

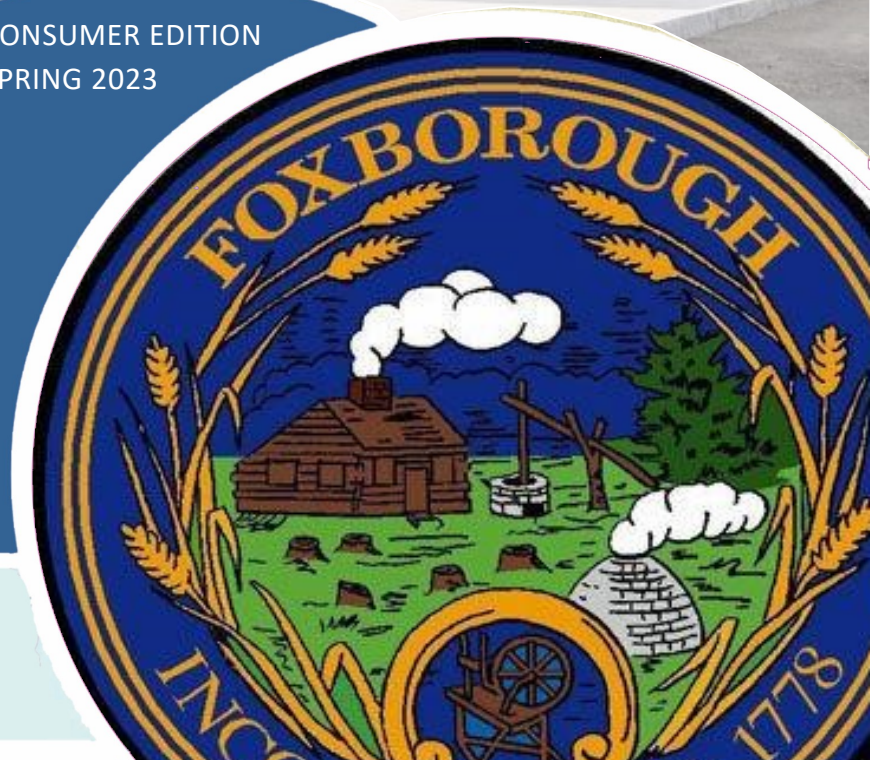
TOWN OF FOXBOROUGH COMMUNITY RESOURCE GUIDE



CONSUMER EDITION
SPRING 2023

A guide to important
programs and benefits
for residents of
Foxborough

Prepared by the
Foxborough COA/HS Department
75 Central Street
Foxborough, Ma 02035
508-543-1234



CRISIS HOTLINES

ABUSE/PROTECTIVE SERVICES:

Elder Abuse Hotline 800-922-2275
 Nursing Facility or Rest Home Residents: 800-462-5540
 Department of Children and Families (DCF) 800-792-5200
 Disabled Persons Protection Commission (DPPC) 800-426-9009 or 888-822-0350 TTY
 Domestic Violence: 877-785-2020

Parental Stress Hotline:

800-632-8188.

Poison Control and Prevention:

800-682-9211

Psychiatric Emergency:

800-529-5077 Riverside
 Community Care Psychiatric
 Emergency Services

Rape Crisis Hotline: 800-323-4673

SUICIDE PREVENTION

State-wide Toll-Free Hotline:

Samaritans: 877-870-HOPE
 (877-870-4673)

National Hotlines: 1-800-SUICIDE

(800-784-2433) 800-273-TALK
 (800-273-8255)

Deaf Hotline: 800-799-4TTY

(800-799-4889)

TOWN OF FOXBOROUGH PHONE LINES

TOWN HALL DEPARTMENTS

Administration & Selectmen	508-543-1200
Assessor's Office	508-543-1215
Building Inspection	508-543-1206
Town Clerk's Office	508-543-1208
Conservation Department	508-543-1251
FINANCE DEPARTMENT	
Tax Collector	508-543-1216
Accounting	508-543-1211
Health Department	508-543-1207
Planning Department	508-543-1250
Veterans' Services	508-543-1204

ADDITIONAL TOWN DEPARTMENTS

Council on Aging/Human Services	508-543-1252
DEPARTMENT OF PUBLIC WORKS	
Highway Department	508-543-1228
Water Department	508-543-1245
Boyden Library	508-543-1245
Boyden Library (Children's)	508-543-1246

PUBLIC SAFETY

Police Department	508-543-4343
Fire Department	508-543-1238

E M E R G E N C Y 9 1 1

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RESOURCES

ADAPTIVE EQUIPMENT

Accessories that help you manage your daily living needs. Examples: commodes, canes, walkers, grab bars, hand rails, raised toilet seats, tub seats and lifts. Adaptive Equipment is often available thru Medicare or other insurance when ordered by a physician. Check www.medicare.gov for a supplier directory. Equipment is also available through many pharmacies, but not all pharmacies will bill Medicare. Check to see if the provider you use accepts Medicare assignment. Used equipment is available for free or at a low cost through Reequipment at 1-800-261-9841 or dmerequipment.org; also at www.getstuff.com. See also Assistive technologies for more listings.

ADULT DAY HEALTH/SOCIAL CENTER

Adult Day Health Centers offer social, recreational, and health-related services in a protective setting. Adult Day Health serves those who cannot be left alone during the day because of health care and social need, confusion, or disability. Funding sources include private pay, MassHealth, the State Home Care Program, and Senior Care Options.

Social Day Care (aka Supportive Day) Centers provide individualized programs of social activity for elders requiring daytime supervision. Activities include recreation and social activities. Some social day centers offer limited health services. Below is a listing of some local adult day health and social/supportive day providers

Franklin Senior Center Supportive Day Program: 508-520-4945

Hillside Attleboro Adult Day Health: 508-226-6150

Mansfield Adult Day Health Center : 508-339-2119

NE Sinai Adult Day: 781-344-7661

Norwood Adult Day Health Center 781-769-4495

The Julia Ruth House Westwood: 781-251-3393

ADULT FOSTER CARE

Adult Foster Care is a state-funded program that provides daily assistance with personal care and case management oversight in a caregiver's home. (See also GROUP ADULT FOSTER CARE) To apply for Adult Foster Care / Adult Family Care, visit the Massachusetts Council for Adult Foster Care at www.massafc.org for a listing of provider agencies who will assist you with the application process. AFC providers will also accept private pay.

AGING SERVICE ACCESS POINTS

ASAPs are non-profit agencies across the state, under contract to the Executive Office of Elder Affairs. Programs include Information and Referral, Case Management, State Funded Home Care, Nutrition Program, Caregiver Support and Elder Abuse/Protective Services.

HESSCO (Health & Social Services Consortium) 1

Merchant Street, Sharon, MA 02067 www.hessco.org 781-784-4944, 800-462-5221 , Fax: 781-784-4922 Serves Canton, Dedham, Foxboro, Medfield, Millis, Norfolk, Norwood, Plainville, Sharon, Walpole, Westwood, and Wrentham. Visit www.800AGEINFO.com or call 800-243-4636 to find ASAPs in other areas.

ALZHEIMER'S & DEMENTIA RESOURCES

Alzheimer's Association

800-272-3900 24/7 helpline; www.alz.org

Alzheimer's Association (Massachusetts/NH Chapter)

617-868-6718

Alzheimer's Assistance Program: Provides free in-home or Adult Day program respite. CVNA Attleboro. 508-222-0118 (Grant program—Foxborough, Plainville and Bristol County) Caregiver support group also available

Alzheimer's Partnership Assistance Program: one time grant up to \$300 for caregivers. Write the Neponset Valley Alzheimer's Partnership, PO Box 641, Foxboro, MA 02035 for an application and brochure.

Safe Return Program: Alzheimer's Association, in collaboration with MedicAlert Foundation (I.D. bracelet) Contact MedicAlert at 800-432-5378 or medicalert.org/alz . Use Promo Code ALZ

SafetyNet Tracking Systems. This system enables public safety agencies to quickly find and rescue clients with cognitive disorders such as autism and Alzheimer's. Public safety authorities are trained on how to find lost individuals using the SafetyNet equipment and on how to effectively communicate with people who have cognitive conditions. Each SafetyNet tracking system emits a signal to law enforcement for tracking people at risk. For further information please contact 877-434-6384 or visit safetynettracking.com. For payment assistance contact the COA/HS at 508-543-1234.

Family Caregiver Support Program at HESSCO Elder Services 781-784-4944. Offers counseling, resources and service coordination to persons of any age caring for someone with Alzheimer's Disease.

Alzheimer's Association Support Groups Support groups for individuals living with Alzheimer's and other's dealing with the disease. All support groups are facilitated by trained individuals. Call the Alzheimer's Association at 800-272-3900 or visit www.alz.org for more info

Money management program: HESSCO Elder Services 781-784-4944 (Ask about income and other eligibility criteria)

Boston University Alzheimer's Disease Center www.bu.edu/alzresearch

Massachusetts General Hospital/Harvard Medical School Alzheimer's Disease Research Center 617-726-3987 ;

ASSISTED LIVING RESIDENCES

Residences are an option for people who feel uncomfortable or unsafe living alone, but do not need the 24-hour nursing and medical care provided by nursing facilities. Generally, facilities are private pay. A few facilities participate in programs (Senior Care Options or SSI-G) that subsidize care for low income residents.

To find assisted living residences contact the Massachusetts Assisted Living Association (Mass-Ala), 465 Waverly Oaks Road, Suite 300 Waltham, MA 02452 Phone: 781-622-5999, Fax: 781-622-5979, Email: massala@massala.org, www.massala.org. For more information on subsidized care, contact the Human Services Department at the Senior Center—508-543-1234.

ASSISTIVE TECHNOLOGY

This term covers communication devices or services for people who cannot speak independently, telecommunications devices for the deaf (TDDs), text telephones (TTYs) and television decoders for people with hearing loss. Other devices for people with hearing loss use lights or vibrations to warn people about dangers. Environmental control systems turn lights on and off, open doors or operate appliances. Assistive technology includes modifications to buildings, rooms and other facilities. While some “high tech” devices are expensive, inexpensive low tech devices include Velcro, large print materials, big button phones, and adapted eating utensils. Some good sources for assistive devices are:

ICANCONNECT promotes the National Deaf-Blind Equipment Distribution Program (NDBEDP). The goal is to get technology into the hands of Americans with combined hearing and vision loss. For those who qualify, technology equipment used for distance communication is provided FREE. Installation, training and technical support are also available at NO CHARGE. Call 1-800-825-4595 / TTY 1-888-320-2656, or visit the website www.iCanConnect.org

MASSACHUSETTS EQUIPMENT DISTRIBUTION PROGRAM (MassEDP) provides free specialized telephone equipment to disabled residents. 800-300-5658 V/TTY

MASS REHAB COMMISSION 800-245-6543 www.mass.gov/massedp Taunton Office 508-823-8141

MASS COMMISSION FOR THE BLIND 800-392-6450 , and

MASS COMMISSION FOR THE DEAF AND HARD OF HEARING 800-882-1155.

MASSMATCH www.massmatch.org 877-508-3974
See also Hearing Loss/ Hearing Aids on page 12

CAREGIVER SUPPORT PROGRAMS

Programs that support unpaid caregivers such as family members or friends. Support can include information, education, access to services and in-home assessments. Contact HESSCO at 781-784-4944

AUTISM RESOURCES

FAMILY AUTISM CENTER (OF NORFOLK COUNTY ARC) 781-762-4001

www.arcsouthnorfolk.org . The Family Autism Center offers several workshops and training programs for parents and professionals, school vacation week programming for children and young adults , and many different support groups for family members, including parents and grandparents. For more information, call 781-762-4001 x 310 or email Brian Clark at bclark@arcsouthnorfolk.org to be put on mailing list.

SAFETYNET TRACKING SYSTEMS. This system enables public safety agencies to quickly find and rescue clients with cognitive disorders such as autism and Alzheimer’s. Public safety authorities are trained on how to find lost individuals using the SafetyNet equipment and on how to effectively communicate with people who have cognitive conditions. Each SafetyNet tracking system emits a signal to law enforcement for tracking people at risk. For further information please contact 877-434-6384 or visit safetynettracking.com. For payment assistance contact the COA/HS at 508-543-1234.

COMMISSION ON DISABILITY

The Foxborough Commission on Disability’s (FCOD) mission is to promote equal access to community life and activities for people with disabilities. The Commission works as an advisory group within the Town to promote awareness and education about the needs and rights of people with disabilities by providing information on accessibility programs, housing, access to public buildings and entities. For more information visit www.foxboroughma.gov/boards_committees/foxborough_commission_on_disability

COUNCIL ON AGING

The Foxborough Council on Aging and Human Services is located at 75 Central Street, Foxboro, MA 02035, 508-543-1234 www.foxboroughma.gov/coa . The Foxborough Council on Aging and Human Services has three components.

- The **Human Services Department** assists any Foxborough residents 18 years or older in need of social services interventions.
- The **Council on Aging** is responsible for meeting the needs of any Foxborough resident, 60 years old and over, through outreach programs and services designed to help them maintain their independence in the community.
- The **Senior Center** is where a host of educational programs, health clinics, social events and activities take place.

DENTAL CARE

Elder Dental Program 508-222-0118 x1326 email elderdental@communityvna.com This nonprofit program uses local dentists who volunteer to treat low-income elders at significantly reduced fees. Eligibility: age 60 or over, do not have dental insurance, live in the program service area, meet asset limits, and have an annual income less than 250% of poverty level (2020 annual income less than \$31,900 [\$43,100 for a couple] and savings less than \$25,201 [\$50,064 for a couple].)

Individual Dental Insurance

- **Altus Dental** Special Plan for AAA members. www.altusdental.com 877-223-0588
- **AARP Dental Plan** 866-583-2085 TTY: 800-735-2929 www.deltadentalins.com/aarp
- **Delta Dental of Mass.** 800-872-0500 www.deltadentalma.com/

The Health Connector www.mahealthconnector.org offers dental plans to meet most needs and budgets. There are plans for children only, and plans for families and adults. At the health connector web site, you will find information about covered benefits, deductibles, co-pays, out-of-pocket maximums, and annual benefit maximums. Once you've reviewed the plan details and found a plan or plans that may be right for you, call 877-623-6765 to get premium information. You can enroll by either mailing in a completed application or calling 877-623-6765

MassHealth Dental Benefits

Dental Customer Service: 1-800-207-5019; TTY: 1-800-466-7566 www.masshealth-dental.net/
MassHealth members aged 21 and older are eligible for dental services performed by a MassHealth dentist. Adult members who have been determined by the Department of Developmental Services (DDS) to be eligible for DDS services receive a different dental benefit package than adults who are not DDS Clients. Examples of covered dental services for adults include: Oral exams (twice in 12 months); Some Oral Surgery (such as removal of impacted teeth, biopsies, soft-tissue surgery); X rays; Extractions (tooth-pulling); Cleanings (twice in 12 months)

Community Health Centers: To find centers offering dental care, call the Office of Oral Health at 617-624-6074 or the Mass League of CHCs at 617-426-2225. The closest CHC offering dental care is Brockton Neighborhood Health Center 63 Main Street, Brockton, MA 02301, (508) 559-6699 www.bnhc.org

University/College Dental Programs: Discounted services are provided by students supervised by faculty. Some schools accept MassHealth. Services may include general dentistry, dental hygiene, periodontics, dentures, etc. Many community colleges offer discount services (cleanings and x-rays only) through the Dental Hygienist Program. Call the programs below to ask what services are available.

- **Boston University School of Dental Medicine** 100 E. Newton St. Boston 617358-8300
- **Harvard School of Dental Medicine** 188 Longwood Ave. Boston 617-432-1434
- **Tufts University School of Dental Medicine** 1 Kneeland St. Boston 617-636-6998; Wrentham Satellite Campus 508-384-8987
- **Forsyth Dental Hygiene Clinic** MCPHS Boston, 101 Palace road, Boston 617-278-2700
- **Regis College Dental Center** 1432 Main Street, Waltham 781-768-7250

DEPARTMENT OF TRANSITIONAL ASSISTANCE LOCAL OFFICE

Taunton— Mon - Fri 7:30am to 5:00pm 21 Spring Street, Taunton, MA 02780 508-884-5300, Fax: 508-884-5301

DOMESTIC VIOLENCE RESOURCES

Safelink Domestic Violence Hotline (www.casamyra.org), 24-hour DV hotline (877-785-2020). Hotline counselors can assist with safety planning, information on accessing public benefits and other services for battered women, ranging from shelters to transitional living programs.

Department of Transitional Assistance Domestic Violence Line: Phone: 508-884-5354

New Hope Hotline: 800-323-HOPE (800-323-4673) www.newhope.com- Greater Attleboro area

H.U.G.S. - Foxboro (Help Us Get Safe) 508-698-8784 www.hugsfoxboro.org

Penelope's Place: Brockton Hotline: 508-588-2041

Support Group : Norwood Hospital 781-278-6025

Support Group: Foxboro Call 508-543-1234 for info.

National Abuse Hotline: 800-799-SAFE (800-799-7233)

Dove 24 Hour Hotline: 617-471-1234 or 888-314-3683

Treatment for Batterers: Billings Human Services Intimate Partners Abuse Education Program, Norwood 781-762-0060

Respect c/o New Hope 508-226-4015
For information on reporting abuse against Elders, Disabled or Children, see Protective Services

EMERGENCY AID TO ELDERS, DISABLED AND CHILDREN (EAEDC)

A State funded program that provides cash and other benefits to certain persons or caregivers who are not eligible for other programs, such as SSI or TAFDC, or who are waiting for SSI. Asset and income limits are very low. Apply through the DTA office: 21 Spring Street, Taunton, MA 02780, 508-884-5300, Fax: 508-884-5301 EAEDC also pays for rest home care for those who need it and who do not qualify for SSI. For rest home care, the beneficiary's income, minus a low monthly personal needs allowance, goes toward the rest home's bill, with EAEDC making up the difference. Under this program, rest home residents get Community MassHealth. Apply thru the DTA worker assigned to the rest home or through the closest DTA office

EMERGENCY SHELTER

During extreme heat or cold, the Senior Center at 75 Central Street will be open during its regular business hours as a place residents can seek relief from extreme temperatures. The McGinty Room at the Public Safety Building on Chestnut Street will be available at other times for residents to visit to escape from extreme temperatures. However, the McGinty Room is not a place residents can shelter for extended periods. In case of disaster, including extended power outages, the Town of Foxborough may open an emergency shelter for residents who cannot stay safely in their homes. Residents are urged to sign up for emergency notifications to an email address, home phone or cell phone. For more information and to enroll, use the web page at www.foxboroughma.gov

For Homeless Shelters see Homelessness Resources

FINANCIAL PLANNING SERVICES (NON-PROFIT)

Agencies that provide assistance with financial and estate planning as well as asset preservation and management with an emphasis on senior citizens. (Note: **Legal Services** programs can also help with foreclosure, eviction, debt collection, etc.)

Homeowner Options For Massachusetts Elders (H.O.M.E.) 800-583-5337 (www.elderhomeowners.org) In-home financial counseling for Massachusetts homeowner with only one residence, 60 years of age or older (50 if in jeopardy of losing your home), with annual income less than \$30,000 individual / \$40,000 couple.

Making Home Affordable 888-995-HOPE, www.makinghomeaffordable.gov. Information to help homeowners avoid foreclosure

MassSaves 866-527-7283, www.massaves.com A program of the Massachusetts Financial Education Collaborative (MFEC), offers workshops and on-line resources on a variety of financial topics.

American Credit Counseling Services 508-695-0148 www.accs.org gives free advice to people who are in debt or have questions about their finances. People who need help paying off their debts can enroll in a low-cost debt management plan.

New England Pension Assistance Project: 888-425-6067. Help correcting/appealing denials and miscalculations, tracking down benefits from former employers, obtaining and explaining plan documents. www.umb.edu/pensionaction

Office of Consumer Affairs & Business Regulation (OCABR) 617-973-8787, 888-283-3757 For information on banks and banking www.mass.gov/ocabr/consumer/banks-banking/

FUNERALS/BODY DONATION

Low Income Service Program New England Institute of Funeral Service Education

@ Cape Cod Community College 508-531-3462 (Bridgewater) Provides funeral services for families in financial need. Work is performed by students under supervision of faculty.

Anatomical Gift Program (Request an "Instrument of Anatomical Gift Form from school of choice).

- **UMass Medical School:** 508-856-2460
- **BU School of Medicine:** 617-358-2105
- **Harvard Medical:** 617-432-1735
- **Tufts School of Medicine:** 617-636-0873

Social Security Survivor benefit: 800-772-1213. One time \$255 payment to spouse, or minor/disabled child.

Veterans: For information on burial benefits for veterans, call 800-827-1000. Also, you can call the Foxborough Veterans Services Department at 508-543-1204 if you need help accessing benefits.

Dept. of Transitional Assistance: Individual's or financially responsible family member's assets must be under \$1,100. DTA will pay the difference up to \$1,100 towards the funeral costs.

FRAIL ELDER WAIVER

(aka Home and Community Based Service Waver)- The waiver provides MassHealth Standard coverage and pays for in-home or community services to keep an elder out of a nursing facility. Income limits are higher (300% of Federal SSI benefit) than for non-frail elders. Also, married clients may use a waiver to separate the income and resources of the frail elder from those of the spouse to establish Medicaid eligibility for the frail elder.

Services may include personal care services, housekeeping and chore services, laundry, home health aide, skilled nursing, companion services, supportive day program, home delivered meals, grocery shopping, transportation, wander response system, respite care, environmental accessibility adaptation, and transitional assistance. The local Aging Services Access Point (ASAP) will assess the elder's needs and determine the type and amount of services. Call HESSCO, 781-784-4844 . For other areas call 800-AGE-INFO.

GROUP ADULT FOSTER CARE

This is a Medicaid program which pays for some services delivered to eligible residents of participating assisted living facilities. GAFC can assist with needs such as daily personal care and oversight of services. (Room and board expenses of assisted living GAFC residents may be covered under the Massachusetts SSI-G program.) To apply for Group Adult Foster Care, call the MassHealth Customer Service Center at 800-841-2900 or TTY 800-497-4648.

HANDICAP PLACARDS & LICENSE PLATES

Massachusetts Registry of Motor Vehicles 857-368-8020 www.mass.gov/disability-plates-and-placards

Mass RMV Provides handicap plates/placards to individuals who are medically certified as disabled by a Massachusetts licensed physician, chiropractor or nurse practitioner's signature. Request an application via telephone or visit their website and print out an application.

HEALTH INSURANCE RESOURCES

Consumer Health HelpLine : 800-272-4232

Health Care for All's Helpline is a free resource for consumers of all ages. Counselors are available 9am - 5pm, Monday - Friday.

HelpLine Counselors:

- Help you understand your health coverage options
- Help you apply for and get free and lower-cost health coverage
- Help you to find out what your health coverage covers
- Help you solve problems with your health coverage
- The HelpLine is staffed by Health Care for All staff, interns, and volunteers.

The Prescription Advantage Program "wraps around" other prescription coverage such as a Medicare Part D Plan. Benefits vary with income. Open to any Mass. resident on Medicare, seniors not on Medicare and lower income disabled non-seniors. Eligible consumers can join at any time. There is no premium for Prescription Advantage, but some moderate income members pay a small annual fee. Call 800-243-4636 (800-AGE-INFO) and pick option 2 for more information or to request an application.

Prescription Advantage, P.O. Box 15153, Worcester, MA 01615-0153, 800-243-4636

The Health Connector is Massachusetts' health insurance Marketplace where individuals, families, and small businesses can shop among the state's leading health and dental insurance carriers and choose the right plan to meet their needs and budget. 1-877 MA-ENROLL (1-877-623-6765) or TTY 1-877-623-7773 Monday to Friday, 8 a.m. to 5 p.m. or www.mahealthconnector.org. For General Information on Massachusetts Insurance Offerings (MassHealth & Health Connector): 1-855-MA-4-Hlth (855-624-4584), TTY 1-877-623-7773, or 1-800-497-4648. You may qualify for help paying for health insurance. To qualify: You must shop through the Health Connector; You must live in Massachusetts; You must be a U.S. citizen, national, or otherwise lawfully present in the U.S.; You must be an individual or family with income at or below 400% of the Federal Poverty Level (FPL); **You are not qualified** for Medicare, MassHealth (Medicaid), or other public health insurance programs; Your employer does not offer you affordable, comprehensive health insurance (i.e. the cost of your employer's health insurance plan for individuals is no more than 9.5% of your income.

SHINE - Serving the Health Information Needs of Elders. SHINE counselors are volunteers trained by a state-funded program. They provide free, unbiased and accurate information to seniors and to Medicare recipients of all ages about health insurance options and benefits. SHINE counselors are also available at most Councils on Aging. Call the Foxborough Council on Aging/Senior Center for a SHINE appointment. To talk to a counselor by telephone from the HESSCO service area, (including Foxborough) call HESSCO at 781-784-4944 and ask for the SHINE office. For other areas, call 800-243-4636 (800-AGE-INFO) and pick option 3 to contact a counselor in your area.

P.A.C.E. The Program of All inclusive Care for the Elderly (PACE) is administered by MassHealth and Medicare to provide a wide range of medical, social, recreational, and wellness services to eligible participants. Your healthcare is coordinated by a team of caring professionals at a PACE Day Center (transportation included) or when needed in your home. PACE provides care for participants 24 hours a day, 7 days a week and 265 days a year. You do not need to be on MassHealth to enroll in PACE. However, if you meet the income and asset guidelines, you may be eligible for MassHealth and MassHealth may pay your PACE premium. Countable income must not be greater than 300% of the federal benefit rate. Countable assets may not be greater than \$2,000. NOTE: if you are married, your spouse's income and assets you must be 55 or older, live in the service area of a PACE organization and be certified by the state as eligible for nursing home care but able to live safely in the community (not a nursing home). You must also agree to receive health services exclusively through the PACE organization. The **Harbor Health Elder Services Plan** provides/administers the PACE program in our coverage area. Contact them at 479 Torrey Street, Brockton, MA 774-470-6700 ESPInfo@HHSi.US or visit www.hhsi.us/elder-service-plan/

Senior Care Options The S.C.O. program combines health care services with social support services. With SCO, a team of medical professionals works together to provide care that is tailored to an individual's needs. Plus, SCO doctors provide coverage 24 hours a day. To be eligible to join a SCO, you must be 1) age 65 and older 2) have coverage under MassHealth Standard and 3) live in an area served by a SCO agency. SCO Plans available locally:

Senior Whole Health 617-494-5353

United Health Care 800-905-8671

HEARING LOSS/HEARING AIDS

Financial Assistance, Exchange and Recycling Programs for Hearing Aids and Assistive Technology (See Assistive Technology, page 3) Note: Medicaid covers costs for hearing aids (with limits). Medicare, however, will not cover hearing aids. Check with private health insurer to see if it provides any coverage. Organizations that accept and distribute gently used hearing aids have been included here, as well. Additionally, the COA/HS may offer occasional programs on hearing health.

The Massachusetts Commission for the Deaf and Hard of Hearing (MCDHH) is the principal agency in the Commonwealth on behalf of people of all ages who are deaf and hard of hearing, Services include:

- Communication Access, Training & Technology Services.
- Case Management Services
- Interpreter/CART (Communication Access Realtime Translation) Referral Services
- Independent Living Services for Deaf/Hard of Hearing

MCDHH Toll Free Numbers 800 530-7570 TTY 800 882-1155 Voice After Hours Emergency Interpreter/CART Service 800 249-9949 TTY / Voice Web Site Mass.gov/mcdhh

Title VII Part B—In Massachusetts, federal money from Title VII Part B funding is available to all of the Independent Living Centers for buying equipment and services to assist people to maintain or achieve independence. There is a long waiting list. Title VII Part B is only for those who are not eligible for services under the Massachusetts Rehabilitation Commission (MRC). All other sources of funding should be explored before applying for this service. Applicant must show evidence of having looked for other services. The program can provide funding for assistive technology, assistive listening devices and other disability-related equipment. :

Southeast Region D.E.A.F., Inc. 66 Main Street, Taunton, MA 02780 TTY/Voice: 508 802-9605, www.deafinonline.org email: dhils@deafinonline.org

Greater Boston D.E.A.F., Inc. 15 Brighton Ave., Allston, MA 02134 TTY/Voice: 617 254-4041, Toll free TTY/ Voice: 800 886-5195 , Fax: 617 254-7091 <http://www.deafinonline.org> email: dhils@deafinonline.org

American Medical Resources Foundation (recycles hearing aids) P.O. Box 3609, 36 Station Avenue, Brockton, MA 02404 401-789-4527 Voice, 401-789-1849 Fax

Assistive Technology Exchange in New England www.getstuff.org/

Speech, Language, and Hearing Center of Northeastern University 617-373-2492 Voice, 617-373-8756 FAX

Knights of Columbus P.O. Box 194, 470 Washington Street, Norwood, MA 02062 781-551-0628 Voice, 781-551-0490 Fax

Massachusetts Rehabilitation Commission 21 Spring Street, Suite 8, Taunton, MA 02780 Tel: (508) 823-8141 TDD: (508) 821-3797 Fax: (508) 821-3796

US Veterans Administration VA Outpatient Clinic, Audiology Dept. 150 South Huntington Ave., Jamaica Plains, MA. Voice: 617-232-9500 ext. 4730, Fax: 617-264-6703

Massachusetts Lions Club District 33-S, Hearing Foundation in collaboration with Morton Hospital Speech, Hearing and Language Center 2007 Bay Street Suite B-100, Taunton, MA 02780. Contact your local Lions Club

Foxborough Council on Aging and Human Services The Foxborough Senior Center offers free hearing clinics on a monthly basis. Call 508-543-1234 to schedule an appointment.

HOME HEALTH AGENCIES

Certified Home Health Agencies are licensed and approved to provide home health services under Medicare and Medicaid. Certified agencies provide services such as registered nurses, occupational therapists, physical therapists, social workers and home health aides. A physician's order is generally needed to receive services under Medicare or Medicaid. Check with your insurance carrier for limits placed on Home Health Care payments by your insurer.

Medicare Certified Home Health Compare - Medicare.gov www.medicare.gov/HomeHealthCompare/

Home Care Alliance of Massachusetts www.hhcam.org/

Non-certified Home Health Agencies cannot bill Medicare or Medicaid. Both certified and non-certified agencies offer skilled services on a private pay basis as well as private pay non-medical services such as homemaking and companionship. There is no need for a physician's order for private pay services. (Note: Placement Agencies' workers are considered contractors and not agency employees. Many do not cover workmen's compensation or payroll taxes; these become the responsibility of the consumer.) Additionally, **HESSCO**, the Aging Service Access Point, may have resources to consider 781-784-4944

HOMELESSNESS RESOURCES

Department of Transitional Assistance: (Weekdays) 21 Spring Street, Taunton, MA 02780 Phone: 508-884-5300, Fax: 508-884-5301 75 Fountain St, Framingham. Homeless Coordinator 508-661-6645

Bristol Lodge 781-893-0108

Pine Street Inn 617-892-9100

Pathways (Evenings/Weekends) 508-879-5047. Reachable 24/7. Will place on emergency basis one night, and then send next business day to DTA - depending on availability

Shelter Resource Listing at www.mass.gov/hed/economic/eohed/dhcd/contacts/shelter-resource-listing.html

SMOC Common Ground Resource Center Framingham 508-620-2690. 7 Bishop Street Framingham

Salvation Army 617-542-5420 x510 Will take individuals with active substance abuse.

Homelessness Prevention Resources

South Middlesex Opportunity Council (SMOC): 7 Bishop St. Framingham, SMOC is a multi-service agency that covers the Foxboro area for housing services. The following are services they provide:

- **Housing Consumer Education Center** 508-872-0765 Provides comprehensive housing and services to families who are experiencing or are at risk of homelessness. Services include HomeBASE Emergency assistance program, housing search, stabilization services and includes the foreclosure prevention program. (Also try Housing Consumer Education Ctrs. 800-224-5124 or DHCD Div. of Housing Stabilization 877-418-3308).
- **Common Ground Resource Center:** 508-620-2690 Integrated service delivery system for single adults experiencing or are at risk of homelessness. Includes emergency housing, low cost rooms, and services.
- **Rental Assistance Program:** 508-620-2335 Mass and Federal Section 8 mobile vouchers that pay private landlords directly.

HOUSING RESOURCES

Public Housing Available in Massachusetts

In Massachusetts there are 253 Housing Authorities, representing each city/town in the state. Most public housing is available to low income families, elders and disabled adults. There are a small amount of units available for single non-disabled adults.

State Aided Public Housing:

Foxborough Housing Authority 508-543-5960 operates public housing units for low income elders (60 and over), disabled adults, and low income families. Applications are made through the local Housing Authority. A Universal Application can be completed online at www.publihousingapplication.ocd.state.ma.us

Federally subsidized housing units – Each development has its own application. The following is a sampling of developments in or near Foxborough. Contact each Management Company separately

- **Canton** Canton Village, Keith Properties Inc. 781-828-5858
- **Lamplighter Village.** Peabody Properties, Inc. 781-828-7834
- **Foxborough** N. Carl Annon Court, Eastpoint Properties 603-836-5680
- **Sharon** Stony Brook Court, Barkan Management Company, Inc. 781-784-4025
- **Westwood** Highland Glen, Equity Residential Properties Management Corp. 844-807-5165
- **Wrentham** Liberty Pines, Boston Land Company 781-547-4280 or 508-384-7979

Rental Assistance: These are rental subsidies, (called vouchers) for private apartments not in public housing developments. There are three main types of housing subsidies (vouchers). One is federal (HCVP), and two are state funded. (MRVP & AHVP)

Section 8 Housing Choice Voucher Program (HCVP). Apply at South Middlesex Opportunity Council (SMOC) to be placed on the statewide waiting list. This list is very long, and never closes.

Additionally, the **Centralized Waiting List** comprised of 84 participating Housing Authorities. One application needs to be completed and sent to any **one** of those housing authorities on the list, and you are automatically placed on all 84 lists. For questions please call the Centralized Waiting List Informational Line at 877-868-0040.

Finally, there are a few individual housing authorities that also have Section 8 vouchers, but do not participate in the centralized list. You need to call each remaining city/town to see if they have Section 8 vouchers.

State: Mass Rental Voucher Program: (MRVP) These can be either mobile or unit based. Applications are made through SMOC. These lists can also be closed.

Housing Consumer Education Center 508-872-0765 Provides comprehensive housing and services to families who are experiencing or are at risk of homelessness. Services include HomeBASE Emergency assistance program, housing search, stabilization services and includes the foreclosure prevention program. (Also try Housing Consumer Education Ctrs. 800-224-5124 or DHCD Div. of Housing Stabilization 877-418-3308, 617-573-1100)

Common Ground Resource Center: 508-620-2690 Integrated service delivery system for single adults experiencing or are at risk of homelessness. Includes emergency housing, low cost rooms, and services.

Rental assistance Program: 508-620-2335 Mass and Federal Section 8 mobile vouchers that pay private landlords directly.

Other Housing Resources: www.masslegalhelp.org/housing
www.massresources.org/affordable-housing.html
www.chapa.org/looking-housing/affordable-homes

HOME/YARD

International Elders (repairs) 617-469-4640

USDA Service Center (grants/loans, available in Foxboro, Medfield, Millis, Norfolk, Plainville and Wrentham) 508-295-5151

Southern Middlesex Opportunity Council (loans) 508-620-2682

Mass. Housing Finance (loans for safety, septic) 617-854-1000

MRC (modification loans) **SMOC** 508-202-5919 Seniors/Disabled

Commission for the Blind (with secondary disability) (grants) 617-727-5550

Independent Living Centers (grants) for disabled 617-204-3851 (see list, page 19)

Veterans Administration (loans) 800-827-1000

INDEPENDENT LIVING CENTERS

Private, non-profit, consumer controlled, community-based organizations that provide information, services and advocacy by and for persons with all types of disabilities. Independent Living Centers provide advocacy on national, state and local issues. They work to assure access to housing, employment, transportation, communities, recreational facilities, and health and social services.

Massachusetts Statewide Independent Living Council
Voice/TTY: 508-620-7452 www.masilc.org/

MetroWest Center for Independent Living
280 Irving Street, Framingham, MA 01702
Phone: 508-875-7853, Fax: 508-875-8359, Web:
www.mwcil.org

LEGAL SERVICES

Disability Law Center DLC 800-872-9992. is a private, non-profit organization providing protection and advocacy for Massachusetts residents with disabilities. www.dlc-ma.org

Legal Advocacy and Resource Center Hotline 617-603-1700 or 800-342-5297. Brief advice and referrals for low-income individuals under age 60.

Mass. Senior Legal Helpline: 800-342-5297 Provides free legal information, advice and referral services for Massachusetts senior citizens (60 years or older) in most areas of civil law. The Helpline provides interpretation services in many languages. If you get their voicemail, leave your name, telephone number and town. They return calls within 24 hours

Greater Boston Legal Services 617-371-1234

LONG-TERM CARE OMBUDSMAN PROGRAM

Trained volunteers advocate for the rights and quality of care of residents of Long-Term Care Facilities such as nursing and rest homes. Ombudsman volunteers work to resolve residents' complaints, provide information to residents and the public, and educate consumers about life in a Long Term Care Facility. The local Ombudsman program is run through HESSCO (781-784-4944). To find the Ombudsman Agency for other towns, go to mass.gov/service-details/ombudsman-programs

HOSPICE

Programs that offer a special way of caring for people who are terminally ill. Hospice care is covered under Medicare Part A.

Hospice Federation website, www.hospicefed.org, The Hospice & Palliative Care Federation of Massachusetts
1420 Providence Highway, Suite 277, Norwood, Mass. 02062
781-255-7077

INFORMATION AND REFERRAL SERVICES

The following resources can help you find resources for many types of problems. If you are unable to find the help you need using this booklet, try calling one of the numbers below.

Mass 2-1-1. Anyone can call 211 to connect to information about critical health and human services available in their community. It serves as a resource for finding government benefits and services, nonprofit organizations, support groups, volunteer opportunities, donation programs, and other local resources. Calls are always confidential. 211 is available 24 hours a day, 7 days a week. Mass 2-1-1 responds immediately during times of crisis, fielding calls regarding the crisis and directing callers to services most appropriate for their needs. If you are unable to reach 2-1-1 due to your telephone or cell phone carrier, a toll-free number is available: 1-877-211-MASS (6277)

Foxborough Council on Aging and Human Services 508-543-1234. The Human Services staff at the COA & HS are available during normal business hours to help Foxborough residents find the services and resources they need. A face to face appointment is often helpful, and can be scheduled for the Senior center at 75 Central St., or at your home.

HESSCO Elder Services 781-784-4944. 1-800-462-5221
HESSCO's Information and Referral Department maintains extensive files on services and resources for area residents.

Mass Legal Help www.masslegalhelp.org. Massachusetts legal aid programs website to help consumers find practical information about legal rights.

MassPro (Medicare provider complaints/appeals) 800-633-4227

Medicare Advocacy Project 800-323-3205. Legal assistance around Medicare and Medicare-related health insurance coverage.

Metro West Legal Services 800-696-1501: ask for a senior/low income "intake".

AdvoGuard 781-982-1577

Family Services Assoc. 508-677-3822

Jewish Family & Children's Services 781-647-5327

MEDICAID (MASSHEALTH)

A federal program (called MassHealth in Massachusetts) is a comprehensive health insurance program for low income children, families, elders, and those with disabilities.

People who live in Long-Term Care Facilities receive MassHealth when they can no longer pay privately for their care. Others receive MassHealth coverage while remaining in the community, living in their own home or with family. MassHealth covers almost all medical expenses associated with in-patient and out-patient medical care not covered by other insurance. Eligibility varies by age, living situation and other factors. Visit Mass.gov/orgs/masshealth

General Eligibility MassHealth benefits, enrollment into a health plan, dental benefits, etc., call MassHealth Customer Service Center, 800-841-2900 (TTY: 800-497-4648).

For questions about eligibility or the status of your application, call MassHealth Enrollment Center: 888-665-9993 (TTY: 888-665-9997).

SHINE: Serving the Health Insurance Needs of Everyone. Elders and caregivers may speak with a SHINE counselor at the COA/HS or at HESSCO. (see SHINE).

MEDICARE

Health insurance for eligible U.S. residents 65 years of age and older, and some younger individuals with disabilities. Medicare is divided into four main parts. Medicare.gov for more info.

Medicare Part A is usually free. It covers many (but not all) costs associated with hospitalization.

Medicare Part B has a monthly premium and covers many (but not all) costs associated with outpatient medical care. Together, Part A and Part B are referred to as Traditional Medicare.

Traditional Medicare recipients with only traditional Medicare must pay various deductibles and co-payments. Many recipients choose additional insurance coverage to protect themselves from those costs. For those with traditional Medicare coverage, Medicare Supplement (Medigap) plans provide protection from high out-of-pocket medical expenses – but charge premiums. They are accepted by all physicians and hospitals who accept Medicare. Medigap policies do not cover prescriptions, so you'll need a separate (Part D) drug plan.

Medicare Part C (Medicare Advantage) combines Part A, Part B, and, sometimes, Part D (prescription drug) coverage. Medicare Advantage plans are offered by private companies approved by Medicare. Plans must cover medically-necessary services; but plans can charge different copayments, coinsurance, or deductibles for these services. They also may cover a few services not covered by Medicare. Medicare Advantage Plans, such as HMOs, PPOs, and Private Fee for Service Plans, often have monthly premiums. (You also pay the Part B premium.) Part C plans may restrict where you get care, and which physicians you see.

Medicare Part D, a.k.a. the Medicare Prescription Drug Program, is offered through private insurance companies. Part D plans help pay the cost of prescription medications. Part D plans may charge monthly premiums, co-pays, and deductibles.

SHINE counselors can help people choose the right coverage. (See SHINE).

PERSONAL CARE ATTENDANT PROGRAM

A consumer-directed program for MassHealth members who are chronically disabled and require physical assistance with activities of daily living (ADLs) such as bathing and dressing, and instrumental activities of daily living (IADLs) such as meal preparation, laundry and shopping. To apply for PCA services, the applicant must contact a Personal Care Management (PCM) agency. The PCM agency will evaluate the applicant's need for PCA services and submit a prior-authorization request to MassHealth. For an up to date list of PCM agencies, contact MassHealth Customer Service at 800-841-2900 or visit www.mass.gov/servicedetails-care-management-pcm-agency-list

PERSONAL EMERGENCY RESPONSE SYSTEM

A PERS has three components: a small radio transmitter, a console connected to your telephone, and an emergency response center that monitors calls. When you need help, you press the transmitter's help button, which sends a signal to the console. The console automatically dials one or more emergency telephone numbers. Most PERS are programmed to telephone an emergency response center. The center will try to find out the nature of your emergency. They also may review your medical history and check who should be notified. Some providers offer enhanced services such as medication reminders or dispensing. Local companies and agencies such as VNAs, Home Security Companies and Ambulance Services also offer PERS. Under some circumstances, some costs may be covered under health insurance, Veterans Benefits, HESSCO, or your local COA. (See Local PERS Resources below)

National PERS Providers:

LifeStation 866-725-8679, Phillips Lifeline 800-566-6218., CVS Medical Alert System 800-283-2300, Alert Sentry 877-253-7899

Local PERS Resources: Seniors receiving services through **HESSCO** may qualify for a Personal Emergency Response System, with options ranging from a distress button to a new device that senses when an elder falls. Eligibility is based on the client's needs. Payment is based on the client's income. Call HESSCO at 781- 784-4944.

The Foxborough Council on Aging Call the Human Services Department at 508-543-1234 and ask to speak to a social worker.

MassHealth may pay for a member's Personal Emergency Response System when it is medically necessary. Call a PERS provider with your MassHealth information to initiate the process.

SafetyNet Tracking Systems. This system enables public safety agencies to quickly find and rescue clients with cognitive disorders such as autism and Alzheimer's. Public safety authorities are trained on how to find lost individuals using the SafetyNet equipment and on how to effectively communicate with people who have cognitive conditions. Each SafetyNet tracking system, emits a signal to law enforcement for tracking people at risk. For further information please contact 877-434-4684 or visit safetynettracking.com. For payment assistance contact the COA/HS at 508-543-1234.

PROTECTIVE SERVICES (ELDER)

mandated by the State to investigate reported cases of elder abuse, neglect, self-neglect, and financial exploitation. Abuse can be physical, sexual, or emotional. Anyone with concerns for an elder's well-being or safety is encouraged to call and discuss his/or her concerns. All calls are confidential, and a caller's identity is fully protected.

HESSCO 781-784-4944. After 5:00pm, on weekends and holidays, or for elders outside the HESSCO service area, call the Elder Abuse Hotline at 800-922-2275.

Nursing Facility or Rest Home residents. For concerns regarding Nursing Facility or Rest Home residents of all ages, call the Department of Public Health at 800-462-5540.

PROTECTIVE SERVICES (NON-ELDER)

Department of Children and Families (DCF) (24 hours / 7 days a week) Birth to age 17, call 800-792-5200

Disabled Persons Protection Commission (DPPC) (24 hours / 7 days a week) Ages 18 to 59, 800-426-9009 or 888-822-0350

SENIOR CARE OPTIONS

The S.C.O. program combines health care services with social support services. With SCO, a team of medical professionals works together to provide care that is tailored to an individual's needs. Plus, SCO doctors provide coverage 24 hours a day. To be eligible to join a SCO, you must be 1) age 65 and older 2) have coverage under MassHealth Standard and 3) live in an area served by a SCO agency. SCO Plans available locally:

Senior Whole Health 617-494-5353

United Health Care 800-905-8671

For more information, or to find SCO programs in other areas, call the Senior Care Options Hotline at 888-885-0484 (TTY 888-821-5225).

SENIOR CIRCUIT BREAKER TAX CREDIT

This program can provide a tax rebate (maximum rebate changes yearly), whether or not the elder has paid state income tax. To qualify, head of household or spouse must be 65 or older and meet income limits. To qualify, senior homeowners must pay real estate taxes, sewer, and water bills combined that are greater than 10% of their total income. For renters, 25% of the rent paid by seniors must total more than 10% of their income.

Seniors who normally file a return should check their eligibility for the Circuit Breaker Tax Credit and file a Schedule CB with their return. Those who otherwise would not file a return, should file a Massachusetts Form 1, along with the Schedule CB to get the rebate. Seniors can claim credits retroactively for up to 3 years. (Note: all Form 1 filers now need to include a form HC with their return to prove health care coverage. A Medicare or MassHealth number is sufficient proof.)

For more information call the Mass Dept of Revenue at 800-392-6089. (TDD/TTY 617-887-6140)

SHINE

Serving the Health Information Needs of Elders. SHINE counselors are volunteers trained by a state-funded program. They provide free, unbiased and accurate information to seniors and to Medicare recipients of all ages about health insurance options and benefits. SHINE counselors are also available at most Councils on Aging. Call the Foxborough COA/HS for a SHINE appointment. To talk to a counselor by telephone from the HESSCO service area, (including Foxborough) call HESSCO at 781-784-4944 and ask for the SHINE office. For other areas, call 800-243-4636 (800-AGE-INFO) and pick option 3 to contact a counselor in your area. *SEE ALSO HEALTH INSURANCE*

SOCIAL SECURITY: LOCAL OFFICE

Social Security Office

106 Pleasant Street, Attleboro, MA 02703

M, T, Th, F 9am-4pm Wed 9am-12pm; Except Federal Holidays
Local Number 888-655-6469, National Toll-Free 800-772-1213 TTY 508-226-2051

STATE HOME CARE PROGRAM

State Home Care provides support services to elders with daily living needs to help maintain independent community living. The program also supports families caring for elders in order to encourage and relieve ongoing care giving responsibilities. The Home Care Program is administered by the Executive Office of Elder Affairs in coordination with Aging Services Access Points (ASAPs), located throughout the Commonwealth. Foxborough residents should call HESSCO Elder Services at 781-784-4944. The program provides homemaker, personal care, day care, home delivered meals, transportation, and of other community support services. Eligibility for the Home Care Program is based on age (60 years or older, or under 60 with a diagnosis of Alzheimer's disease, and in need of respite services), financial status and ability to carry out daily tasks such as bathing, dressing, and meal preparation.

SUPPLEMENTAL SECURITY INCOME (SSI)

SSI is a federal program that provides monthly cash payments to people in need. Massachusetts supplements the federal payment. SSI is for people age 65 or older; and for blind or disabled people of any age, including children. To qualify, you must have little or no income, and your resources must be less than \$2,000 if you are single or less than \$3,000 if you are married. The value of your home does not count as long as you live in it. Usually, the value of your car does not count. The value of certain other resources, such as a burial plot, may not count either. In Massachusetts, SSI recipients get two separate amounts; one from Social Security for the federal SSI amount and another from the state for the Massachusetts state supplement amount. To receive SSI, you must also apply for any other cash benefits you may be able to get. If you are not a U.S. citizen, but you are lawfully residing in the United States, you still may be able to receive SSI.

SUPPLEMENTAL NUTRITION ASSISTANCE PROGRAM (SNAP) FORMERLY FOOD STAMPS

Information: www.gettingfoodstamps.org or www.projectbread.org

Apply for SNAP—

- **Over the phone:** call Project Bread's Food Source Hotline at 800-645-8333 to start an application over the phone, or have an application sent to you
- **By mail or fax:** find links to fill-able PDFs and Word documents to download and complete on the DTA website. www.mass.gov/snap
- **Apply online:** www.gettingfoodstamps.org or <https://www.mass.gov/how-to/apply-for-snap-benefits-food-stamps>
- **In person:** visit the Taunton DTA office. 21 Spring Street., Taunton 02780, 508-884-5300
- **Application Information Hotline** 800-249-2007

SUPPORT GROUPS

Meetings change frequently. Please call and confirm information.

Alzheimer's: Alz.org

Autism "Helping Hands": 2nd Tues. 7:30 PM Wrentham COA- email: cheryl.guadino@tacanow.org

Bereavement, Council on Aging and Human Services 508-543-1234 Call for referral to family & individual groups.

Bereavement, Community VNA, 800-220-0110, offers bereavement help and assistance through several programs, including a monthly, drop-in Bereavement Support Group, a six-week Bereavement Support and Grief Education Series, and a children's ½ day bereavement workshop called Kids' Club. Programs are held at Community VNA, 10 Emory St., Attleboro, MA, and are free. To learn more about these bereavement support programs, contact VNA's Bereavement Coordinator at 800-220-0110.

Bereavement, The Compassionate Friends: Local Chapter: TCF of Southeastern Massachusetts 339-237-8068. For those coping with the death of a child. For list of chapters and meetings, go to / www.compassionatefriends.org.

Breathing Club, Sturdy Hospital 508-236-7550

Breathing Club, Norwood Hospital 781-769-4000 x12024

Cancer, Foxboro Cancer Center 781-278-6045 bi-monthly

Cancer, Sturdy Hospital Cancer Support 508-236-7010

Caregiver Support, Norfolk ADH-Norwood 781-769-4495

Caregiver Support, Sharon COA 781-784-8000

Caregiver Support, HESSCO 781-784-4944

Caregiver Support, Franklin Senior Center 508-520-4945

Caregiver Support, CVNA Attleboro 508-222-0118

Caregiver Support, Mansfield ADH 508-339-2119

Caregiver Support, The Village at Willow Crossings 508-261-1333

Caregiver Support, Foxboro: Right At Home, Home Care 508-668-8001

Diabetes, Norwood Hospital 781-278-6022, 2nd Tues. of the month at 6:30 pm

Diabetes, Sturdy Hospital 508-236-7497

Diabetes, NE Sinai 781-344-0600

Diabetes, YMCA Foxboro 508-643-5271

Divorce Recovery, Norwood 781-762-3320

Domestic Violence, Call the Council on Aging and Human Services, 508-543-1234 for information on local support groups

Domestic Violence, Norwood Hospital 857-784-8000

Drug Addiction Families members support www.learn2cope.org.

Mental Health Caregivers 508-668-2941 (Norfolk Alliance for the Mentally Ill) 1st Thurs. 7:30 pm Norwood Hosp.

MS, Greater New England Chat Room Online www.MSWorld.org

Support Group listing: www.nationalmssociety.org/chapters/MAM/index.aspx

MS, Parents Helping Parents 800-632-8188 (for referral to a local group)

Parkinson's, CVNA Attleboro 508-695-6569

Parkinson's, Exercise Sturdy 508-236-7390

Parkinson's, New England Sinai day program 781-344-7661

Parkinson's, Sharon COA 1st Monday at 1:00 pm 781-784-8000

Parkinson's, Foxboro Right at Home 508-668-8001

More info and updated listings are available at: www.apdama.org

Stroke Support, Sturdy Memorial Hospital 508-236-7166

Suicide Survivors, Quincy Kim Kates 617- 536-2460

Vision Loss, Foxborough Senior Center 508-543-1234

Vision Loss, Sturdy Hospital 508-226-6374

TRANSPORTATION

American Cancer Society-Road to Recovery 800-227-2345
25 Stuart St., Boston, MA 02116 www.cancer.org.
Provides volunteer transportation to cancer treatments.

The Council on Aging and Human Services transportation is available to Foxborough seniors and Human Services clients. Advance reservations are required. For details and to make reservations, call the Senior Center at 508-543-1234

FISH Volunteers provide rides to medical appointments within 11 miles of Foxborough. To request transportation call (508) 698-3729 and leave your name, address, phone number, appointment date and time. Please provide 2 days advance notice. You will be called the evening before your appointment to confirm your ride.

GATRA, On Demand is a “microtransit” on-demand service which allows transit riders to request a vehicle to pick them up and drop them off where needed. At the time of publication of this resource guide the coverage area included most of Foxborough, all of Mansfield, and some parts of Plainville. Hours of operation are Monday-Saturday 7am-7pm and the cost is currently set at \$2 per ride. Riders can request a ride by calling 508-697-1911 or by downloading the “TransLoc” app on their mobile device.

GATRA, Miles for Health 800-698-7676. This program provides shared long distance medical transportation serving seniors and people with disabilities. (Trips in to Boston: Monday, Tuesday, Thursday and Friday. Other long distance trips: Wednesday).

GATRA Dial A Ride 800-698-7676 Shared ride transportation for any purpose within the GATRA service area for those 60 plus or who cannot use public transportation due to disability.

HESSCO Grant Provides transportation to Boston medical appointments on a limited schedule for ages 60 and older. Contact the COA/HS for more information.

Mass Health—If you are a MassHealth patient and in need of transportation to a medical appointment, contact MassHealth Customer Service at 1-800 841-2900. Please note that in a medical emergency, MassHealth will pay for transportation to the hospital via an ambulance.

MBTA Commuter Rail—At the time of publication of this document the MBTA Commuter Rail is executing a pilot program for regular commuter rail service from the Foxboro Station at Gillette Stadium into Boston 10 round trips per day. Parking is available at the Stadium Lot 4C with a short walk to the Foxboro Station. Riders can learn more about ticket costs, and schedules by visiting www.mbta.com/foxboro.

UTILITY SAVINGS (RESOURCES)

The Council on Aging and Human Services can help residents of all ages apply for assistance with or discounted rates on utility bills. Call 508-543-1234 for information or assistance regarding any of the programs listed below.

Fuel Assistance (LIHEAP—Low Income Home Energy Assistance Program): Pays toward heating bill (or toward rent if rent includes heat.) Applications can be filled out at the Senior Center during the heating season (November through April). Income limits apply. Call 508-543-1234 for an appointment. Open for households of any age.

Good Neighbor Energy Fund: provides heating bill assistance for households with incomes somewhat higher than LIHEAP income limits. Call the Salvation Army, 617-542-5420, during the heating season.

Discount on National Grid electricity and Columbia Gas: Consumers who get help from programs such as Food Stamps (SNAP), Fuel Assistance (LIHEAP) and MassHealth, or who have limited incomes, may qualify for a discount on their utility bills.

Telephone (landline) discount or free cell phone. The Lifeline program provides a discount on phone service for qualifying low-income individuals or households. Lifeline discounts are also available on pre-paid wireless service plan. To participate in the program, consumers must either have an income that is at or below 135% of the Federal Poverty Guidelines or participate in one of a number of assistance

programs. Federal rules prohibit consumers from receiving more than one Lifeline discount per household.

To apply, contact a Massachusetts Lifeline service provider to obtain an application or for more information about Lifeline. The providers that offer Lifeline service in Foxborough are:

Landline: Verizon www.verizon.com/lifeline or call 1-800-837-4966

Wireless, SafeLink Wireless (also known as TracFone Wireless) www.safelinkwireless.com or call 1-800-SAFELINK (800-723-3546)

Wireless, Assurance Wireless (also known as Virgin Mobile) www.assurancewireless.com or call 1-877-378-6102
Wireless, InReach (also known as T-Mobile) www.t-mobile.com or call 1-800-937-8997
For a list of additional wireless providers, call 1 800-392-6066

Cable Service Discounts: In Foxborough, a discount of \$2 off basic service is available for heads of household age 60 or older who receive SSI or Medicaid (MassHealth) benefits. Call your cable provider to apply.

UTILITY SAVINGS INFORMATION

Under Massachusetts law, you may be able to keep your utilities from being disconnected for awhile, even if you are unable to pay your bill.

For gas, electric, or water utility shutoff protection: At any time of year, households are protected in which everyone is age 65 or older, unless the utility gets permission from the Department of Public Utilities (DPU). The DPU rarely gives utilities permission to shut off service to elderly households. During the winter months (November 15 through March 15), any household with a financial hardship is protected if the household would be without heat if utility service were shut off. You qualify for financial hardship if you are getting Fuel Assistance, MassHealth, SSI, or TAFDC. Note: Other benefits programs may also qualify. Check with your utility company. You also qualify for financial hardship if your household meets the income limits below.
Household size DPU Financial Hardship Guidelines
For larger family sizes, call the Foxborough COA & Human Services at 508-543-1234 for income limits. If your income is higher than these limits but you are still not able to pay your utility bills, call the Department of Public Utilities Consumer Division at 1-877-886-5066 to ask for a ruling in your situation.

Other situations in which shut off protections apply include

Households with a financial hardship where someone has a serious illness. Households with a financial hardship and a child under 1 year of age. Households with a financial hardship in which all adults are 65 years of age or older and a minor child lives in the home. A tenant whose landlord is responsible for utilities but does not pay the bills. Telephone service through a regulated utility may be protected for: Households in which everyone is 65 years of age or older, Households with a financial hardship where someone has a serious illness, Households facing a personal emergency (such as domestic violence) where not having a phone would put the household at risk.

Noncitizens: Your immigration status does not matter.

Remember - To qualify for shutoff protection, you must register with your utility or telephone company and give them any required proofs. If you are registering for senior shutoff protection, register as soon as everyone in your household is 65.

VETERAN'S SERVICES

Veteran Services Department, (508) 543-1204, 40 South Street, Foxborough, MA 02035,

- Assists veterans with V.A. disability claims and annuity applications for 100% service connected disabled veterans,
- Educates 10% + service connected disabled veterans on possible real estate tax partial abatements—
- Administers Mass. G.L.C. 115 financial assistance and emergency aid to eligible veterans, dependents and widows.
- Helps families apply for burial benefits and grave markers
- Counsels veterans and provides referrals to other professional services as needed—
- Helps veterans apply for state wartime bonuses.—
- Facilitates monthly group "Mutual Mondays" for survivors of trauma -
- Provides veterans with access and referral to education, training and employment services—
- Helps veterans with service record concerns.

For spouses and children of veterans:

CHAMPVA is a comprehensive health care program in which the VA shares the cost of covered health care services and supplies with eligible beneficiaries. To be eligible for CHAMPVA, you cannot be eligible for TRICARE/CHAMPUS and you must be in one of these categories:

- 1.the spouse or child of a veteran who has been rated permanently and totally disabled for a service-connected disability by a VA regional office, or
 - 2.the surviving spouse or child of a veteran who died from a VA-rated service connected disability, or
 - 3.the surviving spouse or child of a veteran who was at the time death rated permanently and totally disabled from a service connected disability, or
 - 4.the surviving spouse or child of a military member who died in the line of duty, not due to misconduct (often, these family members are eligible for TRICARE, not CHAMPVA).
- Eligible elders may be eligible for home care coverage through the Veteran's Administration's **CHAMPVA** program. The VA often covers services to help elders manage daily living tasks. Call 877-222-8387 to determine eligibility for these services.

VISION-LOW VISION-BLINDNESS

Massachusetts Commission for the Blind (MCB) provides rehabilitation and social services to legally blind Massachusetts residents of all ages. The MCB contacts all legally blind persons to offer support services.

600 Washington St., Boston, MA 02111

Voice: 800-392-6450 or 617-727-5550; TDD: 800-392-6556 Fax: 617-626-7685

www.mass.gov/mcb

New Eyes for the Needy: Those who need eyeglasses, cannot afford them and do not have insurance that pays for glasses, must work with a social worker or caseworker to submit an application to New Eyes' voucher program.

549 Millburn Avenue Short Hills, NJ 07078

Phone: 973-376-4903, Fax: 973-376-3807 Web site: NEWYESFORTHENEEDY.ORG

Foxborough Council on Aging/Human Services: The COA/HS hosts a once a month low vision support group. This adult group providing peer support and information is for anyone with vision loss or those who have concerns about their vision. Van Transportation is available for residents.

Foxborough Lions Club is dedicated to enhancing the life of the town's residents, performing community service and working on preventable blindness. The group meets twice a month, for more information contact

Foxboroughlions@gmail.com

VOCATIONAL SERVICES

Massachusetts Rehabilitation Commission Vocational Rehabilitation Office assists individuals of all disabilities to go to work, whether currently unemployed or underemployed, You must reside in Massachusetts and be eligible to work in the United States. To make a referral: Call (508) 823-8141 and ask to speak to the Area Director or the Unit Supervisor. They will help you complete a short telephone inquiry. Walk ins are available between the hours of 8:45 am and 5:00 pm (Monday through Friday). MASS Rehab Commission is located at 21 Spring Street, Suite 2, Taunton, MA Tel: (508) 823-8141, TDD: (508) 821-3797, Fax: (508) 821-3796

INTERNET RESOURCES

ALZHEIMERS

INFO AND ADVOCACY: WWW.ALZ.ORG
Alzheimer's Association, Ma Chapter

ASSISTIVE TECHNOLOGY

WWW.MASSMATCH.ORG,
WWW.MASS.GOV/MASSED
WWW.ABLEDATA.COM/ABLEDATA.CFM

ASSISTED LIVING

WWW.MASS.GOV/TOPICS/ASSISTED-LIVING Massachusetts Assisted Living Facility Organization

BANKRUPTCY/FORECLOSURE

NFCC is a non-profit organization representing Member Agencies that provide free or low-cost individualized, confidential credit : WWW.NFCC.ORG
WWW.MASSLEGALHELP.ORG Site offers legal help in a variety of areas. Click on the "housing" tab and scroll down to see a section of information specifically on foreclosures.

WWW.FHA.GOV OR WWW.HUD.GOV
Foreclosure and restructuring information

WWW.MAKINGHOMEAFFORDABLE.GOV Information on workout programs for existing mortgages

WWW.NORFOLKDEEDS.ORG/INDEX.CFM?PID=11170

NORFOLK COUNTY REGISTRY OF DEEDS – FORECLOSURE ASSISTANCE LINKS

WWW.NORFOLKDEEDS.ORG/INDEX.CFM?PID=10221

Norfolk County Registry of Deeds – declaration of homestead information and forms

WWW.MASS.GOV/COURTS/COURTSANDJUDGES/COURTS/PROBATEANDFAMILYCOURT/DOCUMENTS/CJD301SHORTFORM.PDF

Financial form used by the Massachusetts Probate Courts

CAREGIVER SUPPORT

WWW.MEDICARE.GOV/CAREGIVERS
WWW.CAPS4CAREGIVERS.ORG

COMMUNITY SERVICES

WWW.MASS211.ORG (Or Dial 211 On Your Phone.) Get directed to essential community services of all kinds.

CONGREGATE HOUSING

WWW.MASS.GOV/ELDERS/HOUSING/CONGREGATE-HOUSING/

DENTAL

MASHEALTH-DENTAL.NET. To determine if your dentist is in the MassHealth Dental Program network or to find a MassHealth Dental Program dentist. COMMUNITY HEALTH CENTERS. A list of clinics offering dental care can be found at WWW.MASSDENTAL.ORG

DISABILITY

WWW.FOXBOROUGHMA.GOV/BOARDS_COMMITTEES/

FOXBOROUGH COMMISSION ON DISABILITY Foxborough Commission on Disability

WWW.MASS.GOV/DPPC/ Disabled Persons Protection Commission – Protects adults with disabilities from the abusive acts or omissions of their caregivers through investigation oversight, public awareness and prevention. DPPC Hotline: to report abuse or neglect—800-426-9009 or 888-822-0350 TTY

DOMESTIC VIOLENCE

WWW.JANEDOE.ORG Jane Doe, Inc. The Massachusetts Coalition Against Sexual and Domestic Violence brings together organizations and people committed to ending domestic violence and sexual assault.

WWW.NCADV.ORG The National Coalition Against Domestic Violence. Includes information for victims and professionals. Helps define the problem of Domestic Violence and provides a checklist for victims. Also, it includes information on what to do including making safe plans.

ELDER RESOURCES

ELDER RESOURCES—STATE WIDE:

WWW.800AGEINFO.COM search for information on Services and Programs for Massachusetts Elders.

ELDER RESOURCES—NATIONAL:

WWW.ELDERCARE.GOV Links users with state and local area agencies on aging and community-based organizations. Speak to an information specialist at 800-677-1116 weekdays, 9:00 a.m. to 8:00 p.m. (et) in English or Spanish

ENTITLEMENTS-BENEFITS

WWW.BENEFITSCHECKUP.ORG From the National Council on Aging. Find and enroll in federal, state, local and private benefit programs

SSA.GOV – Apply for Retirement and Disability benefits, and Medicare Extra Help

MEDICARE.GOV – Apply for Part C & D plans

MASS.GOV/DTA – Screen for eligibility for many state run programs, apply for SNAP Program (food stamps).

FOOD RESOURCES

WWW.PROJECTBREAD.ORG Project Bread funds food pantries, soup kitchens, and food banks. It runs the Food Source Hotline: 800-645-8333

FOOD STAMPS (SNAP)

WWW.GETTINGSNAP.ORG Find out about Food Stamps (now the SNAP Program).

HOARDING

WWW.OCFFOUNDATION.ORG/HOARDING
The IOCDF (International OCD

Foundation) Hoarding Center provides information about hoarding and its treatment.

HOUSING

WWW.MASSLEGALHELP.ORG/HOUSING/AFFORDABLE-HOUSING.HTML

WWW.MASSACCESSHOUSINGREGISTRY.ORG

Helps people find affordable housing in Mass, and highlights homes for people who need accessible or barrier-free housing.

LESBIAN, GAY, BISEXUAL, AND TRANSGENDER SENIORS

WWW.SAGEUSA.ORG Senior Action in a Gay Environment is a non-profit agency dedicated to serving and advocating for LGBT seniors.

WWW.NCLR.ORG The National Center for Lesbian Rights is a national legal organization committed to the civil and human rights of LGBT people.

LONG TERM CARE

WWW.MASSLONGTERMCARE.ORG Website WWW.MASENIORCARE.ORG/FACILITYSEARCH Mass Senior Care Assoc. WWW.MEDICARE.GOV/NHCOMPARE Medicare site to compare services and satisfaction surveys

MEDICATIONS

WWW.MASSMEDLINE.COM Information and advice on medications and programs that pay for them

MEDICAL INFORMATION

WWW.MEDLINEPLUS.GOV Health information from the National Library of Medicine

MULTIPLE SCLEROSIS ON LINE PEER COUNSELING

WWW.MSCONNECTION.ORG thru Nat'l MS Society

SUICIDE PREVENTION

WWW.SUICIDE.ORG Listings of National, State and Local hotlines and web-based chat lines offering support for all, with listings of resource for teens, college students, LGBT, veterans, etc.

VETERANS' BENEFITS

VETERAN'S BENEFITS:

WWW.VBA.VA.GOV
HEALTH BENEFITS: WWW.VA.GOV/HEALTH, OR [HTTP://HBEXPLORER.VACLOUD.US/](http://HBEXPLORER.VACLOUD.US/)

VETERAN'S BENEFITS – MASS.:

WWW.MASS.GOV/VETERANS State and federal benefits, including details about where and how to apply.

VISION

NEWYESFORTHENEEDY.ORG Those who need eyeglasses, cannot afford them and do not have insurance that pays for glasses, must work with a social worker or caseworker to submit an application to New Eyes' voucher program