Massachusetts HEALing Communities Study (HCS):

COVID-19 Response and Support

As we individually and collectively navigate the worldwide pandemic of COVID-19, many of us are mindful of the impact this is having on the communities we are working with across Massachusetts. This document will hopefully be a space for us to share resources, informative articles, best practices and guidance for healthcare, incarceration, harm reduction, and homelessness settings.

If you have information that you would like to be included, edited, or updated in this document, please email our Housing and Community Benefits Specialist, Roxanne Anderson at roxanne.anderson@bmc.org She will be updating this document daily to ensure accurate and updated information is available. Feel free to share this document in your networks.

The most important and up-to-date resource for federal recommendations and guidelines is the CDC Website, USA.Gov website, and the WHO Website.

Massachusetts-specific information and updates can be found on the MA state website. Local/Regional resources can be found on http://211.org/services/covid19

How to help: WBUR
BMC’s Grayken Center for Addiction: COVID-19 Recovery Resources
Funding Opportunities: COVID-19 Funding Opportunities
Resources for Frontline Workers: https://www.frontlinema.org/
Directory:

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Housing and Homelessness

Facing Homelessness?
Department of Housing and Community Development (DHCD) provides affordable housing options, financial assistance, and other support to Massachusetts communities. All applicants can call (866) 584-0653 to speak to a Homeless Coordinator. If unable to speak directly to a caller, leave a detailed message to receive a call back. For further assistance or questions, DHCD Constituent Service Specialist can be reached at (617) 573-1377.

If you have tested positive for COVID-19, and need to self-quarantine but have no safe place to go, call 781-438-9254 to be connected with your local Isolation and Recovery location.

1. Quicklinks, Webinars and Updates:
   ○ QUICKLINK:
     ■ National Alliance to End Homellessness: COVID-19: What State and Local Leaders Can Do for Homeless Populations
   ○ WEBINAR
     ■ National Low Income Housing Coalition: The Disaster Housing Recovery Coalition will lead recurring national calls on Coronavirus and Homelessness/Housing every Monday at 2:30pm ET until Congress includes housing and homelessness resources in the COVID-19 stimulus package. We’re also thoroughly devoted to ensuring members of our community, from across the country, are fully equipped with the information and resources they need to respond to this national outbreak of Coronavirus and its impact on people experiencing homelessness and low-income households.
       ● March 16: Presentation: PDF and Recording
       ● March 30: Presentation slides (PDF): https://tinyurl.com/tk9hmm7; Recording: https://tinyurl.com/rj7qxwf
     ■ RECOMMENDATIONS: Ensuring Housing Stability During A Crisis
   ○ WEBINAR
     ■ HUD Exchange: Infectious Disease Preparedness for Homeless Assistance Providers and Their Partners
   ○ QUICKLINK:
     ■ CDC: Resources to support people experiencing homelessness
   ○ QUICKLINK:
2. Emergency Planning and Preparedness in Homelessness Services Settings

- United States Interagency Council on Homelessness: **COVID-19 Resources**
  - Interim guidance for homeless service providers to plan and respond to coronavirus disease 2019 (COVID-19)
  - DISASTER PREPAREDNESS TO PROMOTE COMMUNITY RESILIENCE: Information and Tools for Homeless Service Providers and Disaster Professionals
    - A joint project of the U.S. Department of Veterans Affairs, the U.S. Department of Health and Human Services, and the U.S. Department of Housing and Urban Development.
    - See page 36 for specific guidance for homeless service providers

- HUD (Housing and Urban Development): **Coronavirus Information and Resources**
  - Infectious Disease Toolkit for People Experiencing Homelessness, Within Shelters, and Within Encampments:
    - Preventing & Managing the Spread of Infectious Disease for People Experiencing Homelessness
    - Preventing & Managing the Spread of Infectious Disease Within Shelters
    - Preventing & Managing the Spread of Infectious Disease within Encampments
  - HUD Exchange: Disaster Recovery Homelessness Toolkit
    - Local Planning Guide
    - Response Guide
    - Recovery Guide

3. Funding and Costs of Emergency Response: HUD and CoC

- Using CoC (Housing and Urban Development : Continuum of Care) Funds for Infectious Disease Preparedness and Response
- Eligible ESG Program Costs for Infectious Disease Preparedness
- COVID-19: What State and Local Leaders Can Do for Homeless Populations
- Using HOPWA (Housing Opportunities for Persons With AIDS) Program Funds for Infectious Disease Preparedness and Response

4. Public Housing and Rental Assistance

- COVID-19 FAQ for Public Housing, Housing Choice Vouchers, and Native American Programs: FAQ
- DHCD Local Housing Authority Guidance: COVID-19 Information
  - **note this guidance is from March 10, and there have been several updates on state guidelines since then. Updated version may be coming.
- DHCD Regional Administering Agencies: COVID-19 Information
  - **note this guidance is from March 10, and there have been several updates on state guidelines since then. Updated version may be coming.
5. Renters and Eviction

Temporary Moratorium to Court Operations: COVID-19 Response

“All non-emergency court events, including but not limited to, summary process cases, small claims matters, civil matters, ticket appeals, supplementary process proceedings, probable cause hearings, and criminal matters, shall be scheduled for, or continued to, a date no earlier than May 4, 2020”

- If your landlord tries to evict you, see MassLegal Help’s page on Eviction and COVID-19:
  - [https://www.masslegalhelp.org/health-mental-health/covid-19-illegal-eviction](https://www.masslegalhelp.org/health-mental-health/covid-19-illegal-eviction)
  - If your landlord does not have permission from a court, it is illegal for your landlord to:
    - Move your belongings out of your apartment,
    - Change your locks, a "lockout,"
    - Shut off your utilities, a "utility shut-off," or
    - Interfere in any way with your use of the unit.

- What If My Landlord Locks Me Out or Shuts Off My Utilities
  - Call Your Landlord
  - Call the Police
  - Call the Courts

- If you need legal help, contact a local Legal Aid or Tenant Organization in your area:
  - Eastern Region Legal Intake Helpline
    - 617-603-1700
  - Greater Boston Legal Services
    - 617-603-1807
  - MetroWest Legal Services
    - 508-620-1830
  - South Coastal Counties Legal Services
    - 1-800-244-9023
  - Northeast Legal Aid
    - 978-458-1465, 1-800-336-2262
  - Community Legal Aid
    - 855-252-5342
Know Your Rights:
  ○ Mass.gov: Renter's Rights
  ○ Mass.gov: Tenant Guide to Eviction
    ■ A landlord cannot lock you out or throw you out of your apartment without a judge's order. With courts closed, you have additional protections as a tenant that will allow you to stay in your apartment until courts reopen.
  ○ NOTE: Sober Home Residents have the same rights as any other tenant in the state of Massachusetts. This means if a sober home operator wanted to remove a resident for any reason (even suspected or confirmed drug or alcohol use), they would need to evict them unless they were willing to leave.
    ■ Given that the housing courts are closed right now, all evictions are postponed until further notice
  ○ See MASH (MA Alliance for Sober Homes) COVID-19 Resources
  ○ See NARR (National Alliance of Recovery Residences) COVID-19 Resources for Recovery Residences, Residents and Staff Members

Are you worried you may get evicted soon? / Estás preocupado de que te desalojen pronto?
  ○ Please call City Life/Vida Urbana's Housing Hotline / Llame a nuestra línea directa
    ● (617) 934-5006 (English)
    ● (617) 397-3773 (Español)

Take Action: CLVU Petition
  ○ Boston-based housing justice advocacy group, City Life Vida Urbana is calling for a statewide moratorium on evictions, which would vacate all default judgments from March 10th, 2020 - the beginning of Massachusetts' State of Emergency onward.
6. Research:
   - Homelessness and the Response to Emerging Infectious Disease Outbreaks: Lessons from SARS - 2008
     ○ This article from 2008 outlines some major challenges and themes from the SARS outbreak in 2003 such as communication challenges, infection control, isolation and quarantine, and resource allocation
   - Infection control in homeless shelters in the state of Alaska (July 2018)
     ○ Specific language and guidance on infection control in homeless shelters

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Criminal Justice

If you have questions about Criminal Justice guidance in light of COVID-19, feel free to contact our Criminal Justice Specialist, Margaret Hester at Margaret.Hester@bmc.org

1. Law Enforcement Guidance
   - What law enforcement personnel need to know about COVID-19
     ○ CDC Guidance
   - Recommendations for Administering Naloxone During COVID-19
   - National Association of Chiefs of Police: Law Enforcement Information on COVID-19
   - Emergency Responders: Tips for Taking Care of Yourself
   - CDC: Personal Protective Equipment (PPE) Burn Rate Calculator
     ○ Interim Guidance for Emergency Medical Services (EMS) Systems and 911 Public Safety Answering Points (PSAPs) for COVID-19
   - United States Department of Justice: Coronavirus Emergency Supplemental Funding Program Solicitation FY 2020 Formula Grant Solicitation
   - Opioid Task Force: First Responder and Law Enforcement Resources

2. Guidance for Jails and Other Incarceration Settings
   - Suggestions from Washington State: Washington State Jails Coronavirus Management Suggestions in 3 “Buckets”
     ○ Bucket 1: Dealing with the effects of COVID-19 in the community
     ○ Bucket 2: Dealing with the effects of COVID-19 among staff
     ○ Bucket 3: Dealing with infection, or possible infection, among inmates
   - Prevent and Combat COVID-19 (Coronavirus) in Jails, Prisons, and Juvenile Detention Facilities
     ○ Youtube (Dr. Anne Spaulding of Emory Center for the Health of Incarcerated Persons)
   - National Commission on Correctional Health: COVID-10 What You Need To Know In Corrections

LAST UPDATED: APRIL 15, 2020
Coronavirus for Justice-Involved Persons “What’s Coronavirus? And How will it Affect People Living in Correctional Facilities?” by Anne C. Spaulding, MD, MPH

3. Court and Legal Updates
   - MA Trial Courts Resource Document
   - Probate and Family Court Filing - COVID-19
   - Massachusetts Laws about COVID
     - Information on the Outbreak of Coronavirus Disease 2019 (COVID-19) The Massachusetts Department of Public Health
       ■ The Commonwealth’s main information page on COVID-19. Features links to data on current cases, Executive Orders related to the State of Emergency, and details on the Coronavirus.
     - Court system response to COVID-19 Massachusetts Court System
       ■ News and information on actions being taken by Massachusetts state courts in response to the COVID-19 pandemic. Includes standing orders issued by the courts, as well as other guidance from court departments and administrators.
     - Resources During COVID-19 Massachusetts Attorney General’s Office
       ■ A guide to resources put together by the Massachusetts Attorney General’s Office. Providing information on your rights as an employee, earned sick time, protecting yourself from scams and frauds, child care, health-care and insurance, students and student borrowers, immigrants, protecting your civil rights and small businesses.

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Harm Reduction

If you have questions about Harm Reduction guidance in light of COVID-19, feel free to contact our Harm Reduction and Outreach Specialist, Gary Langis at Gary.Langis@bmc.org

1. Harm Reduction Program Guidance
   - SSP and Harm Reduction Settings: Operations During the COVID-19 Outbreak
   - Harm Reduction Coalition: COVID Resources
   - COVID Outreach: Supplies for Staying Safer
   - HEPPAC(HIV Education and Prevention Project of Alameda County) Best Practices in Response to COVID-19: Youtube
   - Social Distancing Protocol Form
   - Harm Reduction Coalition: Q&A COVID-19 Office Hours
   - Recommendations for Administering Naloxone During COVID-19

2. Safer Drug Use
   - Access to Narcan
Learn to Cope is distributing narcan, and can be reached at 508-738-5148

Local Syringe Service Programs are also continuing to distribute narcan during this time.

- You can find your closest Syringe Service Program here

There is also a statewide, standing order for Narcan in pharmacies. Call your local pharmacy for more information on getting narcan.

- Safer Drug Use During the COVID-19 Outbreak
  - “PREPARE FOR A DRUG SHORTAGE You might lose access to your drug of choice in an outbreak. Consider alternative drugs or medications that could help take the edge off. If facing potential opioid withdrawal, consider buying over the counter medications to make it less difficult (ibuprofen, Pepto-Bismol, Imodium). For opioid dependence, you can work with your local SSP to enroll with a local provider for buprenorphine or methadone.”

- Guidance for People Who Use Substances on COVID-19
  - International Network of People Who Use Drugs: COVID-19 Crisis
  - Access to Needles: MAILING HARM REDUCTION SUPPLIES DURING A HEALTH EMERGENCY
  - Injection Drug Use Tips for COVID-19
  - Apps
    - Be Safe: AN APP FOR PEOPLE USING ALONE
      - Designed to prevent overdose death for anyone using drugs alone, the Be Safe app is however aimed at people with smartphones and an internet connection.
    - Never Use Alone - (800) 484-3731
      - If you have no choice but to use alone, call us! You will be asked for your location, about any allergies, or medical conditions. An operator will then stay on the line with you while you use. If you do not respond after a set amount of time after you’ve used, the operator will notify emergency services of your location, allergies/conditions, and possible overdose. If you call, and cannot connect with an operator, please call (931)304-9452

3. HIV and COVID-19
   - COVID-19: What people with HIV should know: CDC
   - Ryan White & Global HIV/AIDS Program: COVID FAQ
   - Infectious Diseases Society of America (IDSA): COVID 19: Special Considerations for People with HIV
   - AIDS Education and Training Center Program (AETC): COVID-19 Resources for HIV Providers
   - What People With HIV Need to Know About the New Coronavirus: POZ

LAST UPDATED: APRIL 15, 2020
“Brooks’ recommendations include ensuring at least a 30-day supply of medications, keeping up to date with flu and pneumonia vaccines, and establishing a plan for clinical care if isolated or quarantined”

4. Funding Opportunities and Other Resources

- NO LONGER ACCEPTING APPLICATIONS (as of 3/23/20) Funding opportunity for LGBTQ youth and organizations impacted by COVID-19
- MA Emergency Funds - COVID-19:
  - Massachusetts Jobs with Justice Resource List (includes list of nonprofit funding opportunities)
  - Emergency Grants to Address Mental and Substance Use Disorders During COVID-19
  - COVID-19 Funding Opportunities

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**Healthcare and Insurance**

Massachusetts Health and Hospital Association Updates
Massachusetts Department of Public Health (DPH) Updates

1. MassHealth and COVID-19

- Guidance for Members: COVID-19 Information
  - No matter which MassHealth health plan you have, MassHealth will cover testing and treatment.
  - Pharmacy: Effective March 14, 2020, MassHealth is allowing early refills and 90-day supplies of medications. Contact your pharmacist to discuss these options.
- If you lose your health insurance as a result of losing your job, you can apply to MassHealth here
  - MA Health connector opens enrollment until April 25th
- Pharmacies: COVID-19 Guidance
  - “In response to the coronavirus (COVID-19) outbreak, effective March 14, 2020, MassHealth is allowing early refills and 90-day supplies. This policy change allows for greater flexibility in providing care to members affected by the outbreak. This change is consistent with the proposed 130 CMR 406 pharmacy regulation that is pending promulgation.” (EOHHS)
  - MOUD (Medications for Opioid Use Disorder) COVID Guidance:
    - Pharmacist and interns to relieve nurses in OTP (Outpatient Treatment Programs) and ATS (Acute Treatment Services) if needed during the pandemic
2. Tele-Health Guidance

- National Consortium of Telehealth Resource Centers: COVID-19 Telehealth Toolkit
- Medicare Learning Network: Telehealth Guidance
- State Legislation: Massachusetts State Order In Effect March 16, 2020
  - Order Expanding Tele-Health
- Federal Legislation: Congressional Emergency Supplemental Appropriations
  - Coronavirus Preparedness and Response Supplemental Appropriations Act
    ■ Summary (KFF-Kaiser Family Foundation)
  - “Today, the Office for Civil Rights (OCR) at the U.S Department of Health and Human Services (HHS) announced, effective immediately, that it will exercise its enforcement discretion and will waive potential penalties for HIPAA violations against health care providers that serve patients through everyday communications technologies during the COVID-19 nationwide public health emergency.”
- New York Times: Doctors and Patients Turn to Telemedicine in the Coronavirus Outbreak
- Best Practices for Tele-Health During COVID-19
- Cell Phone and Internet Access:
  ■ MassHealth Provider Resource: Telephone and Internet Connectivity for Telehealth
    - This document includes information on:
      - Lifeline Program - Subsidized Phone and Internet Service
      - COVID-19 Response from Broadband and Telephone Service Providers
  ■ Comcast Internet Access: 60-Day Free Trial, application available here
    - Qualification Requirements:
      - A. You are eligible for public assistance programs such as the National School Lunch Program, Housing Assistance, Medicaid, SNAP, SSI and others.
      - B. You do not have outstanding debt to Comcast that is less than a year old. Families with outstanding debt more than one year old may still be eligible.
      - C. You live in an area where Comcast Internet service is available but have not subscribed to it within the last 90 days.
    - After 60-days, families can cancel or will begin getting charged monthly rate
    - May take 7-10 days after application for approval
    - Has English and Spanish hotlines to call
      - English: 1-855-846-8376
      - Spanish: 1-855-765-6995
3. SUD (Substance Use Disorder) and OUD (Opioid Use Disorder) Treatment Guidance during COVID-19
   ○ SAMHSA (Substance Abuse and Mental Health Services Administration): COVID Updates
     ■ Training and Technical Assistance Information
   ○ Guidance for Opioid Treatment Programs (OTP):
     ● MA State Guidance:
       ○ BSAS (Bureau of Substance Addiction Services):
         ■ March 18: COVID Update for OTPs
       ○ Pharmacies: MOUD (Medications for Opioid Use Disorder) COVID Guidance
         ■ Pharmacist and interns to relieve nurses in OTP and ATS if needed during the pandemic
     ● SAMHSA: COVID-19 Guidance for Opioid Treatment Programs
       ○ Coronavirus Guidance for Clinicians and Patients in OTPs: Yale Program in Addiction Medicine
         ■ Coronavirus Guidance for Clinicians and OTPs
         ■ Coronavirus Guidance for Patients in Treatment
     ● OBAT (Office Based Addiction Treatment) Telehealth - Algorithm
       ○ Designed by the OBAT Team at Boston Medical Center
   ○ Tele-Health and OBAT (Office Based Addiction Treatment) During COVID-19
     ● Practitioners Can Prescribe Buprenorphine for OUD Via Telemedicine Communication:
       ○ “For as long as the Secretary of the Department of Health’s designation of a public health emergency remains in effect, DEA-registered practitioners may issue prescriptions for buprenorphine and other controlled substances to patients for whom they have not conducted an in-person medical evaluation, provided all of the following conditions are met:
         ○ The prescription is issued for a legitimate medical purpose by a practitioner acting in the usual course of his/her professional practice
         ○ The telemedicine communication is conducted using an audio-visual, real-time, two-way interactive communication system.
         ○ The practitioner is acting in accordance with applicable Federal and State law.” (https://opioidresponsenetwork.org/)
       ○ “The prohibitions on use and disclosure of patient identifying information under 42 C.F.R. Part 2 would not apply in these situations to
the extent that, as determined by the provider(s), a medical emergency exists.”

- **OBAT (Office Based Addiction Treatment)** [Telehealth - Algorithm](#)
  - Designed by the OBAT Team at Boston Medical Center
- **COVID-19 and MAT (Medication Assisted Treatment) Tip Sheet**

  - **Recovery Support (Virtual)**
    - **Health Resources in Action** - [Phone and Online Recovery Resources](#)
    - [Recovery Supports and Tips For Substance Use Disorder During COVID-19](#)
    - **Alcohol Treatment and Physical Distancing**
      - COVID-19 information on the [NIAAA website](#): Includes information about telehealth options for those in need of treatment for alcohol use disorder.

  - **Support for Family and Friends**
    - **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.
    - In person meetings are temporarily postponed due to COVID-19. However they are offering online meetings Monday through Thursday evenings. Anyone interested in joining one of these zoom meetings can visit [www.learn2cope.org](http://www.learn2cope.org) and email or call our regional managers by clicking on “contact”
      - Visit their website or call their main phone number at *(508)738-5148* for information on online and phone support groups, as well as access to narcan
      - **You can access Peer Support from Learn to Cope by calling 508-801-3247**

  - **Free Apps:**
    - **Connections App**: A Smartphone App to Help with Recovery
      - Sign up and download [here](#)
      - With the app you can...
        - Track your sobriety,
        - Access e-therapy to learn new recovery skills,
        - Connect with trained counselors and peers through messaging,
        - Clinical support available 7 days/wk, 9am -10 pm est(?)
        - Track your treatment plan and set reminders,
        - Journal daily about your journey,
        - And discover helpful videos, testimonials and more through the unique resource library
    - **I Am Sober** Popular, well-regarded app for planning and maintaining recovery.
    - **SoberGrid** Large online sober-support community and peer counseling.
    - **Other Free Apps**
- HRIA (Health Resources in Action): [Social Distancing and Recovery](#)
- **SAMHSA National Helpline** 1-800-662-4357
  - Disaster Distress Helpline: 1-800-985-5990
  - Hazelden Betty Ford has tips for staying connected and safeguarding your recovery for [individuals going to meetings or considering skipping](#).
- **SUD/COVID educational module**: Hilary Connery, MD, PhD. at McLean Hospital
- **Virtual Support Meetings**:
  - [Online and Phone Resources to Support Your Recovery](#) (links, phone numbers, and QR codes)
  - [SMART Recovery Online Community](#)
    - Chat Rooms
    - Message Boards
    - Online Meetings
    - Online Library
  - [Alcoholics Anonymous Intergroup](#)
    - Online meetings and resources
    - [Updates on COVID-19](#)
  - Narcotics Anonymous Online Meetings
    - [Narcotics Anonymous Online Meetings](#)
    - Never Alone Club
    - NA By Phone Meeting Schedule
    - NA-Recovery
    - Virtual-NA
    - Worldwide NA
  - [In The Rooms Online Meetings](#)
  - Western Mass Recovery Learning Community Peer-Support Warm Lines
    - Supportive phone lines for talking
    - 7 PM - 10 PM
    - 4 PM - 8 PM
- **Living In a Sober Home?**
  - See MASH (MA Alliance for Sober Homes) [COVID-19 Resources](#)
  - See NARR (National Alliance of Recovery Residences) [COVID-19 Resources for Recovery Residences, Residents and Staff Members](#)
  - [COVID-19 Resources](#)

4. **Access to Testing and CDC Guidance**
   - If you are experiencing symptoms:
     - [Testing for COVID-19](#) (CDC)
   - If you are a medical professional:
     - Interim Guidance: [Evaluating and Testing Persons for Coronavirus Disease 2019 (COVID-19)](#) (CDC)
     - Emergency Responders: [Tips for Taking Care of Yourself](#)
   - Pregnant women and children
○ CDC-issued guidance for Pregnant Women and Children, including Interim Guidance on Breastfeeding for a Mother Confirmed or Under Investigation For COVID-1

● People with Asthma and COVID-10: CDC Recommendations

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**Mental Health and Self Care**

1. Telemental Health Services

   ○ Click [here](#) for a list of telemental health resources in the Wave 1 Communities of the HEALing Communities Study:
     - Bourne/Sandwich (Barnstable), Brockton, Gloucester, Holyoke, Lowell, Plymouth, Salem, Shirley/Townsend (Middlesex)
   ○ Click [here](#) for a list of telemental health resources that also provide OUD services in the Wave 1 Communities of the HEALing Communities Study:
     - Bourne/Sandwich (Barnstable), Brockton, Gloucester, Holyoke, Lowell, Plymouth, Salem, Shirley/Townsend (Middlesex)
   ○ [National Alliance on Mental Illness (NAMI) of Massachusetts: Peer and Family Support Resource List](#)
     - The list includes supports/resources for family/caregivers of people with mental health conditions, supports/resources for families of young children dealing with mental health issues and finally resources and supports for peers/people who are struggling themselves with mental health and or substance use issues
   ○ [Mobile Crisis Teams: MA Statewide mobile crisis directory](#)

2. Managing Stress, Anxiety, and Grief:

   ○ Anxious about Coronavirus? [text HOME to 741741](#) on the [Crisis Text Line](#)
   ○ Center for Disease Control: [Mental Health and Coping during COVID-19](#)
   ○ SAMHSA (Substance Abuse and Mental Health Services Administration):
     - [Tips for Social Distancing](#)
   ○ National Alliance on Mental Illness: [COVID-19 (CORONAVIRUS) INFORMATION AND RESOURCES](#)
   ○ Managing PTSD: [National Center for PTSD’s Managing COVID-19 Stress](#)
   ○ Emergency Responders: [Tips for Taking Care of Yourself](#)
   ○ Opioid Task Force: [Managing Anxiety](#) and [Behavioral Health Resources](#)
   ○ [Managing Healthcare Workers Stress Associated with the COVID-19 Virus Outbreak](#)
   ○ [Get Help Where Grief and COVID-19 Intersect](#)
   ○ COVID-19 Resources for Black Women: [Sistas Staying Well Resource List](#)
3. Suicide Prevention:
   ○ National Suicide Prevention Hotline: [https://suicidepreventionlifeline.org/](https://suicidepreventionlifeline.org/)
     ■ 800-273-TALK (8255)
     ■ Live Chat: [https://suicidepreventionlifeline.org/chat/](https://suicidepreventionlifeline.org/chat/)
       1. **Ayuda en español:** 1-888-628-9454
       2. **Deaf/ Hard of Hearing:**
          a. Video relay Service – Dial 800-273-8255
          b. TTY – Dial 800-799-4889
          c. Voice/Caption Phone – Dial 800-273-8255
     ■ Specific lines for Teens, Veterans, LGBTQ+, Postpartum, College Students, Native Americans, and more

4. Infographics, Apps, Other Resources
   ○ Deep Breathing GIF: [https://gph.is/2cBwk7G](https://gph.is/2cBwk7G)
   ○ Breathe2Relax App: [https://psyberguide.org/apps/breathe2relax/](https://psyberguide.org/apps/breathe2relax/)

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**Domestic Violence**

1. Hotlines:
   ● National Domestic Violence Hotline: [https://www.thehotline.org/](https://www.thehotline.org/)
     ○ 1-800-799-7233
     ○ text LOVEIS to 22522
     ○ **Ayuda en español:** [https://espanol.thehotline.org/](https://espanol.thehotline.org/)
     ○ **Deaf/ Hard of Hearing:**
       ■ TTY: 1-800-787-3224
       ■ Web chat at [https://www.thehotline.org/](https://www.thehotline.org/)
   ● The Network/La Red - provides emotional support, information, and safety planning for lesbian, gay, bisexual, queer and/or transgender (LGBQ/T) folks
     ○ 617-742-4911
   ● ATASK Multilingual Hotline: Serves Mandarin Chinese, English, Hindi, Japanese, Central Khmer (Cambodian), Korean, Nepali, Tagalog, Urdu, Vietnamese, Tue Chinese (Cantonese), Chinese
     ○ 617-338-2355
   ● SafeLink Domestic Violence Hotline (operated by Casa Myrna) - Provides support in over 130 languages
     ○ 877-785-2020
     ○ 877-521-2601 (TTY/hearing impaired)
   ● **RESPOND, Inc:** (617) 623-5900. Hablan español.
2. Articles/Resources:
   ● National Network to End Domestic Violence: [COVID-19 Program Guidelines](https://www.nndsv.org/covid-19-program-guidelines)
   ● Legal Support:
     ○ Massachusetts Domestic Violence Legal Aid & Pro Bono Services
       ■ [Find Massachusetts Domestic Violence Legal Aid & Pro Bono Services by City](https://www.massdomviol.org/find-help)
     ○ Metrowest Legal Services: [The Domestic Violence Project](https://www.metrowestlaw.org/our-services/domestic-violence)
     ○ [MassLegal Help](https://www.masslegalhelp.org/)
       ■ *You can get a 209A Restraining Order when the courts are closed*
     ○ Lawyers for Civil Rights has shared a [tipsheet with answers to legal questions or concerns](https://www.lawyersforcivilrights.org/covid-19-legal-tipsheet) related to COVID-19, including medical support, food security, and drivers' licenses.

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**Transportation**

1. Human Service Transportation - Novel Coronavirus (Covid-19) Guidance

2. Telehealth Options for MassHealth Members Seeking Transportation Services
   ■ “During this period of COVID-19 spread, please consider whether telehealth may be clinically appropriate for your patient instead of coming into the office for a visit”
     ● For more information concerning telehealth and MassHealth coverage and reimbursement policy, please see [MassHealth All-Provider Bulletin 289](https://www.mass.gov/doc/masshealth-all-provider-bulletin-289.pdf).
     ● Also see [Tele-Health Guidance](https://www.masshumanities.org/telehealth-guidance) in this document

3. Registry of Motor Vehicles
   ○ [RMV - COVID-19 Information](https://www.rmv.state.ma.us/covid19)
     ■ The Registry of Motor Vehicles (RMV) will extend the renewal timeline of certain credentials to reduce the need for customers to physically visit an RMV service center for in-person transactions. The full order is available here.

4. Latest Updates on public transportation in Massachusetts
   ■ Find your local Transportation Authority:
Income and Food Security

1. Income Security
   - If your job is impacted by the shut downs in MA, you can file an unemployment claim [here](https://www.mass.gov/info-details/public-transportation-in-massachusetts)
     - Ask your employer if they're going to be filing a business interruption insurance claim so they can recoup their lost revenues and continue payroll. If so you should be able to receive compensation for the time being until the Senate passes the legislation passed in the house that will provide additional assistance.
   - If you lose your health insurance as a result of losing your job, you can apply to MassHealth [here](https://www.mass.gov/info-details/public-transportation-in-massachusetts)
   - If you need Rental Assistance as a result of losing your job, you can find more information [here](https://www.mass.gov/info-details/public-transportation-in-massachusetts)
     - NOTE: There is a temporary moratorium to court operations, including housing court. See more here: [COVID-19 Response](https://www.mass.gov/info-details/public-transportation-in-massachusetts)
   - If you need fuel assistance, learn more [here](https://www.mass.gov/info-details/public-transportation-in-massachusetts)
     - NOTE: There is an extended moratorium on electric and gas shut-offs during the Massachusetts State of Emergency. See more here: [Moratorium on Utility Shutoffs in Massachusetts Extended](https://www.mass.gov/info-details/public-transportation-in-massachusetts)
     - “company(ies) should refrain from initiating the termination process on any residential customer until this request is rescinded or the state of emergency in the Commonwealth of Massachusetts is lifted, whichever comes first”

LAST UPDATED: APRIL 15, 2020
- DTA (Department of Transitional Assistance) Benefits Update:
  - Temporary Emergency Operations Due to COVID-19
  - This is important information for people receiving or applying for DTA Benefits including: SNAP, EAEDC, and TAFDC.

- Taxpayers:
  - Department of Revenue: Important COVID-19 Coronavirus Response Update from DOR

- Workers Rights Information:
  - MA Emergency Funds - COVID-19:
    - Massachusetts Jobs with Justice Resource List
  - Apply for Unemployment Benefits
  - Paid Sick Leave
  - JwJ Paid Sick Leave MA Infographic
  - Asian Pacific American Labor Alliance (APALA) resources for API workers
  - A guide for employers of domestic workers
  - Childcare Centers Petition for Closing
  - Bartender Emergency Assistance Program
  - National Domestic Workers Alliance Relief Fund
  - Resources & Impact for Workers

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**Are You Short on Cash Due to COVID-19?**

**What are cash benefits and who qualifies?**

Are you struggling to find enough money to pay for your basic needs? If so, federal cash benefits can help. The federal programs for cash benefits are called Temporary Assistance for Needy Families (TANF) and Emergency Aid to Elders, Disabled and Children (EAEDC). These programs provide small cash allowances to help pay for basic needs. TANF comes with additional benefits, including childcare, a clothing allowance, and transportation assistance.

**TANF**
- You may be eligible for TANF if you are part of a family with dependent children or a pregnant woman, and if your monthly household income is very low. The benefit calculation takes into account dependent care costs and work expenses.

**EAEDC**
- You may be eligible for EAEDC if you have very low monthly income and are a senior, have a disability, or care for a disabled person.

**How to apply?**

In Massachusetts, these programs are run by the Department of Transitional Assistance (DTA). DTA offices are currently closed to the public.

Here’s how to check eligibility and apply for cash benefits with TANF/EAEDC:

- Online: Apply online at DTAconnect.org
- Telephone: Call your local DTA office:
  - Worcester: 508-799-5420
  - Lawrence: 978-690-4500
  - Chicopee: 413-594-2000
- If you are applying for DTA’s cash assistance benefits, DTA will automatically determine if you are eligible for SNAP for help with food. There is no need for a separate application or separate interview.
- If you already receive cash benefits:
  - You can complete your appointment over the phone.

**What are my rights?**

- If you disagree with a decision DTA has made:
  - Call your case manager to ask why they denied your case.
  - If you cannot reach your case manager, call the DTA Ombudsman’s office. The phone number is 617-348-5334.
  - Request a hearing. If you disagree with DTA’s decision, there is an appeal form on the back of the DTA notice. Fill it out and mail it back to DTA. During COVID-19 hearings are held by phone.
- Contact Community Legal Aid for free legal assistance:
  - Phone: 855-252-5342
  - Website: www.communitylegal.org

Remember: You have the right to apply for benefits - whether or not DTA thinks you are eligible.

LAST UPDATED: APRIL 15, 2020
2. Food Security

- Food Resources for Adults and Families:
  - Counselors at Project Bread’s FoodSource Hotline at 1-800-645-8333 are available to connect your community to food resources in their community as well as provide them with information about elder meals programs and the Supplemental Nutrition Assistance Program (SNAP), formerly known as food stamps.
    - The hotline will continue to operate Monday-Friday, 8:00 a.m. to 7:00 p.m. and Saturdays 10:00 a.m. to 2:00 p.m. and can provide information in 160 languages.
  - To apply for Snap Benefits: https://www.mass.gov/snap-benefits-formerly-food-stamps
  - Find a Local Food Bank: https://www.mass.gov/how-to/find-a-local-food-bank
    - Eastern Massachusetts
      - Greater Boston Food Bank
    - Central Massachusetts
      - Worcester County Food Bank
    - Western Massachusetts
      - The Food Bank of Western Massachusetts
    - Northeastern Massachusetts
      - Merrimack Valley Food Bank
  - SNAP Benefits Update:
    - COVID-19 Extra Emergency SNAP Benefits
  - Families with children:
    - School Closures and Meal Site Information:
Project Bread is working with the Department of Elementary and Secondary Education and many schools and community partners to provide families with access to school meals while schools are closed.

Here is their most up-to-date information on which schools and districts are offering meal pick-ups

- To apply for WIC: [https://www.mass.gov/how-to/apply-for-the-women-infants-children-wic-nutrition-program](https://www.mass.gov/how-to/apply-for-the-women-infants-children-wic-nutrition-program)

- Lawyers for Civil Rights has shared a tipsheet with answers to legal questions or concerns related to COVID-19, including medical support, food security, and drivers' licenses.
1. Resources for Specific Populations/Communities:
   ○ Immigrants and Undocumented Communities:
     ■ [COVID Resources](https://www.undocuscholars.com)
     ■ USCIS (US Citizenship and Immigration Services):
       ● [USCIS Response to COVID-19](https://www.uscis.gov/coronavirus)
       ● [Information on Public Charge During COVID-19](https://www.uscis.gov/coronavirus/public-charge)
   ○ LGBTQ+ Youth
     ■ [Resources for MA LGBTQIA+ Youth During COVID-19](https://www.lgbtqia-youth.org/)
     ■ Western Mass Recovery Learning Community
       ● Thursdays: 5:30 pm - 7 pm: The Wildflower Alliance LGBTQIA+ Support Group*
         ○ Access by web: [https://zoom.us/j/679141713](https://zoom.us/j/679141713)
         ○ Access by phone: 929.436.2866
         ○ Toll free access: 888.205.3279
         ○ Meeting ID: 679 141 713
   ○ Families and Children:
     ■ Opioid Task Force: [Family Resources](https://www.familysolutionsma.org/)
     ■ [Time to Come In, Bear: A Children's Story About Social Distancing](https://www.time-to-come-in.org/)
     ■ National Association of School Psychologists: [Helping Children Cope With Changes Resulting From COVID-19](https://www.nasponline.org/)
     ■ Educational Materials
       ● Access this link for a vast list of educational resources
       ● MIND Research Institute is offering no cost access to a free math instructional program for students in grades K-8 (For more information, click [here](https://mindresearchinstitute.org/))
       ● Scholastic offers free, online learning experiences for children of all ages (For more information, click [here](https://www.scholastic.com/))
       ● Access Boston Public Library online resources [here](https://www.bpl.org/)
       ● Access [United Way](https://www.unitedway.org/) for free downloadable education activities for children
       ● Access this link for the best education YouTube channels for kids
   ○ WEBINAR: Pandemic Shines Light on Needs of Older Youth Involved with Child Welfare - Wednesday, April 22, 2020 - 2:00 pm – 3:30 pm EDT
     ● [REGISTER HERE](https://zoom.us/j/679141713)

2. Language resources
   ● [COVID-19 Health Literacy Project](https://www.hhs.gov/coronavirus/)
     ○ Boston Medical Center: [COVID-19 Information in Languages other than English](https://www.bmc.org/health-literacy/coronavirus/)

LAST UPDATED: APRIL 15, 2020
3. Mutual Aid Networks (Massachusetts)
   - Mass Mutual Aid Networks
   - Mutual Aid Medford & Somerville
   - Mutual Aid Jamaica Plain/Roxbury
   - Mutual Aid Dorchester (Spanish, Vietnamese versions in document)
   - Mutual Aid Brookline
   - Mutual Aid Cambridge
   - Mutual Aid/Disaster Relief Lynn
   - Mutual Aid Worcester
   - Mutual Aid Eastie
   - Students (National) Mutual Aid - ECAASU compiled
   - Muslim American Society Mutual Aid
   - Mutual Aid for MA Prisoners - GoFundMe
   - Provide housing to folks leaving immigration detention

4. Supporting Small Businesses and Workers
   - Small business admin emergency relief loan
     - Artists & Freelancers
       - New England Foundation for the Arts resources
       - COVID Freelance Artist Resource
       - City of Boston Artist Relief Fund
       - Rauschenberg Emergency Grants.

5. Resources for Remote Facilitation
   - AARW's COVID-19 Protocol (small grassroots)
   - Demands from Grassroots Orgs around COVID
   - Caring Across Distance: Things to consider before movement gatherings
   - Online meeting resource
   - Teaching Online in the Time of COVID-19
   - Teaching Virtual Sessions
   - Icebreakers & Intro questions
   - Meeting planner's perspective: a webinar March 12th @3 pm conference call
   - How can organizers adapt to a world with social distancing? monday March 16 2 pm conference call