

TOWN DEPARTMENTS



- ❖ **Ayer Department of Social Work:** 978-501-3333
<https://www.ayer.ma.us/social-work>
- ❖ **Ayer Council on Aging/Senior Center:** 978-772-8260
<https://www.ayer.ma.us/council-aging-senior-center>
- ❖ **Ayer Office of Economic and Community Development:** 978-772-8220 x142
<https://www.ayer.ma.us/economic-community-development/pages/community-development>

CHILDCARE

- ❖ **Childcare Financial Assistance Programs (CCFA):** 508-856-7930
Pays for childcare and/or out-of-school time programs directly each month. Eligibility is based on family composition, income, and certain expenses.
<https://www.mass.gov/how-to/apply-for-funds-to-help-pay-for-child-care>,
<https://mass211-prod.oneeach.dev/child-care-wait-list-registration>
- ❖ **Licensed Childcare Search**
A geographically searchable online directory of licensed childcare programs across the state, published by the Department of Early Education and Care.
<https://childcare.mass.gov/findchildcare>

DISABILITY

- ❖ **Vocational Rehabilitation Program:** 617-204-3600 or 978-458-4544
Helps job seekers with physical, cognitive, intellectual, or mental health conditions obtain and maintain a job.
<https://www.mass.gov/vocational-rehabilitation>
- ❖ **Mass.gov Disability Rights, Access & Resources**
Learn more about disability laws and regulations and where to find sources of support.
<https://www.mass.gov/info-details/disability-rights-access-resources>
- ❖ **MassOptions**
Connection to disability services related to behavioral health, caregivers, day services, equipment, health, wellness, and more.
<https://www.massoptions.org/massoptions/>

❖ **Disability Benefits/MRC Disability Determination Services (DDS)**

Massachusetts Rehabilitation Commission (MRC) can provide information about how working may affect benefits. Disability Determination Services (DDS) determines eligibility for Social Security disability benefits and is a division of the MRC.

<https://www.mass.gov/disability-benefits>

<https://www.mass.gov/info-details/mrc-disability-determination-services-dds>

<https://www.ssa.gov/>

❖ **Jobs Ability Job Search**

A private Artificial Intelligence (AI) driven platform for candidates and employers that matches the skills and interests of people with disabilities to the jobs posted to the public.

<https://ourability.jobs/massachusetts/usa/jobs/>

DOMESTIC VIOLENCE

❖ **List of Domestic Violence Services by Massachusetts County**

Listed: Domestic Violence Services Network, Jewish Family & Children's Service, REACH Beyond Domestic Violence, South Middlesex Opportunity Council, The Key Program, Inc., Wayside Youth and Family Support Network.

<https://www.mass.gov/info-details/list-of-domestic-violence-services-by-massachusetts-county#middlesex-county->

❖ **Massachusetts SafeLink Hotline:** 877-785-2020

A confidential 24/7 statewide toll-free hotline to connect with local support.

❖ **The Center for Hope and Healing:** 978-452-7721

Offers free and confidential support to survivors of sexual violence and their loved ones, including individual counseling, medical and legal advocacy, healing circles, and more.

<https://chhinc.org/>

❖ **YWCA Central Massachusetts:** 508-755-9030

Free and services that are designed to meet the needs of survivors and their children whose lives are affected by interpersonal violence.

<https://ywcacm.org/domestic-violence-services/survivor-services/>

❖ **Jane Doe Inc., The Massachusetts Coalition Against Sexual Violence and Domestic Violence (JDI)**

A hub for resources. JDI advocates for responsive public policy, promotes collaboration, raises public awareness, and supports member organizations to provide prevention and intervention services.

https://www.janedoe.org/find_help/

EMPLOYMENT

❖ **Nashoba Valley Chamber of Commerce Job Search**

A job search tool that is presented by a nonprofit business advocacy, community and economic development association.

www.nvcoc.com/jobs

❖ **MassHire North Central Career Center: 978-534-1481**

Offers help with training opportunities, career guidance, and more.

<https://masshirenorthcentralcc.com/>

❖ **Shriver Job Corps Center**

Provides free career training and education for people aged 16-24.

<https://shriver.jobcorps.gov/>

270 Jackson Rd, Devens, MA 01434

❖ **Career One Stop**

Helps with exploring career options, finding training and education, and searching for jobs.

<https://www.careeronestop.org/JobSearch/job-search.aspx>

❖ **Unemployment Insurance (UI)**

Information on temporary income available for those who have lost their jobs or have had their hours greatly reduced.

<https://www.mass.gov/unemployment-insurance-ui-for-workers>

<https://www.mass.gov/how-to/apply-for-unemployment-benefits>

❖ **The Training Opportunities Program (TOP): 617-626-5521**

Allows individuals to collect unemployment benefits while attending full-time, approved training for new job skills.

<https://www.mass.gov/training-opportunities-program-top>

<https://www.mass.gov/how-to/apply-for-the-training-opportunities-program>

❖ **Pathways to Work: 857-291-3710, 857-274-7442, DTA.EmploymentServices@state.ma.us.**

TAFDC recipients can find education, employment, or training programs to help best prepare for and connect with career pathways and resolve barriers to employment. Childcare and transportation services are available to support transitions to employment.

<https://www.mass.gov/dta-pathways-to-work>

<https://www.mass.gov/info-details/choose-a-tafdc-pathways-to-work-program>

❖ **SNAP Path to Work:** 888-483-0255

Provides SNAP clients with the skills, training, experience, education, and employment supports needed to find and keep good paying jobs. This program is a federal-state-local partnership administered by the Department of Transitional Assistance and can connect clients with valuable skills training opportunities, assist with resume development, and give advice on how to overcome employment gaps. Employment and training providers can also help with the search for jobs, prepare for interviews, and more.

<https://www.snappathtowork.org/clients>

HEALTH INSURANCE

❖ **SHINE (Serving the Health Insurance Needs of Everyone) Program:** 508-422-9931

Provides free health insurance information and counseling to all Massachusetts residents with Medicare, caregivers, and those who are about to become eligible for Medicare.

<https://shinema.org/>

❖ **Massachusetts Health Connector:** 1-877-623-6765 (M-F 8am-6pm)

Information on how to get coverage any time of the year, applying for dental plans, and qualifying for MassHealth, Children's Medical Security Plan (CMSP), Health Safety Net, ConnectorCare plans.

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

HOUSING

❖ **Massachusetts Housing Assistance Guide**

Learn about shelter, eviction support, emergency help for housing costs, rental vouchers, public housing, and affordable apartments and homes.

<https://www.mass.gov/info-details/massachusetts-housing-assistance-emergency-and-long-term-help#-emergency-housing-payment-assistance->

❖ **RCAP Solutions:** 800-488-1969

A nonprofit organization that provides resources, technical assistance, direct services, and community consultation to address housing, community and environmental issues, economic development, and education and training.

<https://www.rcapsolutions.org/state/massachusetts/>

<https://www.rcapsolutions.org/housing/>

❖ **Central Massachusetts Housing Alliance (CMHA) Programs:** 508-752-5519

Addresses long-term housing stability through prevention, quality services, education, and advocacy. There are programs ranging from homelessness prevention to affordable homeownership and services for elderly homeowners.

<https://www.cmhaonline.org/programs>

Emergency Shelter

*Please note that all emergency shelter information is subject to change. **

- ❖ **For individuals who are over 18:** 617-727-8400, hedfuel.azurewebsites.net/iShelters.aspx
- ❖ **For families and people who are pregnant:** 866-584-0653 (M-F 8am- 5pm)
- ❖ **For individuals 24 and under:** 978-905-7385 (M-F 9am-5pm)

- ❖ **HomeBASE:** 866-584-0653 (M-F 8am-5pm)
Helps families who are eligible for EA Emergency Family Shelter find stable housing by providing financial resources and case management services to identify community supports for education, job training, finding a job, and childcare.
<https://www.mass.gov/info-details/homebase>

Public Housing & Voucher Programs

- ❖ **Ayer Housing Authority:** 978-772-2771
Managed properties: 18 Pond Street (Elderly/Disabled State Aided Public Housing), Isaacs Lane (Family State Aided Public Housing), 18 Pond Street-Silas Nutting Grove Apartments (Elderly Federal Housing), Apartments at Pleasant Street School (Elderly Federal Housing)
<https://ayerhousing.org/>

- ❖ **Congregate Housing**
Shared living arrangements for older adults and people with disabilities in affordable housing locations. Applications must be submitted to the Ayer Housing Authority.
<https://www.mass.gov/doc/application-for-congregate-state-aided-public-housing/download>

- ❖ **CHAMP (Common Housing Application for Massachusetts Programs)**
State-aided public housing includes low-income families, elderly, and handicapped housing in buildings owned by Local Housing Authorities. Apply for state-aided public housing online or in-person, using a paper application.
<https://publichousingapplication.oed.state.ma.us/>

- ❖ **Massachusetts Rental Vouchers Program (MRVP)**
State program offering rental assistance in the form of vouchers to low-income families (like Section 8). The vouchers take 2 forms: tenant-based (mobile) or project-based. Families will be placed on a waiting list, because of high demand, and will pay at least 30% of their net monthly income towards rent once awarded.
<https://publichousingapplication.oed.state.ma.us/>

❖ **The Section 8 Housing Choice Vouchers Program (HCVP)**

These federal government vouchers are for low-income families, the elderly, and people with disabilities and can be used anywhere if the unit meets health and safety standards. The amount of money paid towards rent each month depends on income and families will not pay more than 40% of their adjusted monthly income for rent with this program.

There is currently no online application. Completed applications must be mailed or taken to RCAP Solutions, Inc. at 191 May Street, Worcester, MA 01602.

<https://www.mass.gov/how-to/apply-for-the-section-8-housing-choice-vouchers-program-hcvp>

Renting & Owning

❖ **Ayer Rental Assistance Program: 978-772-8220 x142**

Provides rental assistance to income-eligible households who are renting qualifying housing units in the Town of Ayer. The rental assistance available through the program will be provided for a period of 1 year in the amount of \$500 per month to each participating household.

<https://www.ayer.ma.us/RentalAssist>

❖ **Residential Assistance for Families in Transition (RAFT) Program**

Provides short-term emergency funding to help with eviction, foreclosure, loss of utilities, and other housing emergencies, or for short-term, emergency utility payments.

<https://www.mass.gov/how-to/apply-for-raft-emergency-help-for-housing-costs>
https://applyhousinghelp.mass.gov/s/?language=en_US&LanguageCode=en_US

❖ **HousingNavigatorMass**

A nonprofit organization’s search engine where housing results can be filtered for “rent-based on income.”

<https://search.housingnavigatorma.org/>

❖ **MassHousing**

A list of affordable units for rent that can be filtered for Section 8, accessible, elderly, and workforce housing. Also provides below market-rate mortgage financing for first-time home buyers.

<https://www.masshousing.com/renters/housing-list>
<https://www.masshousing.com/home-ownership>

❖ **MyMassHome**

Tools for homeowners, including payment help, affordable home listings, expert advice, and low-cost mortgages.

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

❖ **ONE Mortgage Program: 1-800-752-7131**

Offers low interest rate loans for low- and moderate-income first-time homebuyers.

<https://www.mass.gov/info-details/one-mortgage-program>
onemortgage@mhp.net

Home Repairs/Modifications

❖ **HUD's Home Repairs Resource List**

List of programs for homeowners who need home repairs.

<https://www.hud.gov/states/massachusetts/homeownership/homerepairs>

❖ **Ayer Housing Rehabilitation Program: 978-772-8220 x142**

Provides 15-year, 0% interest, Deferred Payment Loans (DPLs) for general rehabilitation to low-to-moderate-income owners of single and multi-family residential properties in the Ayer.

https://www.ayer.ma.us/sites/g/files/vyhlf2756/f/uploads/ayer_housing_rehabilitation_information_sheet.pdf

❖ **Habitat for Humanity Critical Home Repair: 703-369-6708**

Critical home repairs, including the repair or replacement of roofing, siding, windows, heating and air conditioning, plumbing or electrical systems, or providing accessibility accommodations like wheelchair ramps are carried out for families who could not otherwise afford to. Families who earn less than 60% of the area median income (or less than 80% of the area median income when a veteran lives in the home) are considered for the program. A Home Repair Interest Form must first be completed, then an application will be emailed.

<https://habitatpwc.org/programs/critical-home-repair/>
<https://habitatpwc.org/home-interest-form/>

❖ **Single Family Housing Repair Loans & Grants: 413-253-4300**

Provides loans to very-low-income homeowners to repair, improve or modernize their homes or grants to elderly very-low-income homeowners to remove health and safety hazards.

<https://www.rd.usda.gov/programs-services/single-family-housing-programs/single-family-housing-repair-loans-grants-0#overview>

❖ **CEDAC Home Modification Loan Program (HMLP): 978-630-6725**

Provides financing to homeowners and small landlords for accessibility renovations to keep a household member with a disability or an older adult in their own home and community. This is not a home repair program. Projects include ramps and lifts, bathroom and kitchen adaptations, sensory integration spaces, fencing, as well as accessory dwelling units.

<https://www.rcapsolutions.org/hmlp/>
<https://www.rcapsolutions.org/wp-content/uploads/HMLP-Application-May-2023.pdf>

LEGAL AID

❖ **Lawyer Referral Service: 617-654-0400 or 866-627-7577 (M-F 10am-3pm)**

Connections to a reduced-fee attorney. Referrals done online are available 24/7, allowing individuals to get the name of a qualified MBA attorney instantly after completing a brief form.

<https://massbar.org/public/lawyer-referral-service>

- ❖ **Dial-a-Lawyer:** 617-338-0610 or 877-686-0711 (5:30pm-7:30pm on the 1st Wed of the month)
Attorneys are available monthly to give free legal advice on a variety of topics, including family law.
<https://massbar.org/public/dial-a-lawyer>

- ❖ **Massachusetts Legal Resource Finder**
The programs listed in the directory are non-profits that offer free or low-cost legal services. Most of these programs can only serve low-income Massachusetts residents, but some can help Massachusetts residents of any income, residents who are 60 or older, and residents who are a victim of crime or abuse.
<https://masslrf.org/en/home>

- ❖ **Northeast Legal Aid:** 978-458-1465 (M-F 9am-1pm)
Offers free legal services to eligible low-income families, elderly individuals, and survivors of crimes.
<https://www.northeastlegalaid.org/get-legal-help>

- ❖ **Chat or Text with a Law Librarian:** 866-885-6277 (text) (M-F 9am-12pm & 1pm-4pm)
Get help finding Massachusetts legal information via online chat or text messaging.
<https://www.mass.gov/info-details/chat-or-text-with-a-law-librarian>
<https://www.mass.gov/forms/ask-a-law-librarian-by-email>

- ❖ **Massachusetts Free Legal Answers**
A virtual legal advice clinic in which qualifying users post civil legal questions, at no cost, to be answered by pro bono attorneys.
<https://mass.freelegalanswers.org/>

- ❖ **Mass Legal Help**
Find practical information about legal rights in Massachusetts.
<https://www.masslegalhelp.org/children-and-families>

- ❖ **Mass.gov Legal & Justice Resources**
Access various legal and justice information.
<https://www.mass.gov/topics/legal-justice>

MENTAL HEALTH

- ❖ **Psychology Today**
A website that connects people with mental health professionals and resources. Find a therapist, read articles on various topics, and more.
<https://www.psychologytoday.com/us>

- ❖ **Massachusetts Behavioral Health Help Line:** 833-773-2445 (call or text)
Get directly connected to clinical help. It is free, confidential, and no health insurance is required.

- ❖ **NAMI Compass Helpline:** 617-704-6264 or 1-800-370-9085
Provides free information, ideas, resources, and support to help people navigate the mental health system and related systems of care.
compass@namimass.org

- ❖ **Call2Talk:** 988 or 508-532-2255 or 413-505-5111
A mental health, emotional support, and suicide prevention program run by Mass211. It operates 24/7 and provides confidential, compassionate listening.
<https://mass211.org/Call2Talk>

- ❖ **William James INTERFACE Referral Service:** 888-244-6843 (MWF 9am-5pm & Tues and Thurs 8am-6pm)
A mental health resource and referral helpline that can assist residents with becoming connected with outpatient mental health and wellness resources. Callers are matched with licensed mental health providers from the extensive database within about 2 weeks of their call. Each referral best meets the location, insurance, and specialty needs of the caller.
<https://interface.williamjames.edu/>

- ❖ **988 Lifeline Chat and Text:** 988
Get connected to caring crisis counselors for emotional support.

- ❖ **NAMI Resources**
Mental health resources, including peer support, family support, self-advocacy, parenting, and more.
<https://namimass.org/resources/>

- ❖ **Crisis Text Line:** 741741(text)
Serves anyone in any type of crisis, providing access to free, 24/7 support via text.
<https://www.crisistextline.org/>

- ❖ **Massachusetts Department of Mental Health:** 978-863-5000
Provides specialized mental health services that help people to live, work and fully participate in their community, in efforts to meet the mental health needs of individuals of all ages.
<https://www.mass.gov/info-details/dmh-frequently-asked-questions>

MISCELLANEOUS

- ❖ **The Society of St. Vincent de Paul:** 978-320-4215
Serves those who have experienced difficulty due to illness, unemployment, or other unexpected challenges by providing a broad range of financial and other needed services.
<https://www.blessedtrinitycatholic.org/svdp>

- ❖ **Making Opportunity Count (MOC):** 978-345-7040
Provides services for families and children, emergencies, mental health, economic stability, teen and youth, healthy home, health & wellness, elder, and medical related needs.
<https://www.mocinc.org/services>

- ❖ **Massachusetts Department of Transitional Assistance (DTA):** 978-665-8700
Assists low-income individuals and families to meet their basic needs and achieve long term economic self-sufficiency with direct economic assistance (cash benefits) and food assistance (SNAP benefits), as well as workforce training opportunities.
<https://www.mass.gov/orgs/department-of-transitional-assistance>

- ❖ **Mass211:** 211 or 1-877-211-6277
A telephone number that connects callers to information about health and human services available in their community. It serves as a resource for finding government benefits and services, nonprofit organizations, support groups, volunteer opportunities, donation programs, and other local resources, 24/7.
<https://mass211.org/>

- ❖ **Mass.gov Health & Social Services Resources**
A variety of Massachusetts resources aimed to help keep individuals safe, healthy, and happy.
<https://www.mass.gov/topics/health-social-services>

- ❖ **Massachusetts Department of Children and Families, North Central Area Office:** 978-353-3600 (M-F 8:45am-5pm)
Works in partnership with families and communities to keep children safe from abuse and neglect by providing support and services or alternative placement for children.
<https://www.mass.gov/orgs/massachusetts-department-of-children-families>

- ❖ **Child-at-Risk Hotline:** 1-800-792-5200
All reports of suspected child abuse or neglect must be reported by calling the North Central Area Office during regular business hours or the Child-at-Risk Hotline during nights, weekends, and holidays.
<https://www.mass.gov/info-details/definitions-of-abuse-and-neglect>

- ❖ **Salvation Army Fitchburg Corps:** 978-342-3300 (M-Thursday 9am-4pm & Friday 9am to 1pm)
Provides programming designed to empower youth, alleviate hunger, help disaster survivors, support the LGBTQ+ community, combat addiction, share religious experiences, and equip individuals and families for stability.
<https://easternusa.salvationarmy.org/massachusetts/fitchburg/>

NUTRITION

❖ **Loaves & Fishes Food Pantry:** 978-772-4627 x312

Loaves & Fishes' mission is to provide nutritious food, in an atmosphere of kindness and respect. Families and individuals may receive services two times every month.

Open Pantry hours are Wednesday and Friday @ 9am-12pm, 1st Tuesday of each month @ 5pm-7pm, and 3rd Saturday of each month @ 9am-12pm. Pantry is closed on Friday before Saturday session.

234 Barnum Road, Devens, MA

<https://loavesfishespantry.org/>

❖ **Stone Soup Kitchen**

Hosts a food pantry, public potluck dinners, and free activities. Opens on Friday @ 4pm for socialization, followed by a community dinner @ 5pm-5:30pm, followed by dessert and a support group until 6pm. The food pantry is open every Saturday @ 10am-12pm.

41 Littleton Road, Ayer, MA

stonesoupkitchenministries@gmail.com

❖ **Project Bread FoodSource Hotline:** 1-800-645-8333

Connects people to federal nutrition programs and advocates for equitable policies. Hotline Counselors can address topics like paying for food, boosting food budgets, and saving on groceries.

<https://projectbread.org/>

❖ **Women, Infants, & Children Nutrition Program (WIC):** 617-565-6370 or 617-624-6100

Nutrition program that provides access to healthy foods, nutrition education, breastfeeding support, and referrals to healthcare and other services. This program is for woman who are pregnant or breastfeeding and children under 5 years of age.

<https://www.mass.gov/forms/apply-for-wic-online>

❖ **Supplemental Nutrition Assistance Program (SNAP):** 978-665-8700

Provides food benefits to supplement grocery budgets, free education and training opportunities, and connections to other kinds of help, to low-income families.

<https://www.mass.gov/snap-benefits-formerly-food-stamps>

Emergency SNAP Benefits: <https://www.mass.gov/info-details/emergency-snap-benefits>

❖ **Growing Places Mobile Market at the Ayer Library:** (1pm-2pm on the 1st Tuesday of each month)

Fresh local produce available for purchase using cash, credit, ATM, farmers market coupons, or SNAP/HIP dollars. No registration is required.

<https://growingplaces.org/programoverview/produce-distribution/>

- ❖ **Ayer Shirley Regional School District's Free and Reduced Meals:** 978-772-8600 x1167
Eligible students can receive one free breakfast and one free lunch each day.
<https://www.asrsd.org/Page/257>

SENIOR SERVICES

- ❖ **Aging Services of North Central Massachusetts:** 978-537-7411
Offers comprehensive assessments, information and outreach, and coordination of consumer-focused, cost-effective in-home services, with the purpose of empowering older adults to live in safety, with dignity and respect.
<https://www.agingservicesma.org/>
- ❖ **Ayer Seniors Water and Sewer Bill Discount Program**
Entitles residents aged 65 or over, residing in their own residence with separate metered water service for that residential unit, a 10% discount on the Town of Ayer water and sewer bill.
<https://www.ayer.ma.us/departement-public-works/pages/sr-citizen-water-sewer-bill-discount-policy>
- ❖ **Ayer Senior Center:** 978-772-8260
Provides a variety of programs and services, including meals, transportation, social service assistance, fitness classes, health education and screening, activities, and social opportunities.
<https://www.ayer.ma.us/council-aging-senior-center>
18 Pond Street Rear, Ayer, MA (M-F 9am-3pm)
- ❖ **Elder Protective Services to report elder abuse or neglect:** 800-922-2275
Elder abuse includes physical, sexual, and emotional abuse, caretaker neglect, financial exploitation, and self-neglect. If there is an emergency or a life-threatening situation, please call 911.
- ❖ **Meals on Wheels:** 978-345-8501 x2 to register
MOC (Making Opportunity Count) provides the food that the Senior Center delivers to Meals on Wheels clients.
<https://www.mocinc.org/elder-services>

Phone Numbers

Insurance Help

- ❖ **AARP:** 1-888-687-2277
- ❖ **MassHealth:** 1-800-841-2900
- ❖ **Prescription Advantage:** 1-800-243-4636

Assisted Living

- ❖ **Nashoba Park:** 978-772-0707
- ❖ **RiverCourt Residences:** 978-448-4122
- ❖ **Bridges by Epoch at Westford:** 978-320-3383
- ❖ **Sunrise of Leominster:** 978-319-4994
- ❖ **Manor on the Hill:** 978-537-1661
- ❖ **Village Rest Home:** 978-534-6270

Long Term Care

- ❖ **Ayer Valley Rehab & Nursing:** 978-772-1704
- ❖ **Life Care Center of Nashoba Valley:** 978-486-3512
- ❖ **River Terrace Rehabilitation and Healthcare Center:** 978-365-4537

Care Management

- ❖ **Senior Care Advisors:** 508-479-0652
- ❖ **LifeCare Advocates:** 617-928-0200
- ❖ **Kinship Elder Care Management:** 617-257-0714
- ❖ **Live Well Eldercare:** 978-660-7835

Home Health/Personal Care

- ❖ **Nashoba Associated Boards of Health Public Health Nursing:** 978-772-3335
- ❖ **Right At Home:** 978-391-1700
- ❖ **Always There HomeCare:** 978-386-7556
- ❖ **Whole Hearted Senior Care:** 603-630-6467
- ❖ **Kind Heart Companion Care:** 978-376-7239
- ❖ **Golden Days Social Circle:** 978-715-9967
- ❖ **Lotus Field Healthcare Agency:** 978-206-8746

SUBSTANCE USE

- ❖ **1-800-QUIT-NOW:** 1-800-784-8669
Massachusetts' tobacco and nicotine Quitline. Get connected to a free trained coach. Call the number, text "Start My Quit" to 36072, or enroll at: <https://ma.quitlogix.org/en-US>.
<https://www.mass.gov/info-details/about-1-800-quit-now>
- ❖ **Massachusetts Substance Use Helpline:** 800-327-5050
Statewide, public resource for finding licensed and approved substance use treatment and recovery services. Call the number, text 800327, or chat online at: <https://helplinema.org/>.

- ❖ **CleanSlate Outpatient Addiction Medicine:** 978-227-1046
Offers outpatient addiction treatment solutions specifically designed for opioid use disorder and alcohol use disorder. Combines FDA-approved medication with behavioral healthcare and offers specialized services for pregnancy and addiction care, Hepatitis C treatment, and poly-substance treatment.
<https://www.cleanslatecenters.com/leominster-massachusetts>
165 Mill Street, 2nd Floor, Leominster, MA
- ❖ **Aware Recovery Care:** 1-844-292-7372
Offers an In-Home Addiction Treatment (IHAT) program where a team of professionals will come to individuals' residences home and tailor treatment for lasting recovery, up to 12 months.
<https://www.awarerecoverycare.com/where-we-serve/massachusetts/>

TRANSPORTATION

- ❖ **Massachusetts Ride Match**
A searchable directory of public, private, and accessible transportation options in Massachusetts.
<https://massridematch.org/>
- ❖ **Montachusett Regional Transit Authority (MART):** 978-345-7711
Provides fixed route bus and ADA paratransit services to 25 member communities located in North Central Massachusetts.
<https://www.mrta.us/>
- ❖ **PT-1 for MassHealth:** 1-800-841-2900
Transportation to MassHealth covered services, including medical, counseling, and day habilitation appointments.
<https://www.mass.gov/info-details/get-a-ride-to-masshealth-medical-appointments>
- ❖ **Here to There Transport:** 646-942-1318
Door to door car service for business and personal traveling to airports, medical facilities, sports and entertainment venues, and more, that is collapsable wheelchair accessible.
<http://heretothere-transport.com/>
- ❖ **Destination Express:** 978-407-5913
Transportation to and from airports, entertainment venues, vacation spots, train stations, cruise terminals, medical trips, and more.
<https://www.destinationexpresslimo.com/>
- ❖ **Go Time Transportation:** 978-999-2004
Non-emergency medical transportation that is wheelchair accessible.
<https://gotimerides.com/>

UTILITIES

❖ **Low Income Home Energy Assistance Program (LIHEAP)**

Offered by MOC and can help eligible households pay a portion of winter heating bills through a fixed benefit amount. Eligibility for LIHEAP services can vary depending on income, household size, place of residence, and other factors, but households must meet 60% of state median income levels.

The LIHEAP application is a single application for several programs. With one application, residents also apply for HEARTWAP and WAP.

<https://www.mocinc.org/fuelassistance>

<https://www.toapply.org/INTFITCH>

❖ **Heating System Repair and Replacement Program (HEARTWAP): 978-342-7025**

Offered by MOC and provides heating system repairs and replacements for income eligible homeowners. Only homeowners are eligible for services through HEARTWAP.

<https://www.mocinc.org/energy-services>

❖ **Weatherization Assistance Program (WAP): 978-342-7025**

Offered by MOC and can help low-income homeowners and renters lower their energy costs by making their homes more energy efficient.

<https://www.mocinc.org/energy-services>

❖ **MA Good Neighbor Energy Fund: 978-342-3300 (Fitchburg/Montachusett Salvation Army)**

Available to any Massachusetts resident who cannot meet a month's energy expense and is not eligible for state or federal energy assistance. Income must fall between 60% and 80% of the state's median income levels.

<http://magoodneighbor.org/about.html>

❖ **Lifeline: 800-234-9473**

Provides subscribers a monthly discount of up to \$9.25 on monthly home, mobile, or high-speed broadband services purchased from participating wireline or wireless providers. A consumer can qualify if their income is 135% or less than the federal poverty guidelines, or if they participate in SNAP, Medicaid, or other federal programs.

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

https://getinternet.gov/apply?id=nv_flow&sp=ZmFsc2U%3D&ln=RW5nbGlzaA%3D%3D

❖ **National Grid Income-Eligible Energy-Savings Program: 1-866-537-7267**

Designed to ensure that families benefit from a home that is more affordable by assessing energy use and then providing no-cost energy-saving products and services, like advanced power strips or additional insulation.

<https://www.nationalgridus.com/MA-Home/Energy-Saving-Programs/Income-Eligible-Services>

❖ **National Grid Discount Rate Application for Massachusetts Customers**

National Grid customers who are low-income and are already enrolled in an eligible benefit program or LIHEAP may qualify for a discounted rate on electric service.

<https://www.nationalgridus.com/Discount-Rate-App-MA>

VETERANS

❖ **Ayer's Veteran's Services Officer:** Michael Detillion @ 978-772-8220 x113

Serves the needs of veterans and their dependents, spouses, children, and parents with assistance in preparation of claims for pensions, medical care, and financial assistance.

Ayer Town Hall, 2nd Floor (Tuesday: 4:30pm to 6:00pm & Thursday: 8:30am to 12:00pm)

<https://www.ayer.ma.us/veterans-services>

❖ **Clear Path for Veterans New England:** 978-384-8800

Nonprofit organization that offers community meals, career services, wellness services, clinical services, service/support dog training, peer-to-peer mentoring, reintegration services, outreach services, and community engagement opportunities

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

84 Antietam St. Devens, MA, 01434

❖ **MassHire Department of Career Services' Veterans Job Programs and Services:**

617-626-5300

Provides employment and training services to Veterans and their families and can help veterans transition to civilian employment. Veterans and their eligible spouses receive Priority of Service throughout the full array of services provided through the Career Center system.

<https://www.mass.gov/veterans-job-programs-and-services>

❖ **Veterans Crisis Line:** 988 x1 or text 838255

A free and confidential service where responders are trained in crisis intervention and military culture to provide support to Veterans and service members who are in crisis or in need of resources.

VA benefits and health care are not a requirement to call.

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

❖ **HUD-Veterans Affairs Supportive Housing (VASH):** 877-424-3838 or 978-342-9781

Combines HUD's Housing Choice Voucher (HCV) rental assistance for homeless Veterans with case management and clinical services provided by the Department of Veterans Affairs (VA).

<https://www.va.gov/homeless/hud-vash.asp>

❖ **Disabled American Veterans (DAV) Programs:** 617-727-2974

Offers transportation to VA clinics and the Veteran Advancement Program offers permanent and transitional affordable housing opportunities for male and female veterans and their dependents in conjunction with wrap-around supportive services.

<https://www.dav.org/get-help-now/>

<https://www.davma.org>

❖ **Homes For Our Troops (HFOT):** 866-787-6677

Builds and donates specially adapted custom homes for severely injured post-9/11 Veterans, to enable them to rebuild their lives. Most of these Veterans have sustained injuries including multiple limb amputations, partial or full paralysis, and/or severe traumatic brain injury (TBI).

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

❖ **Veterans, Inc.:** 1-800-482-2565

Offers case management, housing, job placement and training, health and wellness support, substance use treatment, and more, to help Veterans regain self-sufficiency.

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

❖ **U.S. Department of Veterans Affairs:** 800-698-2411

Manages Veterans Health Care, Veterans Benefits, National Cemeteries, and the Nation's response preparedness, to serve Veterans and other beneficiaries.

<https://department.va.gov/>

*For more information about these resources, please contact the Town Social Worker **