



COVID-19 Shelter Updates

Updated March 26, 2020

Accessing homeless shelters during the COVID-19/Coronavirus pandemic:

How to get into Emergency Shelter:

- If you have children under age 21, or you are pregnant, and you have no place to stay, you may be eligible for emergency assistance (“EA”) family shelter.
- To apply, call DHCD* at (866) 584-0653. It is best to call on a weekday, before 5:00p.m. Calls made after 5:00p.m. during the week or on the weekends may have a delayed response.
- All offices are closed at this time, so you cannot apply in person.
- If DHCD says your family is not eligible for the EA shelter program, or that you cannot be placed right away, and you don’t have a place to stay, contact:

Mass. Coalition for the Homeless:

- ◇ Call (781) 595-7570x36, or visit mahomeless.org (for referral to an agency near you)

Boston Office of Housing Stability (if you are in Boston):

- ◇ Call (617) 635-4200, or email housingstability@boston.gov
- ◇ Call 311 (City of Boston hotline)

What if you run into roadblocks:

- If you are in the Boston area and need help getting into EA family shelter, or if you are having problems with your EA family shelter, we may be able to help.
- Call us at (617) 603-1807. Leave a message with your name, phone number, e-mail and a brief description of your shelter problem. We will call you back as soon as possible.
- Our office is currently closed for walk-ins. Please call us if you need help.
- You can also check our website for updates: www.gbls.org.

What if you have a current eviction case:

- The courts recently postponed most eviction cases to at least April 21, 2020.
- Call us immediately at (617) 603-1807 for legal help if:
 - ◇ You missed a court date between March 1, 2020 and April 21, 2020.
 - ◇ You get a notice that your landlord is trying to get an “execution” (a court order to move you out).
 - ◇ You get a 48-hour eviction notice.

Additional Resources

www.mass.gov/emergency-housing-assistance-programs
www.masslegalhelp.org (information for many legal problems)

*DHCD is the Department of Housing & Community Development

This flyer is not intended to constitute legal advice, and the information provided may change without notice.