



## A Collection of Resources related to the Coronavirus Health Emergency

May 18, 2020

### **Webinar: How to Help with Missed Rent & Mortgage Payments: Accessing RAFT | Citizens' Housing And Planning Association**

[https://www.chapa.org/events/how-to-help-with-missed-rent-mortgage-payments-accessing-raft?utm\\_source=CHAPA+Email+List+2019&utm\\_campaign=2b5faeca89-RAFT+Webinar+2020&utm\\_medium=email&utm\\_term=0\\_9c326c3eda-2b5faeca89-205213817](https://www.chapa.org/events/how-to-help-with-missed-rent-mortgage-payments-accessing-raft?utm_source=CHAPA+Email+List+2019&utm_campaign=2b5faeca89-RAFT+Webinar+2020&utm_medium=email&utm_term=0_9c326c3eda-2b5faeca89-205213817)

**Trainings from the AGOs office:** Some have passed already, check for updates

<https://www.eventbrite.com/e/virtual-educational-trainings-from-the-ma-attorney-generals-office-tickets-99353709620>

**Helping Clients Navigate Economic Hardship:** This is a blog focused on resettlement staff but the information here is definitely helpful beyond work with resettlement clients

<https://switchboardta.org/blog/helping-your-clients-navigate-economic-hardship-during-the-covid-19-crisis/>

**From William James:** Lots of great online resources, including parenting support, support for those working with older adults

<https://www.williamjames.edu/community/resource-hub/public-events-calendar.cfm>

**From the Department of Telecommunications and Cable:** COVID-19 Response from Broadband and Telephone Service Providers, updated info on internet and phone resources

<https://www.mass.gov/doc/massachusetts-providers-covid-responses/download>

**A reminder about the food resources in Framingham**

<https://www.framinghamma.gov/list.aspx?MID=1324>

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## **Latest updates from Bet Tzedek and MLRI on SNAP:**

Here are some updates about SNAP from MLRI. As always, let Bet Tzedek know if you have any questions or client issues:

### New automated ways to request EBT card

DTA has created 2 automated ways to request a card (options without having to talk to a worker) - via the Assistance Line or the DTACONNECT.com online portal (not the mobile app). For clients who need a card, we highly recommend requesting a card via these options where possible.

### DTA guidance on Unemployment benefits (UI) and DTA

When households apply for SNAP, DTA can verify certain UI information directly with the Department of Unemployment Assistance (DUA) (including regular UI and FPUC - the \$600/week) - but not all information.

**Please contact Bet Tzedek with questions about how a client should report unemployment income including PUA to DTA.**

### DTA texts & emails to applicants

DTA has started sending households texts/emails (where there is a cell phone or email on record). These messages will be sent to update households at key times - such as when an application has been received or approved and when an interview has been scheduled. This is a very significant step from DTA during this time of unprecedented application volume.

Also, note that because case managers are working from home, calls will come from numbers identified as Comm of MA (the 877 Assistance Line number) or from an 857 number.

As of the week of May 6, DTA shared that they are sending texts/emails to households. Text messages sent by DTA will show up from "382 674." Households can update their phone number or add an email address on DTA Connect.