected to mental health and wellness resources. <https://interface.williamjames.edu/community/dedham>

Dedham Youth Commission: Angela Osei-Mensah, LICSW, Youth Services Counselor. Angela is available for individual, family, and group counseling for Dedham youth, and support for parents. Email her at: Aoseimensah@dedham-ma.gov

Massachusetts Department of Mental Health: The Department of Mental Health, as the State Mental Health Authority, assures and provides access to services and supports to meet the mental health needs of individuals of all ages, enabling them to live, work, and participate in their communities. www.mass.gov/dmh. DMH frequently asked questions: <https://www.mass.gov/service-details/dmh-frequently-asked-questions>

Dana Group Associates: Located in Needham, the Dana Group offers virtual counseling and psychiatry consults. 781-429-7755. <https://www.dana-group.com/>

Commonwealth Psychology Associates: Offers counseling and medication consult and treatment. Located in Boston and Newton. 617-800-9610. <https://www.commpsy.com/>

For MENTAL HEALTH CRISIS and immediate mental health support:

Riverside Community Care Emergency Services: If you or someone you know is experiencing a mental health crisis, Riverside Emergency Services provides around-the-clock, 24/7 mental health and substance use support to people in crisis. Instead of going to the emergency room, services can be provided to you over the phone, in your home, at school, or in another community setting. Call 800-529-5077 or visit their website: <https://www.riversidecc.org/adult-services/mental-health/emergency-services/>

Parental Stress Hotline: Parents or guardians with problems relating to their children should not hesitate to call this hotline. Trained volunteer counselors offer a way to relieve stress in an environment which is non-judgmental along with being sympathetic. The hotline offers support to anyone seeking it, no matter how big or small. We offer a translation service: Call 800-632-8188 or visit the website at: <https://www.parentshelpingparents.org/parental-stress-line>

- Toll-free helpline for parents
- Support and compassion
- Someone to talk to and help you plan what to do next
- Information and resources in your area
- Available 24 hours a day, 7 days a week
- Parental Stress Line (PSL) is confidential and anonymous

Call 2 Talk: Call 508-532-2255 to speak with a mental health provider if you or your family member are in need of emotional or crisis support. Free, confidential, and available 24/7.

Crisis Text Line: A good resource for Dedham youth. Text HOME to 741741. The Crisis Text Line offers free 24/7 support via text message for anxiety, depression, school stress, etc. For more information, visit: www.crisistextline.org

Suicide Prevention:

- **Samaritans:** If you're feeling overwhelmed and confused, the Samaritans Helpline remains open 24/7 for calls and texts at 877-870-HOPE (4673). www.samaritanshope.org
- **Samariteens:** Free confidential hotline staffed by trained compassionate and supportive teenage volunteers. 800-252-TEEN (8336)

NAMI Helpline- National Alliance on Mental Illness: Call 800-950-6264 for emotional support, Monday-Friday, 10 AM to 6 PM. <https://www.nami.org/#>

DOMESTIC VIOLENCE

SafeLink: The SafeLink toll-free number is 877-785-2020. If you are hearing-impaired, please call the SafeLink TTY number at 877-521-2601. Advocates are bilingual in English and Spanish and have access to a service that can provide translation in more than 130 languages.

Call SafeLink for:

- Safety planning resources for survivors to learn how they and their families can stay safe
- A safe and confidential space in which to talk about your relationship or someone else's
- A direct connection to domestic violence programs across Massachusetts
- Referrals to local domestic violence and other community resources
- Support and resources for anyone who is concerned about a victim of domestic violence
- Information about domestic and dating violence

<https://www.mass.gov/service-details/domestic-violence-programs-for-survivors>

<https://casamyrna.org/get-support/safelink/>

DOVE (Domestic Violence Ended): DOVE works with adults, teens, and children who have been abused, emotionally and financially, as well as physically and sexually. DOVE's services include crisis intervention, danger assessment, safety planning, supportive counseling, emergency shelter, and legal advocacy and representation. DOVE 24-hour Hotline: 617-471-1234 or 888-314-DOVE (3683)

Civilian Advocate Sarah Kinane is a valuable resource who works regularly with the Dedham Police Department, Dedham District Court and community members offering support and outreach related to domestic violence. She can be reached at 617-770-4065 ext. 303, cell 857-939-3058.

<https://dovema.org/>

Riverside Community Care Domestic Violence Services: Provides counseling and services to improve safety for children and families who have experienced or witnessed domestic violence or live in a high-risk situation. Depending on the situation and the need, their trained staff can provide compassionate individual or family therapy, stress management skills, parenting education, advocacy services, and risk assessment and safety planning. <https://www.riversidecc.org/services-for-communities/domestic-violence-services-2/>

Newton Wellesley Hospital Domestic and Sexual Violence Services:

<https://www.nwh.org/classes-and-resources/community-services/domestic-sexual-violence/domestic-and-sexual-violence-services>

SUBSTANCE ABUSE:

The Massachusetts Substance Abuse Helpline: Call 800-327-5050, 8 am-10 pm Mon-Fri, and 8 am - 6 pm on weekends. The Helpline is the only statewide, public resource for finding substance use treatment and recovery services. Helpline services are free and confidential. <https://helplinema.org/>

Learn to Cope: <https://www.learn2cope.org/> Learn to Cope is a non-profit support network that offers education, resources, peer support and hope for parents and family members coping with a loved one addicted to opiates or other drugs. Please contact their office for information on virtual meetings, and check their website and Facebook page for updates. As always, office staff will be available for questions at 508-738-5148.

The Phoenix: A free sober active community offering live-streamed classes for people looking for addiction recovery services, and the support of those who are walking that very same path. The only membership fee is 48 hours of continuous sobriety. www.thephoenix.org

Riverside Emergency Services: This mental health provider is also available for substance abuse evaluations. Riverside Emergency Services provides around-the-clock, 24/7 mental health and substance use support to people in crisis. Call 800-529-5077 or visit their website: <https://www.riversidecc.org/adult-services/mental-health/emergency-services/>

Nar-anon: A 12-step program for friends and family members of those who are affected by someone else's addiction. <https://www.nar-anon.org/>

CHILDCARE

Mass.gov offers a search function for emergency child care homes/centers open for essential workers during the pandemic: https://eeclead.force.com/EEC_ExemptEmergencyChildCare

Care.com will be partnering with MA to connect child care workers who are out of work with families who need in-home help. www.care.com

Child Care Vouchers Info:

<https://www.mass.gov/guides/early-education-and-care-financial-assistance-for-families>

<https://machildcareresourcesonline.org/child-care-subsidies/>

<https://pacechildcareworks.com/how-to-obtain-a-voucher-for-child-care>

Baby Basics: Free diapers are available to Dedham parents of children under age 3. Visit <https://babybasicsinc.org/> to apply.

YMCA: The West Roxbury YMCA is open for emergency childcare on a drop-in basis for essential workers and vulnerable children only. Visit <https://ymcaboston.org/emergency-care> for information.

Rights under FFCRA: The Families First Coronavirus Response Act (FFCRA) requires certain employers to provide their employees with paid sick leave or expanded family and medical leave for specified reasons related to COVID-19, including two weeks of paid sick leave (at two-thirds the employee's regular rate of pay) if an employee is unable to work in order to care for a child whose school or child care provider is closed for reasons resulting to COVID-19. Visit: <https://www.dol.gov/agencies/whd/pandemic/ffcra-employer-paid-leave> for more information.

REMOTE LEARNING HELP:

Dedham Public Schools: For information and updates from the Superintendent, please visit the Dedham Public Schools website: <https://www.dedham.k12.ma.us/>

WGBH has partnered with MA to provide educational resources by age that are aligned with state educational standards: <https://www.wgbh.org/distance-learning-center>

LEGAL

MassLegalHelp: During this time, you have legal protection from evictions and foreclosure, utility shutoffs, harassment from debt collectors, losing your health insurance and other protections. Massachusetts residents can get legal aid at: <https://www.masslegalhelp.org/>

MetroWest Legal Services: Provides free civil legal aid to low-income people and victims of crime who would be denied justice without our help. Their priority practice areas include: Family Law, Housing, Homeless Advocacy, Government Benefits (including Social Security), Education, Elder Law & Immigration. Contact them at 508-620-1830 or visit: <https://mwlegal.org/>

TRANSPORTATION

The Dedham Council On Aging: Transportation on Council on Aging (COA) vehicles are currently suspended due to COVID-19 concerns. Dedham COA can assist with transportation for urgent medical and other needs. Call the Council on Aging at 781-326-1650. We can help with rides through grants and taxi services.

MBTA: Updated information for public transportation can be found at: <https://www.mbta.com/covid19>

MBTA The Ride: The Ride can provide transportation for disabled adults who cannot utilize other public transportation. We encourage all qualified seniors and disabled adults to enroll in the service. The Ride is still functioning and can provide transportation 7 days a week. Call 617-337-2727 for information and appointment to enroll.

EMPLOYMENT RESOURCES

Massachusetts Career Services: <https://www.mass.gov/topics/career-services>

Career centers and veterans' centers are not providing in-person service at this time. However, staff members are working remotely to provide career services, labor market information, vocational rehabilitation, and updated State job listings.

MassHire Career Centers: <https://www.mass.gov/masshire-career-centers>

All career centers are closed during the pandemic, but employment services are being conducted remotely, by phone, email, or video conferencing. On the website, you can access career seminars, search for jobs, set up a JobQuest account, register for workshops, participate in training programs, and access financial aid. Services are available for disabled veterans and speakers of other languages.

Dedham residents should work with the MassHire Metro South/West Career Center, <https://www.masshiremsw.com/>, which has an office in Norwood. No information about the office reopening is available online at this time.

Unemployment Insurance

- If you need to file a claim for unemployment benefits, your best option is to do that online at <https://www.mass.gov/unemployment-insurance-ui-online>. This service is available daily from 6:00 am to 10:00 pm. You can also file by phone at 617-626-6800 on weekdays from 8:30 am to 5:00 pm. You may experience long wait times due to the volume of claims being filed.
- Información de desempleo de Massachusetts sobre el virus COVID-19, <https://www.mass.gov/info-details/informacion-de-desempleo-de-massachusetts-sobre-el-virus-covid-19>
- Those who are not eligible for other unemployment benefits can apply for Pandemic Unemployment Assistance (PUA). This includes the self-employed, independent contractors, workers with limited work history, and others. Guidance is available in English and Spanish. <https://www.mass.gov/guides/pandemic-unemployment-assistance-benefits-guide>