

## **COVID-19 Resources for Youth & Young Adults (YYA)**

Please review several resources that may be beneficial to our YYA during the COVID-19 state/national emergency. Resources will be reviewed and updated weekly and posted to the Adolescent Services page of the DCF intranet and distributed. Please direct questions regarding these resources to area office Adolescent Outreach Workers or to Central Office Program Coordinator Rich Doria who can be reached at [Richard.Doria@massmail.state.ma.us](mailto:Richard.Doria@massmail.state.ma.us).

- **Chafee Program Benefits- Life Skills Support**
  - Life Skills Support is funding for youth ages 14-22 in placement to support preparatory needs and skill building opportunities that will support positive youth development. This may include bus passes, work uniforms, and tutors for extra help with school.
  - For youth that qualify, these funds can also assist in supporting cell phone expenses and costs related to needed PPE.
  - Reach out to your social worker or outreach worker to access this program.
  
- **Educational Support:**
  - **Internet Support for Remote Learning for college students:**
    - Most support is based for Boston area but also included services across the state. For more information, please visit the [WEBSITE!](#)
  - **College/University Information:**
    - **[Framingham State University:](#)**
      - Contact Person: Maribeth Ford (financial aid)
        - Phone: 508-626-4073
        - Email: [mford3@framingham.edu](mailto:mford3@framingham.edu)
      - Contact Person: Kay Kastner (Coordinator Student Support Initiatives, Dean of Students office)
        - Phone: 508-626-4596
        - Email: [kkastner@framingham.edu](mailto:kkastner@framingham.edu)
    - **[Bridgewater State University:](#)**
      - Contact Person: Tyler Botelho (Case Manager)
        - Phone: 508-531-2567
        - Email: [T1BOTELHO@bridgew.edu](mailto:T1BOTELHO@bridgew.edu)
      - Contact Person: Eileen Estudante Director of Outreach and Special Programs
        - Phone: 508-531-1819
        - Email: [lestudante@bridgew.edu](mailto:lestudante@bridgew.edu)
    - **[Salem State University:](#)**
      - Contact Person: Rachel Frank (Student Life)
        - Phone: 978-542-2077
        - Email: [rfrank@salemstate.edu](mailto:rfrank@salemstate.edu)
    - **[Worcester State University:](#)**

- Contact Person: Julie Kazarian (Dean of Students and Chief Student Affairs Officer) –
    - Phone: 508-929-8077
    - Email: [jkazarian@worchester.edu](mailto:jkazarian@worchester.edu)
  - Student can remain on office please contact Julie
- **Westfield State University:**
  - Contact Person: Maureen McCartney (Associate Dean, Academic Achievement)
    - Phone: 413-572-8801
    - Email: [mmccartney@westfield.ma.edu](mailto:mmccartney@westfield.ma.edu)
- **The UMASS SYSTEM:** will be open for the semester, dining will be limited but available (locations vary depending on the school). Students can sign up online (housing portal) in order to request on campus living for the semester.
  - **UMASS Boston:**
    - Contact Person: Gail DiSabatino UMASS Boston (Vice Chancellor for Student Affairs)
      - Phone: 617-287-5805
      - Email: [Gail.D@umb.edu](mailto:Gail.D@umb.edu)
  - **UMASS Lowell:**
    - Contact Person: Ann Ciaraldi (Associate Dean of Student Affairs for Compliance and Violence Prevention)
      - Phone: 978-934-2100
      - Email: [Ann\\_Ciaraldi@uml.edu](mailto:Ann_Ciaraldi@uml.edu)
  - **UMASS Dartmouth:**
    - Contact Person: Shelly Metivier Scott (Associate Dean of Students)
      - Phone: 508-910-6402
      - Email: [sscott1@umassd.edu](mailto:sscott1@umassd.edu)
  - **UMASS Amherst:**
    - Contact Person: Elaine Brigham (Dean of Students Case Manager, Dean of Students Office)
      - Phone: 413-545-2684
      - Email: [ebrigham@umass.edu](mailto:ebrigham@umass.edu)
- **Academic Resources:**
  - **Youth.Org:** Further Professional Development for Youth Workers! A great resource for workers to continue their education through online workshops and interactive resources.
  - Resources to assist youth on developing coping mechanisms during this pandemic are also available.

- **Fastweb.com:** If you are a high school or college student this is a great and free resource to sign-up. Get access to news, college information, and access to free courses and certifications
  - **[Tutor.com](#):** Free 1:1 online based support for students of all ages. Please review their website for they are handling needs around the COVID-19 pandemic.
  - **[Khan Academy](#):** Free service providing students the platform to learn subjects in all areas and studying support.
  - **[Typing for FREE!](#)** Learn or improve upon your typing skills by checking out the website!
  - **[Quill. Org](#):** Free resource for students of all ages to brush up on their writing mechanics. Visit website to create free account.
- **Employment Support:**
  - **Department of Unemployment Assistance Update: In-Person and Walk-Up Centers have been suspended temporarily. For updates, please visit their website [HERE!](#)**
  - **Unemployment benefits:** For those impacted by layoffs or temporary job closures you may be eligible for benefits, but you must complete your request **ONLINE ONLY NOT TELEPHONE**. Below is a guide on what you should do before filing and how to complete your claimant completely:
    - **[COVID-19 SPECIFIC GUIDE TO FILING:](#)**
    - **[Review this guide on how to file a new claimant:](#)**
    - **[REVIEW Eligibility of Benefits](#)**
    - **[IMPORTANT FAQ's for Employees:](#)**
    - **[Online Claimant Form](#)**
  - **Reach the Unemployment Customer Assistance Call Center at (877) 626-6800, M-F 8:30 a.m.-4:30 p.m. & Saturday, 8 a.m.-noon.**
  - **CARES ACT:** Mass.gov has updated their website which includes updates on how to submit for unemployment. Three new public benefit programs have been developed that will expand unemployment eligibility; temporarily increase weekly benefits for all claimants; and allow additional categories of people to claim unemployment benefits. **Those programs can be reviewed here:**
    - **[Federal Pandemic Unemployment Compensation \(FPUC\)](#)**
    - **[Pandemic Unemployment Assistance \(PUA\)](#)**
    - **[Pandemic Emergency Unemployment Compensation \(PEUC\)](#)**
  - If you need assistance on whether or not to apply to either PUA or IU, please use [this tool](#) before you submit an application.
  - **For ongoing updates from the Department of Unemployment Assistance:** <https://www.mass.gov/orgs/departement-of-unemployment-assistance>
  - **Assistant Contact Request Online Form:** Use this form to follow-up on a claim and/or questions about how to file a new claim.
  - **IRS Updates:**

- Updated information on eligibility on receiving stimulus check. If youth are still struggling in determining eligibility, please direct to the resource below.
      - Please visit: <https://www.eitcoutreach.org/tax-filing/coronavirus/coronavirus-stimulus-checks/>
    - Filing as a non-filer process- young adults (over 17) who were not required to file for either 2018 or 2019 may be eligible to apply as a non-filer in order to receive the federal stimulus check. Consult with your supervisor(s) on determination on claimant status (i.e. dependent) of young adult for either 2018 or 2019. Please review the website on eligibility. [Click here](#) for more on the process. DO NOT file as a non-filer if you do plan on submitting your 2019 tax return.
    - July 15<sup>th</sup>, 2020: New filing date to submit your federal taxes, for more information, please [click here!](#)
    - IRS Student Portal: <https://apps.irs.gov/app/understandingTaxes/student/index.jsp>
    - [Next Gen Personal Finance](#): This is a lesson plan that can be used to teach the skill set needed for YYA to understand the foundations around taxes.
  - **Employment Resources:**
    - During this pandemic, encourage youth to start the career process and through exploring platforms such as the ones mentioned below:
      - [Career One Stop](#)
      - [Youth Works](#)
- **Food Assistance:**
  - **Department of Transitional Assistance (DTA)** locations will be closed until further notice. At this time, eligibility requirements have been waived in order to accommodate need during this pandemic.
  - **Youth may qualify for the P-EBT Program. Check eligibility and program specifics by visiting here:** <https://www.mass.gov/info-details/pandemic-ebt-p-ebt>
  - Information and assistance on checking eligibility and/or contacting DTA:
    - Calling the DTA Assistance Line (877) 382-2363
    - Visiting <https://dtacconnect.eohhs.mass.gov/>
    - Downloading the [DTA Connect Mobile Application](#)
    - Check your eligibility by completing this [assessment](#)
  - ONLINE Snap food purchasing program. For information about the program and how to utilize please visit the links below:
    - Press Release: <https://www.mass.gov/news/online-grocery-shopping-now-available-for-snap-recipients-in-massachusetts>
    - Website: <https://www.mass.gov/snap-online-purchasing-program> (can use Mass.gov/SNAPonline)
    - USDA Retailer Info: <https://www.fns.usda.gov/snap/retailer-requirements-provide-online-purchasing>
  - **Statewide School Meal Sites**
    - Use this link: <https://meals4kids.org/summer> to search for local areas that will have site for parents and their children.

- Please review site locations prior to visiting for eligibility: <https://bit.ly/GRAB-AND-GO-MEALS>
  - **Full Cart** is a virtual application for those to receive groceries, for more information, please visit: <https://fullcart.org/>
  - **Project Bread:** Search through this website for locations of community foodbanks and updated resources for accessing food support through the summer.
- **Health and Wellness:**
  - **COVID-19 TOOL KIT FOR YOUNG ADULTS 15-21**
    - The CDC has released helpful resources for YYA to be aware of how they should be addressing their health around COVID.
    - Please visit their website for how to stay alert as we navigate through this pandemic: <https://www.cdc.gov/coronavirus/2019-ncov/communication/toolkits/young-adults-15-to-21.html>
    - Support for teens and young adults managing through this pandemic: <https://www.cdc.gov/coronavirus/2019-ncov/daily-life-coping/stress-coping/young-adults.html>
  - **State Response to COVID-19**
    - **Stop the Spread:** COVID-19 Testing sites have been set-up in various areas of the city. For more information, please [click here!](#)
    - **Mass.gov new resource!** There is now a new resource for residents to assess potential symptoms of COVID-19 in order to receive appropriate care. [Visit here](#) for details.
    - Have questions about testing information and testing sites, [visit here!](#)
  - **Sanvello:** Providing free access to peer-support and resources on how to cope during this pandemic. [Click here for access.](#)
  - **MassHealth:** For information pertaining to the impact of COVID-19 on coverage for MassHealth members [CLICK HERE!](#)
  - **Mental Health Support:**
    - MA Behavioral Health Partnership Emergency Services Program/Mobile Crisis Intervention (ESP/MCI) is available 24 hours a day, 7 days a week, 365 days a year. Anyone may contact ESP/MCI for assistance.
      - Call toll-free at 1-877-382-1609
    - Additional mental health support and resources: <https://www.mass.gov/guides/finding-mental-health-support-in-massachusetts>
  - **Substance Use Support Programs:**
    - List of MA services and resources: <https://www.mass.gov/files/documents/2020/03/18/jud-COVID-19-Resources.pdf>
    - **MA Substance Use Helpline:**
      - Website: <https://helplinema.org/for-parents/>
      - Helpline: 800-327-5050
    - AA online support help:
      - AA-Intergroup: <http://aa-intergroup.org/directory.php>

- Alanon electronic meetings:
    - <https://al-anon.org/al-anon-meetings/electronic-meetings/>
  - Alateen Chat Room Meetings: <https://al-anon.org/newcomers/teen-corner-alateen/try-an-alateen-chat-meeting/>
    - To access Alateen remote meetings the teen does need to register for the meetings and there is always an adult moderator on-line.
  - Marijuana Anonymous On-Line Meetings:
    - <https://www.ma-online.org/>
  - Narcotics Anonymous On-Line Meetings:
    - <https://www.neveraloneclub.org/>
    - Email: [transhealth@fenwayhealth.org](mailto:transhealth@fenwayhealth.org)
    - Phone: 857-313-6589
- **Domestic Violence (DV) and Teen Dating Violence Resources:** [Domestic violence](#) is a pattern of escalating [abusive, controlling and violent behavior](#) towards a partner in an intimate relationship. To learn more DV and dating violence, please review the following resources.
  - Massachusetts toll free domestic violence hotline:
    - Phone: 1-877-785-2020
  - Casa Myrna community Advocacy for direct support and advocacy: They are the largest DV program in the state with a very diverse set of services including teen dating violence support.
    - Phone: 617-521-0108
- **Housing Support:**
  - **IMPORTANT REMINDER FOR TENANTS:** If you have questions and/or concerns about the eviction process during this pandemic, please visit [MassLegalHelp.org](http://MassLegalHelp.org) or by clicking [HERE!](#)
  - The agencies below have provided a response to the COVID-19 pandemic. As agencies post more updates of their response to this matter, this list will change.
  - **Metropolitan Housing Boston (MHB)**  
 Phone: (617) 859-0400  
 website: [www.mbhp.org](http://www.mbhp.org)
    - **Updated Information:** “What if I can’t pay my rent?” For more information, please visit: <https://www.metrohousingboston.org/what-if-i-cant-pay-my-rent-due-to-covid/>
  - **Berkshire Housing Development Corp (BHDC)**  
 Phone: (413) 499-4887  
 website: [www.berkshirehousing.com](http://www.berkshirehousing.com)
  - **Community Teamwork, Inc. (CTI)**  
 Phone: (978) 459-0551  
 website: <https://www.commteam.org/covid-19-emergency-response/>
  - **Housing Assistance Corp. (HAC)**  
 Phone: (508) 771-5400  
 website: <https://haconcapecod.org/contact/get-help/>  
**UPDATE:** Now hosting walk-in appointments! For more information, please visit: <https://haconcapecod.org/contact/get-help/>
  - **HAP, Inc. (Hampden, Hampshire & Franklin Counties)**  
 Phone: (413) 233-1500

1-800-332-9667

website: <https://www.wayfindersma.org/way-finders-service-updates-response-covid-19>

RAFT and other fund assessments will continue taking place. These assessments can be completed online at [www.wayfindersma.org/hcec-assessment](http://www.wayfindersma.org/hcec-assessment)

- **RCAP Solutions**

Phone: 800-488-1969

website: <http://www.rcapsolutions.org/worcester-office-is-closed/>

**South Middlesex Opportunity Council, Inc. (SMOC)**

Phone: (508) 620-2630

website: <https://www.smoc.org/announcement.php>

- **LGBTQ COVID-19 Resources**

- **State Resources and Groups supporting LGBTQ Youth**

- Mass.gov support programs and information for youth:

- <https://www.mass.gov/info-details/suicide-prevention-lesbian-gay-bisexual-and-transgender-lgbt>

- Mass LGBTQ Youth Commission:

- [Virtual resources including GSAs](#)

- Allyship: Guides to Supporting LGBTQ Youth

- [The DCF LGBTQ Liaison guide](#), which has some basic practical information for those in the system.

- Resources on being an ally to LGBTQ Youth

- [Engage Youth](#)

- [PFLAG](#)

- Community Organizations: There are several state-wide community organizations that are devoted to support of LGBTQ youth across Massachusetts.

- [BAGLY](#) (Boston based)

- [AGLY Network of Massachusetts](#)

- [OutMetrowest](#)

- National Organizations

- The Trevor Project - <https://www.thetrevorproject.org/resources/trevor-support-center/>

- The Trevor Space: Opportunity for youth to interact and connect with their LGBT peers - <https://www.trevorspace.org/>

- Health and Wellness

- Virtual Supports

- Trans Lifeline Peer Support Hotline (all hotline operators trans/non-binary identified): Trans Lifeline's Peer Support Hotline: 877-565-8860 and <https://www.translifeline.org/>

- Gender Spectrum Online Support for youth: <https://www.genderspectrum.org/blog/resources-for-challenging-times/>

- Fenway Health Peer Listening Lines - Fenway Peer Listening Lines: <https://fenwayhealth.org/care/wellness-resources/help-lines/>

- [GLASS](#) : provides a continuum of services to LGBTQ+ youth of color and their allies in the Greater Boston and Greater Framingham areas. GLASS supports LGBTQ+ population living with HIV.

- **Transportation:**
  - **MBTA** is operating on full service on certain lines, for updated information please visit: <https://www.mbta.com/covid19> for service changes.
    - MBTA Youth Pass Program: <https://www.mbta.com/fares/reduced/youth-pass>. Please push out to youth who may benefit from this program.
  - **License\Vehicle Support**
    - RMV: Website for updated COVID-19 information. <https://www.mass.gov/info-details/rmv-covid-19-information>
      - Car Inspection: Please review to the RMV about extensions on vehicle inspections and sticker: <https://www.mass.gov/info-details/rmv-covid-19-information#vehicle-registrations-and-inspection-stickers>
    - If you are a AAA Member, you may conduct necessary business via link provided: <https://www.mass.gov/rmv-services-at-aaa>
  - **Car Insurance- Check your local agency for updates regarding billing/payment concerns.**
    - The following insurance agencies are providing assistance to manage payments, waiving fees, and additional resources.
      - Liberty Mutual: <https://www.libertymutual.com/covid-19>
      - Geico: <https://www.geico.com/about/coronavirus/>
    - Please review this US. News article, it references major automotive companies on how they are supporting owners with making their car payments: <https://cars.usnews.com/cars-trucks/what-to-do-if-you-cant-make-your-car-payment>
- **Utilities Support:**
  - **Lend A Hand Society:** Visit their [website](#) to apply for financial assistance in making rent, paying utilities, and for additional hardship needs.
  - **Comcast:** New subscription for low income families; Internet Essentials package: Included; two months of free internet service and free wi-fi hotspots for low income families during the COVID-19 crisis. After the free two months, billing of \$9.95 monthly (check local provider).
    - **To Apply (New Applicants):** Call 1-800-xfinity or visit <https://www.internetessentials.com/covid19>
    - **Current Subscribers:** Comcast is listing where you can view free wi-fi hotspots. Also, there will be no late fees applied to bills, there will be a freeze on data for 60 days which allows unlimited data to consumers, and no late fees will be applied on late monthly payments.
  - **National Grid:** National Grid is temporarily suspending collections-related activities, including service disruptions in order to alleviate financial strain on those impacted by the COVID-19 pandemic. Customers are encouraged to continue using [Bill Pay](#) to address any financial issues pertaining to your bill.



- **Eversource:** Eversource has postponed disconnecting service due to nonpayment. Customers are encouraged to connect with customer service in order to discuss alternative repayment options and/or view reduced plans at <https://www.eversource.com/content/ema-c/residential/my-account/billing-payments/help-pay-my-bill>
- **Good Neighbor Energy Fund:** Utility assistance with meeting energy or heating expenses due to temporary financial hardship (if not eligible for any other state or federal energy/heating bill assistance programs) call 1-800-334-3047.
- **Benefits.gov:** Low Income Home Energy Assistance Program (LIHEAP) YYA may qualify to receive energy assistance.
  - **More about LIHEAP:** <https://www.benefits.gov/benefit/623>
  - Tool to check eligibility: [https://www.benefits.gov/benefit/623#Eligibility\\_Checker](https://www.benefits.gov/benefit/623#Eligibility_Checker)
- **Phone Carriers:**
  - Lifeline Program via Mass.gov: Lifeline is a federal program that provides free or low-cost phone or internet service to low-income households through a monthly service discount of up to \$9.25.
    - For eligibility, visit their website at <https://www.mass.gov/service-details/check-your-eligibility-for-the-lifeline-program>
  - **AT&T:** Go through your area provider and ask about their low-cost wireless plan: <https://m.att.com/shopmobile/internet/access/#!/startedStep>
  - **USA.ORG Lifeline Program:** YYA may be eligible to receive discounted telephone service through various carriers. Eligibility information and how to apply available in the following links:
    - For eligibility, [CLICK HERE!](#)
    - Lifeline Program, [CLICK HERE!](#)
- **Additional Resources:**
  - **Child Care:** Mass.gov has posted updates and a search tool regarding emergency child care needs. For information, please [click here!](#)
  - **Massachusetts Network of Foster Care Alumni (MASSNFCA)**
    - **For upcoming events in June, please visit:** <http://www.massnfca.org/>  
This is a great opportunity to connect with current and former foster youth!
  - **Support Resources for Youth and Young Adults survivors of sex-trafficking. Please review the following organizations committed to providing services for those during this pandemic:**
    - Living In Freedom Together (LIFT): <https://liftworchester.org>
    - Education-Vision-Advocacy (EVA Center): <https://www.evacenter.org>
    - Amirah, Inc: <https://www.amirahinc.org>
  - **The United Way COVID-19 Community Response and Recovery Fund:**

- If you need support around areas of housing, job loss, and food assistance please dial on any phone #211 or depending on your area, please call the number below:
  - Boston Office: (617) 624-8000
  - Lowell Office: (978) 656-5000
  - North Shore Office: (978) 922-3966
  - Attleboro/Taunton Office: (339) 217-0310
- The Massachusetts Bay and Merrimack United Way have specific links for those requesting assistance, please visit your prospective city/town:
  - City of Newton: <https://unitedwaymassbay.org/covid-19/newton-covid-19-care-fund/get-help/>
  - The Lynn Community Care Fund: <https://unitedwaymassbay.org/covid-19/lynn-covid-19-care-fund/>
  - The One Chelsea Fund: <https://unitedwaymassbay.org/covid-19/the-one-chelsea-fund/>
  - If you would like to know how to receive assistance, please visit: <https://mass211.org/>
- **FIND HELP:** This is an online resource that can assist in various areas of locating housing, food, and pay assistance. You just enter your zip code and local resources will populate. For more information: <https://findhelp.org/>

For additional support and resources during COVID-19 Pandemic, please visit:  
<https://www.mass.gov/info-details/dcf-covid-19-resources-and-support>