



## **Merrimack Valley COVID-19 Resource List**

### **Emergency services:**

#### **Mass 211**

Dial 2-1-1 or go to [Mass211.org](https://www.mass211.org) if you need assistance finding food, paying housing bills, accessing free childcare, or other essential services.

Mass 211 is available 24 hours a day, 7 days a week. Free, confidential, and multilingual.

If you're unable to reach 2-1-1 due to your telephone or cell phone carrier, use the toll-free number at 1-877-211-MASS (6277). Hearing impaired callers can use the TTY line, 1-508-370-4890.

#### **COVID-19 Family Support Fund**

The United Way of Massachusetts Bay and Merrimack Valley is providing flexible emergency assistance for families impacted by the COVID-19 crisis to meet their basic food, childcare or housing needs. Dial 2-1-1 for information on how to access funds.

#### **Project Bread**

Call Project Bread's Food Source Hotline at 1-800-645-8333 or go to [ProjectBread.org](https://ProjectBread.org) to get connected to food resources in your community. They can also assist with SNAP applications for food stamps, utility, fuel assistance, and MassHealth.

Hotline Hours:

Monday – Friday 8am - 7pm

Saturday 10am - 2pm

Free, confidential and multilingual. Hearing impaired community can use the TTY line, 1-800-377-1292.

## **Food Pantries and Meals To-Go:**

*For a full listing of food pantries and meal programs in the Merrimack Valley, visit the Merrimack Valley Food Bank at [www.mvfb.org](http://www.mvfb.org).*

## **Lawrence:**

### **Lawrence Public Schools**

Grab 'n go meals for Lawrence residents ages 1-18.

Monday - Friday, 11am – 1pm at the following locations:

- Arlington School, 150 Arlington St.
- Frost School, 33 Hamlet St.
- Guilmette School, 80 Bodwell St.
- Lawrence High School, 70-71 N Parish Rd.
- Parthum School, 255 E Haverhill St.
- Salvation Army, 250 Haverhill St.

### **Boys & Girls Club of Lawrence**

136 Water Street, Lawrence, MA

(978) 683-2747 / [www.lawrencebgc.com](http://www.lawrencebgc.com)

- Youth Dinners To-Go: Monday-Friday, 4:30-6pm

### **Cor Unum Meal Center**

191 Salem Street, Lawrence, MA

(978) 688-8900 / [www.corunummealcenter.org](http://www.corunummealcenter.org)

- Breakfast: 6-8am
- Dinner To-Go: 4:30-6:30pm

### **Daybreak Shelter**

19 Winter Street, Lawrence, MA

(978) 975-4547

- Dinner To-Go: Monday-Sunday, 6pm

### **Elder Services of the Merrimack Valley**

1-800-892-0890 / [www.esmv.org](http://www.esmv.org)

- Home Delivered Meals, 5 days a week
- For those who are 60 years of age or older and have trouble getting out of their home without assistance. No income or means test. Exceptions for those under 60 with disabilities. For more information, contact [ageinfostaff@ESMV.org](mailto:ageinfostaff@ESMV.org).

### **Greater Lawrence Community Action Council (GLCAC)**

305 Essex Street, Lawrence, MA

(978) 681-4900 / [www.glcac.org](http://www.glcac.org)

- Food Pantry: Tuesday 4:30-5:30pm

### **Lazarus House**

(978) 689-8575 / [www.lazarushouse.org](http://www.lazarushouse.org)

- Food Pantry/Groceries To-Go:  
242 Hampshire Street, Lawrence, MA  
Wednesdays 9am – 2pm
- Soup Kitchen:  
412 Hampshire Street, Lawrence, MA  
Breakfast To-Go - Monday-Friday 8-9:30am  
Lunch To-Go 11:30am-1pm

### **Neighbors In Need**

978 685-8321 / [www.needfood.org](http://www.needfood.org)

- Times and locations posted daily
- They have diapers too.

### **YMCA Lawrence**

40 Lawrence Street, Lawrence, MA

[www.mvymca.org/pantry](http://www.mvymca.org/pantry)

- Food Pantry/Groceries To-Go: Thursdays from 4-6pm
- Meals To-Go: Monday-Friday 3-5pm

### **Lowell:**

#### **Lowell Public Schools**

Grab 'n go meals for Lowell residents ages 2-18.

Monday – Friday at the following locations:

- Bartlett School, 79 Wannalancit St., 11-11:30am
- Butler School, 1140 Gorham St., 12:45-1:30pm
- Greenhalge School, 149 EnnellSt., 10:30-11am
- Lincoln School, 300 Chelmsford St., 1:30-2pm
- Moody School, 158 Rodgers St., 12-12:30pm
- Murkland School, 350 Adams St., 12:45-1:15pm
- Pawtucketville School, 425 West Meadow Rd., 12-12:30pm
- Robinson School, 110 June St., 11:15-11:45am
- STEM Academy/Rogers, 43 Highland St., 10:30am-1 pm

**Boys & Girls Club of Greater Lowell**

657 Middlesex Street, Lowell, MA

(978) 458-4526 / [www.lbgc.org](http://www.lbgc.org)

- Youth Lunch/Dinner To-Go: Monday-Friday, 11am-1pm

**Central Food Ministry**

370 W. Sixth Street, Lowell, MA

(978) 454-7445

- Food Pantry: Tuesday-Thursday, 10am-1pm; Thursday, 7-8pm

**Dwelling House of Hope**

125 Mt. Hope St., Lowell, MA

(978) 866-2327 / [www.dwellinghouseofhope.org](http://www.dwellinghouseofhope.org)

- Food Pantry: Saturday, 10am-12pm

**Hope Dove**

117 Perry St., Lowell, MA

(978) 455-2285

- Food Pantry: Thursday, 11am-1pm; Saturday, 9:30am-12:30pm

**Life Connection Center**

192 Appleton St. Lowell, MA

(978) 677-7401 / [www.lifeconnectioncenter.org](http://www.lifeconnectioncenter.org)

- Lunch/Dinner To-Go: Monday-Friday, 11:30am-2pm

**Merrimack Valley Catholic Charities**

70 Lawrence Street, Lowell, MA

(978) 454-9946

- Food Pantry: Monday - Thursday, 12-3:30pm

**Open Pantry Greater Lowell**

13 Hurd Street, Lowell, MA

(978) 453-6693 / [www.theopenpantry.org](http://www.theopenpantry.org)

- Food Pantry: Monday - Friday, 9am-12pm; Wednesday, 5:30-7pm

**Salvation Army**

150 Appleton Street, Lowell, MA

(978) 458-3396

- Food Pantry: Monday, Wednesday, Friday, 9-11am

## **Haverhill:**

### **Haverhill Public Schools**

Grab 'n go meals for Haverhill residents ages 1-18.

Monday - Friday, 11am – 1pm at the following locations:

- Consentino, 685 Washington Street
- Hunking, 480 S. Main Street
- Nettle, 150 Boardman Street
- YMCA, 81 Winter Street
- Boys & Girls Club, 55 Emerson Street

### **All Saints**

120 Bellevue Ave., Haverhill, MA

(978) 372-7721

- Food Pantry: 2nd and 4th Tuesdays, 3-5 pm; 1st and 3rd Saturdays, 10am-12pm

### **Open Heart Ministries**

217 Main Street, Haverhill, MA

(978) 374-7491

- Meals To-Go: Sunday, 2-3pm

### **Sacred Hearts**

6 Carleton Ave., Bradford, MA

(978) 373-1281

- Food Pantry: Monday, Wednesday, Friday, 8:15-11am

### **Salvation Army**

395 Main Street, Haverhill, MA

(978) 420-4192

- Food Pantry: Monday, Wednesday, Friday, 9:30-11:30am
- Meals To-Go: Tuesday, Thursday, Friday at 12pm

## **Free Internet Service:**

### **Internet Essentials from Comcast:**

2 months of free WiFi. Call 1-855-846-8376 / Español – 1-855-765-6995

For more information, go to: [www.internetessentials.com/covid19](http://www.internetessentials.com/covid19).

## **Unemployment:**

### **Massachusetts Department of Unemployment Assistance:**

Attend a Virtual Town Hall and go through the step-by-step process of applying for unemployment assistance. Available by phone or online.

Details at: <https://www.mass.gov/forms/massachusetts-department-of-unemployment-assistance-dua-virtual-town-halls>

## **PCA Services:**

### **MassOptions**

If you or a loved one is a MassHealth member who receives hands-on support from a Personal Care Attendant (PCA), but are struggling to access these services during the COVID-19 outbreak, call the MassOptions hotline at 1-844-422-6277.

### **Important Updates to PCA as of March 24, 2020**

- If the Member is determined to be asymptomatic, the Personal Care Management Agency may administer the initial evaluation according to normal procedure.
- If the Member is determined to be symptomatic the evaluation can be conducted by telehealth (including telephone and live video)
- Reassessment and/or an adjustment for PCA services can be conducted by telehealth (including telephone and live video)
- Personal Care Management Agency may request the continuation of an existing prior authorization. Extension requests will be approved for periods up to 90 days.
- Intake and Orientation and Functional Skills Training can also be conducted by telehealth.
- Required physician/nurse practitioner/physician assistant signatures for the purpose of approving Prior Authorization requests are waived until further notice.
- Consumer, Surrogate, and Legal Guardian signatures are waived until further notice. (For the purpose of PA submission, Consumer, Surrogate, or Legal Guardian must provide verbal agreement to the PCA evaluation.)
- New Hire Orientation in-person classes are temporarily suspended for 30 days.
- MassHealth has relaxed their overtime policy. Consumers do not need prior authorization for their PCA to work over 50 hours as long as they are staying within the allotted weekly hours.
- Consumers are urged to use the electronic timesheet for the purpose of ensuring timely payroll.

- Home Health Agency Providers may provide home health aide services to people authorized for PCA services when a member is experiencing a disruption in receipt of PCA services due to COVID-19.
- PCA Consumers who have unfilled PCA hours and are looking to be connected to a Home Health Agency that call fill those hours should call MassOptions central phone line: 1-844-422-6277.
- The individual providing personal care attendant-only home health aide services on behalf of a home health agency does not need to meet the home health aide training and certification requirements. The individual only needs to meet the training requirements established by the state for personal care services and demonstrate competency in the personal care services the individual is required to furnish.
- The state will still not accept a spouse or parent of a minor child as a PCA.
- For the next 90-days the state will accept Member signatures on the PCA Surrogate Forms either electronically or via mail.
- PCA's are granted up to 80 hours of sick time for full-time employees, part-time PCA's will be prorated for two weeks' worth of hours. This increase only applies if the PCA must be absent directly as a result of COVID-19.
- PCA's are considered "essential workers" and will be receiving a letter and/or email as confirmation of this status.

## **Emergency Child Care:**

### **Mass EEC:**

Emergency child care programs authorized by EEC are the only child care programs allowed to operate during this time.

Please visit the EEC website for a user-friendly emergency child care search tool:  
[https://eeclead.force.com/apex/EEC\\_ChildCareEmergencyProcedure](https://eeclead.force.com/apex/EEC_ChildCareEmergencyProcedure)

## **Legal Services:**

### **Lawyers for Civil Rights**

Multilingual legal help and support.  
 (617) 482-1145 or [www.lawyersforcivilrights.org](http://www.lawyersforcivilrights.org)

### **MIRA Coalition**

Multilingual resources for immigrants and refugees.  
 (617) 350-5480 or [www.miracoalition.org](http://www.miracoalition.org).

## Paratransit Services:

### Updates to MBTA- The Ride as of March 27, 2020

- **Eliminating Shared Trips:** Until further notice, every effort will be made to avoid trips where customers are sharing a vehicle. RIDE customers will continue to be able to take a personal care attendant or guests on their vehicle.
- **Extending Eligibility and Postponing Eligibility Appointments:** The RIDE Eligibility Center (TREC) is currently closed to in-person assessments. On a temporary basis, existing customers with expiring eligibility will be extended automatically. New RIDE customers may be granted temporary eligibility if they meet the medical necessity criteria provided to their licensed healthcare provider by TREC.
- **Booking Windows Adjustments:** Effective Saturday, March 28, RIDE customers will temporarily be allowed to book trips only 1 – 3 days in advance. This change is intended to prevent cancellations and service disruptions for customers with necessary travel as business availability changes due to COVID-19. All trips already booked will not be affected.
- **Subscription Process Updates:** All RIDE customers with subscription trips will be contacted to confirm that their automatically renewing trips are still required. This is intended to reduce cancellations for destinations that are closed.
- **Reduction of Transfer Trips:** The RIDE will make every effort to eliminate currently occurring transfer trips to reduce customer interaction with multiple drivers.
- **Daily Vehicle Cleaning:** All MBTA fleet vehicles, including RIDE vehicles, are disinfected every 24 hours.
- **Delay of RIDE Software Transition:** Due to COVID-19, the Routematch Software Transition scheduled for late March has been delayed. The RIDE will be in touch when an updated timeline for the transition has been determined.

## Food Safety Tips:

Watch this video by Dr. Jeffrey VanWingen for tips on how to handle your groceries:

<https://youtu.be/sjDuwc9KBps>

## Free Activities and Resources:

<https://myquarantinelist.bookmark.com/>



## **COVID-19 Text Alerts:**

Text COVIDMA to 888-777 for real-time updates about the Commonwealth's COVID-19 response.

## **What you need to know about COVID-19:**

This 8-page booklet by the Green Mountain Self-Advocates focuses on “need to know” information (not “nice to know” information):

<https://selfadvocacyinfo.org/wp-content/uploads/2020/03/Plain-Language-Information-on-Coronavirus-accessible-.pdf>

## **What you need to know about Stimulus Checks:**

- One-time cash payments from the government for U.S. residents with incomes up to \$75,000 (\$150,000 if you are married), with a phaseout for incomes between \$75,000 and \$99,000 (\$150,000-\$198,000 if you are married), who are not a dependent of another taxpayer and have a Social Security Number.
- Checks will be \$1,200 for eligible individuals and \$2,400 for people who are married, plus \$500 per dependent child.
- The money will come through the IRS to the bank account you used when you filed your taxes.
- If you are on SSI and SSDI, you don't need to file an income tax return to receive the money. The payment will be deposited into your account through the Social Security Administration.
- Stimulus checks are exempt from all restrictions such as rental subsidies, food stamps, Medicaid or income limits.

## **Utilities during COVID-19:**

- Utility companies must not shut off gas, electric, and water to your home while we are in a state of emergency. (Source: MassLegalHelp.org)

## **Rent and Mortgages during COVID-19:**

### **Tenant Rights**

- All current eviction cases are postponed until April 21, 2020 or later.

- If you live in public or subsidized housing and you're having trouble paying your rent, you can ask your housing authority or landlord to recalculate and lower your rent. (Source: CommunityLegal.org)

### **Homeowner Rights**

- All foreclosures and evictions for single family homeowners with mortgages backed by the Federal Housing Administration or two government-controlled companies (Fannie Mae and Freddie Mac) will be halted for the next 60 days. (Source: HUD.gov)
- If you don't have a federally backed mortgage, you may still have relief options through your mortgage servicer or from your state. Call your mortgage servicer.
- Under the CARES ACT, you have a right to loan forbearance if you are experiencing a financial hardship due to the COVID-19 emergency.

### **Student Loans during COVID-19:**

- Under the CARES Act, Federal student loan payments will be suspended through September 30. (Source: Ed.gov)
- Your loan will not accrue interest during this time.