

Domestic Violence and Sexual Assault Resources **Available**

As “social distancing” is encouraged we understand that domestic and/or sexual violence might increase in the home. Individuals may be isolated with an abusive partner or household member, be in fear and unable to access critical services for safety and support. As a result of the guidance issued by the Governor and the Massachusetts Department of Public Health (DPH) there have been temporary shifts to many services to minimize the risk of virus transmission. This document offers information about available resources in and around Somerville for at risk individuals and families who are in need of support due to domestic violence, sexual violence, family violence, and partner abuse.

The following is a list of topics and where in the document they can be found

Domestic Violence Resources – pages 2-3

Sexual Violence Resources – page 4

Police/RO/HPO/Court/DA’s Office – pages 5-6

Services for Homeless Women – page 7

Services at Healthcare Facilities – page 8

Legal Aid – pages 9-10

Housing – page 11

Intimate Partner Abuse Education Programming – page 12

Other Information – pages 13-14

DOMESTIC VIOLENCE RESOURCES

Individuals experiencing domestic violence, seeking resources or information, or questioning unhealthy aspects of their relationship that wish to access free, confidential, 24-7 support can call Safelink or the National Domestic Violence Hotline.

Safelink: Massachusetts' statewide 24/7 toll-free, multi-lingual domestic violence hotline and a resource for anyone affected by domestic violence can be accessed by calling **(877) 785-2020**.

National Domestic Violence Hotline: Advocates are available 24/7 at **1-800-799-SAFE (7233)** in more than 200 languages. All calls are free and confidential.

Transition House

24/7 Hotline (617) 661-7203

<https://www.transitionhouse.org>

DV Program providing services to individuals and families in Cambridge.

- 24/7 Hotline Advocates are available to provide support and help to safety plan. If services beyond crisis support are needed, hotline advocates will refer to the Community Team. All new referrals must go thru the hotline advocates
- Community Team available to provide support during regular business hours (M-F 9a-5p). The office is closed to the public. Staff is providing counseling and advocacy to current clients remotely via teleconference.
- Emergency shelter at capacity.

RESPOND Inc.

(617) 623-5900

www.respondinc.org

DV Program providing services to individuals/families in Somerville-Malden Area.

- RESPOND's 24-hour hotline is always available to provide emotional support, safety planning, resources and referrals.
- Staff will continue to provide 1-1 support, counseling and emergency assistance to community based clients via telephone, web-based product (Zoom) and in person (on a limited basis).
- Survivors should contact RESPOND's 24-hour hotline for intakes and to discuss options.

Asian Task Force (A-TASK)

24/7 Hotline (617) 338-2355

www.atask.org

Domestic violence support for pan-Asian survivors in New England.

- Main Offices in Boston and Lowell are closed and all advocates are working remotely.
- Shelter program is open and running at capacity; no new shelter clients are currently being accepted.
- New referral process: call the hotline and the advocate will continue the intake process as normal via phone.
- Past/Current clients can call to speak with their advocate/case manager directly or call the hotline.
- ESOL, community engagement and other in-person services are suspended at this time

Massachusetts Alliance of Portuguese Speakers (MAPS)

(617) 864-7600

MAPS.org

Domestic Violence/Sexual Assault advocates provide crisis intervention, safety planning, & advocacy.

- MAPS is open and providing all services remotely M-F 9:00a-5:00p. No hotline available.
- Click links below for information about COVID-19 and additional resources
- English: <https://www.maps-inc.org/coronavirus/>
- Portuguese: <https://www.maps-inc.org/pt-pt/coronavirus/>

Saheli Inc.

Helpline: (866) 472-4354

www.saheliboston.org

Provides free/confidential services to address challenges faced by South Asian Immigrants in Mass

- Saheli's office in Burlington, MA is currently closed but advocates are working remotely from home. Saheli advocates will contact clients via phone, email, and videoconference.
- Clients and other agencies can call the 24 hour helpline (866) 472-4354 or email info@saheliboston.org and an advocate will reach out to assist the client/agency. Please have the clients specify times when it will be safe to contact them.
- Clients can also access counseling with Saheli via phone call after the intake process is completed

Riverside Community Care

<https://www.riversidecc.org>

Provides free and confidential services to families in Cambridge, Somerville, and other surrounding communities. For access to support or to learn more about how these programs are operating, please call the following numbers:

- **Children with Voices:** Child Witness to Violence Program (617) 284-5141
- **The Meeting Place:** Supervised Child Access Service (617) 354-2275

SEXUAL VIOLENCE RESOURCES

Boston Area Rape Crisis Center (BARCC)

24/7 Hotline 1-800-841-8371

barcc.org

Offers free, confidential services to sexual assault survivors 12+ and their families.

● **Counseling, Legal Advocacy, and Case Management:** Survivors currently receiving services will continue receiving services remotely, either online or by phone.

● **New Referrals:** Survivors who are looking to begin services should submit a request online: barcc.org/help/make-appointment or by phone at (617) 492-8306, and the service access team will explore individual needs with the survivor.

● **Hotline:** Running as usual! Survivors or professionals can still reach the hotline for support by phone/consultation 24/7 at (800) 841-8371 and online 9:00 a.m.–11:00 p.m. at barcc.org/chat.

● **Medical Advocacy:** In consultation with the Department of Public Health, hospital accompaniment services are suspended until further notice. Survivors at the hospital will have the opportunity to connect with an advocate over the phone. For survivors with questions about the sexual assault exam and evidence collection, contact the hotline or visit surviverape.org/ for more information, and reach out to the Forensic Information Line at (866) 463-3799 (Mondays, 3:00–5:00 p.m., and Thursdays, 10:00 a.m.–12:00 noon; if you leave a message, they will call you back within two business days.)

● **Incarcerated Survivor Support:** The hotline for incarcerated survivors is still available seven days a week.

All of this information, as well as any updates, will be made available on BARCC's website as soon as possible in English and Spanish at barcc.org/serviceupdate

Massachusetts Sexual Assault Nurse Examiner (SANE) Program

● Mass SANE is continuing to provide trauma-informed care for sexual assault survivors 24/7 by expert SANE clinicians at designated SANE hospitals.

● Locally, SANE designated hospitals include: Beth Israel Deaconess, Boston Children's Hospital, Boston Medical Center, Brigham and Women's Hospital, Cambridge Hospital, Mass General Hospital, and Newton-Wellesley Hospital.

● Patients may choose to receive medical care for injuries, medications to prevent sexually transmitted infections, pregnancy and HIV infection, and have access to rape crisis services.

● If the assault occurred within 5 days patients may choose to have a medical forensic exam and forensic evidence collection.

● For more information and where to access care: <https://www.mass.gov/service-details/sane-resources-for-family-members-and-friends>

Sexual Assault Response Unit (SARU) at the Disabled Persons Protection Commission (DPPC)

SARU Business Line: (617) 727-6465

DPPC 24/7 Hotline to report abuse or neglect: (800) 426-9009

<https://www.mass.gov/orgs/disabled-persons-protection-commission>

Provides services and support to survivors with disabilities who have experienced sexual violence.

- The Sexual Assault Response Unit is fully operating to provide emotional support, crisis intervention, case management and advocacy, as well consultation to staff and providers that may be supporting survivors.
- Referrals to the SARU come directly from reports made to DPPC. Referrals also come from other community services or survivors themselves. To make a referral to the SAR Unit call: (617) 727-6465
- Regional Navigators are advocates that provide support and someone for survivors with disabilities to talk to. They cannot meet in person right now, but can help over phone, FaceTime, or a Zoom call.

POLICE & RESTRAINING ORDER/HARASSMENT PREVENTION ORDER ASSISTANCE

Somerville Police Department Family Services Unit

For all emergencies dial 911

Non emergencies dial (617) 625-1600

Victim Advocate: Call/Text (857) 270-8744 or Email: mdipaolo@police.somerville.ma.us

- Victim advocate and/or detectives will continue to follow up via phone on domestic violence, domestic dispute, and sexual assault reports to help address safety concerns, provide information about protective orders, identify and assist survivor's access available services. In-person response, including interviewing to be conducted by detectives only under emergency circumstances.
- Victim advocate is available by phone M-F 8AM-4PM to discuss options, provide support, and safety plan with residents experiencing domestic and/or sexual violence. Will also assist plaintiffs in determining when their next scheduled RO/HPO extension date is.
- Per the Supreme Judicial Court (SJC) all trial courts in MA are closed to the public until at least July 1, 2020. During this time, SPD officers, detectives, and advocates (on a limited in-person basis) will be available to assist with new protection orders applications. **See below.**

Massachusetts Trial Court/Middlesex District Attorney's Office/Somerville District Court

Middlesex District Attorney's Office: (781) 897-8300

<https://www.middlesexda.com>

Somerville District Court Clerk's Office: (617) 666-8000

<https://www.mass.gov/orgs/executive-office-of-the-trial-court>

From Middlesex DA's Office:

- The SJC issued an order limiting in-person proceedings in MA state courthouses until at least July 1, 2020, during this time, physical locations are closed and the staff of the MDAO will be working remotely. Assistant District Attorneys and Victim Witness Advocates will continue to conduct follow-ups with victims via phone for any new arraignments.
- For questions call (781) 897-8300. Staff will be answering calls during regular business hours, and voicemails left on this line will be checked and calls will be returned.
- Victims and witnesses in upcoming cases should be advised that the Massachusetts Trial Court has suspended all jury trials until September 1, 2020. All bench trials have been suspended until July 1, 2020. All other court dates have also been suspended. The office is in the process of reaching out to individuals directly regarding the status of these cases.
- As of April 2, 2020, the MA Trial Court will be operating a Help-Line. **833-91COURT will be answered Monday-Friday from 8:30 to 4:30 by staff with access to MassCourts.**
- All MA courts will now have email addresses for people to request information from. Visit <https://www.mass.gov/guides/court-department-emails#-district-court-> for a list of all court email addresses.
- As of April 23, 2020, the Middlesex District Attorney's Office launched a dedicated texting line for victims to speak directly with a victim witness advocate. **Victims can now reach an advocate during regular office hours (8:30 a.m. – 5:00 p.m.) via text message at (781) 281-4066.** The line is not monitored 24/7 and is NOT an emergency line.

From the Somerville District Court:

<https://www.mass.gov/orgs/executive-office-of-the-trial-court>

- As of April 2, 2020, the Somerville District Court can now be reached at cmsomervilledc@jud.state.ma.us as an alternative form for people seeking information.
- As of April 8th, 2020, due to more staff working from home, 209A/258E hearings will be held over the phone and not through a video conference. The 209A/258E applications should be scanned and emailed to cmsomervilledc@jud.state.ma.us NOT faxed. Officers should contact the clerk's office at (617) 666-8000 to notify them that an application has been sent over email.
- Any existing RO/HPO expiring between March 19, 2020 and June 30, 2020 will be extended until at least July 1, 2020. Any party that has a hearing rescheduled during this time must call the **Somerville District Court Clerk's Office prior to July 1, 2020 at (617) 666-8000 for next date instructions.**

- During Court hours (M-F 8:30-4), new applicants should be instructed to contact the Somerville District Court and the Clerk will walk them through the process and contact the Judge on their behalf until at least July 1, 2020..
- After Court hours (Emergency Orders), applicants can fill out PDF paperwork and submit virtually if they have a safe space and capabilities to do so. If they do not have the capacity, an officer may assist and indicate the affidavit was filled out by them at the direction of applicant.
- FAQs can be found at <https://www.mass.gov/guides/district-court-faqs-related-to-covid-19>

Middlesex Probate and Family Court

(617) 768-5800

<https://www.mass.gov/locations/middlesex-probate-and-family-court>

- The Middlesex Probate and Family Court will remain open for in person emergency matters that cannot be resolved over the phone or tele-conference.
- For more information about the updated protocol as of March 31st, 2020 for what is considered emergency and non-emergency matters please visit their website: <https://www.mass.gov/doc/middlesex-probate-and-family-court-guidelines-for-operation-during-covid-19/download>
- Registry is open to receive pleadings and other filings by first class mail and by E-filing.
- The Registry and the Court is staffed to receive, review, and, as appropriate schedule and hear emergency and non-emergency hearings. The court will be operating on limited staff. Staff on site is responsible for monitoring phone calls and emails.
- **A phone number and email have been designated for emergency filing and emergency hearing situations: (617) 768- 5906 or middlesexprobate@jud.state.ma.us**
- For FAQ related to COVID-19 please visit: <https://www.mass.gov/guides/probate-and-family-court-faqs-related-to-covid-19>

SERVICES FOR HOMELESS WOMEN

On the Rise

(617) 497-7968

<http://www.ontherise.org>

Day program offering support and services to homeless women in the Cambridge area.

Important update: As of 3/24/20, THE SAFE HAVEN is now closed and is no longer distributing meals.

- Advocates are working remotely and are available to offer phone support and advocacy. Please call (617) 497-7968 if you would like to speak to an advocate.
- Participants can still receive/check their mail at On The Rise. Staff will be onsite from 10:00A-12:00P Monday-Friday to deliver mail to participants on the porch.
- Participants can access their lockers on Wednesdays between 10:00A-12:00P. They will be allowed in the building one person at a time.
- **KEEP THE KEYS for housed program participants:** All groups, events and outings have been suspended until further notice. Advocates are available to offer phone support and advocacy.

Please call (617) 497-7968 if you would like to speak to an advocate.

Rosie's Place: 889 Harrison Ave, Boston, MA

(617) 442-9322

<https://www.rosiesplace.org>

Day program and overnight shelter offering services for homeless women in Boston area.

- As of 3/17/2020, Rosie's Place will remain open while incorporating social distancing throughout each service. Additionally, multiple portable hand washing stations have been installed throughout the building to encourage hand hygiene. Each guest is asked to wash as they enter our building, before and after meals, and as they leave.
- **Emergency Programs:** The showers, phones, computers, laundry, and sitting room are open daily for homeless women.
- **Dining Room:** Lunch and dinner service remains active with prepackaged to go meals.
- **Overnight Shelter:** Extended stays are being offered to the current shelter clients.
- **Pantry:** Will provide a week's worth of pre-bagged groceries so that those who are housed can remain indoors for longer.
- **Stabilization Program:** Delivery of food and other essentials is offered to the currently housed clients.
- Remote advocacy is available so that women seeking services are able to connect with expert help by phone by calling (617) 442-9322 and requesting to be connected to an advocate.

SERVICES AT HEALTHCARE FACILITIES

Victim Resource Center (VRC) at Cambridge Health Alliance (CHA)

(617) 665-2992

www.challiance.org/VictimResourceCenter

A free service that provides confidential clinically informed advocacy services to violent crime victims.

- Services are being provided only thru telephone at this time. To reach VRC staff, call (617)-665-2992. Calls will be responded to during business hours 9am to 5 pm Monday through Friday. *Situation is fluid, changes to protocol may be frequent.*
- In addition to general services, VRC is offering supportive counseling to crime victims via phone to provide coping skills to manage anxiety related to COVID-19.
- If seeking Crisis Services from the Victims of Violence Program at the CHA Outpatient Psychiatry Department call the VRC line for support: (617) 665-2992.
- The outpatient psych dept building is closed. All the individual appointments at the sites are cancelled. The patients are being reached by their therapists via phone.
- Outpatient Psychiatry televisits will begin Monday, March 23.
- CHA primary care offices are open, however patients are strongly encouraged to stay home and communicate with doctors via phone unless it's an emergency or high risk.
- All our emergency rooms are open.
- COVID-19 Virus Testing for CHA Patients only at this time.

Fenway Health

Office line (617) 927-6250 acting as a hotline during regular business hours M-F.

<https://fenwayhealth.org/>

Free counseling, advocacy, information for LGBT survivors of DV, SA, and hate violence.

- All services for the Violence Recovery Program transitioning to over the phone.
- Continuing to accept new clients using a phone intake process and will begin services over the phone as needed. Once things return to normal, they will transition new clients into regular in-person services.
- Certain public health services that require on-site interaction with clients are suspended, including: sexual health prevention, community-based case management (including the Lynn office), housing services, legal services, and the homeless youth drop-in center, Youth On Fire. These programs will be suspended until at least Friday, April 3, at which time they will determine whether it is appropriate to reinstate them.
- Fenway Health is NOT a COVID-19 Virus Test Site at this time
- Syringe and NARCAN distribution will remain in operation through our teams at Amory Street in Jamaica Plain, Green Street in Cambridge, and the mobile outreach van. For these services, clients will be admitted to the facility one person at a time to eliminate congestion. Clients may be provided with up to one month of supplies in order to minimize the need for return visits.
- New study enrollments are suspended for the time being, using video interviewing and internet-based assessments whenever possible, and conducting face-to-face visits only to assess the safety of experimental vaccines and medications, and/or to dispense study products.
- All Fenway Health staff, clients, and patients will participate in a brief screening protocol immediately upon entry to facilities every day, at all locations. The screening is designed to reduce the risk of anyone entering the buildings who may have been exposed to the virus.

LEGAL AID

De Novo (Formerly Community Legal Service and Counseling Center)

(617) 661-1010

www.denovo.org

Provides legal representation in areas of domestic violence, child custody, and family law. Offers mental health counseling.

- All clinics, in-person client meetings, and walk-ins are suspended until at least July 1, 2020. See individual unit info detailed below.
- Intake and referral line is open, with legal and counseling services being provided by video and conference call from 9:00 a.m. - 5:00 p.m. Monday-Friday.
- Staff is available to all current clients by phone and email to ensure that they stay up-to-date on all case information and potential changes in scheduling and/or format of any scheduled court appearances.

Family Law Unit: All clients/referrals should continue to call the main line (617) 661-1010 for intakes as usual and our Intake Specialist will follow up. Intakes are open for phone advice and counsel only. Intake for full representation cases are suspended at least until June 1, 2020

Housing Unit: All clients/referrals should continue to call the main line (617) 661-1010 for intakes as usual and our Intake Specialist will follow up. Intakes are open for phone advice and counsel only. Intake for full representation cases are suspended at least until June 1, 2020. *Weekly in-person Housing Court “Lawyer For the Day” Clinic is currently suspended.* Eligible tenants in Arlington, Belmont, Cambridge, Medford, Newton, and Somerville can request legal advice over the phone by calling (617) 661-1010.

Disability Unit: Intakes are open on a limited basis for phone advice only.

Immigration Unit: Intake is open for Asylum seekers and Special Immigrant Juvenile, VAWA and U/T visa cases, Intake is closed for Special Immigrant Juvenile (“SIJS”) cases.

De Novo and the City of Cambridge are offering a virtual Immigration Legal Screening Clinic until our offices reopen to the public. Massachusetts residents in need of legal advice on immigration matters can call our Immigration Hotline at (617) 405-5479. Callers will be asked to leave a message with their name and phone number. De Novo will get back to you within 2-3 business days for an initial screening and to place you with an attorney for a free legal consultation.

Greater Boston Legal Services

<https://gbls.org/>

Provides free civil legal aid to low income individuals and families.

- GBLS offices are closed to the public due to the Coronavirus crisis. Staff is working remotely providing limited, yet critical services.
- Current clients may contact their advocate directly. For first time referrals please contact the Eastern Region Legal Intake at (617) 603-1700.

Family Law Unit: The Family Law Unit advocates are working remotely on existing cases and are accepting requests for new cases during this time.

Relocation Counseling Project: “warm line” remains open for counsel, advice, brief services to people seeking to relocate due to DV or other crimes. Please call (617) 603-1557.

Existing Family Law Unit Clients: Call your advocate directly, leave a message at (617) 603-1803, or email advocate directly.

New Clients: There are three ways to reach us:

1. **Call (617) 603-1803 and leave a message** with your name and telephone number. Someone will call you back. (IF IT IS NOT SAFE TO CALL YOU BACK, PLEASE LET GBLS KNOW THAT AND INDICATE WHEN IT MIGHT BE SAFE TO CALL. IF IT NOT SAFE TO LEAVE A MESSAGE ON YOUR VOICEMAIL, PLEASE LET GBLS KNOW THAT.)
2. **Submit a request for services at our on-line** intake page: [GBLS Online Family Law Intake Page](#)
3. **Send an email to** familylawintake@gbls.org

Community Partners: To make a referral call (617) 603-1803 and leave a message. Let us know what agency you are calling from. Someone will call you back, or send an email to familylawintake@gbls.org, or complete an on-line intake at [GBLS Online Family Law Intake Page](#)

- **Small Claims Court is closed**, Debt Relief Clinics are temporarily suspended. If you have questions about a pending Small Claims case, you may contact GBLS for intake/assistance at (617) 603-1671.
- **GBLS is conducting housing clinics on a one-on-one basis by telephone.** Homeless families with children and people who are pregnant can apply remotely for shelter by calling (866) 584-0653.

If you have already tried to apply for EA shelter and have been denied recently, please call

GBLS's Housing Unit at (617) 603-1807 and leave a message with name, telephone number, email address, and the current city or town residence.

- **How to apply for Unemployment Insurance:**

1. [Unemployment Benefits help](#) - If you need help filing a tax return to receive the stimulus payment, please call 617-603-1559.
2. [Beneficios de Desempleo](#) - Si necesitas ayuda con tus taxes para poder recibir el pago del gobierno, llama a 617-603-1569.
3. For assistance with filing an online Unemployment Insurance claim, call (617) 603-1530 (Spanish) or (617) 603-1639 (all other languages).
4. **GBLS Cambridge and Somerville Office:** For all callers seeking CASLS services, call main # (617) 603-2700 and leave a voicemail message. Services are focused on housing, public benefits, EA shelter, mental health for low income residents of Cambridge, Somerville, Arlington, Belmont, Winchester, and Woburn and for elders (60 and older) in Cambridge and Somerville. At this point, GBLS is able to give telephone advice (and will do whatever possible to provide more service within our "work at home" constraints"). *GBLS continues to stand with our undocumented neighbors. Immigration Courts are still open and GBLS is working tirelessly to protect people from unjust detention or deportation. If you have a question concerning immigration please call our Immigration Unit at (617) 603-1808.*

Victim Rights Law Center (VRLC)

(617) 399-6720

www.victimrights.org

Provides legal representation for victims of sexual assault.

- The entire VRLC team is currently working remotely and continuing to provide legal advice over the phone.
- Call (617) 399-6720 ext. 19 or email legalthelp@victimrights.org for all intakes. Phone is preferred.
- Staff will strategize on a case by case basis depending upon the survivor's need, VRLC capacity, and if the court is open and/or allowing video or phone conferencing.
- VRLC encourages all of its partners to continue referring survivors for legal assistance and will continue to do their best to meet the survivor's needs.

HOUSING

Somerville Housing Authority
(617) 625-1152
www.sha-web.org

Due to Covid-19 the offices are closed to the public until further notice. We will remain available to tenants and applicants by phone and email within our adjusted business hours of Monday-Thursday 8:00 am-2:00 pm and Friday 8:00 am-12:00 pm. Any required meetings will be made by appointment only.

The Somerville Housing Authority would like to update you on measures we are taking in response to the recent news regarding the Coronavirus (COVID-19).

Residents, Applicants, & Section 8 Voucher Holders

[Click here for more information](#)

COVID 19 - LOCAL RESOURCES - FOOD AND OTHER SERVICES

[Click here for more information](#)

INTIMATE PARTNER ABUSE EDUCATION PROGRAMMING

Common Purpose

(617) 522-6500

<http://commonpurpose.com/main.htm>

- There will be no change in the regular office hours. There will be no change in staffing or accessibility to the organization during the regular office hours. There will be no change in outreach services at this time but those services will be contingent on availability.
- Continuing to accept new referrals
- Our partner/survivor contact services are intact and there are no changes.
- On 3/30/20 Common Purpose shifted to a video and conference calling format for the Intimate Partner Abuse Education Program groups in lieu of in person groups in order to decrease the risk for exposure to COVID-19. Video and conference calling services which meet HIPAA standards are in use.
- Continuing to follow established protocols in order to ensure survivor safety and client confidentiality.

Emerge

388 Pleasant St., Suite 204, Malden

For English speaking services call (617) 547-9879

For Spanish Speaking services call (617) 657-4895

Service locations in Cambridge, Malden, and Jamaica Plain (Spanish only)

www.emergedv.com

- **Intimate Partner Abuse Education Programs**
- All groups are now by webinar during their regular times, and supplemented by individual phone calls when needed.
- All intake are done over the phone or by webinar by appointment at (617) 547-9879
- For Spanish-language intakes, call (617) 657-4895
- Groups in English and Spanish, Separate groups for women and GLBTQ
- Partner Contents: Our full time Partner Contact Coordinator, Hanna Halperin-Goldstein, continues to make contact with partners/ex-partners/victims, as needed and/or by request.
- For non emergencies: call (617) 547-9879 or email info@emergedv.com.
- Urgent Questions: Email David Adams at <mailto:dadams9@aol.com> or call (617) 875-9049

- **Responsible Fatherhood Groups**
- The spring group was cancelled, with plans to hold our next group cycle in September. Call (617) 547-9879 to make a referral.

OTHER INFORMATION

Statewide Food Source Hotline: (800) 645-8333 is Project Bread's toll-free line that provides info on food pantries, resources, student meal sights, etc. **Check with individual school district's online sites** for info about "grab and go" meals for students.

Visit: www.foodpantries.org for list of food pantries (searchable by area/city)

Department of Transitional Assistance (DTA)

- Offices are closed to the public - all access and applications must be done telephonically or electronically.
- Apply for SNAP or TAFDC cash benefits by calling the DTA assistance line (877) 382-2363
- **DTA connect:** <https://dtacconnect.eohhs.mass.gov/> to apply online for benefits, submit documents, check benefits.

Parental Stress Hotline: (800) 632-8188 visit <https://www.parentshelpingparents.org/> for online support group information.

From the Cambridge Health Alliance (CHA): <https://www.challiance.org/help-center/covid-19-alert>

- If you feel sick with a fever or dry cough, or other flu-like symptoms, call your primary care provider. In most cases, you should just stay home. Always tell your medical team if you have been in contact with someone with a confirmed or suspected case of COVID-19.
- If you have a high fever, trouble breathing or severe flu-like symptoms, call 9-1-1 or go to your closest Emergency Department.
- Please do not come to the Emergency Department if you have mild symptoms or are looking for COVID-19 testing. The ED is for patients with serious health needs.
- CHA primary care sites are discouraging walk-in visits. Please call to schedule a visit.
- CHA cannot provide medical clearance for return to work or school after foreign travel.
- CHA is working on expanding COVID-19 testing in the near future.

From the City of Somerville: To help mitigate the effect of COVID-19, the City of Somerville has closed all municipal buildings and asked non-essential staff not to report to the office beginning Tuesday, March 17th until further notice. A list of all city services you can access online can be found on www.somervillema.gov Updated information on the City's response to COVID-19 (coronavirus) as well as contact information for the Public Health Department can be found at www.somervillema.gov/coronavirus General questions should be directed to 311updates@somervillema.gov or by dialing 311.

From the Registry of Motor Vehicles (RMV): All Class D and Class DM driver's licenses, ID cards, and Learner's Permits that have expired or are expiring between **March 1, 2020 and August 1, 2020, will have a 90-day extension applied to the current expiration date.**

<https://www.mass.gov/info-details/rmv-covid-19-information>

Everett Family Resource Center

(781) 581-4750

<https://www.frma.org/locations/everett-family-resource-center>

Family Resource Centers (FRCs) of Massachusetts serve as partners who help parents and children thrive by strengthening family bonds.

- FRCs provide a variety of services to families including career services, ESL, early childhood support and education, family, legal, and mental health support etc. More information about their services can be found here: <https://www.frma.org/content/services>
- FRCs are providing support over the phone only at this time.

- Residents can seek support from the Everett Office, which can be reached at (781) 581-4750 or frc@eliotchs.org
- The FRCs have compiled a list of food, monetary, educational, and housing resources for families during the COVID-19 crisis: <https://www.frcma.org/about/resources-support-you>

We all Need Help Sometimes

Call 211 for free, confidential, and multilingual services 24/7

<https://www.mass.gov/lists/we-all-need-help-sometimes>

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- Services can connect you to support for Domestic Violence, Housing/Utilities, Food/Meals, Mental Health, Substance Use/Treatment, Physical Health ,Clothing/Household Items, Parent/Family Support, Crisis Lines/Hotlines

*Document created by Cambridge PD Domestic Violence and Sexual Assault Advocate and modified by Somerville Police Family Services Unit Advocate 5/6/20.