

Safety Net 2025

Resources for Residents



Department of Health and Human Services
27 Maple Street
Arlington, MA 02476

Contents

About This Guide.....	4
Community Resource Specialist.....	4
Additional Community Resource Assistance	4
Arlington Police Non-Emergency Services	4
Important Telephone Numbers	5
Food and Nutrition Programs and Services	6
Food Pantry: Arlington EATS	6
WIC – Women, Infant & Children’s Program	6
Food Stamps/SNAP Program.....	6
Education	6
For Youth	6
Registering for Public School	6
Preschools and Daycare.....	7
Robbins Library Children’s Services.....	7
Childcare Circuit.....	7
Arlington Recreation Department.....	7
Arlington Boys and Girls Club	7
For Adults	7
English NOW!.....	7
Lamplight Literacy	7
Employment.....	8
Workforce Assistance.....	8
Career Source	8
Lamplight Women’s Literacy Center.....	8
Just-a-Start Corporation.....	8
Heating/Fuel Assistance.....	8
State Fuel Assistance.....	8
Home Modification Program.....	9
Housing Assistance Programs/Services	9
Guide to Obtaining Housing.....	9

Arlington Housing Authority	9
Housing Corporation of Arlington	9
Millbrook Square Apartments	10
Homeless Shelters and Assistance	10
Somerville Homeless Coalition	10
HomeBASE	10
Mass Coalition for the Homeless	10
Residential Assistance for Families in Transition (RAFT)	10
Mental Health Supports	10
Arlington Youth Counseling Center (AYCC)	10
Community Resource Specialist	11
Arlington Police Department Mental Health Clinician	11
Domestic Violence Support	11
SafeLink	11
Arlington Family Services Unit	11
REACH Beyond Domestic Violence	11
Substance Use Support	12
Arlington Prevention Services	12
Recovery Specialist – Arlington Police Department	12
The LifeLink	12
Support Groups	12
Jewish Family and Children’s Services	12
Arlington Council on Aging	12
Supports and Services	12
Diversity, Equity and Inclusion	13
Resources for Individuals with Disabilities	13
E911 - Emergency Telephone Disability Indicator Program	13
Disabled Persons Protection	13
ADA Accommodations and Accessibility	13
LGBTQIA+ Resources	13
The Network/ La Red	13
The Trevor Project	13
Fenway Health	14

Immigrant Resources	14
Massachusetts Immigrant and Refugee Advocacy Coalition (MIRA)	14
Cambridge Commission on Immigrant Rights and Citizenship	14
Immigration Concerns Resource Page.....	14
Senior Resources:	14
Senior Transportation Services.....	14
Arlington Council on Aging	14
Elder Abuse	14
Veterans' Resources.....	15
Arlington Veterans' Services.....	15
Transportation	15
MBTA Public Transit	15

About This Guide

This Safety Net 2025 guide provides Arlington residents with comprehensive information about essential community services and support programs. Whether you need assistance with food, housing, healthcare, employment, or other vital services, this directory connects you with local resources designed to help you and your family thrive.

The Community Resources Division of the Arlington Department of Health and Human Services is dedicated to connecting residents with the support and services they need. Our team works to ensure that all Arlington community members have access to information, assistance, and referrals for local services and government programs.

Community Resource Specialist

The Community Resource Specialist is available to help Arlington residents navigate available services and connect with appropriate resources. Please reach out if you need assistance in finding the right program or service for your situation.

Denisa Burt

Community Resource Specialist

27 Maple Street

Arlington, MA 02476

Phone: 781-316-3271

Work Cell: 339-200-9484

Email: dburt@town.arlington.ma.us

Additional Community Resource Assistance

Arlington Police Non-Emergency Services

The Arlington Police Department welcomes inquiries from Arlington residents on any topic, including scams, suspicious behaviors, and concerns about safety of all types. Call the non-emergency police number: 781-643-1212.

Important Telephone Numbers

<i>Service</i>	<i>Phone Number</i>
Emergency	911
Arlington Police	911
Arlington Police Non-emergency	781-643-1212
Arlington Police Family Services Unit	781-316-3915
Arlington Fire	911
Arlington Fire Non-emergency	781-316-3800
National Suicide Prevention Line	988
Mental Health Crisis – Advocates	800-540-5806
Safelink Domestic Violence Shelter 24 Hour Hotline	877-785-2020
Child Abuse 24-hour Hotline	800-792-5200
Mass Department of Children and Families	781-641-8500
Mass Dept of Transitional Assistance (DTA)	877-382-2363
Social Security Administration Office	888-527-9340
Poison Control Hotline	800-222-1222
<u>Samaritans Suicide Prevention</u>	877-870-4673
<u>National Sexual Assault Hotline</u>	800-656-4673
<u>National Runaway Youth Hotline</u>	800-786-2929
Mass 211 (For various assistance needs)	211

Food and Nutrition Programs and Services

Food Pantry: Arlington EATS

Arlington EATS is a service for anyone who needs food, located on 117 Broadway, Arlington near the Thompson School. It is open by appointment only Mondays 2-4 & 4:30-7:30, Tuesdays 9-12:30, Wednesdays 9-12, and Saturdays 9-1pm. You can request a slot online and by phone by calling [\(339\) 707-6761](tel:339-707-6761). New shoppers should bring one proof of Arlington residency (i.e.: a piece of mail, ID) on their first visit. For more information please visit arlingtoneats.org. 339-707-6757.email: info@arlingtoneats.org.

WIC – Women, Infant & Children’s Program

WIC is a free nutrition program that provides healthy food, nutrition and health education, and other services free of charge to pregnant or nursing mothers as well as families and caregivers with children younger than 5 years of age. WIC has Arlington office hours every Tuesday from 10:00am-6:15pm at 7 Central St. 781-646-2032. For more information on the WIC program, visit www.mass.gov/wic.

Income eligibility requires proof of 1) household income and 2) Massachusetts residency (utility bill, bank statement, driver’s license, birth certificate, etc.). Alternate office location: Somerville Main WIC, 366 Broadway, Suite 102, Somerville, MA 02145, 617- 575-5330.

Food Stamps/SNAP Program

The Supplemental Nutrition Assistance Program (SNAP) is the federal food assistance program that provides low-income residents with financial support to buy healthy, nutritious food, and provides economic benefits to communities. If you are an Arlington Resident (of any age) interested in signing up to receive benefits, please call the Arlington Council on Aging at 781-316-3400 to meet with a Social Worker to complete an application. Additionally, if you are under the age of 60, you may contact the Community Resource Specialist out of the Health and Human Services Department at 781-316-3271. Language Interpretation is available, when placing your call, please request to use the language line.

Education

For Youth

Registering for Public School

Massachusetts’ law requires all children seven and older to attend school. To register your child for Arlington Public School please go to Arlington.k12.ma.us. Find the registration portal under the enrollment and registration section. Specific documentation is needed to complete registration including two proofs of

residency, birth certification, completed physical exam, and immunization record. For translation/interpretation support please fill out [this form](#)

Preschools and Daycare

To sign up for the Income-Eligible Childcare Waitlist and learn more about childcare options in Arlington please dial 211.

Robbins Library Children's Services

A complete list of day care programs in Arlington is maintained at the Robbins Library Children's Services Department. 700 Mass Ave. Arlington, MA 02476, 781-316-3235. Robbinslibrary.org.

Childcare Circuit

Childcare Circuit is a Massachusetts-based private non-profit organization providing childcare referrals, training, and parent & provider services to Arlington residents. Childcarecircuit.org. 190 Hampshire St. Lawrence, MA 01840 978-686-4288.

Arlington Recreation Department

Offers summer camps, afterschool, preschool & year-round sports programs (scholarships available) & manages the Ed Burn's public skating arena. Open September to April. ArlingtonMA.gov/recreation. Jeff Jamgocian, 781-316-3884, jjamgocian@town.arlington.ma.us.

Arlington Boys and Girls Club

Offers preschool, after-school, and club kids (a drop-in program for ages 6-17) for young people in Arlington and the surrounding communities (scholarships available). To register and inquire about scholarship funding, please contact 781-648-1617. Abgclub.org.

For Adults

English NOW!

Offers free English classes in person at the Robbins Library Wednesdays from 11-12:30 pm and via Zoom on Wednesdays from 6:00-7:30 p.m. and Fridays from 11:00 a.m.-12:30 p.m.

Lamplight Literacy

Offers free English classes to Arlington Housing Authority residents and other income eligible Arlington residents contact lisa@lamplightliteracy.org

Employment

Workforce Assistance

The Commonwealth of Massachusetts, through the Executive Office of Labor and Workforce Development, offers assistance with job placement and training, as well as tips for job searches and interview techniques. For more information, please visit www.mass.gov/lwd/employment-services.

Career Source

The Department of Career Services (DCS) oversees Massachusetts's network of One-Stop Career Centers that provide job seekers with career guidance as well as referrals for jobs and training. Fresh Pond Mall, 186 Alewife Brook Parkway, Suite 310, Cambridge, MA 02138, 617-661-7867.

Lamplight Women's Literacy Center

Offers free TEAS test prep for Certified Nursing Assistants whose first language is not English at the Robbin's Library contact lisa@lamplightliteracy.org.

Just-a-Start Corporation

Offers free career training programs in biomedical careers and information technology careers & a youthbuild program. To reach career training programs office call 617-918- 7520, for youthbuild contact youthbuild@justastart.org or 617-918-7506.

Heating/Fuel Assistance

State Fuel Assistance

Fuel Assistance, also known as the Low-Income Home Energy Assistance Program (LIHEAP), is a government program that helps low- income families and individuals pay their heating bills during the winter. Fuel assistance is based on the household's gross annual income, housing status and heating costs. Renters may also receive fuel assistance even if their heat is included in the rent.

Eligibility Requirements: 1) must meet State income guidelines, 2) must provide income documentation and heating bills (i.e., gas, electric or oil bills), and 3) applications accepted only during the heating season (i.e., November 1 through April 30).

First-time applicants who are Arlington residents may apply through the Arlington Council on Aging at 781-316-3400 for information regarding appointment dates and times. Assistance with the Fuel Assistance application is available from November through April on a first come, first serve basis.

Home Modification Program

For residents who are elderly and/or physically challenged and need help with accessibility, the Home Modification Program helps families by improving access to their homes, thus enabling them to live independently in the community. Residents may be eligible for a low or no interest deferred-payment loan or an amortizing loan, depending on the family income. Loan amounts range from \$1,000 to \$30,000.

Contact: Metropolitan Boston Housing Partnership, 617-425-6637.

<http://www.mass.gov/eohhs/consumer/disability-services/housing-disability/home-mod-loan/>

Housing Assistance Programs/Services

Guide to Obtaining Housing

For help finding an affordable home please read through the [Guide to Obtaining Housing](#) offered by mass.gov The Somerville Homeless Coalition, [Metro Boston Housing Program](#) and the Housing Corporation of Arlington can help you through the process.

Arlington Housing Authority

The Arlington Housing Authority provides subsidized housing for elderly, low-income families, and disabled persons. Residents pay 30% of their income toward rent. To apply for housing, visit the Arlington Housing Authority office or website. A waiting list usually exists for subsidized housing. The Housing Authority does not provide emergency shelter. 4 Winslow St. Arlington, MA 02474, 781-646-3400. Arlingtonhousing.org.

Housing Corporation of Arlington

The Town works closely with the non-profit Housing Corporation of Arlington (HCA), a non-profit community development corporation, to develop and manage affordable housing. Units vary in size with rents set at 30% of household income; most start at about \$1000/month.

The Town of Arlington, in conjunction with the Housing Corporation of Arlington, has a program that provides grants to individuals facing an immediate crisis with their housing. The program may be able to pay back rent to prevent eviction or pay security deposits for new housing. Please find the Homelessness Prevention Program online [here](#).

The Housing Corporation of Arlington (HCA) can assist with Social Security Access, Food Benefits, Housing Assistance Funds, contact 781-859-5294 and ask for Renea.

Contact Information: -

Housing Corp of Arlington, 252 Mass Ave. Arlington, MA 02474, 781-859-5294, Email:

info@housingcorporarlinton.org

Millbrook Square Apartments

Offers subsidized housing for the elderly and disabled, where tenants pay 30% of their income for rent. For information, including income eligibility, please contact Millbrook Square, 17 Mill St, 781 641-1410.

Homeless Shelters and Assistance

Somerville Homeless Coalition

If you are homeless and in need of assistance, please contact the Somerville Homeless Coalition at (617) 623-6111 or go to their office to receive an assessment through the Coordinated Entry program. Any person or family with a tie to Arlington who is currently experiencing homelessness is eligible to complete an assessment. 1 Davis Sq. Somerville, MA 02144. Somervillecoalition.org.

HomeBASE

To apply for Emergency Assistance (EA) Family Shelter and speak with a diversion provider (866) 584-0653. Tell the person who answers what language you speak, and an over-the-phone interpreter will be provided to you free of charge. Mass.gov/homebase.

Mass Coalition for the Homeless

For people in need of emergency housing assistance, the MA Coalition for the Homeless provides a complete list of shelters for individuals, families, and victims of domestic violence. To speak with someone to guide you through the process of seeking shelter. Contact Marisa at ext. 15. 73 Buffum St. Lynn, MA 01902, 781-595-7570. Mahomesless.org.

Residential Assistance for Families in Transition (RAFT)

RAFT, a state-funded program, provides short-term, limited financial assistance and support to allow low-income families to stay housed or move into their next homes during periods of financial crisis. Applicants must provide documentation/proof that a move is necessary to avoid homelessness. Please contact the Metropolitan Boston Housing Partnership (MBHP) for eligibility guidelines. 617-425-6700 or www.mbhp.org

Mental Health Supports

Arlington Youth Counseling Center (AYCC)

AYCC is a fully licensed Massachusetts Department of Public Health mental health counseling facility that works towards the treatment, prevention, and resolution of problems relating to Arlington children and their families. AYCC accepts most

insurance and offers grant funding to income-eligible families who are uninsured or underinsured.

Contact Information: AYCC, 670R Massachusetts Avenue, Whittemore Robbins House (behind Robbins Library), Arlington, MA 02476, 781-316-3255.

Email: scarruth@town.arlington.ma.us

Community Resource Specialist

The Community Resource Specialist connects residents to basic needs services (such as food programs, housing assistance, and shelter information) and other needs (such as childcare, domestic violence programs, and emergency financial assistance services)

Denisa Burt
27 Maple St. Arlington, MA 02474
781-316-3271
dburt@town.arlington.ma.us

Arlington Police Department Mental Health Clinician

Christina Valeri, can support with acute mental health emergencies, substance abuse assistance, homelessness and other issues please contact her:

Christina Valeri
112 Mystic Street
Arlington, MA 02474
(781) 316-3947
cvaleri@town.arlington.ma.us

Domestic Violence Support

SafeLink

SafeLink is Massachusetts' statewide 24/7 multilingual hot line and a resource for anyone affected by domestic violence: 877-785-2020

Arlington Family Services Unit

112 Mystic Street
Arlington, MA 02474
Please contact Inspector Rebecca Gallagher, (781) 316-3915 or
rgallagher@town.arlington.ma.us

REACH Beyond Domestic Violence

Provides support to survivors of abuse while engaging communities to promote healthy relationships. Office: 781-891-0724; Email: info@reachma.org

Substance Use Support

Arlington Prevention Services

Arlington Prevention Services leads community mobilization, youth leadership, recovery coaching, harm reduction, primary prevention, data collection, research, and the coordination of other initiatives to address and prevent substance use disorder (SUD), and mental health-related issues in Arlington, MA. Please contact, **Prevention Services** manager at 781-316-3193. Located at 27 Maple St Arlington, MA 02474

Recovery Specialist – Arlington Police Department

In his role with the Town, Caccavaro will be working under the direction of the Jail Diversion Clinician to work directly with individuals who experience adverse events related to substance use, as well as their families, to provide support and access to tools to prevent future adverse events. Caccavaro will reach out to the family and the support network of an individual who experiences an adverse event and develop a plan to reach out directly to the individual depending upon their needs and willingness to engage. Additionally, Caccavaro will identify treatment partners and providers to help facilitate efficient placements and meet with intake coordinators at each facility to clarify processes, eligibility, level of care provided, and more. He can be reached at 781-777-3171 or recovery.arlington@gmail.com

The LifeLink

Provides peer-to-peer phone support for mental health or substance misuse related concerns. To use this service, please call 855-466-7100.

Support Groups

[Jewish Family and Children's Services](#)

Offers programs, education, information, and support for older adults, families with children, new parents, and many others. 781-647-JFCS (5327). jfcsboston.org.

Arlington Council on Aging

Runs a variety of support groups, including: Caregiver Support Group, Low Vision Group, Declutter Group, Parkinson's Group, Loss of Partner Group or Memory Café for individuals with memory loss and their caregivers. Please call 781-316-3400 to learn more.

Supports and Services

Diversity, Equity and Inclusion

Coordinates the Arlington Human Rights Commission, Disability Commission and LGBTQ+ Rainbow Commission, runs community-based events & helps to ensure all residents are heard, respected and protected

- To report a human rights violation please fill [out this form](#)
- To contact the DEI Director at the Health & Human Services Department email: rbaluch@town.arlington.ma.us or call: 781-316-3250

Resources for Individuals with Disabilities

E911 - Emergency Telephone Disability Indicator Program

E911 is an emergency telephone listing service for physically-challenged persons. Once registered, if an emergency 911 call is made from the resident's home telephone, emergency responders will have the resident's name, address, and particular disability. Registration locations:

- Arlington Police Department
112 Mystic St. Arlington, MA 02474
Phone: 781-643-1212
- Arlington Council on Aging
27 Maple St. Arlington, MA 02476
Phone: 781-316-3400

Disabled Persons Protection

For information on the suspected abuse of a disabled person, please contact the Massachusetts Americans with Disabilities Commission at 617-727-6465, or 800-426-9009 (24-hour hotline).

ADA Accommodations and Accessibility

Local information and assistance with the Americans with Disabilities Act (ADA) is available through the Arlington ADA Coordinator tross@town.arlington.ma.us.

LGBTQIA+ Resources

The Network/ La Red

A survivor-led, social justice organization that works to end partner abuse in lesbian, gay, bisexual, transgender, BDSM, polyamorous, and queer communities offering a 24-hour emergency hotline, individual and group support & a housing pathways program. Hotline: [617-742-4911](tel:617-742-4911) (voice); [800-832-1901](tel:800-832-1901) (Toll-Free)

The Trevor Project

Provides information and support to LGBTQ+ young people & their supports 24/7. Call: 1-866-488-7386; or text: 678-678

[Fenway Health](#)

Trans Health Program, Trans & Gender Diverse Youth Care, LGBTQ+ aging program, HIV/AIDS Program

Immigrant Resources

[Massachusetts Immigrant and Refugee Advocacy Coalition \(MIRA\)](#)

Serves as a resource hub for “know your rights” and related materials to help immigrants and refugees navigate the system and assert their rights; and links to resources for citizenship, English language and adult education; health and social services; and refugee assistance.

[Cambridge Commission on Immigrant Rights and Citizenship](#)

617-349-4396
680 Massachusetts Ave.
Cambridge, MA 02139

[Immigration Concerns Resource Page](#)

Senior Resources:

Senior Transportation Services

The Arlington Council on Aging (COA) provides transportation services for residents aged 60 or older. The COA Van, a handicapped-accessible van, provides transportation for Arlington seniors from their homes to COA-related activities and/or to medical appointments. For more information, please visit arlingtonma.gov/coa or call the COA at 781-316-3400.

Arlington Council on Aging

The Arlington Council on Aging (COA) provides a variety of programs for its seniors, including health and wellness programs, medical insurance counseling, tax preparation, and social service support such as information and referral, fuel assistance, housing information, caregiver support and resources, financial assistance programs, and much more. For more information, please visit arlingtonma.gov/coa or call the COA at 781-316-3400.

For information on Arlington COA programs, including a link to the Arlington Directory of Senior Services, please visit arlingtonma.gov/coa. 27 Maple St. Arlington, MA 02476, 781-316-3400

Elder Abuse

Elder abuse is defined as physical, sexual, or emotional abuse, neglect, or financial exploitation. For information on suspected elder abuse, please contact Minuteman

Senior Services, 781-272-7177, or the elder abuse hotline at 800-922- 2275.
Minutemansenior.org.

Veterans' Resources

[Arlington Veterans' Services](#)

Veterans can seek assistance in applying for state and federal benefits from the Veterans Service's office. 27 Maple St., Floor 2. Contact Philip McGovern at (781) 316-3166 or by email at pmcgovern@town.arlington.ma.us.
Arlingtonma.gov/veterans.

Transportation

MBTA Public Transit

Arlington has bus lines connecting to major subway stations. [Reduced fares](#) are available for eligible riders.

- **62 Bus:** Bedford VA Hospital to Alewife Station
- **67 Bus:** Turkey Hill to Alewife Station; no service on Sundays
- **76 Bus:** Lincoln Lab to Alewife Station; no service on Sundays
- **77 Bus:** Arlington Heights down Massachusetts Avenue to Harvard Station
- **80 Bus:** Arlington Center to Lechmere Station
- **95 Bus:** Arlington Center to Sullivan Square Station
- **350 Bus:** Burlington Mall to Alewife Station

Find schedules and additional information at MBTA.com.