

## Resource Guide ~ Town of Ashland

### Human Services, Town of Ashland ~

Available to Ashland residents, Human Services is an all-encompassing resident assistance department, here to support any resident, of any age, in all socio-economic backgrounds, struggling or needing assistance navigating through any mental health, social, emotional or environmental stressor. Human Services offers assistance in accessing resources, monetary or emotional in nature.

Contact Information; 508 532 7942 [humanservices@ashlandmass.com](mailto:humanservices@ashlandmass.com)

Location; Ashland Community Center (upper level) 162 West Union St Ashland Ma 01721

Hours; Mon/Tues/Thurs 8a-4p, Weds 8a-7p (evening hours are by appointment only), Fri 8a -12noon

### Food Pantry, Town of Ashland ~

Available to Ashland Residents, the food pantry provides perishable and non-perishable groceries to individuals and families who struggle with hunger and inadequate access to nourishment. Toiletry items are sometimes available as well.

Contact Information; 508 532 7949 [humanservices@ashlandmass.com](mailto:humanservices@ashlandmass.com)

Location; Ashland Community Center (lower level) 162 West Union St Ashland Ma 01721

Hours; Mon/Weds/Thurs 9a-1p,

### SMOC, Housing Resources ~

SMOC is the housing agency that covers Ashland. Subsidized housing as well as rentals for single room occupancy are accessible through SMOC. SMOC is located at 7 Bishop St Framingham Ma, the contact number is 508 620 2690. The Housing Consumer Education Center (HCEC), available through SMOC is located at the same address with contact number 508 872 0765. Walk in hours for HCEC are Tues & Weds 9a-4:30p and Fri 9a to 12 noon.

### A Place To Turn ~

A supplemental food pantry with clothing and toiletry items available. A referral is required every two months as needed. Ashland residents should contact the Human Services Department for a referral to a Place to Turn. Contact Information; 508 655 8868 Location; 99 Hartford St Natick MA  
Hours; Mon/Tues/Thurs 9:30a-12:30p Weds 11:30a – 12:30p & 5p-7p

### Homes 2 Homes ~

A resource for accessing clothing items and small household items. Human Services is available to assist with access, a referral is not required. Contact information; 508 333 5275 [hometwohomes@gmail.com](mailto:hometwohomes@gmail.com)  
Location; 101 Union St Building 3 Ashland Ma Hours; by appointment

### Project Just Because ~

A resource for accessing clothing/school/career and household items. Human Services is available to assist with access, a referral is not required, an online request form is required (monthly as needed). With the exception of Gluten Free items, the food pantry is available to Hopkinton residents only, all other resources are available to state wide Massachusetts residents, including Ashland residents.  
Contact Information; <http://projectjustbecause.org/> is the website to complete the online request form. 508 435 6511. Location; 109 South St Hopkinton Ma Hours; Monday – Thursday 9a – 4p

Furniture Resources ~ Referrals are required. Ashland residents should contact Human Services for a referral.

Household Goods (978 635 1710) Acton Ma

New Life (774 316 6395) Walpole Ma

A Fresh Start (508 485 2080) Hudson Ma

## **GET CONNECTED TO VALUABLE RESOURCES**

**How do I locate community and human services for any issue?**

- **Massachusetts 211: Get Connected. Get Answers**

**Dial 211** to be connected to valuable resources at appropriate community based organizations or government agencies. Find essential community services, everything from finding an after school program, locating a food bank, or securing care for an aging parent, get connected to a family counselor, find where to get financial advice, contact a Little League team, or even find volunteer opportunities. You will speak confidentially with an Information & Referral Specialist who will assess your needs and determine the service provider best equipped to handle your problems or crisis. It is available Monday through Friday from 8:00 a.m. to 8:00 p.m.

**Where can I find a complete listing of agencies that provide statewide information and support?**

On the Web at <http://www.mass.gov>

- **The Department of Mental Health (DMH)**: offers an array of services for state residents of all ages who have persistent mental health issues. 617-626-8000
- **The Department of Developmental Services (DDS)**: offers an array of services for residents with cognitive/developmental disabilities. 617-727-5608
- **The Department of Children and Families (DCF)**: committed to protecting children and strengthening families. When children are abused or neglected by the people responsible for caring for them, DCF will intervene to ensure the safety of the children. DCF responds to reports of abuse or neglect 24 hours a day. DCF becomes involved if there are any concerns that caretakers, parents, step-parents, guardians or other persons responsible for caring for children may be abusing or neglecting these children. 617-748-2000
- **The Department of Veterans Services (DVS)**: is the chief advocate for the nearly half-million veterans of the Commonwealth and their families. 617-210-5480
- **Executive Office of Elder Affairs (EOEA)**: provides a connection point for seniors and caregivers to learn about programs and services from health insurance, respite care, local programming, protective services, caregiver support, alternative and assisted living, and more. 1-617-727-7750
- **The Department of Elementary and Secondary Education (ESE)**: 1-781-338-3000
- **The Department of Public Health**: State agency offering prevention, early intervention, and substance abuse services. 617-624-6000
- **Rehabilitation Commission (Mass Rehab or MRC)**: MRC promotes dignity for individuals with disabilities through employment and independent living in the community. Home of multiple programs that work together to help individuals with disabilities: The Vocational Rehabilitation Services Program, The Community Services Program, and The Disability Determination Services Program. For more info contact **MRC Ombudsperson** 1-617-204-3603
- **Department of Transitional Assistance (DTA)**: strives to provide individuals and families with food assistance, job assistance, cash assistance and emergency shelter. Local Office 300 Howard St Framingham Ma 508 661 6600
- **The Division of Unemployment Assistance (DUA)**: is the state agency responsible for administering the unemployment insurance program in Massachusetts. 19 Stanford Street, Boston, MA 02114, 617-626-6560. Local Office; SMOG 7 Bishop St Framingham 508 620 2456

- **Women, Infants and Children (WIC) Nutrition Program:** is a free nutrition program that provides healthy foods, nutrition education, breastfeeding support, and referrals to healthcare and other services to Massachusetts families who qualify. WIC's goal is to keep pregnant and breastfeeding women and kids under 5 healthy. To apply for WIC or find out more, call 1-800-WIC-1007. Local Office; 7 Bishop St Framingham, 508 620 2456

### **Where can I find help locally for a concern?**

- Ashland Human Services  
**Ashland Human Services:** is an all-encompassing resident assistance department here to support any resident of any age, in all socio-economic backgrounds (vulnerable, middle income or affluent), struggling or in need of assistance to navigate through any mental health, social, emotional or environmental stressor. Human Services offers assistance in accessing resources, monetary or emotional in nature.

162 West Union St Ashland MA 01721 508 532 7942 or 508 532 4946

[Humanservices@ashlandmass.com](mailto:Humanservices@ashlandmass.com)

- Residents 60+ and Their Caregivers:

**Ashland Senior Center:** Serves as a place to connect older adults to vital community services social events and activities that can aid in remaining healthy and independent. Their goal is to enhance the quality of life and promote independence by providing programs, social events, services and referrals to support community members through their life journey.

The Center, 162 West Union St Ashland MA 01721, Contact # 508 881 0140 X1

**Springwell Elder Services:** dedicated to finding solutions to help those over sixty take full advantage of their later years. Their goal is to make it easier for older individuals and their families to access a comprehensive system of health and supportive services. 307 Waverly Oaks Rd #205 Waltham MA 617 926 4100 <https://springwell.com/>

- Metro West Mental Health Access Line 1-844-528-6800
- Financial Assistance: ***Call prior to visiting as locations/hours may change.***

*Transitional Assistance-* Framingham (Medfield's designated location) 300 Howard Street, Framingham, MA, 01702, Phone: (508) 661-6600, DTA strives to provide individuals and families with food assistance, job assistance, cash assistance and emergency shelter.

*Social Security-* Framingham (Ashland's Designated Location) One Clarks Hill, Suite 101 Framingham, MA (tele-service 1-844 587 1390

### **Employment and Training Resources**

#### **Mass Hire**

(Career Guidance) 1671 Worcester Rd Suite 205 Framingham MA01701, 508 861 7993

Hours; M-Th 8:45a-4:50p, F 9:45a-4:30p.

Career Planning Workshop (get connected to a career advisor) most Mondays 2p

#### **Kelly Services**

(Employment Temp Agency) 58D Apex Drive Marlborough MA 01752. 508 366 0755

**Mass Rehab Commission** 508 370 4700

(employment assistance for people w/ disabilities) 463 Worc Rd suite 305 Framingham

**Fuel Assistance, South Middlesex Opportunity Council, Inc.:** 7 Bishop Street, Framingham, MA 01702, (508) 620-1230, or contact local intake sites Ashland Human Services or The Ashland Senior Center (both listed above)

**Ashland Food Pantry:** 162 West Union St Ashland MA 01721, 508-532-7949 Provides food assistance. (Hours M-Th 9a-1p).

**A Place to Turn:** A Place To Turn is committed to providing emergency food and clothing to residents in the Metrowest community. 99 Hartford St, Natick, MA 01760, 508-655-8868 Fax: 508-655-8868. A referral from a social service agency is required (you can call Ashland Human Services, 508-359-7121 for this purpose).

**New Life Home Refurnishing,** Provides gently used furniture and housewares to those in need. (Requires a referral from a social service agency or clergy). P.O. Box 573, Medfield, MA 02052, 774-316-6395

**Health Care for All:** Health Care for All's HelpLine is a free resource available to everyone simply by dialing 1-800-272-4232. The HelpLine is here to answer your questions about health coverage in Massachusetts.

**The Health Connector:** Masshealth Helpline 1 800 841 2900

Health Connector walk in center, 146 Main St Worcester MA 01608, 1 877 623 6765

**The Health Safety Net:** a program for Massachusetts residents who are not eligible for health insurance or can't afford to buy it. Help Desk: 1-877-910-2100; or Main Office: 617-988-3100

- VETERANS ASSISTANCE:

**Ashland Veterans Services:** Ashland Veteran Service Officer: Sarah Bateman 508 429 0629

**Who do I call when I am or someone I care about is in severe psychological/emotional distress?**

- You can always call 911 for immediate support and assistance or go to the nearest emergency room.
- You can also call Psychiatric Emergency Services, at 508 872 3333, for guidance and assistance with getting you or your loved one to safety.
- The Samaritans are another great resource for immediate phone support during a crisis. Located in Boston, their 24/7 statewide helpline for calls and texts is (877) 870-4673.
- Call to Talk hotline and phone support is available 24/7, available at 508 532 2255

**Additional Hotlines/Helplines**

Rape Crisis 1 888 337 0800, Suicide Prevention Lifeline 1 800 273 8255

Eating Disorder Association 617 558 1881, LGBTQ+ Helpline 617 267 9001

Parents Helping Parents 1 800 632 8188, Compulsive Gambling 617 426 4554

National Domestic Violence 1 800 799 7233

## Where do I find help with parenting?

- **Parent/Professional Advocacy League (PAL)**: Advocacy, support groups, education and information for parents whose children have emotional, behavioral, or mental health needs. (866) 815-8122, info@ppal.net
- **The Boston Public Health Commission** offers a tip guide to help parents understand how teens behave emotionally, ages 13 to 15 as well as warning signs to look for in children and adolescents and advice on how to manage many parenting issues. <http://www.talklisten.org>.
- **Federation for Children with Special Needs**: 529 Main Street, Suite 1M3, Boston, MA 02129, Phone: (617) 236-7210, fcsninfo@fcsn.org
- **Parental Stress Line**: 24/7 confidential support hotline for parents. All languages available. 1-800-632-8188
- Parents Helping Parents: 24 hour support hotline and groups for parents. 1-800-882-1250

## How do I get help for domestic abuse and family violence?

- *For Children*: **Child-at-Risk Hotline** anytime of the day or night at 800-792-5200
- *For Elderly/Senior Citizens*: **Springwell Elder Services**, (617) 972-5696, from 9 a.m. until 5 p.m., M-F. During non-business hours and holidays, reports can be filed with the Elder Abuse Hotline at (800) 922-2275
- *For Disabled Adults*: **Disabled Persons Protection Commission**: 24-Hour Hotline at 1-800-426-9009
- *For Sexual Assault/Domestic Violence/Teen Dating Violence*: Safelink 1-877-785-2020 or from a computer where the abuser does not have access [http://www.ianedoe.org/find\\_help](http://www.ianedoe.org/find_help)

## Who can I call for information or support regarding substance abuse?

- **The Massachusetts Substance Abuse Information and Education Helpline** provides free and confidential information and referrals for alcohol and other drug abuse problems and related concerns. The Helpline is committed to linking consumers with comprehensive, accurate, and current information about treatment and prevention services throughout Massachusetts. Services are available 24 hours a day, 7 days a week. Language interpreters are always available. 1-800-327-5050
- **JRI The Rise Program** 1 Grant St Framingham MA, 508 935 2960. Offers harm reduction programs and resources, medical care, support groups and substance use/misuse support and resources
- **Genesis Counseling Services**: offers individual and group counseling for teens and adults struggling with substance use disorders. Genesis is currently licensed to provide both the First

Offender Drunk Driving Program and Second Offender Aftercare in Massachusetts. 24 Union Ave, Suite 11, Framingham, MA 01702, (508) 620-2992.

### Where can I find help for a specific concern?

- **Multi-Service Eating Disorders Association (MEDA)**: 288 Walnut Street, Suite 130, Newton, MA 02460, 617-558-1881
- **Families for Depression Awareness**: 391 Totten Pond Road, Suite 101, Waltham, MA 02451, E-mail: [info@familyaware.org](mailto:info@familyaware.org), (781) 890-0220
- **Boston University Center for Anxiety and Related Disorders**: 648 Beacon St (6th Floor), Boston, MA, Phone: 617-353-9610
- **National Alliance on Mental Illness (NAMI)**: National: 3803 N. Fairfax Drive, Suite 100 Arlington, VA 22203, (703) 524-7600. Local Chapter: The Schrafft Center, 529 Main Street, Suite 1M17, Boston, MA 02129, (617) 580-8541, <http://www.namimass.org/>, Information and Help Line 1-800-370-9085
- **The Compassionate Friends**: Comprised of a network of over 700 chapters across all 50 states, Compassionate Friends assists families following the death of a child of any age and provides information to help others be supportive. Local Chapter: Metrowest Chapter 1, 8 Church Street, Holliston, MA 01746-2120, [headly@comcast.net](mailto:headly@comcast.net), <http://www.tcfmetrowest.com>. Contact Ed & Joan at 508-473-4239 for more information.
- **Comfort Zone Camp**: Comfort Zone Camp is a nonprofit 501(c)3 bereavement camp that transforms the lives of children who have experienced the death of a parent, sibling, or primary caregiver. The free camps include confidence-building programs and age-based support groups that break the emotional isolation grief often brings. 5 Lowell Avenue, 1st Floor, Winchester, MA 01890, Phone: (781) 756-4840 Fax: (781) 756-4844
- **The Family Resource Center**: Offers parenting programs, support groups, information and referral sources, assessment services, early childhood services and education programs for families whose children range from birth to 18 years of age.  
88 Lincoln St Framingham MA, 508 469 3288, 508 879 9800
- **The Children's Room**: helps grieving children, teens and families in the community to go on living fully. Serves families from over 80 cities and towns in Massachusetts. 1210 Massachusetts Ave. Arlington, MA 02476, 781-641-4741, [info@childrensroom.org](mailto:info@childrensroom.org)
- **TEMPO**: a young adult resource center for LGBTQ+ and straight youth (16-24y/o) in the MetroWest Area of Boston. OUT Metrowest, 68 Henry St Framingham MA 01702, 508 879 1424 [info@outmetrowest.org](mailto:info@outmetrowest.org) <http://tempoyoungadults.org/>
- **Parents, Families and Friends of Lesbians and Gays (PFLAG)**: made up of the LGBTQ+ community and their families and friends who committed to supporting each other. Services

include education and information, monthly group meetings, a toll-free helpline and one-to-one outreach. Greater Boston chapter: (866) 427-3524, info@gbpflag.org. Helpline: 866-427-3524.

- **The Divorce Center**: a Massachusetts-based volunteer organization offering emotional and legal support for families considering divorce. Riverside Center, 275 Grove St., Building Two, Suite 400 Newton, MA 02466, (508) 446-4134, info@thedivorcecenter.org
- **The Massachusetts Adoption Resource Exchange (MARE)**: recruits, educates, supports, and advocates for families throughout the adoption process. 5 Franklin Street, 5th Floor, Boston, MA 02110-1301, 617-54-ADOPT (542-3678).

**What do I do if I have a legal problem and need a referral or need to know if I qualify for legal assistance?**

- **Metro West Legal Services**, 63 Fountain Street, Suite 304, Framingham, MA 01702, 508-620-1830 or 1-800-696-1501
- **Framingham Division of the Juvenile Court**: the Juvenile Court Department has general jurisdiction over delinquency, care and protection petitions, adoption, guardianship, termination of parental rights proceedings, and youthful offender cases.  
110 Wayte Ave, Framingham MA 01702, 508 879 3561
- **Framingham District Court**; 600 Concord St Framingham MA 01702, 508 875 7461
- **Middlesex Probate and Family Court**: delivers timely justice to the public by providing equal access to a fair, equitable and efficient forum to resolve family and probate legal matters and to assist and protect all individuals, families and children in an impartial and respectful manner.  
208 Cambridge St, Cambridge, MA 02141, (617) 768-5800

*The resources in this document are provided as a general information and education service only. Although the cited resources are routinely checked for accuracy, programs do often change. Please call us if you have difficulty accessing a resource listed or are looking for a resource that is not listed here.*