



**Community Services in
and around Billerica, MA**

*Prepared by the Town of Billerica
Community Services Coordinator,
Board of Health*



BILLERICA BOARD OF HEALTH

The Community Services List showcases many resources, programs, and benefits available for Billerica residents aged 18-60, ***with a primary focus on free or reduced cost, locally available health and social services.*** The List also includes limited resources for children under 18 and seniors 60+. Inclusion in this list is not an official endorsement from the Town of Billerica, and the list does not include all available resources as programs change frequently.

The resources included are updated yearly to the best of our ability. To request an updated version, report outdated information, or request additional assistance, please contact the Community Services Coordinator at csc@town.billerica.ma.us.

For more information on resources available for Billerica children and youth, please contact Billerica Public Schools at (978) 528-7900.

For more information on resources available for Billerica residents aged 60+, please contact the Billerica Council on Aging at (978) 671-0916.

Last updated August 2024

Billerica Emergency Services

Police and EMS, Fire, Animal Control

Emergency..... **911**

Billerica Police Department and EMS

Non-emergency line (978) 671-0900

Billerica Fire Department

Non-emergency line..... (978) 671-0940

Animal Control

Non-emergency line..... (978) 215-9639

Billerica Town Manager

Town Manager's Office..... (978) 671-0942

Billerica Community Services Contacts

Community Services Coordinator..... (978) 215-1903

Billerica Council on Aging Outreach Department..... (978) 671-0916

Veterans Services Department (978) 671-0968

Public Health Nurse..... (978) 671-0932

For more information on Town of Billerica government departments and services, visit our website at <https://www.town.billerica.ma.us/>.

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Hotlines appear in red lettering

Emergencies

Medical or Behavioral Health Emergencies			
Call 911 or go directly to local emergency room	911	<p>Lahey Hospital & Medical Center (Burlington) provides adult emergency services.</p> <p>Winchester Hospital and Emerson Hospital provide adult and pediatric emergency services.</p>	<p>Lahey Hospital 41 Burlington Mall Road, Burlington, MA 01805</p> <p>Phone: (781) 744-5100</p> <p>Winchester Hospital 41 Highland Ave, Winchester, MA 01890</p> <p>Phone: (781) 729-9000</p> <p>Emerson Hospital 133 Old Road to Nine Acre Corner, Concord MA 01742</p> <p>Phone: (978) 369-1400</p>
Poison Help Hotline	(800) 222-1222		
Behavioral Health Emergencies			
Massachusetts Behavioral Health Helpline	<p>(833) 773-2445</p> <p>Call or text</p>	The Behavioral Health Help Line (BHHL) connects individuals and families to the full range of treatment services for mental health and substance use offered in Massachusetts, including outpatient, urgent, and immediate crisis care.	https://www.masshelpline.com/

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The Behavioral Health Unit (Affiliated with the Billerica Police Department)	(978) 215-9642 Available to all Billerica residents	The Behavioral Health Unit provides mental health services including teletherapy, phone follow-up, individual and group recovery services, case management/referral services, access to crisis care, and general support.	https://police.billerica.com/index.php/behavioral-health-assistance/
Vinfen/ Community Behavioral Health Center	(866) 388-2242 Or (978) 674-6744	Vinfen administers Billerica's regional Community Behavioral Health Center, located in Lowell, MA. Anyone can call for assistance, including the person experiencing a mental health or substance use crisis, their family member, providers, or community members. The CBHC provides crisis intervention services as well as urgent and routine outpatient services.	https://vinfen.org/cbhc/ 40 Church Street Lowell, Massachusetts 01852

Additional Mental Health Hotlines

National Hotlines			
988 Suicide and Crisis Prevention Lifeline	988 Sms:988 Hearing impaired: Use your preferred relay service or dial 711 then 988.	The 988 Lifeline provides 24/7, free and confidential support for people in distress, prevention and crisis resources for you or your loved ones, and best practices for professionals in the United States.	https://988lifeline.org/
Crisis Text Line	text "HOME" to 741741	24/7 crisis support	www.crisistextline.org

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SAMHSA's National Helpline	(800) 662-4357	SAMHSA's National Helpline is a free, confidential, 24/7, 365-day-a-year treatment referral and information service (in English and Spanish) for individuals and families facing mental and/or substance use disorders.	www.samhsa.gov/find-help/national-helpline
Veterans Crisis Line	Dial 988 and select #1 sms:838255 Hearing impaired: Hearing impaired: Use your preferred relay service or dial 711 then 988.	The Veterans Crisis Line serves Veterans, service members, National Guard and Reserve members, and those who support them.	www.veteranscrisisline.net
Massachusetts and Local Hotlines			
Hey Sam	sms:439-726 Hours: 9AM-12AM (Midnight) ET	Hey Sam is a dedicated peer-to-peer texting service for people up to 24 years old.	https://samaritanshops.org/our-services/hey-sam/
The Trevor Project	(866) 488-7386 or text "START" to 678-678	24/7 Crisis intervention and suicide prevention for LGBTQ youth	https://www.thetrevorproject.org/

Adult Recreation

Billerica Access Television, Inc.	(978) 663-2284	BATV offers free entertainment events for all ages, as well as extensive local news programming.	https://www.batvinc.org/ 390 Boston Road Billerica, MA 01821
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Billerica Public Library	(978) 671-0948 rdesk@billericalibrary.org	Offers free programming, reference services, books and other media, and more.	https://billericalibrary.org/ 15 Concord Road, Billerica MA 01821
Billerica Recreation Department	(978) 671-0921 recinfo@town.billerica.ma.us	Explore and enroll in programs for all ages. Also offers a financial aid program.	https://billericama.myrec.com/info/default.aspx

Behavioral Health Resources

Insurance and Government Resources			
MassHealth	(800) 495-0086 Referral line	MA Behavioral Health Partnership administers behavioral health services for MassHealth members. To find a provider, call the referral line or use the search functions on the website.	https://www.masspartnership.com/mbhp/en/home https://www.mabhaccess.com/Home.aspx For Youth and Family, Substance Use Disorder, and Mental Health services
Medicare	(800) 633-4227	Call Medicare or your PCP for a referral	https://www.medicare.gov/
Private Insurance		Insurance companies usually have their own referral service. Call member services (number on the back of the card) or your PCP for a referral.	

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MA Department of Mental Health (Northeast Area Office)	(978) 863-5000 TTY: (978) 640-1193 Child, Youth, and Family Services liaison: (978) 863-5077	The Department of Mental Health provides supplemental services for children, youth and adults with the most serious mental health needs. Applications for services can be submitted online through secure email or faxed to the Northeast Area Office.	https://www.mass.gov/orgs/massachusetts-department-of-mental-health Mail: P.O. Box 387 Tewksbury, MA 01876-0387 Fax: (978) 863-5091
Behavioral Health Navigation Services			
COMPASS Helpline NAMI Massachusetts	(617) 704-6264 or (800) 370-9085 compass@namimass.org	Helpline to navigate mental healthcare system. Compass doesn't provide direct referrals but gives tools to find a provider.	https://namimass.org/nami-mass-compass-helpline/
Massachusetts Behavioral Health Help Line (BHHL) Treatment Connection search tool	Call or text the BHHL for assistance using the tool: (833) 773-2445	Online search tool for locating mental health, substance use, and support services near you.	https://www.treatmentconnection.com/search-treatment-facilities?page=1&limit=25&stateCode=Massachusetts&lat=42.358670324&long=-71.718185
Psychology Today online search tool		Assists in locating private mental health providers.	https://www.psychologytoday.com/us/therapists/ma/billerica
Therapy Matcher	(800) 242-9794 or (617) 720-2828 info@therapymatcher.org	Matches private practice social workers to client. Best for adult clients with private insurance.	https://therapymatcher.wordpress.com/contact/
Care Solace	Call or text (888) 515-0595	Provides behavioral health referral services to students in the Billerica Public School system.	https://www.caresolace.com/site/billerica12

Mental Health Support Groups			
Care Dimensions	(888) 283-1722 info@caredimensions.org	Offers grief support resources for adults and children.	https://www.caredimensions.org/index.cfm
Depression and Bipolar Support Alliance Merrimack Valley	To request meeting information, send text or leave voicemail (978) 743-9614	Support group meets at Lowell 1st Church of the Nazarene	https://www.dbsalowell.com/ Lowell First Church of The Nazarene 1195 Varnum Avenue Lowell, MA
NAMI (National Alliance on Mental Health) Massachusetts	(617) 580-8541 info@namimass.org	Offers peer and family support groups, educational programs, advocacy, helpline.	https://namimass.org/
NAMI Central Middlesex	(781) 982-3318 nami.cmsx@gmail.com	Virtual and in person classes and support groups for adults concerned with their own mental health, and for family/friends/caregivers of individuals living with mental health conditions.	https://www.namicentralmiddlesex.org/
Northeast Recovery Learning Community	(978) 687-4288 X 131 Lawrence office	Peer support groups (mental health, addiction, trauma recovery), 1:1 support, recovery-oriented trainings.	https://www.nilp.org/nelc/
Wayside Youth and Family Services	(508) 879-9800	Offers free parent support groups for children with mental health issues.	https://www.waysideyouth.org/forfamilies/parentsupportservices/
Substance Use Disorder Treatment Resources			
Massachusetts Substance Abuse Helpline	(800) 327-5050 Text "HOPE" to 800327	Assists callers to access treatment for substance use and problem gambling. Treatment options depend on insurance coverage.	https://helplinema.org/

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Billerica Substance Abuse Prevention	(978) 671-0943	The BSAP committee offers education and support for preventing substance use and navigating treatment and recovery supports. Visit their website or call for more information.	https://www.drugfreebillerica.org/
Recovery Support Groups			
Al-Anon Family Groups of Massachusetts	(508) 366-0556 office@alanonma.org	Listings of local Al-Anon and Alateen meetings by town, regional information.	https://alanonma.org/
District 21 of Alcoholics Anonymous Eastern MA	(978) 957-4690 info@aaemassd21.org	Listing of open meetings by town, regional information.	https://www.aaemassd21.org/ https://aaboston.org/meetings?tsml-day=any&tsml-region=billerica
New England Region of Narcotics Anonymous	(866) NA-HELP-U (866 624-3578)	Maintains a helpline, listing of local meetings by town, and regional information.	https://nera.org/
Bridge Club in Lowell	(978) 454-6191 info@bridgecluboflowell.org	Recovery coaching, support groups.	https://www.bridgeclubofgreaterlowell.org/
Celebrate Recovery	cr@grace.org	Local chapter of a Christianity-based recovery program, email for more information. Offers a virtual and in person meeting on Mondays at 6:30pm.	https://www.grace.org/cr/ Grace Chapel, Lexington 59 Worthen Rd, Lexington, MA 02421
Learn to Cope (Tewksbury Chapter)	(508) 738-5148 lrc@learn2cope.org	Peer-led support network for family and friends of people affected by substance use disorder. Offers virtual and in-person meetings.	https://learn2cope.org/

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Northeast Recovery Learning Community	(978) 687-4288 X 131 Lawrence office	Peer support groups (mental health, addiction, trauma recovery), 1:1 support, recovery-oriented trainings.	https://www.nilp.org/nerlc/
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Charitable Organizations

Catholic Charities Merrimack Valley	(978) 452-1421	Food pantry, basic needs, family support services.	https://www.ccab.org/location-merrimack 70 Lawrence Street Lowell, MA 01852
Community Caregivers	(978) 364-0306 Deb McDevitt, RN debmcdevitt@communitycaregiversus.com	Billerica-based organization that assists elderly/disabled with errands, pets, household and yard maintenance, snow removal.	
Neighbor Brigade		Community-based organization that provides practical assistance to Billerica residents experiencing tough circumstances. Request assistance through the website.	https://www.neighborbrigade.org/
Salvation Army Lowell Corps	(978) 458-3396 Email the Social Ministries Manager: dianne.james@usa.salvationarmy.org	Food pantry, utility assistance, senior center for 55+, Christmas assistance.	https://massachusetts.salvationarmy.org/MA/Lowell
St. Vincent de Paul Society (Catholic charitable organization)	(978) 408-8278	Home visitation and basic needs (food, clothing, shelter). To request assistance, call and leave a voicemail.	https://billericacatholic.org/st-vincent-de-paul-society

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Child and Youth Programs

Billerica Public Schools	(978) 528-7900		https://www.billericak12.com/
Billerica Recreation Department	(978) 671-0921 recinfo@town.billerica.ma.us	Explore and enroll in programs for all ages. Also offers a financial aid program.	https://billericama.myrec.com/info/default.aspx
Boys and Girls Club of Greater Billerica	(978) 667-2193	Childcare, Drop-in program, summer programs, and aquatics.	https://www.billericabgc.com/ 19 Campbell Rd Billerica, MA 01821
Coordinated Family and Community Engagement (Community Teamwork program)	(978) 418-9306 ccole@commteam.org	Free program providing resources, referrals, parenting education, family events, and more, for families with children up to age 8. Use this link to sign up for their newsletter: https://lp.constantcontactpages.com/su/bpdZMpo	https://www.commteam.org/program/coordinated-family-and-community-engagement/

Childcare (subsidized)

Department of Transitional Assistance		Childcare vouchers are available for clients receiving TAFDC or participating in SNAP Path-to-Work. Contact your TADFDC case manager to apply or visit the website to learn more.	https://www.mass.gov/service-details/get-childcare-and-transportation-help
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Child Care Circuit (Billerica's Childcare Resource and Referral Agency)	(978) 686-4288	Child Care Circuit (CCC) is a Massachusetts-based private nonprofit organization providing childcare referrals, training, and parent/provider services. They also administer state childcare vouchers for our local area and can register you for the childcare subsidy waitlist.	https://www.childcarecircuit.org/for-parents/paying-for-child-care/ie-registration
Massachusetts Department of Early Education and Care (EEC)	To apply by phone to the childcare subsidy waitlist: Call 2-1-1 X 23 Or (877) 211-6277	The Department of Early Education & Care childcare subsidies based on service needs and/or household size and income, for eligible children 0-13. Children ages 13-16 with special needs may also qualify. Apply by phone or use the link to the right to register for the waitlist.	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

Clothing

St. Anne's Thrift Shop	(978) 667-6268		http://stannes-billerica.org/thrift-shop/
The Wish Project in Chelmsford	(866) 947-4360 info@thewishproject.org	The Wish Project can provide diapers, wipes, personal care items, and clothing once every 3 months without an appointment. Bring a photo ID each time and baby's birth certificate on the first visit. For larger household items, contact Community Teamwork for a referral.	https://www.thewishproject.org/ 166 Middlesex St North Chelmsford, MA 01863

Community Garden

Billerica Community Garden Program	(978) 667-0615 Wayne_Smith15@comcast.net	The Billerica Community Gardens are located at the Vietnam Veterans Park off Treble Cove Road. Fill out the application and mail to address listed. The project also accepts volunteers.	https://billericama.myrec.com/forms/5952_community_garden_application.pdf
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Community Teamwork

Community Teamwork	(978) 459-0551	Community Teamwork administers many state and local assistance programs, including housing programs and Fuel Assistance. For immediate assistance, visit their Resource Center. Hours: Monday – Friday, 8:30am – 5pm	https://www.commteam.org/ Community Teamwork Resource Center 17 Kirk St, Lowell, MA 01852
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Computer Access and Training

Billerica Public Library	(978) 671-0948 x4105 asheikh@billericalibrary.org	Offers public computers and tech support. Call, email, or fill out the form linked to the right for an appointment.	https://billericalibrary.org/ref-services/technology/technology-help-form/
AgeSpan's Digital Access program	(978) 651-3033 mgerbutavich@agespan.org	The Digital Access Program is a service offered by AgeSpan that works to address the digital divide among older adults (60+) who reside in the Merrimack Valley and North Shore areas.	https://agespan.org/solutions/health-equity/

Disability Resources

In Town			
Billerica Commission on Disability	(978) 671-0942 billericacod@town.billerica.ma.us	Municipal commission to advise and advocate for concerns of people with disabilities in Billerica.	https://www.town.billerica.ma.us/182/Commission-on-Disabilities
Billerica Public Library Assistive Devices for loan	(978) 671-0949	Provides assistive devices for short term use, including wheelchairs, crutches, walkers, canes, etc.	https://billericalibrary.org/the-library/accessibility/
Regional			
Community Teamwork's Home Modification Loan program	(978) 654-5741 ctammany@commteam.org	Income eligible homeowners can borrow up to \$50,000 in a deferred payment 0% loan, for home modifications to accommodate an elderly or disabled resident.	https://www.commtteam.org/program/home-modification-loans/
Hospital Equipment Loan Program (H.E.L.P)	(781) 322-1052 info@smd-help.org	Program administered by the Freemasons, located in Woburn. Offers medical equipment for home use as long term loans. Saturdays only 9am-12pm.	https://smd-help.org/ 500 West Cummings Park-Suite 1150 (Washington St) Woburn, MA 01801
Incompass Human Services	(978) 349-3000	Incompass provides services and programs for adults with intellectual/developmental disabilities and/or brain injury. Services are provided at their Chelmsford facility, in the community, or at home.	https://www.incompasshs.org/ 4 Omni Way Chelmsford, MA 01824

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NEEDS (North East Educational and Developmental Support Center)	(978) 216-0300 info@needsctr.org	NEEDS offers community-based day support program and residential services for adults with developmental and intellectual disabilities.	https://www.needsctr.org/ Local programs offered in Billerica and Tewksbury, call for more information.
Northeast Independent Living Program, Inc.	(978) 687-4288 iandr@nilp.org	Offers many services for non-elderly disabled, care coordination, peer recovery. Primarily funded by MassHealth and Medicare.	https://www.nilp.org/
State			
Assistive Technology Regional Center-Eastern MA	(617) 226-2640 ATRCBoston@eastersealsma.org	Visit to try out or borrow assistive technology.	89 South Street, Boston, MA 02111
Department of Developmental Services (DDS) Lowell Office	(978) 322-4300	DDS provides supports for individuals with intellectual and developmental disabilities including autism spectrum disorder. Application forms are available online.	https://www.mass.gov/orgs/departments-of-developmental-services 55 Technology Dr. #202, Lowell, MA 01851
Easterseals Massachusetts	(508) 757-2756	Easterseals offers programs for children, adults, families, and Veterans with disabilities.	https://www.easterseals.com/ma/
Family Caregiver Support Program	(844) 422-6277	State program offering free support services for non-paid caregivers aged 18+, who care for individuals over age 60 or with Alzheimer's disease. The program is also available for individuals 55+ who care for a related child under 18, or a disabled adult relative aged 18-59.	Mass.gov/family-caregiver-support-program
MassOptions	(800) 243-4636	Government run hotline/website for aging/disability services	https://www.massoptions.org/massoptions/

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MassMatch	(877) 508-3974 or (617) 204-3851 For deaf or hard of hearing (617) 204-3815	MassMatch provides tools and websites for locating and financing assistive technology.	https://www.massmatch.org/index.php
Mass Rehabilitation Commission	(617) 204-3665 For deaf or hard of hearing (800) 245-6543 mrc.connect@mass.gov	MRC offers supportive services for people with disabilities living in the community. Services include homemaking, career services, brain injury services, and assistive technology. Apply for services online or call for assistance with application	https://www.mass.gov/orgs/massachusetts-rehabilitation-commission
MRC Lowell is Billerica's local office	(978) 458-4544		https://www.mass.gov/locations/mrc-lowell MRC Office 55 Technology Drive, 2nd floor, Lowell, MA 01851
MA Commission for the Blind	(617) 626-7415	MA Commission for the Blind provides benefits and services for residents who are legally blind. Talk to your eye care provider to register.	https://www.mass.gov/orgs/massachusetts-commission-for-the-blind
REquipment	(508) 713-9690 or (800) 261-8941	Free, refurbished durable home medical equipment and assistive technology.	https://dmerequipment.org/
Federal			
Social Security disability benefits	(800) 772-1213 For deaf or hard of hearing (800) 325-0778	Apply for benefits online or by phone.	https://www.ssa.gov/benefits/ssi/adults.html

Domestic and sexual violence resources

SafeLink	(877) 785-2020 24/7 hotline Deaf and hard of hearing dial 711	Statewide domestic violence hotline- links to all Emergency Shelters	https://casamyrna.org/get-support/safelink/
REACH Beyond Domestic Violence	(800) 899-4000 24/7 hotline	Emergency Shelter , community-based advocacy, prevention and education	https://reachma.org/
Alternative House in Lowell	(888) 291-6228 24/7 hotline (978) 937-5777	Emergency shelter , housing services, legal advocacy, support groups, counseling, community outreach and education.	https://www.alternative-house.org/
Asian Task Force against Domestic Violence	(617) 338-2355 24/7 hotline	ATASK provides culturally sensitive resources for Asian domestic violence survivors in Greater Lowell, including Emergency Shelter .	https://www.atask.org/
Saheli	(866) 472-4354 Helpline info@saheliboston.org	Culturally sensitive domestic and sexual violence resources for South Asian and Arab women and families.	https://saheliboston.org/
The Center for Hope and Healing	(800) 542-5212 hotline (978) 452-7721	Free and confidential support for survivors of sexual violence. Legal and medical advocacy services, counseling, education, support groups.	https://chhinc.org/
Hagar's Sisters (faith-based)	(978) 266-0053 info@hagarssisters.org	Online support group, care planning.	https://hagarssisters.org/
YWCA Northeastern Massachusetts	(978) 682-3039 After 5pm: 24/7 domestic violence hotline (844) 372-9922 Or 24/7 sexual assault hotline (877) 509-9922	Emergency shelter , transitional housing, legal advocacy.	https://ywcanema.org/

Elders and Aging Services

In Town			
Billerica Council on Aging	(978) 671-0916	Primary resource for aging services in Billerica. BCOA also offers resources for family caregivers of senior residents.	https://www.billericacoa.org/
Regional			
AgeSpan	(800) 892-0890 TDD/TTY (800) 924-4222	Billerica's Area Agency on Aging (AAA) and Aging Services Access Point (ASAP).	https://agespan.org/
PACE programs, 55+, MassHealth or private insurance		Program of All-Inclusive Care for the Elderly. Federally funded program (Medicare/Medicaid) that provides comprehensive medical and social services.	
Element Care, Lowell site	(877) 803-5564	Offers PACE program	https://elementcare.org/
Summit Elder Care of Fallon Health, Lowell site	(877) 837-9009	Offers PACE program	https://www.summiteldercare.org/
State			
Massachusetts Attorney General's Office Elder Hotline	(888) 243-5337	The Elder Hotline can assist with dispute resolution and provide information and referrals for issues affecting senior residents.	https://www.mass.gov/resources-for-elders-at-the-attorney-generals-office

Employment

CTI's Entrepreneurship Center/Business Assistance	(978) 654-5731	Offers training courses, coaching, loans, and other services.	https://www.commteam.org/entrepreneurship-center-business-assistance/
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MassHire JobQuest-online assistance and registration		Online search for jobs, training, workshops.	https://jobquest.dcs.eol.mass.gov/jobquest/LandingPage.aspx
MassHire Metro North Career Center	(781) 932-5500	Provides job training opportunities, employment search support, resume services, and more.	https://masshiremncareers.com/ 800 West Cummings Park, Suite 6400, Woburn, MA 01801
MassHire Greater Lowell Career Center	(978) 458-2503	Job search services and assistance with unemployment claims	https://masshirelowellc.com/
CTI's YouthBuild	(978) 446-9803	YouthBuild works with young adults aged 16-24 who have dropped out of school, education, career development, case management, and job placement assistance.	https://www.commteam.org/program/youthbuild/#eligibility

English Language Learning

English at Large	(781) 395-2374 info@englishatlarge.org	Non-profit that offers English language learning programs	https://www.englishatlarge.org/
Middlesex Community College, English Learner Institute	(800) 818-3434	Courses to support recent immigrants, include English language and other life skills	https://www.middlesex.mass.edu/bus_ind/pac.aspx

Early Intervention services

Beam Early Intervention	(978) 528-8596 BEAM@billerica.k12.com		https://sites.google.com/site/projectbeamei/home
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Mentor South Bay – Early Childhood, Lowell	(508) 427-5362 Admissions and Referral: (978) 452-1736		http://www.southbaycommunityservices.com/facilitylocator/lowell-early-childhood-services/
Thom Anne Sullivan Center	(978) 453-8331		http://www.thomchild.org/anne-sullivan-center.htm

Financial Assistance

Department of Transitional Assistance-Lowell Office	(978) 446-2400	Programs include Transitional Aid to Families with Dependent Children (TAFDC), Emergency Aid to the Elderly, Disabled and Children (EAEDC). Apply online or call Lowell office.	https://dtaconnect.eohhs.mass.gov/
Catholic Charities Merrimack Valley	(978) 452-1421 Ask to speak to a Basic Needs Case Manager	Administers basic needs fund, availability varies based on current funding.	https://www.ccab.org/about-us/locations/
St. Vincent de Paul Society	(978) 408-8278	Administers basic needs fund.	https://billericacatholic.org/st-vincent-de-paul-society
Child tax credit, stimulus payments		Findyourfunds.org is a collaboration of several MA organizations that assist residents in filing taxes and accessing tax benefits.	https://www.findyourfunds.org/
Billerica Recreation Department scholarships	(978) 671-0921	Submit application to Rec. Department, will pay up to 50% of costs for a class.	https://billericama.myrec.com/forms/5957_scholarship_policy_and_application_2018_revision.pdf

Financial Education

Community Teamwork Financial Literacy Academy	(978) 735-6748 erosario@commteam.org	Free, 6-week course on financial literacy. Offered on Zoom, call to register	commteam.org/program/financial-literacy-academy/
Community Teamwork Financial Coaching	(978) 654-5673	Free one-to-one financial coaching	https://www.commteam.org/program/one-on-one-financial-counseling/
Women's Money Matters	(617) 297-7376 info@womensmoney matters.org	Financial education for women	https://womensmoney matters.org/

Food Resources

Hotlines			
Project Bread's FoodSource Hotline	(800) 645-8333 Mon-Fri: 8am - 7pm & Sat: 10am - 2pm	Serves all of Massachusetts with food assistance. Counselors can provide information on paying for food, food pantries and other programs, SNAP eligibility.	https://www.projectbread.org/
In Town			
Billerica Community Pantry	(978) 357-7560 billericapantry@gmail.com	Users must pre-register for a monthly appointment. To register, call and leave a message, or email. A volunteer will contact you to complete the registration process.	https://billericacommunitypantry.com/home/registration/ 11 Concord Rd Billerica, MA 01821
Billerica Council on Aging	(978) 671-0916 X2006 or 2026	Serves lunch for a \$2 donation. The outreach department can also help enroll seniors in food programs.	https://www.billericacoa.org/outreach-services 7 Concord Road Billerica, MA 01821

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Billerica Community Farmer's Market		The BCFM has a matching program for SNAP dollars, up to \$15/week. See link for more details.	https://www.billericacommunityfarmersmarket.org/food-assistance
Gordon Gibb Community Lunch at First Parish Church	(978) 663-2293	2 nd Saturday of each month, 11:30-1pm at 1 st Parish.	https://www.uubillerica.org/
Sunshine Gals Kitchen Luncheon		4th Saturday of every month, 11:30-1pm at 1st Parish.	https://www.facebook.com/sunshinegalsbillerica
Regional Organizations that Serve Billerica (Call or visit website for hours of operation)			
Catholic Charities Merrimack Valley	(978) 454-9946	Bring proof of name and address, and name and birthdate of family members. They also assist with SNAP applications and offer holiday food baskets.	https://www.ccab.org/location-merrimack 70 Lawrence Street Lowell, MA 01852
Bedford Food Bank	(781) 275-7727 bedfordfoodbank@bedfordma.gov	Serves non-residents	https://www.bedfordma.gov/BedfordFoodBank 12 Mudge Way Bedford, MA 01730
Chelmsford Food Pantry	(978) 746-6914 office@chelmsfordfoodpantry.org	Serves Greater Lowell	https://chelmsfordfoodpantry.org/ 50 Rear Billerica Road, Chelmsford, MA In Beige Trailer
Lasagna Love		Residents can request once every 28 days	https://www.lasagnalove.org/

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Open Table (Maynard)	(978) 369-2275 info@opentable.org	Billerica in service area	https://www.opentable.org/ 33 Main Street, Maynard MA 01754
Salvation Army Lowell Corps	(978) 458-3396 dianne.james@use.salvationarmy.org	Billerica in service area	https://easternusa.salvationarmy.org/massachusetts/lowell/ 150 Appleton Street Lowell, MA 01853
St. Paul's Soup Kitchen	(978) 206-1189	Hot meals served daily, Monday through Friday. Dinner is served from 5:00 to 5:45 pm.	http://stpaulssoupkitchen.org/ 273 Summer Street Lowell, MA 01852
Sudbury Food Pantry	(978) 443-7725 info@sudburyfoodpantry.org	Serves non-residents	http://sudburyfoodpantry.org/ Ascension Parish (formerly Our Lady of Fatima) 160 Concord Road Sudbury, MA 01776.
Westford Food Pantry	(978) 692-5523 info@westfordfoodpantry.com	Serves Billerica/North Billerica. Non-Westford residents can receive food 2x per month. Contact Food Pantry to pre-register.	westfordfoodpantry.org 20 Pleasant Street, Westford Ma 01886
State and Federal Programs			

BILLERICA BOARD OF HEALTH

Farmers Market Nutrition Program		<p>Available for people 60 years of age or older, or disabled and living in senior housing where congregate nutrition services are provided, and within income guidelines. Also for WIC participants aged 4 months or older.</p> <p>To access, call the Billerica Council on Aging or your WIC case manager, as applicable</p>	https://www.mass.gov/service-details/eligibility-criteria-farmers-market-nutrition-program
Supplemental Nutrition Assistance Program (SNAP) benefits	(877) 382-2363 (DTA assistance line)	Can apply online, in person, or over the phone. The Community Services Coordinator can also assist in enrolling.	https://dtaconnect.eohhs.mass.gov/
Healthy Incentives Program (part of the SNAP program)	(800) 997-2555 EBT Customer Service line, to check HIP balance	Supplemental program available to all SNAP users. Patrons use their SNAP benefits to purchase produce from a participating vendor. The amount spent is then instantly refunded to the SNAP balance, up to \$80 monthly.	https://www.mass.gov/info-details/how-to-use-the-massachusetts-healthy-incentives-program-hip
Special Supplemental Nutrition Program for Women, Infants, Children (WIC)	<p>Lowell WIC office (978) 454-6397</p> <p>LowellWIC@commteam.org</p>	Supplemental food and nutrition services for low-income pregnant, postpartum, and breastfeeding women, and for children up to age 5. Available regardless of immigration status.	<p>https://www.mass.gov/forms/apply-for-wic-online</p> <p>Begin application online, staff member will contact you, or call the number for an appointment.</p>

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Summer Eats	(800) 645-8333	Massachusetts children age 0-18 eat free all summer. Visit the website to find a participating location near you.	https://www.projectbread.org/summer-eats-program
Summer EBT	(855) 425-8770	Summer EBT provides eligible families with school-aged children with a one-time payment for food over the summer break. Apply through DTA Connect. Many families will be automatically enrolled.	https://www.mass.gov/massachusetts-summer-ebt-program

Healthcare and Dental services (reduced cost)

Billerica Public Health Nurse	(978) 671-0932 cwest@town.billerica.ma.us	The Public Health Nurse functions under the direction of the Board of Health and acts as a valuable resource for information on numerous health issues. The Public Health Nurse also offers general health counseling and referrals to other health professionals.	https://www.town.billerica.ma.us/ Check out the Public Health Nurse's tab under "Board of Health" for updates, health programs, and no-cost services. Call ahead for an appointment.
Lowell Community Health Center	(978) 937-9700	Provides comprehensive primary care, dental, eye, and behavioral healthcare. Sliding scale and free services available.	https://www.lchealth.org/ 161 Jackson Street, Lowell, MA 01852
Middlesex Community College Dental Hygiene Clinic	(978) 656-3250	Reduced cost preventative dental hygiene services.	https://www.middlesex.mass.edu/dhclinic/ Health, Science & Technology Center Talbot Building 44 Middle Street Lowell, MA 01852

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Tufts School of Dental Medicine	(617) 636-6998	Comprehensive dental care at 25-50% reduced cost	https://dental.tufts.edu/patient-care/general-dentistry
Henry M. Goldman School of Dental Medicine	(617) 358-8310	Comprehensive dental care at reduced cost	https://www.bu.edu/dental/patient-care/
Harvard School of Dental Medicine	(617) 432-1434	Comprehensive dental care at reduced cost	https://hsdm.harvard.edu/harvard-dental-center

Health Insurance

Healthcare for All helpline	(800) 272-4232	For general insurance and payment assistance.	https://hcfama.org/health-insurance-help/
Masshealth and Health Connector plans	(800) 623-6765 TTY 771	To enroll, fill out paper application and fax or mail, or apply online.	https://www.mahealthconnector.org/
MassHealth Enrollment Center, Tewksbury	(800) 841-2900 Customer Service Center	For Masshealth enrollment assistance, schedule appointment online.	https://www.mass.gov/service-details/masshealth-enrollment-centers-mecs
SHINE counseling (Serving the insurance needs of everyone)	(978) 671-0916	SHINE counselor available by appointment at Billerica COA. SHINE provides assistance with navigating Medicare. Or contact the Regional SHINE program at AgeSpan: (978) 946-1374	https://www.billericacoa.org/health-insurance--shine-
Social Security Administration-Medicare	(800) 772-1213 TTY: (800) 325-0778	Apply for Medicare benefits online or by phone.	https://www.ssa.gov/

Hoarding Resources

Agespan	(800) 892-0890 info@agespan.org	Offers Buried in Treasures workshops	https://agespan.org/solutions/behavioral-health/
Billerica Board of Health	(978) 215-1903 csc@town.billerica.ma.us	The Community Services Coordinator offers information and resources on Hoarding Disorder and treatment.	
Billerica Council on Aging	(978) 671-0916 X 2026 or 2006	The COA Outreach Department offers information and resources on Hoarding Disorder and treatment.	https://www.billericacoa.org/outreach-services
ClearPath Hoarding Program	(508) 658-2880 clearpath@strongcommunity.org	Offers workshops, support groups, and services for all ages.	http://strongcommunity.org/clearpath-hoarding/

Holiday Support

Community Teamwork	(978) 459-0551	<p>Processes applications for Toys for Tots Middlesex/Essex Counties and Sun Santa programs. Register online.</p> <p>Toys for Tots: Provides gifts for families with children 12 and under. Sun Santa: Provides gifts for families with children 16 and under.</p> <p>Register online from November 1st-8th.</p>	https://www.commteam.org
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Globe Santa	(617) 929-2007	Provides holiday gifts for families with children 12 and under. Must be a registered client of the Department of Transitional Assistance or another approved agency. Mail your Holiday Gift Verification Form and request letter to Globe Santa. Deadline: November 5th	https://globesanta.org/ Globe Santa 39B Teed Drive Randolph, MA 02368-4201
St. Matthew's Parish/St. Vincent DePaul	(978) 663-8816 X 200	Provides a Giving Tree for Billerica families with children 16 and under. Call to apply. Deadline: October 30th	https://www.billericacatholic.org/
The Wish Project	(866) 947-4360	Provides a holiday gift program for all ages, infant to adult. Contact Community Teamwork to register a request.	https://www.thewishproject.org https://www.commteam.org/contact-us/
Salvation Army Lowell Corps	(978) 458-3396	Offers holiday gift programs for children aged 16 and under. Contact the Salvation Army to apply. Registration opens in early October and fills up by the end of the month.	https://massachusetts.salvationarmy.org/MA/LOW_holiday

Homebound Delivery of Library items

Billerica Public Library	(978) 671-0949 x 4114	Home delivery of library items for residents experiencing illness or disability.	https://billericalibrary.org/borrowing/homebound-delivery-form/
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Home Furnishing

Acton Household Goods	(978) 635-1710	Will provide complete home or apartment furnishing 1 time per lifetime, contact the Community Services Coordinator for a referral.	https://householdgoods.org/ 530 Main Street Acton, MA 01720
The Wish Project	(866) 947-4360 info@thewishproject.org	Provides furniture and larger household items, contact Community Teamwork for a referral.	https://www.thewishproject.org/ 166 Middlesex St North Chelmsford, MA 01863
Habitat for Humanity ReStore	(978) 215-9975 Restore@lowellhabitat.org	Gently used home furnishings and building supplies. Local delivery available.	https://lowellhabitat.org/restore/ 100 Chelmsford Road, North Billerica, MA 01862
The Mission of Deeds	(781) 944-9797 info@missionofdeeds.org	Provides furniture and household items. Contact the Community Services Coordinator for a referral.	https://www.missionofdeeds.org/

Homelessness

Families with children under 21 or pregnant parent			
Community Teamwork Resource Center	(978) 459-0551	The CTI resource center can assist families facing homelessness. Staff will conduct an intake and help determine program eligibility. They can also help coordinate with the Emergency Assistance Family Shelter program.	https://www.commteam.org/contact-us/ 17 Kirk St Lowell, MA 01852

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Massachusetts Emergency Family Shelter Contact Line	(866) 584-0653 Monday- Friday 8am-5pm Closed on State Holidays	Massachusetts offers the Emergency Assistance and HomeBase programs for emergency shelter and family stabilization for eligible families. To apply for EA, call the Homeless Coordinators or apply in person at the Lowell Transitional Assistance office.	https://www.mass.gov/how-to/find-emergency-family-shelter Lowell TA office: 131 Davidson Street Lowell, MA 01852 Open Thursdays
Individuals, Couples, 18+			
Community Teamwork Resource Center	(978) 459-0551	The CTI resource center can assist individuals and couples facing imminent homelessness. Staff will conduct an intake and help determine program eligibility. Open Monday-Friday 8:30am – 5pm	https://www.commteam.org/contact-us/ 17 Kirk St Lowell, MA 01852
Lowell Transitional Living Center	(978) 459-9888 info@ltlc.org	LTLC is the regional gateway organization for unhoused individuals. Bring Massachusetts ID, social security card, or birth certificate. Call at 9am to check for open beds, arrive between 10- 3:30pm pm for intake. Offers on-site stabilization services.	https://ltlc.org/ 193 Middlesex St. Lowell, MA
Daybreak Shelter, Lawrence	(978) 975-4547	Call for availability. Works on a waiting list, closed 8am-4pm. Offers on-site stabilization services.	https://psychologicalcenter.com/our-programs/daybreak-shelter/ 19 Winter Street Lawrence, MA 01841

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Action Shelter, Gloucester	(978) 282-1000	Call for availability. Offers on-site stabilization services.	https://actioninc.org/housing-services/emergency-shelter/ 180 Main Street Gloucester, MA 01930
Eliot Church Day Center, M-F, 8am-2pm	(978) 452-3383	Open Monday–Friday 8am-2:30 pm for day shelter. Offers light breakfast, restroom, clothing and hygiene items, phone charging and wi-fi. Offers on-site housing services.	https://eliotlowell.org/daycenter/ 273 Summer Street, Lowell, MA 01850
Community Day Center of Waltham	(781) 392-6311 director@communitydaycenter.org	Provides day shelter and stabilization services.	https://www.communitydaycenter.org/ 16 Felton Street, Waltham, MA, 02453

Home Repair and Improvement

Community Teamwork's Home Modification Loan program	(978) 654-5741 ctammany@commteam.org	Income eligible homeowners can borrow up to \$50,000 in a deferred payment 0% loan, for home modifications to accommodate an elderly or disabled resident.	https://www.commteam.org/program/home-modification-loans/
Lowell Habitat for Humanity Critical Home Repair Program	(978) 692-0927 criticalrepairs@lowellhabitat.org	Income-based assistance program for critical home repairs. Billerica COA can help with application and information for seniors 60+. All others, call or email to apply.	https://lowellhabitat.org/what-we-do/critical-home-repairs/

Housing: Home Ownership Resources (Affordable, First-Time homebuyer)

Lowell Habitat for Humanity	(978) 692-0927 info@lowellhabitat.org	Affordable home ownership program provides 0% interest loan for qualified households, in exchange for “sweat equity” hours by homeowners.	https://lowellhabitat.org/w/hat-we-do/homeownership/
MassHousing Mortgage Program	(617) 854-1000	Loans and down payment assistance for eligible first-time homebuyers	https://www.masshousing.com/en/home-ownership/homebuyers
Massachusetts Affordable Housing Alliance	(617) 822-9100 info@mahahome.org	Offers first time homebuyer and homeowner classes	https://mahahome.org/
My Mass Home		Website to assist first time homebuyers	https://www.mymasshome.org/
ONE Mortgage Program	(800) 752-7131 onemortgage@mhp.net	Program for income eligible first-time homebuyers.	https://www.mass.gov/service-details/one-mortgage-program

Housing: Affordable Rental Resources (Income-Restricted, Lotteries, Subsidized Rentals, Voucher Eligible)

Housing Navigator Massachusetts		Online search tool for affordable rental housing.	https://search.housingnavigator.org/
Metrolist		Online search tool for income-restricted housing.	https://www.boston.gov/metrolist
MassHousing Rental Housing List (download)		Downloadable list of all section 8 and Mass Housing financed properties. No waitlist information provided, must call for availability.	https://www.masshousing.com/renters/housing-list

Housing: Public Housing and Rental Assistance Programs

In Town			
Billerica Housing Authority	(978) 667-2175	Billerica Housing Authority administers state and federally funded public housing. Call or visit the website for more information.	http://www.billericahousing.org/default.aspx
Regional			
Community Teamwork Resource Center	(978) 459-0551	The CTI resource center can assist individuals and families in applying for housing programs including Section 8 and other subsidized housing programs.	https://www.commteam.org/program/housing-supports/ CTI Resource Center 17 Kirk Street Lowell MA 01852
State and Federal Programs			
CHAMP (Common Housing Application for Massachusetts Programs)		Apply for state-aided public housing and rental voucher programs. Apply online or contact the Billerica Housing Authority or Community Teamwork for assistance.	http://www.billericahousing.org/ Submit CHAMP form online: https://publichousingapplication.ocd.state.ma.us/
MA Section 8 Housing Choice Voucher Program Centralized Waiting List		Federally funded program for rental assistance. Assistance stays with tenant and can be applied to different properties.	Apply online: https://www.affordablehousing.com/masscwl

Community Teamwork's Section 8 Housing Choice Voucher Program		Community Teamwork maintains a separate waiting list for the federal Housing Choice Voucher Program. Download an application to apply.	https://www.commteam.org/program/federal-rental-vouchers/
State-aided Congregate Housing		Submit paper application to an LHA that administers congregate housing. Closest ones are Chelmsford, Ayer, Lynn, etc. Full list on website.	https://www.mass.gov/doc/application-for-congregate-state-aided-public-housing/download https://www.mass.gov/service-details/congregate-housing-eligibility

Housing Payment Assistance (Emergency)

Residential Assistance for Families in Transition (RAFT) program	(978) 459-0551	Emergency rental/mortgage assistance administered by Community Teamwork. Apply online or make appointment with CTI for assistance.	https://www.commteam.org/program/residential-assistance-for-families-in-transition/ Apply online: https://applyhousinghelp.mass.gov/en-US/Pages/View/124/select-your-language
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Immigrants, Refugees, Asylum Seekers

International Institute of New England, Lowell	(978) 459-9031	Refugee resettlement, Case Management, education, targeted services for asylees and Cuban-Haitian entrants, employment, civic engagement, citizenship services, skills training, youth services	https://iine.org/lowell/
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Cambodian Mutual Assistance Association of Greater Lowell	(978) 454-6200	Programs for members of the Cambodian Community	https://www.cmaalowell.org/wp/
MA Office for refugees and immigrants		Provides a comprehensive list of programs and services available for immigrants and refugees in Massachusetts	https://www.mass.gov/doc/ori-community-providers-directory/download

Legal Aid

General Legal Aid			
Northeast Legal Aid	(978) 458-1465	Non-profit legal aid assigned to Billerica.	http://www.northeastlegalaid.org
Middlesex Community College Law Center	(978) 656-3342 lawcenter@middlesex.mass.edu	Offer variety of free mediation services, including Community Mediation, consumer advocacy, Family mediation, Mass. Trial Court Mediation: District, Juvenile, Probate & Family, and Superior Court Departments, Restorative Justice / Restorative Circles, School Mediation, Basic Mediation Training, Workplace Mediation, Youth Mediation Programs, Conflict Resolution Workshops.	https://www.middlesex.mass.edu/LawCenter
Massachusetts Bar Association Dial-A-Lawyer	(617) 338-0610 or (877) 686-0711	Free legal advice over the phone. Open the first Wednesday of the month between 5:30-7:30pm	https://www.massbar.org/public/dial-a-lawyer

Massachusetts Legal Resource Finder		Website to locate free or low-cost legal aid service in Massachusetts.	https://masslrf.org/en/home
Volunteer Lawyers Project	(617) 603-1700 Open M, W, Th, F 9am – 12pm T 12:30PM – 3:30PM	Free civil legal assistance for greater Boston low-income individuals	https://vlpnet.org/
Children, Youth, and Families			
Children's Law Center of Massachusetts	(781) 581-1977 Mondays 9am-12pm and Wednesdays 1-4pm	Legal information, resources, and referrals related to the rights of children and youth.	https://www.clcm.org/
EdLaw Project	(617) 910-5829 edlawproject@publiccounsel.net /	Education advocacy for ages 0-22. Additional services are available for low-income children involved with the juvenile court system or with an incarcerated parent.	https://edlawproject.org/
MHLAC's Family Law Project		Legal representation and assistance for low-income parents with mental health needs, who are trying to access or regain custody of their children.	https://mhlac.org/request-family-law-project-intake/
Mass Advocates	Helpline: (617) 357-8431 ext. 3224 Open Monday-Thursday	Advocacy and helpline for children experiencing barriers to education due to race/ethnicity, trauma, immigration status, English Language Learner status, disability, or income	https://www.massadvocates.org/

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Health Law Advocates, Mental Health Advocacy Program for Kids	(617) 275-2919 or (855) 218-3965	Legal assistance for children and their families having difficulty accessing mental health services. For households that are low-income or have medical debt.	https://www.healthlawadvocates.org/
Civil Rights			
Lawyers for Civil Rights	(617) 482-1145 office@lawyersforcivilrights.org	Legal representation for individuals who experience discrimination or harassment in employment, housing, education, or voting.	http://lawyersforcivilrights.org/
Disability			
Disability Law Center	(617) 723-8455 or (800) 872-9992 TTY: (617) 227-9464 / (800) 381-0577 Intake on M-W 9am-1pm	Free legal for people with a disability, who are a victim or survivor of a crime and are experiencing civil legal problems as a result.	http://www.dlc-ma.org/
Tenancy Preservation Program	(978) 687-7184 Ext 5022328	Homelessness prevention services for tenants with a disability related to a lease violation. TPP mediates between landlord and tenant.	https://www.mass.gov/info-details/tenancy-preservation-program
Health/Medical			
Health Law Advocates	(617) 338-5241 or (855) 218-2519	Legal assistance for healthcare access, health coverage, and medical debt. For households that are low-income or have medical debt.	https://www.healthlawadvocates.org/

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Mental Health Legal Advisors Committee	Fill out online form	For individuals seeking mental health treatment, currently in an emergency room or mental health facility, and are being mistreated or your rights are violated.	http://mhlac.org/
Immigration and Asylum Seekers			
Ascentria Care Alliance (previously Lutheran Social Services of New England)	(774) 243-3045 infolegal@ascentria.org	Low-cost and free immigration legal services	https://www.ascentria.org/our-services/legal-services
De Novo	(617) 661-1010 M-F 9am-5pm	Free legal services for low-income immigrants and asylum seekers	https://www.denovo.org/immigration
International Institute of New England, Lowell office	(978) 459-9031	Low-cost legal assistance for immigrants	https://iine.org/lowell/
Kids In Need of Defense (KIND)	infoboston@supportkind.org	Free legal and social services for unaccompanied immigrant and refugee children	http://www.supportkind.org/
The Mabel Center (Spanish-speaking)	(617) 417-4325	Free legal services for asylum seekers	https://www.mabelcenter.org/
New England Justice for our Neighbors	(617) 794-7024	Free legal advice for immigrants, by appointment only	https://newenglandjfon.org/new-england-jfon-clinics/lowell-nejfon-clinic-newenglandjfon/
PAIR Project	(617) 742-9296 info@pairproject.org	Free legal services for asylum seekers, email for an appointment	https://www.pairproject.org/gethelp

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Project Citizenship	(617) 694-5949 info@projectcitizenship.org	Assists immigrants in applying for citizenship	https://projectcitizenship.org/
Rian Immigrant Center	(617) 542-7654	Legal, wellness, and education services for immigrants and refugees	https://www.riancenter.org/
LGBTQ+			
Gay and Lesbian Advocates and Defenders	(617) 426-1350 gladlaw@glad.org	Resources for LGBTQ+ issues including family law; federal benefits after DOMA; anti-discrimination law in employment, housing and public accommodations; violence, hate crimes, and harassment; HIV testing, privacy, transgender and youth issues, including bullying and discrimination; legal planning documents.	http://www.glad.org/
Massachusetts Attorney General's Office			
Massachusetts Attorney General's Office Consumer Hotline	(617) 727-8400	Advice on consumer concerns including products, debts, bills, and issues specific to immigrants, veterans, homeless, and seniors	https://www.mass.gov/get-consumer-support
Massachusetts Attorney General's Office Fair Labor Hotline	(617) 727-3465	Information about worker protection laws, filing a workplace complaint	https://www.mass.gov/orgs/the-attorney-generals-fair-labor-division
Massachusetts Attorney General's Office Student Loan Assistance Unit	(888) 830-6277	Advice and assistance on repayment of student loans	https://masslrf.org/en/programs/view/agostudentloans

Seniors			
Women's Bar Foundation	(617) 651-2357	Free legal assistance to low-income seniors seeking an end-of-life document such as a will, healthcare proxy, power of attorney, or homestead declaration	https://wbawbf.org/wbf
Sexual Assault/Domestic Violence			
Boston Area Rape Crisis Center	24-7 hotline (800) 841-8371 (617) 492-8306	Support and services for survivors of sexual violence age 12+.	https://www.barcc.org/help/services/legal
Casa Myrna Legal Advocacy program	Statewide domestic violence hotline: (877) 785-2020 or (617) 521-0146 for the legal helpline	Pro-bono representation for victims of domestic violence. Also has a Legal Helpline.	https://www.casamyrna.org/get-support/legal-advocacy/
Northeast Justice Center	(978) 458-1465	Legal assistance for immigrant survivors of domestic violence.	https://www.northeastjusticecenter.org/immigration
Victim Rights Law Center	(617) 399-6720 x 19	Free legal services for sexual assault survivors.	http://www.victimrights.org/
Women's Bar Foundation	(617) 973-6666 x 2216	Free legal assistance to low-income survivors of domestic violence.	https://wbawbf.org/wbf

Veterans			
Veterans Legal Services	(857) 317-4474	Free civil legal services for veterans, including family law, housing, consumer debt/bankruptcy, CORI sealing, benefits, discharge upgrades, basic estate planning.	https://www.veteranslegal services.org/

LGBTQ+ Resources

Fenway Health	(617) 267-0900	Provides comprehensive health and services to underserved populations, including LGBTQIA+, BIPOC individuals, and others.	https://fenwayhealth.org/
PFLAG	Parent and Caregiver Helpline: (866) 312-5007	Parent and caregiver helpline, support groups, training, advocacy.	https://gbpflag.org/

Parenting Support

Coordinated Family and Community Engagement (Community Teamwork program)		Free program providing resources, referrals, parenting education, family events, and more, for families with children up to age 8. Use this link to sign up for their newsletter: https://lp.constantcontactpages.com/su/bpdZMpo	https://www.commteam.org/program/coordinated-family-and-community-engagement/
Healthy Families Lowell	(978) 513-2365	Free parenting support program for first time parents aged 23 or younger.	http://healthyfamiliesma.org/

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Grandparents raising Grandchildren	(617) 748-2454 massgrg@mass.gov	Massachusetts commission that advocates for grandparents raising grandchildren	http://www.massgrg.com/massgrg_2019/about_the_commission.html
Wayside youth and families support group		Parenting support groups	https://www.waysideyouth.org/forfamilies/parentsupportservices/
Massachusetts Society for the Prevention of Cruelty to Children	(781) 861-0890	Massachusetts nonprofit dedicated to rights and well-being of children and families. Provides pregnancy and parenting support, counseling, and foster care and adoption support	https://www.mspcc.org/

Pets

Billerica Animal Control	(978) 215-9639	Division of the Billerica Police. Provides dog licensure, public education and safety services, and emergency assistance with pets and animals.	https://police.billericaps.com/index.php/animal-control/
Billerica Cat Care Coalition		Cat rescue and adoption organization.	http://www.billericacatcarecoalition.org/index.php
Lowell Humane Society	(978) 452-7781	Provides a pet food pantry and assistance with spay/neuter, vet care, and other pet needs.	https://www.lowellhumane.org/

Senior and Veteran's Property Tax Work-Off Program

Property tax work-off program	(978) 671-0916	Qualifying seniors and veterans can volunteer for 100 hours to earn a \$1500 property tax relief benefit. Applications are available at the COA from May 3 rd , 2024 through August 30 th , 2024.	https://www.town.billerica.ma.us/138/Senior-and-Veterans-Property-Tax-Work-Of
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Tax Preparation Assistance

AARP		Offers volunteer tax preparation appointments at COA and library during tax season. Contact the COA and library for more information.	
IRS Free File program		This program can be used for the for current years' tax return. For a prior year return, you must use a registered tax preparer.	https://www.irs.gov/filing/free-file-do-your-federal-taxes-for-free
My Free Taxes program (United Way)		Assists in filing federal and state taxes for free.	https://myfreetaxes.com/
Economic Impact Payments (stimulus checks)		To receive missed stimulus payments, file a 2020 tax return with a paid or volunteer tax preparer.	https://www.irs.gov/newsroom/recovery-rebate-credit-topic-a-claiming-the-recovery-rebate-credit-if-you-arent-required-to-file-a-2020-tax-return
Volunteer Income Tax Assistance (VITA): during tax season	(978) 735-6748	Community Teamwork program offering tax preparation assistance for qualifying households.	https://www.commteam.org/program/volunteer-income-tax-assistance-vita/

Transportation

In Town			
Errand transportation for seniors 60+. Billerica COA Van	(978) 671-0916 x 2003	\$4/round-trip, in town (errand and medical). \$12/round-trip for out of town (select locations, medical only). Requires 4-day notice.	https://www.billericacoa.org/transportation
Medical transportation for seniors 60+. Billerica COA Volunteer drivers	(978) 671-0916 x 2003	\$12/round-trip, medical appointments in select local towns. Requires 7-day notice.	https://www.billericacoa.org/transportation
Regional			
“Get a \$2 RYDE” pilot program (MassHire)	(888) 575-6676	Reduced cost transportation service available to Billerica residents. Call or book online.	https://lowelltaxi.gryde.com/RydeResult.html
Lowell Regional Transit Authority		Local public transportation service.	https://lrta.com/
LRTA’s Road Runner Service	(978) 459-0152	Provides transport services for seniors 60+ and people with disabilities within LRTA service areas. Complete eligibility online.	https://lrta.com/fares/dial-a-ride/
MassHealth subsidized transportation		Medical provider fills out Prescription for Transportation (PT1) or medical necessity form. Must be to and from a MassHealth reimbursable service. For residents who can't access public or private transportation.	https://www.mass.gov/masshealth-transportation-information-for-providers

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MBTA Commuter Rail-North Billerica Station		Train station located at Ruggles St and Station St, North Billerica, MA 01862.	https://www.mbtta.com/stops/place-NHRML-0218
MBTA's The Ride (ADA transit)	(617) 222-3200	Burlington within service area, Billerica residents can travel there to catch the Ride. Must complete eligibility by phone or email.	https://www.mbtta.com/accessibility/the-ride
Ride Match		Online search service for Massachusetts transportation.	https://massridematch.org/
Transportation Access Pass Charlie Card		Reduced fare program for public transportation. For Medicare recipients and people with disabilities.	<p>To download paper application:</p> <p>Microsoft Word - TAP Application Aug 2017.docx (lrta.com)</p> <p>To apply online:</p> <p>https://mbta.prod.simpligo.com/prod/portal/ShowWorkFlow/AnonymousEmbed/61cb8b33-4e7b-49f9-a7d9-24faaf727793</p>

Unemployment Benefits

Unemployment Benefits	(877) 626-6800	Apply online or by phone	https://www.mass.gov/how-to/apply-for-unemployment-benefits
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Utilities

Fuel Assistance Program			
Fuel Assistance program (LIHEAP)	(978) 459-6161	Income eligible residents can get help with their energy bills. Apply between Oct. 1 st and April 30 th of each year. Apply online with Community Teamwork or reach out to the COA (60+) or Community Services Coordinator for assistance. Completing the LIHEAP application can also qualify your household for additional cost-saving programs.	https://www.commteam.org/program/low-income-home-energy-assistance-liheap/
Low-Income Household Water Assistance Program (LIHWAP)		Same eligibility and application process as LIHEAP.	
Heating System Repair & Replacement Program (HEARTWAP)	(978) 654-4904 Or (978) 941-3659 energyprograms@commteam.org	For households eligible for LIHEAP or receiving discount utility rate. Available to homeowners and some tenants.	commteam.org/program/heating-system-weatherization-repair-and-replacement-program/
Weatherization Assistance Program	(978) 654-4904 Or (978) 941-3659 energyprograms@commteam.org	For households eligible for LIHEAP or receiving discount utility rate. Available to homeowners and some tenants.	https://www.commteam.org/program/weatherization-assistance-program-wap/

Other Utility Assistance			
Billerica Community Choice Power Supply	(866) 220-5696	Municipal aggregation program available to all Billerica residents. Opt-in or out by filling out the online form or calling the number on the left.	https://colonialpowergroup.com/billerica/
Good Neighbor Energy Fund	(978) 458-3396 Lowell Salvation Army Corps	One time energy assistance grant for residents with income between 60-80% of area median income. Administered through Lowell Salvation Army Corps. Community Services Coordinator can also assist with application.	http://www.magoodneighbor.org/assistance.html
Lifeline-Assurance Wireless	(888) 321-5880	Provides free smartphone and data. Eligibility: income-based or participation in qualifying public assistance programs.	https://www.assurancewireless.com/lifeline-services/states/massachusetts-lifeline-free-government-phone-service
National Grid	(800) 322-3223	Billerica's electric and gas service, offers several payment assistance options.	https://www.nationalgridus.com/MA-Home/Bill-Help/Help-Making-Payments

Veterans

In Town			
Billerica Veterans Services	(978) 671-0968 vso@town.billerica.ma.us	The Veterans Services Department serves all town veterans.	https://www.town.billerica.ma.us/166/Veterans-Services

Regional			
The Bridge Club of Greater Lowell- The Veterans Bridge Back Initiative	(978) 454-6191 info@bridgecluboflowell.org	A comprehensive program for veterans transitioning back into society from incarceration.	https://www.bridgeclubofgreaterlowell.org/veterans.html
Edith Nourse Rogers Memorial Veterans' Hospital	(781) 687-2000 Mental health care: (781) 687-2347	Primary care, specialty care, and urgent care hours. Urgent care service accepts walk-ins from 8am-4:30pm.	https://www.va.gov/bedford-health-care/locations/edith-nourse-rogers-memorial-veterans-hospital/
Lowell VA Clinic	(800) 865-3384	Primary care, specialty care, and shuttle to Jamaica Plain VA campus.	https://www.va.gov/boston-health-care/locations/lowell-va-clinic/
New England Center and Home for Veterans	(617) 371-1809	The NECHV provides supportive services for veterans at risk of homelessness.	https://nechv.org/
State and Federal			
Disability Housing Grants		Specialty Adapted Housing (SAH) Grants and Special Home Adaption (SHA) Grants to help buy, build, or change your home. Must own or will own the home and have a qualifying service-connected disability.	https://www.va.gov/housing-assistance/disability-housing-grants/
US Department of Veterans Affairs	(800) 698-2411	Website for accessing and managing VA benefits and healthcare. The Billerica Veterans Department can assist in filing for benefits.	https://www.va.gov/
Veterans Crisis Line	Dial 988 and select #1		www.veteranscrisisline.net

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	<div>sms:838255</div> <div>Hearing impaired: (800) 799-4889</div>		
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