



Boston University School of Medicine



EXCEPTIONAL CARE. WITHOUT EXCEPTION.

Immigrant and Refugee Health Center (IRHC) Case Management Resource Guide

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Phone/Internet

- **Assurance Wireless:**
 - Free cell phones for low-income households
 - <https://www.assurancewireless.com/>
- **SafeLink Wireless:**
 - Free cell phones for low-income households
 - <https://www.safelinkwireless.com/Enrollment/Safelink/en/Web/www/default/index.html#!/newHome>
- **LifeLine:**
 - Discounted phone or internet for low-income households
 - <https://nationalverifier.servicenowservices.com/lifeline>

COVID-Specific Internet Resources

- **Xfinity Internet Essentials:**
 - Free internet for low-income families during COVID
 - <https://www.internetessentials.com/covid19>

Housing/Rental Assistance

- **RAFT/ERMA**
 - Residential Assistance for Families in Transition / Emergency Rent and Mortgage Assistance
 - State program providing short-term rental assistance to families unable to pay rent; assistance available regardless of immigration status
 - <https://www.mass.gov/service-details/learn-about-residential-assistance-for-families-in-transition-raft>
 - 1 (800) 224-5124
- **Housing Consumer Education Centers (HCECs)**
 - Search by town to determine which HCEC covers each region of MA; HCEC's provide housing stabilization resources for tenants (including RAFT/ERMA)
 - <https://www.masshousinginfo.org/>

- **City Life/Vida Urbana**
 - Housing rights resources and information
 - <http://www.clvu.org/>
 - (617) 934-5006 (English) /// (617) 397-3773 (Español)
- **Mass Coalition for the Homeless**
 - Info on shelters for families, individuals, DV survivors
 - <https://mahomeless.org/get-help/>
- **Mass.gov Emergency Family Shelter Hotline**
 - State hotline to find emergency shelter: (866) 584-0653
 - <https://www.mass.gov/how-to/find-emergency-family-shelter>

COVID-Specific Housing Resources

- **City of Boston Rental Assistance Form:**
 - Fund for rental assistance for Boston residents impacted financially by COVID
 - https://docs.google.com/forms/d/e/1FAIpQLScZk5zjKA8Yk8HwLF4Tlc5qSPj5blXKQg_ej2IICVbPtf3PiwA/viewform
- **City Life/Vida Urbana**
 - Information on the eviction moratorium and what tenants can do if their rights are violated
 - <http://www.clvu.org/covid19>
 - (617) 934-5006 (English) /// (617) 397-3773 (Español)

Food/Nutrition

- **BMC Preventive Food Pantry**
 - Referral-based food pantry located at BMC and open during COVID-19
 - <https://www.bmc.org/nourishing-our-community/preventive-food-pantry>
 - (617) 414-3834
- **Project Bread Hotline**
 - MA food access resource; call the hotline to find local food pantries, places providing meals during COVID-19, and info on school lunches and SNAP/EBT
 - <http://www.projectbread.org/get-help/foodsource-hotline.html>
 - 1 (800) 645-8333

- **Greater Boston Food Bank:**
 - Search for food resources by ZIP Code; obtain assistance applying for SNAP
 - <https://www.gbfb.org/need-food/>
- **SNAP (Supplemental Nutrition Assistance Program)**
 - Information on applying for SNAP/Food Stamps
 - <https://www.mass.gov/snap-benefits-formerly-food-stamps>
- **WIC (Women, Infants, & Children Nutrition Program)**
 - Additional nutrition support/funds for women, infants, and children
 - <https://www.mass.gov/orgs/women-infants-children-nutrition-program>
- **Map of Food Resources in Boston:**
 - <https://www.boston.gov/departments/food-access/map-meal-sites-boston>
- **Food Map for MA Students:**
 - <https://meals4kids.org/summer>

COVID-Specific Food Resources

- **Pandemic-EBT (P-EBT)**
 - Additional EBT funds specifically for children in MA schools previously receiving free or reduced-price lunch, who are not attending school in person
 - <https://www.mass.gov/info-details/pandemic-ebt-p-ebt>

Financial Resources

- **Boston Tax Help**
 - Free tax preparation information
 - <https://www.bostontaxhelp.org/>
- **DTA Hotline**
 - Information on welfare benefits/cash assistance, including EAEDC (Emergency Aid To the Elderly, Disabled, and Children), and TAFDC (Temporary Assistance for Families with Dependent Children)
 - <https://www.mass.gov/economic-assistance-cash-benefits>
 - Offices currently closed: Call 877-382-2363

- **Unemployment Insurance**
 - State of MA website to apply for unemployment benefits
 - <https://www.mass.gov/how-to/apply-for-unemployment-benefits>

COVID-Specific Financial Resources

- **Mass Jobs with Justice Resource List**
 - A compiled list of funds available to immigrants, workers, and others who have been financially impacted by COVID-19; translated into 9 languages
 - ***A note: several of these funds are temporarily closed or have long waitlists, but may still be worth applying to as financial supports are limited
 - <https://bit.ly/MassWorkerReliefFunds>
- **Pandemic Unemployment Assistance**
 - State of MA website to apply for pandemic unemployment benefits—open to certain workers who are not eligible for traditional unemployment (contractors/gig-workers, self-employed, workers with limited work history)
 - <https://www.mass.gov/how-to/apply-for-pandemic-unemployment-assistance>
- **One Fair Wage Fund**
 - Financial support for service workers
 - <https://ofwemergencyfund.org/help>
- **Matahari Women’s Worker Center**
 - Financial support for service workers/domestic workers
 - <https://secure.everyaction.com/e9nU8IF1YUGV5AosmHjpUg2>
- **Mass UndocuFund**
 - Financial support for undocumented residents of MA
 - <https://www.massundocufund.org/apply>

Children Education

- **Camp Kinda**
 - Online “summer camp” resource for kids K-8 with weekly themes and activities for kids to learn and entertain themselves
 - Available in English and Spanish (with option to translate into 100+ languages)
 - <https://campkinda.org/>

- **Scholastic**
 - Free teaching tools and learning resources for children of all ages
 - <https://www.scholastic.com/teachers/teaching-tools/articles/resources/scholastic-learn-at-home--free-resources-for-school-closures.html#>
- **Audible:**
 - Free children's stories
 - <https://stories.audible.com/start-listen>

Health / Dental Resources

- **MA Health Connector**
 - Website to enroll in MA health insurance plans, including MassHealth, Health Safety Net, and ConnectorCare plans
 - ALL MA residents—regardless of immigration status—are eligible for insurance coverage in MA
 - <https://www.mahealthconnector.org/>
- **Boston University Dental School**
 - Low-cost dental exams, cleanings, and preventive care
 - <https://www.bu.edu/dental/patients/appointments/>
- **Forsyth Dental Hygiene Clinic**
 - Low-cost dental exams, cleanings, and preventive care
 - <https://www.mcphs.edu/patient-centers/forsyth-dental-hygiene-clinic>

COVID-Specific Health Resources

- **Buoy Health**
 - Free online COVID-19 symptom assessment tool, available in 8 languages
 - https://www.buoyhealth.com/symptom-checker/?configuration=ma_covid&concern=coronavirus

LGBTQ+ Resources

- **LGBT Asylum Task Force**
 - Group based in Worcester providing support to LGBTQ+ asylum seekers
 - <http://www.lgbtasylum.org/>

COVID-Specific LGBTQ+ Resources

- **Resource list for LGBTQ+ Youth**
 - Queer and trans-friendly resources for COVID-19 and beyond
 - <https://docs.google.com/document/d/1AeljjjHnEjfq2BhqAgFcguyhUFpbB3Gg8f7ayK1bNDM/edit?fbclid=IwAR1YB0ZHzbAoim9eYARw-YC1Enp11gTydm00YDoGpnG6oGLKkbQbf4PkXxs#heading=h.1c40bqdl07hp>

Legal Support, Representation, Info and Resources

- **Rian Center (Formerly Irish International Immigrant Center)**
 - Specialists in immigration law; provide free legal consultations and, when able, pro bono representation
 - <https://www.riancenter.org/>
- **De Novo Center for Justice and Healing (formerly CLSACC)**
 - Specialists in immigration law, family law, disability law, and housing law; provide free legal consultations and, when able, pro bono representation
 - <https://www.denovo.org/>
 - 617-661-1010
- **Political Asylum Immigration Representation Project (PAIR Project)**
 - Pro bono asylum lawyers
 - <http://www.pairproject.org/>
- **GBLS**
 - Free civil (non-criminal) legal assistance to low-income people in Boston area
 - <https://www.gbls.org/>

- **Asian American Civic Association**
 - Immigration counselling and assistance, work development, education
 - <https://aaca-boston.org/>
- **Catholic Legal Immigration Network, Inc. (CLINIC)**
 - Member agencies serve poor immigrants seeking family reunification, citizenship, and protection from persecution and violence.
 - <https://cliniclegal.org/>
- **Boston College Immigration Law Clinic falls within CLINIC's network**
 - Team works with PAIR on asylum cases
 - <http://bclawlab.org/contact/>
- **Catholic Social Services of Fall River, Inc.: Immigration, Law, Education & Advocacy Project (ILEAP)**
 - Range of services in Fall River, New Bedford, Cape, and Islands
 - <https://www.cssdioc.org/ileap/>

COVID-Specific Legal Info and Resources

- **Consumer Protection Info and Resources:**
 - <https://www.nclc.org/special-projects/covid-19-consumer-protections.html?eType=EmailBlastContent&eId=6326e6e2-ad84-4b45-a8d9-bff6d03a4520>
- **Leave and Benefit Rights Info**
 - Document containing worker's rights info specific to COVID-19, available in English and Spanish
 - https://docs.google.com/document/d/1i4KbrJ7Tw99Bmq3RBe-z8_s3IISXX0XD05O-ljm08g/edit
- **Mass Courts News and Updates:**
 - <https://www.mass.gov/guides/court-system-response-to-covid-19>

General Immigrant/Refugee Resources

- **Informed Immigrant**
 - Resources and information for immigrants, including “Know Your Rights” guides, family preparedness information, and information on programs such as DACA and TPS; COVID-19 specific resource list
 - <https://www.informedimmigrant.com/>
- **Refugees Welcome**
 - Website providing information on MA resources, with search function by type of resource and eligibility by immigration status; COVID-19 specific resource list
 - <https://refugeeswelcomehome.org/resources/>

Immigrant and Refugee Advocacy and Resources

- **MIRA**
 - Advocacy organization for immigrants and refugees
 - <https://www.miracoalition.org/>
 - 617-350-5480
- **American Arab Anti-Discrimination Committee (ADC)**
 - Advocacy and legal services for Arab-Americans
 - <http://www.adc.org>
- **Amnesty International**
 - Advocacy for refugees and asylum-seekers on a national and state level
 - <https://www.amnestyusa.org/>
- **Boston Office of Immigrant Advancement**
 - Offer information and resources for refugees, including ESOL and immigration clinics
 - <https://www.boston.gov/departments/immigrant-advancement>
- **International Institute of New England**
 - Services for refugees and asylees, including ESOL, career development, case management, and legal representation
 - <https://iine.org/>

- **Refugee Immigration Ministry**
 - Services for refugees and asylees, including ESOL, career development, case management
 - <http://www.r-i-m.net/>
- **Catholic Charities of Boston**
 - Focus primarily on refugees and asylees, occasionally asylum seekers
 - www.ccab.org/

Transportation

- **The RIDE**
 - Accessible transportation for individuals with disabilities; requires application and disability verification from healthcare provider (info on Website)
 - <https://www.mbta.com/accessibility/the-ride>

Community Action Agencies/Multiservice Centers

- **MassCAP**
 - Website with information on Community Action Agencies across MA; support with housing, fuel assistance, Head Start, job training, youth programs, senior services, and more
 - <https://www.masscap.org/agencies/>
- **Action for Boston Community Development, Inc. (ABCD)**
 - Wide range of services and programs for low-income residents of Boston, including housing, fuel assistance, Head Start, job training, youth programs, senior services, clothing/material needs, tax preparation, ESOL and more
 - <https://bostonabcd.org/>

General COVID Resources

- **Boston.com Information and Resource List**
 - <https://www.boston.com/culture/local-news/2020/03/17/how-to-find-help-access-resources-impacted-by-coronavirus>
- **City of Boston COVID Info**
 - Info from the City of Boston on health and testing, locating help, business closures/reopenings, and multilingual resources
 - <https://www.boston.gov/news/coronavirus-disease-covid-19-boston>
- **Paul Weiss Foundation Resource list**
 - Information on federal programs/resources in response to COVID
 - <https://www.paulweiss.com/practices/transactional/coronavirus-covid-19-relief-center/practice-overview/federal>
- **Resource Spreadsheets:**
 - Spreadsheets containing numerous resources in different categories (childcare, food, health, financial aid, etc.) for MA residents impacted by COVID
 - Boston COVID-19 Community Care
 - https://docs.google.com/spreadsheets/d/15GYuPYEzBk9KIyH3C3419aYxIMV_Asa7BL7nBl9434Mg/edit?fbclid=IwAR0CnBD1JIYAcFq9te2Z2pBMjjWipOMcAVYyqP5E5ksIz6lKI_QsAjLNgE#gid=0
 - Massachusetts COVID-19 Master Resource List
 - https://docs.google.com/spreadsheets/d/1kUE-luIvi-Pq_eci_QKodbQJ_5lb9idTutDtRwh2IDY/edit#gid=0
 - Spreadsheet with National and state-specific resources
 - https://docs.google.com/spreadsheets/d/18p9OSILpSYanIoUC-gEbhVbRMYYUfw4wyrixa9ekGdc/htmlview?sle=true&urp=gmail_link#gid=0

General COVID Resources in Languages other than English

- **Mass Jobs with Justice List of Emergency Funds**
 - Translations in Spanish, Portuguese, Haitian Creole, Bengali, Chinese, Arabic
 - https://docs.google.com/document/d/14heQAXO_d1ngoQALphBW7YD9RsmfF0ALCIOqagB9wg/edit#

- **City of Boston COVID Info**
 - Click "Multilingual Help" for translation into 10 languages
 - <https://www.boston.gov/news/coronavirus-disease-covid-19-boston>
- **Boston Community Resource Document**
 - In Spanish, English, Portuguese, Haitian Creole, Mandarin
 - <https://docs.google.com/document/d/1dwRcJBjsbedyY1qfSdiQrWH3iEsVrHoJv86jMb1KUOI/mobilebasic>
- **Info on Applying for Unemployment in Spanish:**
 - <https://www.masslegalservices.org/system/files/library/Coronavirus%20Spanish%20information%20for%20UI.pdf>
- **Leave and Benefit Rights Info for Workers (Spanish):**
 - <https://docs.google.com/document/d/1ShYD1K35j7mwWYo1EDHHW4fUIdd-ojqBaMCSsgojIAQ/edit>
- **Information about COVID-19 in Languages Other than English**
 - [Cartoon Explanation with Details for Service Workers--Spanish](#)
 - [Hesperian's Guide to the Virus--Spanish](#)
 - [Comprehensive set of resources on the virus, including videos and flyers--Spanish, Traditional Chinese, Simplified Chinese & Vietnamese, with more in the works](#)
 - [Flyers in Arabic and Bangla](#)
 - [FAQ sheets--Spanish, English, Portuguese](#)

Mutual Aid Groups/Support During COVID

*Many of these groups are not established organizations/non-profits, but rather networks of neighbors and community members committed to supporting one another through COVID and beyond. They operate under the principal that everyone has things to offer, and everyone has things they need. They can allow for individuals to build community connections and obtain needed support, while simultaneously supporting others as they are able.

- **JP/Roxbury Mutual Aid**
 - <https://bit.ly/jpmutualaid>
- **Medford/Somerville Mutual Aid**
 - <https://docs.google.com/document/d/1RtYZ1wc8jxcSKDI555WszWhQWIOISkNnfjIOYV0wXRA/>

- In Spanish: <https://mutualaidmamas.com/home-2>
- **Cambridge Mutual Aid**
 - <https://sites.google.com/view/cambridge-nan/mutual-aid-fund>
- **Dorchester Mutual Aid**
 - https://docs.google.com/document/d/1-16k_AKPNkVQXjMGogI913LSAPL7RBF9WL11-ANkXBU/edit
- **Mutual Aid East Boston/Chelsea**
 - <https://docs.google.com/document/d/1vtiDqT5U6ZL2Tb7dFs7N5NXNuQhgkoqksfk2bn6goio/edit>
- **Mass Jobs with Justice**
 - List of mutual aid groups by town/region, and COVID-specific resources
 - <https://www.massjwj.net/news/2020/3/17/cover-19-mutual-aid-networks>
- **Human Network Initiative**
 - List of mutual aid groups by town/neighborhood
 - <https://www.humannetworkinitiative.com/neighborhoods>
- **Nesterly**
 - Request home deliveries of groceries or supplies via a network of neighbors; requestor typically has to cover cost of groceries, but can also arrange for volunteer to pick up supplies from food pantries
 - <https://www.nesterlygoodneighbors.com/>
- **Covid Connect**
 - Volunteer run initiative, personalized connection to local supports and resources in the Greater Boston Area
 - <https://www.covidconnect.org/>