



# Community Resource Guide for Families

77 Warren Street, Building 2  
Brighton, Massachusetts 02135  
Toll Free: 888-909-HERO ~ Fax: 617-542-0547  
[www.massmilitaryheroes.org](http://www.massmilitaryheroes.org)



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## Crisis Hotlines, Case Management & Counseling

### Crisis Hotlines

<u>National Suicide Prevention Lifeline</u> <ul style="list-style-type: none"><li>• A 24-hour, toll-free suicide prevention service available to anyone in suicidal crisis.</li></ul>	800-273-TALK (8255)
<u>Massachusetts 24/7 Social Service Hotline</u> <ul style="list-style-type: none"><li>• A 24-hour, toll-free suicide prevention service available to anyone in suicidal crisis.</li></ul>	2-1-1 (in MA) 877-211-MASS(6277)
<u>Veterans Confidential Online Chat</u> <ul style="list-style-type: none"><li>• Families of veterans can access the responders at the Veterans Crisis Line online chat who offer help that can make a difference. Caring, qualified VA professionals are standing by to provide free and confidential support. Use the Veterans Chat to get online support anonymously, 24 hours a day, 7 days a week, 365 days a year—even if you're not registered with VA or enrolled in VA health care. Responders will work with you to help you get through any personal crisis, even if that crisis does not involve thoughts of suicide.</li></ul>	<a href="http://veteranscrisisline.net">http://veteranscrisisline.net</a>

### Case Management

<u>Massachusetts Military Heroes Fund</u> <ul style="list-style-type: none"><li>• Case management for families of Massachusetts service members who died as a result of active duty post 9/11/2001.</li><li>• Case management services include coordination of psychiatric care and social services benefits (this is not counseling or psychotherapy)</li></ul>	888-909-HERO (4376)
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### Counseling

<u>Home Base Program/Massachusetts General Hospital</u> <ul style="list-style-type: none"><li>• Supportive bereavement crisis counseling for OIF and OEF families. Insurance is not a barrier to care.</li></ul>	617-724-5202 homebaseprogram@partners.org
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**Counseling (cont.)**

<p><u>MSPCC</u></p> <ul style="list-style-type: none"> <li>• Military Family Support Program. Free confidential support and counseling for military families with children. Support can be home or school based. Several locations throughout the state. For assistance arranging services for bereaved military families, please contact MA Military Heroes Fund at 888-909-HERO.</li> </ul>	<p>Holyoke 413-532-9446</p> <p>Hyannis 508-775-0275</p> <p>Jamaica Plain 617-983-5800</p> <p>Lawrence 978-682-9222</p> <p>Springfield 413-734-4978</p> <p>Worcester 508-753-2967</p>
<p><u>MA Veterans Centers</u></p> <ul style="list-style-type: none"> <li>• Bereavement counseling – free for qualified families of fallen service members. Area centers listed below</li> </ul>	<p>617-210-5480 877-927-8387</p>
<p><u>Boston Vet Center</u> 665 Beacon St. Suite 100 Boston, MA 02215 Phone: (617) 424-0665</p> <p><u>Brockton Vet Center</u> 1041L Pearl St. Brockton, MA 02301 Phone: (508) 580-2730</p> <p><u>Hyannis Vet Center</u> 474 West Main Street Hyannis, MA 02601 Phone: (508) 778-0124</p> <p><u>Lowell Vet Center</u> 73 East Merrimack St. Lowell, MA 08152 Phone: (978) 453-1151</p>	<p><u>New Bedford Vet Center</u> 468 North St. New Bedford, MA 02740 Phone: (508) 999-6920</p> <p><u>Springfield Vet Center</u> 1985 Main St. Northgate Plaza Springfield, MA 01103 Phone: (413) 737-5167</p> <p><u>Worcester Vet Center</u> 691 Grafton Street Worcester, MA 01604 Phone: (508) 753-7902</p>

## Counseling (cont.)

<p><u>Statewide Advocacy for Veterans Empowerment (SAVE)</u> 600 Washington Street Suite 1100 Boston, MA 02111</p> <ul style="list-style-type: none"><li>• SAVE acts as a liaison between veterans and their families and the various agencies within the federal and state governments.</li><li>• The program's primary mission is prevention of suicide and mental health distress when they return from service and proactively providing them with access to benefits and service.</li><li>• The SAVE team's mission is expanding to include support both to Gold Star and survivor family members.</li></ul>	<p>(888) 844-2838 <a href="mailto:Save@massmail.state.ma.us">Save@massmail.state.ma.us</a></p>
<p><u>Operation Comfort</u></p> <ul style="list-style-type: none"><li>• Nationwide network of free mental health providers for military families</li></ul>	<p>866-NEAR TO U (866-632-7868)</p>
<p><u>Give an Hour</u></p> <ul style="list-style-type: none"><li>• Free mental health counseling for military families. For assistance arranging services for bereaved military families, please contact MA Military Heroes Fund at 888-909-HERO.</li></ul>	<p><a href="http://www.giveanhour.org">www.giveanhour.org</a></p>

## Educational, Recreational & Camps

### Educational

<u>Massachusetts Public Service Grant</u> <ul style="list-style-type: none"><li>• Tuition assistance for dependent, qualified military family members for Massachusetts public college education <a href="http://www.osfa.mass.edu/default.asp?page=publicServiceGrant">www.osfa.mass.edu/default.asp?page=publicServiceGrant</a></li></ul>	617-727-9420, x1310
<u>Massachusetts Soldiers Legacy Fund</u> <ul style="list-style-type: none"><li>• Grants for qualified children of fallen Massachusetts service members <a href="http://www.mslfund.org">http://www.mslfund.org</a></li></ul>	866-856-5533
<u>Tillman Military Scholarship</u> <ul style="list-style-type: none"><li>• Scholarships available to service members or dependents <a href="http://www.patillmanfoundation.org">http://www.patillmanfoundation.org</a></li></ul>	480-621-4074

### Recreational & Camps

<u>Camp Tapawingo</u> <ul style="list-style-type: none"><li>• The Circle program of Camp Tapawingo is a free, one week camp in Maine for girls aged 8-12 who have lost a parent in military service</li><li>• Referrals are being coordinated by Cathy Spear at 781-431-1177, x215.</li></ul>	207-647-3351
<u>Comfort Zone Camp</u> <ul style="list-style-type: none"><li>• A free, weekend Massachusetts camp for children aged 7-17 who have lost a direct family member (parent, guardian, sibling)</li><li>• Licensed professionals facilitate sessions to provide supportive atmosphere <a href="http://www.comfortzonecamp.org">http://www.comfortzonecamp.org</a></li></ul>	866-488-5679

## Recreational & Camps (cont.)

<p><u>Massachusetts Military Heroes Fund</u></p> <ul style="list-style-type: none"><li>• Serves families of Massachusetts service members who have died as a result of active duty post 9/11/2001.</li><li>• Registered families can access free or low cost community building events such as Red Sox games, Boston Pops Holiday concerts, beach days, service projects and volunteer projects benefitting the military</li></ul> <p>To register, call number provided</p>	<p>888-909-HERO (4376)</p>
<p><u>Project New Hope</u></p> <ul style="list-style-type: none"><li>• Free retreats, camping and wilderness activities for military families, including Gold Star &amp; Survivor families</li></ul> <p><a href="http://www.projectnewhope.net">http://www.projectnewhope.net</a> <a href="http://www.projectnewhopema.org">http://www.projectnewhopema.org</a></p>	<p>508-713-3362</p>
<p><u>T.A.P.S.</u></p> <ul style="list-style-type: none"><li>• Peer based survivor seminars &amp; “Good Grief” camps for children. Scheduled regionally at different times throughout the year.</li></ul>	<p>800-959-TAPS (8277)</p>
<p><u>Yoga</u></p> <ul style="list-style-type: none"><li>• Free, 40 minute clinics for all Veterans and their spouses</li><li>• Contact Ann Breslauer at <a href="mailto:yoga_for_us@yahoo.com">yoga_for_us@yahoo.com</a></li><li>• Or, call Mary Peak in the volunteers office at the number listed</li></ul>	<p>857-364-4112</p>



## Financial

<u>Army Community Service</u> ..... • Financial and credit counseling	978-796-3023
<u>Commonwealth of Massachusetts Benefits</u> ..... • Your local Veterans' Agent is the best person to assist you through the many types of Massachusetts benefits available to you. We have tried to compile a list of the benefits most commonly inquired about by military families, but you should discuss this list with your Veterans' Agent in more detail. You can find your local Veterans' Agent by calling the Massachusetts Department of Veterans' Services at the number provided, or by visiting this web site: <a href="http://www.mass.gov/veterans/utility/local-veterans-service-officers-3.html">http://www.mass.gov/veterans/utility/local-veterans-service-officers-3.html</a>	617-210-5927  <a href="http://www.mass.gov/veterans/">www.mass.gov/veterans/</a>
<u>Commonwealth of Massachusetts Annuity</u> ..... • The Commonwealth of Massachusetts and the Department of Veterans' Services provide an annuity in the amount of \$2,000 to 100% service-connected disabled veterans. This annuity is payable bi-annually on August 1st and February 1st in two installments of \$1000 each. It is granted to 100% service-connected disabled veterans, to the surviving parents (Gold Star Parents) and the un-remarried spouses (Gold Star Wives or Husbands) of certain deceased veterans who gave their lives in the service of their country during wartime. For more information, contact the Massachusetts Department of Veterans Services or see this web site: <a href="http://www.mass.gov/veterans/benefits-and-services/bonus/annuity.html">http://www.mass.gov/veterans/benefits-and-services/bonus/annuity.html</a>	617-210-5927
<u>Commonwealth of Massachusetts Bonus</u> ..... • The Commonwealth of Massachusetts also provides a bonus to veterans of certain designated campaigns (including Operations Iraqi Freedom, Enduring Freedom and Noble Eagle) who were domiciled in Massachusetts immediately prior to entry into the armed forces. In the event of the death of a veteran, the spouse and children, mother or father, brother or sister or other dependents of the deceased veteran (in that order) are eligible for a bonus. For more information, contact the Commonwealth of Massachusetts Office of Treasurer at (617) 367-9333, ext. 539 (OEF/OIF/ONE veterans only), email <a href="mailto:veteransbonus@tre.state.ma.us">veteransbonus@tre.state.ma.us</a> or see this web site: <a href="http://www.mass.gov/veterans/benefits-and-services/bonus/bonuses-only/bonus.html">http://www.mass.gov/veterans/benefits-and-services/bonus/bonuses-only/bonus.html</a>	617-367-9333 x539

## Financial (cont.)

### Public Assistance (Ch. 115)

- Under Chapter 115 of Massachusetts General Laws (M.G.L. ch. 115), the Commonwealth provides a uniform program of financial and medical assistance for indigent veterans and their dependents (Gold Star family members are also included). Qualifying veterans and their dependents receive necessary financial assistance for food, shelter, clothing, housing supplies, and medical care in accordance with a formula which takes into account the number of dependants and income from all sources. Eligible dependents of deceased veterans are provided with the same benefits as they would have had if the veteran were still living.

### ***How to apply for Public Assistance***

Applications for Chapter 115 Public Assistance benefits can be filed with the veteran's local Veterans Agent who works out of your city or town hall. To find your Agent:

- See the complete listing of Veterans Agents in Massachusetts
- Call your local city/town hall and ask for Veterans' Services
- Call the MA Department of Veterans' Services, 617-210-5480 and ask for your Veterans' Agent name and contact information.

### Massachusetts Military Heroes Fund.....

888-909-HERO  
(4376)

- Serves families of Massachusetts service members who have died as a result of active duty since 9/11/2001.
- Basic Needs Program provides financial assistance to income qualified families registered with the organization
- Emergency Casualty Assistance Program provides immediate financial assistance for funeral costs not covered by the military
- Family Enrichment Program grants

### Massachusetts Real Estate Tax Relief.....

617-626-2400

- The Massachusetts Legislature allows certain categories of surviving spouses of veterans and Gold Star parents exemptions from real estate tax. For more information, please contact your local Board of Assessors, call the MA Department of Revenue, Division of Local Services at 617-626-2400, or see this web page:  
<http://www.mass.gov/veterans/benefits-and-services/tax-and-vehicles/property-tax.html>

### Military Friends Foundation.....

617-733-7994

- Hero's Salute program offers financial support immediately after a combat related casualty

**Financial (cont.)**

<u>Operation Home Front</u> .....	800-722-6098
• Burial assistance not covered by military	
<u>Red Cross Emergency Aid</u> .....	877-272-7337
• The Red Cross works with the military aid societies (Army Emergency Relief, Navy Marine Corps Relief Society, Air Force Aid Society and the Coast Guard Mutual Assistance) to provide financial assistance to service members or their families for emergency travel, including for travel related to combat related casualties.	
<u>Salvation Army Fund</u> .....	617-542-5420
• Emergency aid to military families	
<u>U.S. Department of Housing &amp; Urban Development</u> .....	800-569-4287
• Referrals for credit and housing counseling, as well as foreclosure avoidance help <a href="http://portal.hud.gov/hudportal/HUD?src=/i_want_to/talk_to_a_housing_counselor">http://portal.hud.gov/hudportal/HUD?src=/i_want_to/talk_to_a_housing_counselor</a>	
<u>U.S. Department of Veterans Affairs</u> .....	800-827-1000
<a href="http://www.vba.va.gov/vba">http://www.vba.va.gov/vba</a>	

## Legal Assistance

<u>Massachusetts Bar Association</u> <ul style="list-style-type: none"><li>• Military Benefits Appeal Assistance, Mondays, 3-5pm</li></ul>	617-338-0572
<u>Massachusetts Legal Aid Services</u> <ul style="list-style-type: none"><li>• Directory of legal aid resources throughout the state <a href="http://www.masslegalservices.org/FindLegalAid">http://www.masslegalservices.org/FindLegalAid</a></li></ul>	
<u>Volunteer Lawyers Project ~ Boston Bar Association</u> <ul style="list-style-type: none"><li>• Pro bono legal services to active duty members of the military, veterans of recent wars and families of both groups, including Gold Star and survivor families who live in Greater Boston</li></ul>	617-603-1710
<u>Veterans Legal Services</u> <ul style="list-style-type: none"><li>• Pro bono legal clinics for low-income veterans and in some instances, families of the fallen. Service areas are Essex, Middlesex, Norfolk, Plymouth &amp; Suffolk counties. Services limited to specific legal issues. Eligibility criteria and services are on their web page, here: <a href="http://veteranslegalservices.org/about-us/">http://veteranslegalservices.org/about-us/</a></li></ul>	857-317-4474

## License Plates

<u>Massachusetts Gold Star License Plates</u> <ul style="list-style-type: none"><li>• Specialty plate issued free of charge by the MA Registry to parents, children, spouses or siblings of those killed in action during wartime service <a href="http://www.mass.gov/rmv/veteran/goldstar.htm">http://www.mass.gov/rmv/veteran/goldstar.htm</a></li></ul>	617-351-4500
<u>Massachusetts "United We Stand" Specialty Plate</u> <ul style="list-style-type: none"><li>• Specialty plate available from the MA Registry to anyone wishing to support local 9/11 and military families <a href="http://www.mass.gov/rmv/express/uws.htm">http://www.mass.gov/rmv/express/uws.htm</a></li></ul>	617-351-4500

## Military Benefits

<p><u>Army Survivor Outreach Services</u></p> <ul style="list-style-type: none"> <li>Assistance navigating survivor benefits</li> </ul>	<p>(508) 233-7714 (office) (508) 216-6189 (cell)</p>
<p><u>Bilingual Veterans Outreach Center - Boston</u> 719 Tremont Street, Boston, MA 02118</p> <ul style="list-style-type: none"> <li>Services in English and Spanish</li> <li>Casework assistance for veterans and military family members that offers counseling, housing, employment assistance.</li> <li>Contact Jorge Pagan</li> </ul>	<p>617-778-1310</p>
<p><u>Bilingual Veterans Outreach Center - Springfield</u> 281 Franklin Street, Springfield, MA 01104 Monday - Friday 8:30am - 4:30pm</p> <ul style="list-style-type: none"> <li>Services in English and Spanish</li> <li>Casework assistance for veterans and military family members that offers counseling, housing, employment assistance</li> </ul>	<p>(413) 731-0194</p>
<p><u>Massachusetts Department of Veterans Services</u></p> <ul style="list-style-type: none"> <li>Web site has a comprehensive list of benefits <a href="http://www.massvetsadvisor.org/">http://www.massvetsadvisor.org/</a></li> </ul>	<p>617-210-5480</p>
<p><u>Pine Street Inn Veterans' Services</u> (formerly Veterans Benefits Clearinghouse) 173 Humboldt Ave., Dorchester, MA 02121</p> <ul style="list-style-type: none"> <li>Casework assistance, counseling, housing, employment, etc.</li> <li>Contact Martha Jackson or Ricardo White</li> </ul>	<p>617-541-8650</p>
<p><u>Tragedy Assistance Program for Survivors (TAPS)</u></p> <ul style="list-style-type: none"> <li>Casework assistance</li> </ul>	<p>800-959-TAPS (8277)</p>
<p><u>United States Army Long Term Family Case Management Program</u></p>	<p>866-272-5841</p>
<p><u>U.S. Department of Veterans Affairs</u> <a href="http://www.vba.va.gov/vba/">http://www.vba.va.gov/vba/</a></p>	<p>800-827-1000</p>

## Military Benefits (cont.)

### Additional Websites for Benefits

[www.americasupportsyou.mil](http://www.americasupportsyou.mil)

- A listing of more than 350 non-profit groups that are devoted to helping our service men and women. These groups provide a multitude of services, including financial assistance, sending care packages and letters, and helping wounded warriors.
- If you do not have access to a computer and would like information from this web site, please contact the Massachusetts Military Heroes Fund at 888-909-HERO

## Military Funeral Honors and Memorials

<p><u>Massachusetts Iraq &amp; Afghanistan Fallen Heroes Memorial</u></p> <ul style="list-style-type: none"> <li>• Organization is building a state memorial to honor Massachusetts service members fallen in military operations in Iraq and Afghanistan</li> <li>• Has a traveling computer kiosk with biographies of the fallen from Massachusetts</li> <li>• Families encouraged to register with organization by emailing Dan Magoon at <a href="mailto:dan@massfallenheroes.org">dan@massfallenheroes.org</a></li> </ul>	
<p><u>Military Friends Foundation</u></p> <ul style="list-style-type: none"> <li>• Flags provided to community for military funeral processions upon request of bereaved family</li> </ul>	(617) 733-7994
<p><u>National Funeral Directors Association</u> <a href="http://www.nfda.org">http://www.nfda.org</a></p>	800-228-6332
<p><u>Operation: Home Ties</u></p> <ul style="list-style-type: none"> <li>• An organization formed by local artist Gina Johnson which honors the memory of fallen servicemen and women with an original detailed pencil <i>Memory Portrait</i>. A copy of the portrait is also shared on a traveling tribute wall called "<i>Faces of Remembrance</i>".</li> <li>• Family members who wish to request a portrait or submit corrections to their loved one's portrait, should visit the organization's web page.</li> </ul>	<a href="http://www.operationhometies.com">www.operationhometies.com</a>
<p><u>Patriot Guard Riders</u></p> <ul style="list-style-type: none"> <li>• Organization of motorcycle riders (many, veterans) who attend and facilitate transition of funeral processions</li> <li>• Riders will only attend funerals only at the request of the bereaved military family</li> <li>• To request services, speak with your assigned Casualty Assistance Officer or contact the MA state captain, Howard Shurt by email at: <a href="mailto:hshrut@rcn.com">hshrut@rcn.com</a></li> </ul>	
<p><u>U.S. Department of Defense Regulations for Military Funeral Honors</u> <a href="http://www.militaryfuneralhonors.osd.mil/">http://www.militaryfuneralhonors.osd.mil/</a></p>	

## Peer & Other Support

<p><u>Army Survivor Outreach Services</u></p> <ul style="list-style-type: none"><li>• Comprehensive long term support to survivors of deceased Soldiers</li><li>• Assists transition of family from Casualty Assistance Officer to longer term support</li><li>• Bereaved military families of all branches are encouraged to register in order to receive news and updates about community events</li><li>• MA state director is Helon Wyllie <a href="mailto:Helon.wyllie@us.army.mil">Helon.wyllie@us.army.mil</a></li></ul>	<p>(508) 233-7714 (office) (508) 216-6189 (cell)</p>
<p><u>Gold Star Mothers</u></p> <ul style="list-style-type: none"><li>• National website <a href="http://www.goldstarmoms.com/">http://www.goldstarmoms.com/</a></li><li>• NH Chapter <a href="http://www.geocities.com/nhgoldstarmothers/">http://www.geocities.com/nhgoldstarmothers/</a></li><li>• Massachusetts chapters are listed below:<ul style="list-style-type: none"><li>• Brockton #38</li><li>• Everett #10</li><li>• Fitchburg</li><li>• Greater Lawrence</li><li>• Middlesex #3, Somerville</li><li>• New Bedford</li><li>• Newton #24</li><li>• Quincy #12</li><li>• Worcester #15</li></ul></li></ul> <p>If you do not have access to a computer and want help contacting these groups, call the Massachusetts Military Heroes Fund at 888-909-HERO</p>	
<p><u>Gold Star Wives</u> <a href="http://www.goldstarwives.org/regions-chapters.htm">http://www.goldstarwives.org/regions-chapters.htm</a></p>	
<p><u>Tragedy Assistance Program for Survivors (TAPS)</u></p> <ul style="list-style-type: none"><li>• Phone and online support from military families who have lost service members – trained to provide peer support <a href="http://www.taps.org">http://www.taps.org</a></li></ul>	<p>800-959-TAPS (8277)</p>



For more information about any of the resources printed in this guide, contact:  
Massachusetts Military Heroes Fund  
888-909-HERO

Information in this can change.  
The most up to date version can be downloaded from:  
[www.massmilitaryheroes.org](http://www.massmilitaryheroes.org)