

COVID-19 Social Services Resources

This document includes information about local food, housing, tax, and utilities resources. It will be updated as we receive new info.

Have a resource to add or need to correct an error? Email health@newtonma.gov

Monetary Assistance

Extension of Federal Income Tax Filing Deadline

Updated 03/23/2020

In response to the ongoing Coronavirus Disease 2019 (COVID-19) pandemic, the due date for Federal income payments have been postponed from April 15th to July 15th 2020. Affected Taxpayers do not have to file Forms 4868 or 7004. There is no limitation on the amount of the payment that may be postponed, and deferment of payment will not result in penalties or interest, regardless of the amount owed.

<https://www.irs.gov/pub/irs-drop/n-20-18.pdf>

Assistance in filing can be found at the following online resources

[Free File](#) - prepare and file your federal income tax return for free using tax preparation and filing software.

[Where's My Refund?](#) - is an online tool that will track your tax refund. You will need your Social security number or ITIN, your filing status and your exact refund amount to use the tool.

[Online Payment Agreements](#) - you can apply for a payment plan online to pay off your balance over time.

[IRS2Go mobile app](#) - Check your refund status, make a payment, find free tax preparation assistance, sign up for helpful tax tips, and more!

[Online Account](#) – use this tool to view: Your payoff amount, updated for the current calendar day, the balance for each tax year for which you owe, up to 24 months of your payment history and key information

from your current tax year return as originally filed.

Cash Assistance

DTA

Updated 3/18/20

If you need help making ends meet, you can apply for economic assistance (cash benefits) through the Department of Transitional Assistance (DTA).

DTA offers 3 economic assistance programs:

Transitional Aid to Families with Dependent Children (TAFDC), Emergency Aid to the Elderly, Disabled, and Children (EAEDC), and the State Supplement Program (SSP).

The benefits include 2 monthly payments, health insurance, and employment support while you work to get back on your feet. You cannot apply online.

Determine eligibility here:

<https://www.mass.gov/service-details/check-tafdc-eligibility-and-how-to-apply>

Apply by calling **(617) 551-1700**

Unemployment

Insurance

Updated 3/18/20

To assist individuals who cannot work due to the impact of COVID-19, the Baker-Polito administration has filed emergency legislation and emergency regulations that allow people impacted by COVID-19 to collect unemployment if their workplace is shut down.

The fastest way to file a claim is to apply for unemployment benefits online here:

<https://www.mass.gov/resource/information-on-unemployment-andcoronavirus-covid-19>

People with special needs, disabilities, or language difficulties can use this form to contact DUA. Or call TeleClaim Center Call Department of Unemployment Assistance, TeleClaim Center at **(617) 626-6800** Monday-Friday 8:30 a.m.–4:30 p.m.

Student Loans

Updated 3/23/20

All borrowers with federally held student loans will automatically have their interest rates set to 0% for a

period of at least 60 days beginning March 13, 2020. In addition, each of these borrowers will have the option to suspend their payments for at least two months to allow them greater flexibility during the national emergency. This will allow borrowers to temporarily stop their payments without worrying about accruing interest.

Visit StudentAid.gov/coronavirus for more information.

Newton Supermarket Senior Shopping Hours

Updated 3/20/20

Food

Whole Foods - 647 Washington and 916 Walnut St.
Daily 8:00 to 9:00 a.m.

Star Market - 33 Austin, 2040 Commonwealth and 1
Boylston
Tues. & Thur. 7:00 to 9:00 a.m.

Stop & Shop - 165 Needham St. and 171 Watertown St.
Daily 6:00 to 7:30 a.m.

Bristol Lodge Soup Kitchen

545 Moody St.
Waltham, MA
Updated 3/18/20

Market Basket – 1265 Main St. Waltham
Tues, Wed, Thur. 5:30 to 7:00 am

In order to minimize the risk of spreading the Coronavirus (COVID-19), we will be providing meals on a takeout basis only until further notice. Takeout meals will be available 7 days a week between **4:30 pm and 5:30pm**. All are welcome. Free of charge.

Waltham Mobile Market

50 Prospect St.
Waltham, MA
Updated 3/18/20

The Mobile Market is open from 1:00pm-2:00pm on the third Saturday of every month.

It is located at Middlesex Human Service Agency's main office parking lot. Anyone in need of nutritious food is welcome. There are no eligibility requirements to participate in the Mobile Market, which serves a diverse selection of fresh produce and dairy products, as well as frozen soup and high-protein items, free of charge.

Upcoming dates: March 21, 2020 - April 25, 2020 – May 16, 2020 – June 20, 2020

<https://www.mhsainc.org/mobilemarket>

Corner Café

321 Washington St.
Newton Corner, MA
Updated 3/20/20

Russo's

560 Pleasant St.
Watertown, MA
Updated 3/20/20

Free hot lunch to Newton students pre K – 12. Text "School Lunch" to 617-527-9835 for a no contact pick-up.

Seniors only shop **6:00 to 7:30 a.m. daily**

Russo's offers boxes of grocery items

The Basic \$50

The Big Box \$100

Pay Online. Pick up in our Parking Lot.

Call us at (617)923-1500 when you arrive at the EAST side of Russo's and we will bring it to your car. Click on link for selection and items included.

<https://russos.com/russos-box/russos-boxes>

SNAP/Food Stamps

Updated 3/18/20

Do you need help buying fresh, nutritious food? You may be eligible for the Supplemental Nutrition Assistance Program (SNAP), also known as food stamps. Apply online, by mail or fax. The quickest way to apply is online at <https://www.mass.gov/how-to/apply-for-snap-benefits-food-stamps>

Or call [\(877\) 382-2363](tel:8773822363) 8:15am-4:45pm, M-F.

Emergency SNAP benefits are for SNAP applicants that need food assistance within 7 days. These benefits are

typically issued for one month while applicants gather the verifications that the Department needs to approve a full SNAP application. Call 877-382-2363 M-F 8:15a.m. to 4:45 p.m. or apply on line at

<https://www.mass.gov/how-to/apply-for-snap-benefits-food-stamps>

Are you age 60 or older and a SNAP-only client? The Department of Transitional Assistance's Senior Assistance Office can help you. Call The Senior Assistance Office phone line at (833) 712-8027 and a person will assist you.

MassHealth

Updated 3/18/20

Health

All MassHealth Enrollment Centers are **closed to walk-in visitors**. Please call MassHealth Customer Service Center **main number at (800) 841-2900**

Self-service available 24 hrs/day in English and Spanish. Other services available Monday-Friday 8 a.m.–5 p.m. Interpreter service available.

Apply for MassHealth, the Health Safety Net, or the Children's Medical Security Plan here:

<https://www.mass.gov/how-to/apply-for-masshealth-the-health-safety-net-or-the-childrens-medical-security-plan>

Housing/Utilities

Housing Court

Standing Order 2-

20

Updated 3/23/20

Effective March 18th, all non-emergency court events, including but not limited to, summary process cases, small claims matters, civil matters, ticket appeals, supplementary process proceedings, probable cause hearings, and criminal matters, shall be scheduled for, or continued to, a date no earlier than April 21, 2020.

Comcast/Xfinity

No Disconnects or Late Fees

Updated 03/17/2020 We will not disconnect a customer's internet service or assess late fees **if they contact us and let us know that they can't pay their bills** during this period. Our care teams will be available to offer flexible payment options and can help find other solutions.

Pausing Our Data Plan

With so many people working and educating from home, we want our customers to access the internet without thinking about data plans. While the vast majority of our customers do not come close to using 1TB of data in a month, we are pausing our data plans for 60 days giving all customers Unlimited data for no additional charge.

Xfinity WiFi Free For Everyone

Xfinity WiFi hotspots across the country will be available to anyone who needs them for free – including non-Xfinity Internet subscribers. For a map of Xfinity WiFi hotspots, visit www.xfinity.com/wifi. Once at a hotspot, consumers should select the “xfinitywifi” network name in the list of available hotspots and then launch a browser.

Comcast COVID-19 Response

<https://corporate.comcast.com/covid-19?linkId=84300755>

Contact Comcast/Xfinity

1-800-COMCAST

Verizon/FIOS

Updated 03/23/2020

No Disconnects or Late Fees

Verizon/FIOS will **waive late fees** that any residential or small business customers incurs because of their economic circumstances related to the coronavirus. In addition, the company will **not terminate service** to any residential or small business customers because of their

inability to pay their bills due to disruptions caused by the coronavirus through May 12th, 2020.

Unlimited Domestic Calling & Free International Calls

For wireless customers, now through April 30, Verizon is offering **unlimited domestic calling** to customers on limited-minute plans. Eligible customers will receive a text message to inform them of the offer. No action is necessary; the offer will automatically be added to eligible accounts. Verizon will also **offer free international long distance calls** to countries identified by the **Center for Disease Control as Level 3**.

Verizon/FIOS COVID-19 Response

<https://www.verizon.com/about/news/update-verizon-serve-customers-covid-19>

Contact Verizon/FIOS

1-800-922-0204

No Disconnects or Late & Overage Fees

AT&T **will not terminate the service** of any wireless, home phone or broadband residential or small business customer because of their inability to pay their bill due to disruptions caused by the coronavirus pandemic. AT&T will also **waive any late payment and domestic wireless overage fees** for data, voice or text for residential or small business wireless customers incurred because of economic hardship related to the coronavirus pandemic through May 12th, 2020.

Unlimited AT&T Home Internet

All AT&T consumer home internet wireline customers, as well as Fixed Wireless Internet, **can use unlimited internet data**. Additionally, we'll continue to offer internet access for qualifying limited income households at \$10 a month through our [Access from AT&T program](#). We've expanded eligibility to Access from AT&T to

AT&T

Updated 03/23/2020

households participating in the National School Lunch Program and Head Start. Additionally, we're offering new Access from AT&T customers two months of free service.

AT&T WiFi Free For Everyone

AT&T public WiFi hotspots across the country will be available to anyone who needs them for free – including non-AT&T Internet subscribers. Once at a hotspot, consumers should select the “att-wifi or attwifi” network name in the list of available hotspots and then launch a browser.

AT&T COVID-19 Response

<https://www.att.com/help/covid-19/>

Contact AT&T

1-800-288-2020

Sprint

Updated 03/23/2020

No Disconnects or Late Fees

Sprint will **waive late fees** that any residential or small business customers incurs because of their economic circumstances related to the coronavirus. In addition, the company will **not terminate service** to any residential or small business customers because of their inability to pay their bills due to disruptions caused by the coronavirus through May 12th, 2020.

Unlimited Domestic Calling & Free International Calls

Sprint is offering **unlimited domestic calling** to customers on limited-minute plans. Sprint will **waive per-minute calling** rates for international long distance calls to countries identified by the **Center for Disease Control** as **Level 3** are waived through 5/31/20. Customers are still responsible for any monthly charges for add-on international long-distance calling plans.

Unlimited Data and Mobile Hotspot

Customers with metered data plans will receive

unlimited data per month through May 12th at no extra cost. During this period, customers with mobile hotspot-capable handsets who don't have mobile hotspot will now get **20GB of mobile hotspot data per month**, and customers with mobile hotspot data will receive an **additional 20GB per month**.

Sprint COVID-19 Response

<https://newsroom.sprint.com/covid-19-updates-sprint-responds.htm?linkId=84300271>

Contact Sprint

1 (888) 211-4727

No Disconnects or Late Fees

T-Mobile will **waive late fees** that any residential or small business customers incurs because of their economic circumstances related to the coronavirus. In addition, the company will **not terminate service** to any residential or small business customers because of their inability to pay their bills due to disruptions caused by the coronavirus through May 12th, 2020.

Free International Calling

T-Mobile is offering **free international calling** for all current T-Mobile and Metro by T-Mobile customers to landline (and in many cases mobile) numbers in many severely impacted countries. For a list of qualifying countries visit the following link (<https://www.t-mobile.com/brand/ongoing-updates-covid-19#customers>).

Increased/Unlimited Data

All current T-Mobile and Metro by T-Mobile customers as of who have plans without unlimited high-speed data will get **unlimited smartphone data**. T-Mobile and Metro by T-Mobile customers on smartphone plans

T-Mobile

Updated 03/23/2020

with hotspot data will also receive an **additional 10GB of smartphone mobile hotspot** data per month.

T-Mobile COVID-19 Response

<https://www.t-mobile.com/brand/ongoing-updates-covid-19>

Contact T-Mobile

1 (800) 937-8997

What to Know About Your Bill

We recognize that certain customers may experience financial difficulty as a result of the coronavirus outbreak, whether they or a family member fall ill, are required to quarantine, or because their income is otherwise affected. We hope to alleviate our affected customers' concerns about their electricity and natural gas service during this time. As a result, National Grid is temporarily suspending collections-related activities, including service disconnections, to lessen any financial hardship the COVID-19 pandemic may have on our customers. These policies are effective immediately and will be in place through the end of April. We will evaluate their continued need at that time. Please note that regular billing will continue for all customers.

National Grid COVID-19 Response

<https://www.nationalgridus.com/COVID-19>

Contact National Grid

1-800-233-5325

National Grid

Updated 03/17/2020

Eversource

Postponed Disconnections

Updated 03/17/2020

To decrease any financial hardship our customers are facing due to the COVID-19 impacts, **we have postponed disconnections for nonpayment.** Our customer service team is available to help customers

with financial programs we offer, such as setting up a payment plan.

Online and Mobile Tools

We have online and mobile tools to help you conduct business with us as usual, including customer service agents to speak with by phone. Our mobile app, available in the App Store and Google Play, allows you to easily check your account, pay your bill and more at your convenience.

Scam Awareness

The COVID-19 outbreak has led to an increase in scam activity. Be wary of any unsolicited calls that threaten to disconnect your utility service and that demand payment by unusual means. Eversource will never ask for your personal information over the phone in this manner and does not accept payments via gift cards or other common tools used by scammers.

Responding to COVID-19

<https://www.eversource.com/content/ema-c/residential/safety/protect-yourself/responding-to-covid-19>

Help Me Pay My Bill

<https://www.eversource.com/content/ema-c/residential/my-account/billing-payments/help-pay-my-bill>

Contact Eversource

800-592-2000