



THE GENERAL COURT OF MASSACHUSETTS
STATE HOUSE, BOSTON 02133-1053

State Services

Representative Danillo Sena

Agency Listing by Town

[Mass.gov Agency Listing](#)

Use this page to see what agencies can assist you in accessing various state services. Select your town from the drop-down menu at the top of the page and scroll to the assistance you are looking for.

Housing Assistance

What is it: Public Housing, Rental Vouchers, RAFT,

Are you eligible: Eligibility varies by program

How to Apply: Apply through local agencies that manage properties or distribute vouchers

Additional Resources: <https://www.mass.gov/topics/affordable-housing>

Rental Programs (MA Vouchers, Section 8, RAFT)

MRVP-Massachusetts Rental Voucher Program

Offers tenant and project based rental subsidies to those who are eligible

Tenant based vouchers can be used by a member of the program for any housing unit that meets the state sanitary code. Project vouchers refer to specific housing that is then rented to a tenant participating in the program.

Net income limits can be found here:

<https://mass.gov/doc/mrvp-income-limits-0/download>

Housing Authorities (click for website)

[Acton Housing Authority](#) covers Acton and Boxborough

[Ayer Housing Authority](#)

[Groton Housing Coordinator](#)

[Harvard Housing Initiatives](#)

LIHEAP (Fuel Assistance)

What is it: LIHEAP assists eligible households to pay for costs associated with heating your home. Homeowners and renters with electric, gas, oil, and kerosene heating systems can use the program if eligible to pay for a portion of heating costs.

Eligibility: Consult the furthest column (60% of state median income) on [this chart](#) for eligibility. Your household size determines the maximum income eligible. The amount of support you receive from the program is determined by your income, if eligible.

How to Apply: Apply through your local agency, or use [this agency finder](#). You must submit photo identification for the head of household or primary applicant (e.g., driver's license), a list of all household members, information on your heating bills (e.g., heating company name and account number), information on your housing situation (e.g., an active lease or mortgage statement, proof of income for 30 days prior to application date (e.g., wages, pension)

Additional Resources: [MA LIHEAP Page](#)

Heating System Assistance

What is it:

Heating System Repair & Replacement Program (HEARTWAP)

- The Heating System Repair and Replacement Program provides emergency heating system repair and replacement services to low-income households.

Are you eligible:

-must be 18 years or older

-based on household income and size

-household income can't be more than 60% of estimated state median income

-housing subsidies will also factor into benefit level

-Eligibility for HEARTWAP is based on eligibility for LIHEAP

How to Apply:

-check eligibility through: <https://www.toapply.org/MassLIHEAP>

Weatherization Assistance

What is it: The Weatherization Assistance Program (WAP) uses a federal grant to fund energy efficiency upgrades including air sealing to reduce infiltration, attic insulation, sidewall insulation, floor insulation, pipe and/or duct insulation, limited energy related repairs.

Eligibility: If you are eligible for LIHEAP, you are eligible for WAP

How to apply: Visit the [LIHEAP Online Application](#)

More Info: [Weatherization Assistance Program](#)

Community Choice Electricity Aggregation Programs

Communities can purchase electricity and save money.

Residents and businesses usually opt-in if the account at their residence or business is older than the program, or can opt-out if it is newer than the program.

They generally offer multiple rates with varying amounts of renewable energy.

Sign-up usually consists of entering current account info and being enrolled at the next billing period.

The supplier will change on your bill, but the distributor (Eversource or National Grid) will remain the same, your bill will still come from your distributor.

[General Info](#)

Rate comparisons (lowest resident rate used per kWh as of November 2023)

Acton Power Choice - [Link](#)

\$0.1766 vs Eversource \$0.20927 over last 12 months

Harvard Community Choice - [Link](#)

\$0.14692 through Nov. 2025 vs National Grid \$0.18213 for next 12 months

Shirley Community Choice - [Main Link](#) - [Enrollment](#) (Requires phone call)

\$0.16025 through Nov. 2025 vs National Grid \$0.18213 for next 12 months

Ayer is waiting to start their program

Boxborough and Groton use Municipal Light Plants for local electricity production

Paid Family and Medical Leave (PFML)

PFML

What is it?

- paid leave for family or medical reasons

Continuous leave:

- paid leave for a continuous period of days to weeks

Reduced leave:

- reduced work schedule to accommodate needs that remains consistent week to week

Intermittent Leave:

- leave at inconsistent intervals, potentially including at unpredicted intervals

- must be discussed with employer and certain procedures must be followed (see *How to Apply*)

- maximum leave is 1,129.82 weekly (2023) or 1,149.90 weekly (2024)

PFML

Are you eligible:

- most Mass employees who have earned 5,700 (2022) or 6,000(in 2023) or more over the past 4 calendar quarters
- have earned at least 30 times the benefit amount you are eligible for
- most are eligible for up to 26 weeks paid family and medical leave per year

Reasons:

- your own serious health condition (certified by health care provider)- up to 20 weeks
- caregiver for a family member with serious health condition- up to 12 weeks
- Bonding with child during the first year after adoption, placement, or birth- up to 12 weeks
- Caregiver for family member injured serving in the armed forces- up to 26 weeks
- managing affairs while family member is on active duty- up to 12 weeks

How to Apply

How to Apply:

- Notify your employer of your intent to apply (try for at least 30 days before your leave will begin)
- Determine which of the three types of leave you will be applying for
- Gather ID (valid proof of ID such as driver's license, social security number, Federal Employer ID Number (EIN), Bank account info, Info from your healthcare provider)
- Apply online or by phone
- If you are unemployed or applying for military-related family leave, call the number listed for the department to apply
- understand that in most cases there is an unpaid waiting period of 7 days, which will additionally count against your total available leave

Additional Resources

Department of Family and Medical Leave:

Benefits and eligibility: (833) 344-7365

Intermittent Leave Hours Reporting Line: 857-972-9256

Mass.gov website: <https://www.mass.gov/info-details/understanding-the-different-ways-you-can-schedule-your-leave>

Unemployment Assistance

What is it:

- temporary income to support you while you try to find a new job

Are you eligible:

- must provide personal info and a record of employment history from at least the last 15 months.

- earned at least 6,000 (rounded down to the nearest hundred) during the last 4 complete calendar quarters

- be legally authorized to work in the US

- Be unemployed, but not at fault for your unemployment

- Be able to work without delay when offered

- Be actively looking for work

How to Apply:

- apply within the first week of unemployment

- applications take 21-28 days to process

- info about your employment from the last 15 months

- Apply online or by phone

Additional Resources:

<https://www.mass.gov/how-to/apply-for-unemployment-benefit>
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Call Department of Unemployment Assistance, Call Center at
(877) 626-6800 Mon-Fri, 8:30-4:30

Unemployment Assistance

Not eligible if your only source of employment is:

- An employee of a non-profit or religious organization
- A worker trainee in a program run by a nonprofit or public institution
- A real estate broker or insurance agent who work only on commission
- A consultant working independently
- A student in a work-study program
- An elected official
- A member of the legislative or judiciary body

Benefits may be affected if you:

- Aren't able, available, or actively seeking work
- Refuse, quit, or are fired from a job
- Receive other income
- Attend school or training full-time without Department of Unemployment Assistance (DUA) approval
- Become self-employed
- Travel for non-work-related reasons
- Work while collecting unemployment benefits

Supplemental Nutrition Assistance Program (SNAP)

What it is:

-Formerly known as food stamps

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-monthly funds on an EBT card to buy food

- \$40, \$60 or \$80 a month put back on your EBT card when you use SNAP to buy local produce via the Healthy Incentives Program (HIP)

- SNAP Path to Work free education and training opportunities

- Free nutrition education classes and resources

- Connections to other kinds of help, like utility discounts, free school meals and discounted admissions to many Commonwealth museums and cultural institutions via EBT Card to Culture

Are you eligible:

How to Apply:

Additional Resources:

Local Agencies

Several organizations assist with various programs and initiatives throughout the district. Some key agencies are listed on the following slides.

Southern Middlesex Opportunity Council (SMOC)

- Housing (Rental assistance, emergency housing, homebuyer assistance, etc)
- Childcare assistance
- Food assistance
- Fuel Assistance
- Addiction Services

<https://www.smoc.org/>

RCAP Solutions

What services does RCAP provide?

- ⇒ Administering referrals, information, and support to homeowners, buyers, and landlords, as well as financial assistance for renters that qualify.
- ⇒ Assisting communities by granting them access to clean drinking water and solutions to help manage their disposable waste.
- ⇒ Providing economic development resources to small businesses and bolstering the local economy.
- ⇒ Providing education and training surrounding issues (such as clean water) that RCAP assists with.

More information here: [RCAP Solutions Website](#)

Acton Boxborough United Way

Primarily for residents in Acton and Boxborough, ABUW can also refer to many other agencies.

- Rent or bill relief grants

- Community grants

- Transportation

- Local referrals

<https://www.abuw.org/>

Mass 211

-A community service resource website and telephone number

-Mass 211 is NOT an emergency line, but is available 24/7 to provide community resources and support to anyone in Massachusetts

-Mass 211 will connect you with a variety of resources depending on your needs

Mass 211 can assist you with:

Behavioral Health, domestic violence, food security, transportation, utility assistance, runaway assistance, youth homelessness, childcare, emergency/disaster info, and housing/shelter

Contact:

211

1-877-211-MASS (6277)

<https://mass211.org/>