

73 South Church Street, Pittsfield, MA 01201 413-499-0524 or 1-800-544-5242



Breonna Cunningham Hospital Liaison Ext. 129

73 South Church Street (413) 499-05 sfield, MA 01201 Bcunningham@esbci.org1-800-544



Elder Services of Berkshire County

In addition to being a gateway to our services, Elder Services' Information and Referral Specialists maintain a large database of local community resources to assist callers with aging or disability related issues.

The mission of Elder Services of Berkshire County, Inc. is to provide Berkshire elders, caregivers, and individuals with disabilities the opportunity to live with dignity, independence, and self-determination, and to achieve the highest possible quality of life.

Elder Services practices nondiscrimination in employment practices and service delivery.

Embracing diversity, our in-home and community-based services are available to all without regard to race, ethnicity, language, religion, gender, sexual orientation, or lifestyle.

Elder Services of Berkshire County, Inc.

73 South Church St Pittsfield, MA 01201

This Agency and its programs are funded in whole or in part by contracts or with grants from the Massachusetts Executive Office of Elder Affairs (EOEA).

Funding for programs and services are made possible by the EOEA, private donors, foundations and support from the local community. The Agency welcomes corporate and private donations.



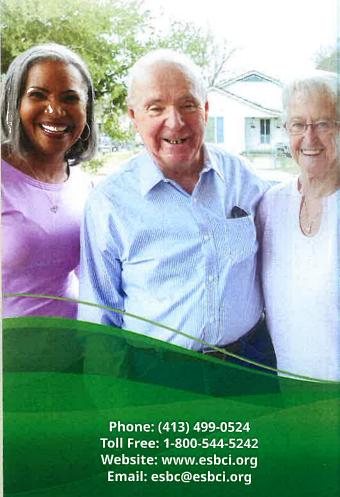




Promoting Senior Independence since 1974



73 South Church Street Pittsfield, MA 01201



Visit www.esbci.org or call (413) 499-0524 for additional information.



Give us a call - We are here to help.

Growing older isn't always easy. If you or a loved one needs some help with the activities of daily life, please give us a call. We provide many services to assist seniors to remain in their own homes and communities as long as possible.

Programs & Services

Information and Referral

A single point of contact for information about Elder Services and community resources.

Case Management

The planning, processing and monitoring of services provided to seniors.

Homemaking & Personal Care

Laundry, shopping, housework, meal preparation, dressing, bathing, and personal hygiene services provided by contracted home care providers.

Meals on Wheels

Nutritious hot meals delivered to homes (includes well-being check) or to senior meal sites weekdays.

Long Term Care Ombudsman

Volunteers who assist nursing home residents to advocate for themselves to enhance their quality of life.

Caregiver Support

Support groups and respite services for caregivers.

SHINE

(Serving the Health Insurance Needs of Everyone) Providing health insurance information and counseling.

Volunteer Services

Volunteers are an integral part of Elder Services. They share their time and talents to meet the needs of Berkshire seniors.

& much more!



Support Groups

Caregivers are welcome to attend any of the following support groups.

To sign up for a group, contact Elder Services.

North County

Spitzer Senior Center 116 Ashland Street North Adams

Central County

Elder Services of Berkshire County

73 South Church Street Pittsfield, MA 01201

South County

Claire Teague Senior Center 917 Main Street Great Barrington

Elder Services of Berkshire County, Inc.

73 South Church Street
Pittsfield, MA Q1201
Website: www.esbci.org • Email: esbc@esbci.org

This Agency and its programs are funded in whole or in part by contracts or with grants from the Massachusetts Executive Office of Elder Affairs (EOEA).

Funding for programs and services are made possible by the EOEA, private donors, foundations and support from the local community. The Agency welcomes corporate and private donations.

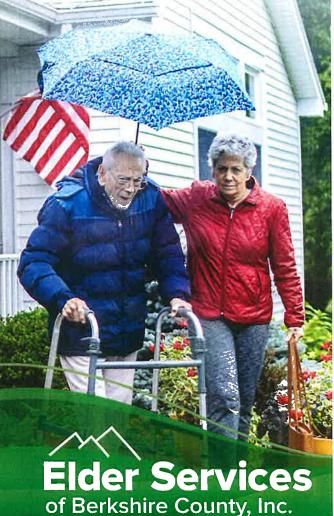






MA Family Caregiver Support Program

Helping Caregivers Find Assistance and Support



Phone: (413) 499-0524

Toll Free: 1-800-544-5242

Website: www.esbci.org Email: esbc@esbci.org The MA Family Caregiver Support Program provides free services to caregivers throughout Berkshire County.



Contact us if...

- You are caring for someone 60 years of age or older.
- You are caring for someone under the age of 60 who has a physical disability, developmental disability or mental illness.
- You are a grandparent raising grandchildren.

Services include:

Active Listening

Education

Information Resources

Individual and Group Support

- Are you experiencing feelings of anxiety, anger, loss or sadness as a result of caregiving?
- Are you a working caregiver having difficulty balancing a job, family and care giving commitments?



Elder Services of Berkshire County, Inc.

Christopher McLaughlin, Executive Director Hours: 8am - 5pm Monday-Friday www.esbci.org

State Home Care Services:

ESBC provides a variety of in-home services designed to enable an elder to remain independent at home, including homemaking, personal care, meal preparation, laundry, shopping, companion, and Adult Day Health. A client must meet frailty guidelines.

Nutrition / Meals on Wheels:

Provides home delivery of a nutritious, hot meal once a day around noon Monday - Friday. Frozen meals are also available when needed. A client must meet frailty guidelines; however, there are NO income guidelines. There is a suggested donation of \$3.00 per meal. In addition, congregate meal sites are located throughout Berkshire County in local senior centers.

Volunteer Services (may be subject to pandemic limitations):

Volunteers provide a wide variety of free assistance including: transportation to medical appointments; companionship in the form of friendly visitors; and grocery shopping assistance.

Money Management Program:

A service for people having difficulty managing their money. A trained volunteer can help balance checkbooks, pay bills, and assist with a monthly budget.

Information & Referral:

I&R strives to provide callers with answers to a wide range of questions on issues affecting elders. I&R assesses a caller's needs and makes referrals to ESBC programs and other agencies.

SHINE (Serving Health Insurance Needs of Everyone)

Provides free and unbiased health insurance information, counseling and assistance to Medicare beneficiaries of all ages and their caregivers. SHINE counselors help people understand their Medicare benefits and other health insurance options.



Family Caregiver Support Program

Helps caregivers throughout Berkshire County find assistance and support. Provides individual and group support, education, information and resources.

Protective Services/Elder At Risk

Berkshire Elder Protective Services provides assistance to those 60 and older who are victims of abuse, neglect, financial exploitation by another person, or are self-neglecting. To file a report, contact the Elder Abuse Hotline at 1-800-922-2275 (V/TDD).

Long Term Care Ombudsman Program:

Provides regular visits to residents of nursing facilities and rest homes. Volunteers advocate for patients and their families and help mediate concerns and problems with the facility.

Respite Services:

Offers temporary or intermittent care for dependent adults in order to provide a brief period of rest or relief for family members or guardians who are the regular caregivers.

Options Counseling

Options counselors can help with finding all available community care options for people age 60+ or age 22+ with a disability, ensuring that the individual retains control over the process. They can provide unbiased information to help you weigh the pros and cons of each available option. Referrals can also be made to other services on your behalf.

Elder Services of Berkshire County - Nutrition Program

APRIL 2025

SENIORS 60 YEARS OF AGE OR OLDER - Suggested Donation - \$3.00 All contributions are returned to the community toward the cost of the Nutrition Program and Services. **TUESDAY** MONDAY WEDNESDAY **THURSDAY FRIDAY** 2 3 **HOT LINE** Chicken Almondine 226 Orange Chicken Sliced Turkey & Gravy 576 234 402 Eggplant Parm w/marinara **Boiled Potatoes** 15 Brown Rice 3 Mashed Potatoes 33 Parmesan Risotto 45 If you will not be home when Peas & Onions 69 Squash & Red Peppers 6 Glazed Carrots 47 **Brussel Sprouts** 14 your meal is delivered please call our Nutrition Hotline at Oatnut Bread 150 Oatnut Bread 150 Dinner Roll 210 Whole Wheat Bread 120 1-800-981-5201 Blueberry Yogurt ** 75 Mixed Fruit 10 Spiced Apples 11 Orange Carb 91 Sod 125 Cal 597 Carb 82 Sod 660 Cal 598 Carb 97 528 Cal 828 Cal 635 Carb 88 Sod 880 Cal 666 Sod 604 Carb 86 Sod **COLD MEAL** 9 10 11 Beef Stroganoff Tuna Salad on Bed of Lettuce Chicken Caccitore **Butternut Mac & Cheese *** 582 79 Chix Sausage, Pep & Onions 489 400 458 370 **Buttered Noodles** Roasted potatoes 19 Chickpea Tomato Salad **Butttered Pasta** Tomato Medlev 110 169 Coleslaw California Veggie Blend 17 Cold Spiced Beets 179 Monaco Vegetable Blend Green Beans Dinner Roll 210 Grinder Roll 280 180 12 Grain Bread 200 56 Hot Dog Bun Crackers Fruit Crisp 11 **Dried Cranberries** Banana **Diced Mangoes** Fruit Cocktail **932** Cal 767 Sod 1255 Cal 704 Carb 114 Sod 793 Cal 514 Carb 62 Sod 880 Carb 95 Sod 602 Cal 627 Carb 99 Sod Carb 90 14 15 Global Table 16 17 SPRING DINNER! 18 **GOOD FRIDAY** LS Ham w/Raisin Sauce 406 Herb Baked Fish 382 Beef Teriyaki w/Broccoli Chicken Curry 411 Goulash Mashed Sweet Potatoes 36 15 Steamed Rice Corn Confetti Rice Coconut Rice 4 3 Oriental Vegetables Asparagus Grean & Wax Beans Sliced Carrots 43 **Green Peas** 66 150 Snowflake Roll 260 12 Grain Bread 200 2 Fortune Cookies Italian Bread 230 Oat Nut Bread Pineapple & Mandarin Banana Cake ** 260 Strawberry Cup Sliced Peaches Pears 10 551 Cal 740 526 Cal 1091 Cal Carb 103 Sod 679 660 Carb 90 Sod 457 Cal 668 Carb 80 Sod Carb 103 Sod 755 Carb 113 Sod 678 23 21 24 25 72 Beef Stew Pork w. BBQ Sauce 312 Chicken Bruschetta 465 Chicken a la King 133 Warm Barley 5 Mashed Potato 33 **Buttered Noodles** 8 Brown Rice Pilaf 3 Mixed Greens 149 Cauliflower w/ Pimientos 17 Tuscany Blend 35 Summer Squash 0 Dinner Roll 210 193 Italian Bread 230 Whole Wheat Bread 120 Rye Bread Fresh Apple Raisins Applesauce **Tropical Fruit Mix** 10 No Meal Delivery Today 739 Carb 95 Sod 563 Cal 640 Carb 684 Cal 557 Carb 75 Sod 863 Cal 510 Carb 70 Sod 391 Cal 88 Sod 30 28 Sloppy Joe Chicken w/gravy 227 Homemade Meatloaf w/gravy 287 105 Parsley Buttered Potatoes 28 Herbed Stuffing 485 Mashed Potatoes 33 Lyonnaise Carrots 22 74 **Butternut Squash** Broccoli Florets 34 Elder Services 320 Whole Wheat Bread 150 Hamburger Bun 120 Oatnut Bread **Apricots** Melon Cup 15 Sliced Peaches of Berkshire County, Inc.

Dietary Information: All meals include 1% Milk 110 calories/125 mg sodium

92 Sod 657 Cal

Cal 751 Carb

*High Sodium **Modifications for restricted sugar available

Calories and sodium from salad dressings, margarine, crackers and condiments are not included.

536 Carb 73 Sod 1006 Cal 816

Nutrition information provided is not exact but will help guide you. Menu subject to change without notice.

Carb 97

Sod

623

Four Things You Can Do to Prevent Falls:

① Speak up.

Talk openly with your healthcare provider about fall risks and prevention. Ask your doctor or pharmacist to review your medicines.

② Keep moving.

Begin an exercise program to improve your leg strength and balance.

- ③ Get an annual eye exam.
 Replace eyeglasses as needed.
- Make your home safer.
 Remove clutter and tripping hazards.

1 in 4 people 65 and older falls each year.

Learn More

Contact your local community or senior center for information on exercise, fall prevention programs, and options for improving home safety, or visit:

- · go.usa.gov/xN9XA
- · www.stopfalls.org



For more information, visit www.cdc.gov/steadi

This brochure was produced in collaboration with the following organizations: VA Greater Los Angeles Healthcare System, Geriatric Research Education & Clinical Center (GRECC), and the Fall Prevention Center of Excellence



Centers for Disease Control and Prevention National Center for Injury Prevention and Control

Stay Independent

Learn more about fall prevention.



Check Your Risk for Falling

/es (2)	No (0)	l have fallen in the past year.	People who have fallen once are likely to fall again.
/es (2)	No (0)	I use or have been advised to use a cane or walker to get around safely.	People who have been advised to use a cane or walker may already be more likely to fall.
Yes (1)	No (0)	Sometimes I feel unsteady when I am walking.	Unsteadiness or needing support while walking are signs of poor balance.
Yes (1)	No (0)	I steady myself by holding onto furniture when walking at home.	This is also a sign of poor balance.
/es (1)	No (0)	I am worried about falling.	People who are worried about falling are more likely to fall.
/es (1)	No (0)	I need to push with my hands to stand up from a chair.	This is a sign of weak leg muscles, a major reason for falling.
/es (1)	No (0)	I have some trouble stepping up onto a curb.	This is also a sign of weak leg muscles.
'es (1)	No (0)	I often have to rush to the toilet.	Rushing to the bathroom, especially at night, increases your chance of falling.
'es (1)	No (0)	I have lost some feeling in my feet.	Numbness in your feet can cause stumbles and lead to falls.
'es (1)	No (0)	I take medicine that sometimes makes me feel light-headed or more tired than usual.	Side effects from medicines can sometimes increase your chance of falling.
'es (1)	No (0)	I take medicine to help me sleep or improve my mood.	These medicines can sometimes increase your chance of falling.
'es (1)	No (0)	l often feel sad or depressed.	Symptoms of depression, such as not feeling well or feeling slowed down, are linked to falls.

This checklist was developed by the Greater Los Angeles VA Geriatric Research Education Clinical Center and affiliates and is a validated fall risk self-assessment tool (Rubenstein et al. J Safety Res; 2011: 42(6)493-499). Adapted with permission of the authors.

Take Control of Your Health: **6 Steps to Prevent a Fall**

Every 11 seconds, an older adult is seen in an emergency department for a fall-related injury. Many falls are preventable.

Stay safe with these tips!

Find a good balance and exercise program

Look to build balance, strength, and flexibility. Contact your local Area Agency on Aging for referrals. Find a program you like and take a friend.



Talk to your health care provider

Ask for an assessment of your risk of falling. Share your history of recent falls.



Regularly review your medications with your doctor or pharmacist

Make sure side effects aren't increasing your risk of falling. Take medications only as prescribed.



Get your vision and hearing checked annually and update your eyeglasses

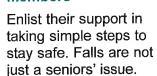
Your eyes and ears are key to keeping you on your feet.



Keep your home safe

Remove tripping hazards, increase lighting, make stairs safe, and install grab bars in key areas.







To learn more, visit ncoa.org/FallsPrevention.

www.facebook.com/NCOAging | www.twitter.com/NCOAging ncoa.org | @NCOAging | ©2021 | All Rights Reserved.



Tome el control de su salud: 6 pasos para prevenir una caída

Cada **11 segundos**, un adulto mayor es atendido en la sala de emergencia por una lesión relacionada a una caída.

Muchas caídas se pueden evitar.

¡Permanezca seguro con estos consejos!

1

Busque un buen programa de ejercicios y equilibrio

Un programa que le permita desarrollar equilibrio, fuerza y flexibilidad. Comuníquese con su Area Agency on Aging local para referencias. Busque un programa que le guste y lleve un amigo.

2

Hable con el proveedor del cuidado de su salud

P

Pida una evaluación del riesgo de caídas Menciónele de alguna caída reciente.

3

Regularmente revise sus medicamentos con su doctor o farmacéutico

Asegúrese que los efectos secundarios no estén aumentando su riesgo de caídas. Tome sus medicamentos como se los han recetado.

4

Revise su vista y audición anualmente y actualice sus lentes



Sus ojos y oídos son la clave para mantenerlo de pie.

5

Mantenga su hogar seguro

Retirar objetos que representen peligro de tropiezo, aumente la luz, asegure las escaleras e instale barandas de seguridad en áreas cruciales. 6

Hable con su familia



Obtenga el apoyo de ellos al tomar pasos simples para estar seguro. Las caídas no son solo un problema de las personas mayores.

Para aprender más, visite ncoa.org/FallsPrevention.

www.facebook.com/NCOAging | www.twitter.com/NCOAging ncoa.org | @NCOAging | ©2021 | All Rights Reserved.



Food Pantries and Meal Sites in Berkshire County (Since program hours and days can change without notice, please call the location to be sure of times and requirements) – March 9, 2025

Location	Days & Times	Requirements
Pittsfield Food Pantries		
Berkshire Dream Center Market Style Food Pantry (held at the Morningside Baptist Church)	Wednesdays 5:00pm-6:00pm (after work hours – must call on Tuesdays to schedule an	No requirements If the weather is inclement or
475 Tyler Street Pittsfield 413-522-3495	appointment)	schools are closed due to bad weather, please call the
	Thursdays 10:00am-12Noon Serving all people with their first name starting with A-L	Berkshire Dream Center at 413-522-3495 for updates.
	Fridays 9:00am-11:00am Serving all people with their first name starting with M-Z	
Berkshire Dream Center Mobile Food Pantry	Pittsfield Locations: 2 nd Wednesday of the month	No requirements
413-522-3495	Central Annex at 10:00am Providence Court at 10:45am Berkshire Peak (Old Riverview	If the weather is inclement or schools are closed due to bad weather, please call the Berkshire Dream Center at
	Apartments) at 11:30am Dower Square at 12:15pm Wilson Park at 1:00pm	413-522-3495 for updates.
Berkshire Humane Society Pet Food Pantry	Tuesdays & Thursdays 10:00am – 6:00pm	Fill out a request card at time of pick-up
214 Barker Road Pittsfield 413-447-7878	Wednesdays, Fridays, & Saturdays 10:00am-4:00pm Sundays 1:00pm – 4:00pm	If available, please bring an I.D.
Berkshire Veterans' Outreach Ctr. 5 Cheshire Road, Suite 128 Located in Allendale Underground Pittsfield 413-448-6052	Thursdays 11:00am – 1:00pm	Available for veterans and their families. Proof of Veteran status required.
Campus Cupboard at Berkshire Community College Rm. A-101-Susan B. Anthony Bldg 1350 West Street Pittsfield 413-236-1622	Mondays thru Fridays 8:00am – 4:00pm Stop in or schedule an appointment at: www.berkshirecc.edu/student- engagement/campuscupboard	Must be a current BCC student with a BCC student ID
Christian Assembly Church 850 Williams Street Pittsfield 413-442-1495	Wednesdays & Fridays 10:00am – 1:00pm	No requirements/Assistance provided – Closed the day after Thanksgiving.

Christian Center Client Choice 193 Robbins Avenue Pittsfield 413-443-2828	Mondays thru Thursdays 9:00am – 2:00pm Fridays 9:00am – 1:00pm	Assistance available once a week
First Baptist Church 88 South Street Pittsfield 413-445-4539	Tuesdays 10:30am – 12:30pm	Sign in when utilizing services
First United Methodist Church 55 Fenn Street Pittsfield 413-499-0866	Tuesdays 4:00pm – 5:30pm Use Fenn Street entrance	No requirements
Mercado de Vida, Roots & Dreams and Mustard Seeds, Inc. O.U.R. Community Center 119-133 Fenn Street Pittsfield 413-345-2794	Mondays 11:00am-3:00pm Tuesdays 11:00am – 3:00pm Thursdays 1:00pm – 6:00pm Fridays 11:00am – 3:00pm Saturdays 3:00pm – 6:00pm (meal served at 5:00pm)	Bring your own bags if you can
St. Joseph's Church (Held at the Parish Center) 414 North Street Pittsfield 413-445-5789	Wednesdays 8:30am – 10:00am	Sign in when utilizing services
St. Mark's Church 400 West Street Pittsfield 413-447-7510	Last two Fridays of each month 9:00am – 10:30am	No requirements
The Salvation Army 298 West Street Pittsfield 413-442-0624	Mondays, Tuesdays, & Wednesdays 12:30pm – 3:00pm	No requirements
Soldier On Food Pantry 360 West Housatonic Street Pittsfield 413-236-5644	Saturdays 8:00am – 11:00am	Open to the public
South Community Food Pantry 110 South Street Pittsfield 413-464-8042	Wednesdays & Thursdays 7:30am – 11:00am Wednesdays 4:30pm – 5:30pm	No requirements
Becket, Dalton & Hinsdale Food Pantries		
Becket Federated Church Parish House 3391 Main Street Becket 413-841-1701	1 st & 3 rd Saturdays of each month 9:00am – 11:00am	For Becket, Washington, and the surrounding Hilltowns Emergencies: 413-770-1897 or 413-841-1701
Dalton United Methodist Church 755 Main Street Dalton 413-684-0521	Tuesdays 4:00pm – 6:00pm	Open to Berkshire County residents

The Food Bank of Western Massachusetts Mobile Food Bank Held at the Dalton CRA 400 Main Street Dalton 413-684-0260 Food Bank at 413-419-0079	4 th Wednesday of each month 11:00am – 12Noon Rain or shine	No proof of eligibility required
Hinsdale Food Pantry 371 Old Dalton Road Hinsdale 413-212-7067	Thursdays 10:00am – 11:00am	For families in Hinsdale, Peru, Middlefield, Washington, and Worthington
St. Agnes Church 489 Main Street Dalton 413-684-0125	Thursdays 5:30pm – 6:15pm	For Dalton and Hilltown residents only
Lanesboro Food Pantry		
American Legion Located in the old school house in Berkshire Village 144 Old State Road Lanesboro 413-442-1025	Fridays 9:00am – 10:30am	Open to the public
North County Food Pantries		
Adams COA Mobile Food Bank Food Bank of Western Mass. 3 Hoosac Street Adams 413-743-8333 or Food Bank at 413-419-0079	2 nd and 4 th Tuesday of each month 12:30pm – 1:30pm Walk-up location	No proof of eligibility required One distribution per household Must be a Berkshire County resident
Adams COA Brown Bag 3 Hoosac Street Adams 413-743-8333	4th Friday of every month 11:00am – 12Noon	For residents 60+. Must complete application to join program and income eligible.
Al Nelson Friendship Center 45 Eagle Street North Adams 413-664-0123	Wednesdays 10:00am – 2:00pm Friends physically unable to get to the food pantry, call on Wednesdays between 10am-2pm to set-up a delivery which will take place on Thursdays, 10:00am – 12Noon	Assistance to residents of Clarksburg, Florida, and North Adams every other week
Berkshire Dream Center Mobile Food Pantry 413-522-3495	North Adams Locations: 4 th Thursday of the month Mohawk Forest at 11:00am Brayton Hill at 11:45am Greylock at 12:30pm	No requirements If the weather is inclement or schools are closed due to bad weather, please call the Berkshire Dream Center at 413-522-3495 for updates.
Cheshire Food Pantry Held at the Cheshire Community House 190 Church Street Cheshire 413-464-2024	1 st Saturday of each month 11:00am – 12:00Noon	Available to all Cheshire residents with proof of residency Emergency food is also available

Community Bible Church	3 rd Wednesday of each month	
160 Bridges Road	12Noon – 2:00pm	
Williamstown 413-458-5556		
First Congregational Church of	3 rd Wednesday of each month	No eligibility requirements
Adams	5:00pm – 7:00pm	
42 Park Street	Deliveries available – Please	
Adams 413-346-8884	call Brian at 413-346-8884	
The Food Bank of Western	1 st and 3 rd Fridays of each	No proof of eligibility required
Massachusetts Mobile Food Bank	month – Drive thru or walk-up	One bag per distribution per
Brien Center Parking Lot	10:30am – 11:30am	household
124 American Legion Drive		
North Adams		
Food Bank at 413-419-0079		
North Adams COA Brown Bag	4 th Friday of every month	
Distribution at Spitzer Center	12:30pm – 1:30pm	
116 Ashland Street		
North Adams 413-662-3125		
The Salvation Army	Tuesdays	For North County residents
Gateway New Life Center Pantry	12Noon – 3:00pm	only
393 River Street	·	
North Adams 413-663-7987	Call on Tuesdays 10:00am –	For Emergency Pantry please
	12Noon to schedule a delivery.	call 413-663-7987
	Deliveries on Wednesdays	
	11:00am – 2:00pm	
Williamstown COA Brown Bag	4 th Friday of every month	For residents 60+. Must
Distribution at the Harper Center	1:00pm	complete application to join
118 Church Street	·	program
Williamstown 413-458-8250		
Williamstown Food Pantry at	1 st & 3 rd Wednesdays of each	Assistance to residents of
Sts. Patrick & Raphael Parish	month	Lanesboro, New Ashford,
Center	Holidays could be different	Williamstown, and Pownal, VT
53 Southworth Street	9:00am – 12Noon	,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,
Williamstown 413-458-5443	Drive or walk-thru	
South County Food Pantries	· · · · ·	
Berkshire Humane Society's	Mondays – Saturdays	Fill out request card and ID
Purradise Pet Food Pantry	9:00am – 4:00pm	requested
301 Stockbridge Road	Sundays	
Gt. Barrington 413-717-4244	10:00am – 4:00pm	
CHP Family Services	Mondays – Fridays	No eligibility required
442 Stockbridge Road	9:00am – 4:00pm	sugarity required
Gt. Barrington 413-528-0457	Self-serve for food out front	
	Other food available, just ask	
	staff.	
	<u> </u>	

The Food Bank of Western	1st Tuesday of each month	No proof of eligibility required
Massachusetts Mobile Food Bank	11am – 12Noon	No proof of engionity required
Held at CHP	Rain or shine	
444 Stockbridge Road	nam or sime	
Gt. Barrington 413-528-0457 or		
Food Bank at 413-419-0079		
Lee Food Pantry	Saturdays	Serves people in Becket, Lee,
130 Housatonic Street	10:00am – 12Noon	Lenox Dale, Stockbridge, and
Lee 413-644-0022		Tyringham.
		www.graceberkshires.org
Lenox Ecumenical Food Pantry	Saturdays	Serves Lenox and Lenox Dale
Located at the United Methodist	9:00am – 10:00am	residents along with our
Church of Lenox		members of Lenox and Lenox
6 Holmes Road		Dale churches
Lenox 413-445-5918		
Monterey Pantry Pickup	Saturdays	Serves residents of Monterey,
Monterey Church U.C.C.	10:00am – 11:00am	Sandisfield, and New
449 Main Road (In the basement)		Marlborough
Monterey		
Call 413-429-4254, email to		
montereypantry@gmail.com, or		
go to website at		
www.montereypantrypickup.org		
for information		
Otis Food Pantry	Wednesdays	No residency restrictions
1 North Main Road	9:00am – 11:00am	
Otis otisfoodpantry@gmail.com		
On Facebook at: Otis Food Pantry		
Peoples Pantry	Mondays	South County residents only
5 Taconic Avenue at St. James	4:00pm – 5:30pm	No proof of eligibility required
Place – Across from CVS	Thursdays	
Gt. Barrington 413-591-0301	10:00am – 12:30pm	
www.thepeoplespantrygb.org		
Sheffield Food Assistance	Mondays	Must be resident of Southern
Held at Old Parish Church	9:00am – 10:00am	Berkshire Regional School
125 Main Street		District
Sheffield 413-229-2624		
Stephentown, NY Food Pantry	Caturdays	Compos recidents of Harandi
Stephentown Federated Church	Saturdays	Serves residents of Hancock
1513 Garfield Road	9:00am – 11:00am	and Stephentown
(County Road 26)	Available weekly	Need proof of residency
Stephentown, NY 518-487-8606		

Pittsfield Meal Sites

Christian Center 193 Robbins Avenue Pittsfield 413-443-2828 First United Methodist Church 55 Fenn Street Pittsfield 413-499-0866 The Salvation Army 298 West Street Pittsfield 413-442-0624 South Community Food Pantry - St. Joseph's Kitchen 110 South Street Continental Breakfast Mondays thru Fridays 8:30am – 10:30am Tuesdays - Harvest Table Breakfast 8:00am – 9:30am Use Fenn Street Entrance Mondays thru Thursdays Brunch served 10:30am – 11:30am Wednesdays & Thursdays 7:30am – 9:30am Grab & Go Breakfast
193 Robbins Avenue Pittsfield 413-443-2828 First United Methodist Church 55 Fenn Street Pittsfield 413-499-0866 Tuesdays - Harvest Table Breakfast 8:00am - 9:30am Use Fenn Street Entrance The Salvation Army 298 West Street Pittsfield 413-442-0624 South Community Food Pantry - St. Joseph's Kitchen Mondays thru Thursdays Brunch served 10:30am - 11:30am Wednesdays & Thursdays 7:30am - 9:30am
Pittsfield 413-443-2828 First United Methodist Church 55 Fenn Street Pittsfield 413-499-0866 The Salvation Army 298 West Street Pittsfield 413-442-0624 South Community Food Pantry - St. Joseph's Kitchen 8:30am - 10:30am Tuesdays - Harvest Table Breakfast 8:00am - 9:30am Use Fenn Street Entrance Mondays thru Thursdays Brunch served 10:30am - 11:30am Wednesdays & Thursdays 7:30am - 9:30am
First United Methodist Church 55 Fenn Street Pittsfield 413-499-0866 The Salvation Army 298 West Street Pittsfield 413-442-0624 South Community Food Pantry - St. Joseph's Kitchen Tuesdays - Harvest Table Breakfast 8:00am – 9:30am Use Fenn Street Entrance Mondays thru Thursdays Brunch served 10:30am – 11:30am Wednesdays & Thursdays 7:30am – 9:30am
55 Fenn Street Pittsfield 413-499-0866 The Salvation Army 298 West Street Pittsfield 413-442-0624 South Community Food Pantry - St. Joseph's Kitchen 8:00am - 9:30am Wondays thru Thursdays Brunch served 10:30am - 11:30am Wednesdays & Thursdays 7:30am - 9:30am
Pittsfield 413-499-0866 The Salvation Army 298 West Street Pittsfield 413-442-0624 South Community Food Pantry - St. Joseph's Kitchen Ween Street Entrance Mondays thru Thursdays Brunch served 10:30am – 11:30am Wednesdays & Thursdays 7:30am – 9:30am
The Salvation Army 298 West Street Pittsfield 413-442-0624 South Community Food Pantry - St. Joseph's Kitchen Mondays thru Thursdays Brunch served 10:30am – 11:30am Wednesdays & Thursdays 7:30am – 9:30am
298 West Street Brunch served 10:30am – 11:30am Pittsfield 413-442-0624 South Community Food Pantry - St. Joseph's Kitchen Wednesdays & Thursdays 7:30am – 9:30am
298 West Street Brunch served 10:30am – 11:30am Pittsfield 413-442-0624 South Community Food Pantry - St. Joseph's Kitchen Wednesdays & Thursdays 7:30am – 9:30am
South Community Food Pantry - St. Joseph's Wednesdays & Thursdays Kitchen 7:30am – 9:30am
Kitchen 7:30am – 9:30am
Kitchen 7:30am – 9:30am
110 South Street Grab & Go Breakfast
Pittsfield 413-464-8042
Lunch Meal Sites
Christian Center Mondays thru Fridays
193 Robbins Avenue 12Noon – 1:00pm
Pittsfield 413-443-2828
Jewish Federation at Knesset Israel Synagogue Mondays, Tuesdays, and Thursdays
16 Colt Road 12Noon – Grab & Go - Pick-up at kitchen door
Pittsfield 413-442-2200 In-person dining option also if there are 4 or more
Kosher senior meals people – please leave telephone number
\$3 suggested donation 60+ Meals by reservation by calling 413-442-2200
\$7 donation all others MUST CALL NO LATER THAN 9AM SAME DAY
Pittsfield Senior Center Mondays thru Fridays
330 North Street 11:30am – 12:30pm
Pittsfield 413-499-9346 Modified congregate meals
Call 1 day ahead by 12Noon for reservations
Recommended \$3 donation for seniors 60 and over
Price Memorial AME Zion Church Saturdays
27 East Street 11:00am – 1:00pm
Pittsfield 413-449-4668 Bagged lunches to go – Call Connie at 413-449-4668
for information on deliveries

Dinner Meal Sites	
Bright Morningstar Kitchen	Tuesdays, Wednesdays, and Thursdays
475 Tyler Street - Downstairs	4:30pm – 5:30pm Dinner
Pittsfield 413-522-3495	5:30pm – 6:00pm Take-Out
	If the weather is inclement and the schools are closed due to bad weather, please call the Berkshire Dream Center at 413-522-3495 for updates.
First Baptist Church – "Feed My Sheep"	Mondays
88 South Street	5:30pm – 6:00pm
Pittsfield 413-445-4539	
First United Methodist Church	Tuesdays - Harvest Table Meal
55 Fenn Street	4:00pm – 5:30pm
Pittsfield 413-499-0866	Use Fenn Street Entrance
St. Stephen's Church (Enter on Allen Street)	Thursdays & Fridays
67 East Street	4:30pm - 5:30pm
Pittsfield 413-448-8276	
The Salvation Army	Sundays
298 West Street	4:30pm – 5:30pm
Pittsfield 413-442-0624	
South Community Food Pantry – St. Joseph's	Wednesdays
Kitchen	4:30pm – 5:30pm
110 South Street	A cooked take-home dinner is available
Pittsfield 413-464-8042	

Dalton Meal Site

Lunch Meal Site	
Dalton Senior Center	Mondays, Tuesdays, and Thursdays
40 Field Street Ext.	12Noon – 1:00pm
Dalton 413-684-2000	Congregate meals or grab & go available for
(Hosted by the Dalton Council on Aging)	seniors
	Recommended donation of \$3
	Need 24 hour notice. Call 684-2000
	Sunday Community Lunch
	1 st & 3 rd Sundays of each month
	1:00pm
	ALL AGES WELCOME!
	Donations are appreciated

North County Meal Sites

Breakfast, Lunch, & Dinner Meal Sites	
Adams COA	Congregate meals Mondays thru Thursdays at
3 Hoosac Street	11:30am – 12Noon
Adams 413-743-8333	60+ (\$3 suggested donation)
	If under 60, price is \$8
	Grab & Go Meals, Fridays 11:00am – 11:30am
	Please call 24 hours in advance to register for a
	meal at 413-743-8333
Berkshire Food Project	Mondays thru Fridays
Held at First Congregational Church of N. Adams	11:30am – 1:00pm
134 Main Street (Entrance on Summer Street)	
North Adams 413-664-7378	
Cheshire COA	Mondays thru Fridays
Held at Cheshire Senior Center	Grab & Go – Pick up at 10:30am
119 School Street	Mondays, Tuesdays, & Wednesdays
Cheshire 413-743-9719, ext. 107	Congregate meals available at 11:30am
	Must call Cheshire COA the day before by
	11:00am to make a reservation
First Baptist Church Community Soup Kitchen	Saturdays
Eagle Street Entrance	11:00am – 12Noon
131 Main Street North Adams 413-663-3780	
North Adams COA	Congregate meals
Mary Spitzer Center	Mondays – Fridays
116 Ashland Street	11:30am
North Adams 413-662-3125	60+ (\$3 suggested donation) – Please call 24 hours
	in advance to register at 413-664-9826
Williamstown COA	Grab & Go Hot meals
Distribution at the Harper Center	Mondays, Wednesdays, and Fridays
118 Church Street	11:30am
Williamstown 413-458-8250	Registration must be completed in advance
	Residents 60+ \$3 suggested donation

South County Meal Sites

Lunch Meal Site	
Claire Teague Senior Center	Mondays through Fridays
917 Main Street	Meals served at 11:30am
Gt. Barrington, 413-528-1881	Provided through Elder Services
	Reservation needed at least 24 hours in advance
	For residents 60+ \$3 suggested donation
	If under 60, price is \$8
	1 st & 3 rd Thursday is free to veterans
Guthrie Center	Wednesdays
2 Van Deusenville Road	Free Community Lunch
Gt. Barrington 413-528-1955	12Noon – 1:00pm

Lenox COA, Community Center	Mondays thru Fridays
65 Walker Street	11:30am – 12:30pm
Lenox 413-637-5535	Grab & go meals
If new to program, you must fill out a form	
Sheffield Senior Center	Mondays
25 Cook Road	Soup & Sandwich Lunch
Sheffield 413-229-7037	11:30am
	Free from the Sheffield Senior Center
	Wednesdays & Fridays
	Meals served at 12Noon
	Provided through Elder Services
	For residents 60+ \$3 suggested donation
	If under 60, price is \$8
	1 st & 3 rd Wednesday, free to veterans

Dinner Meal Sites	
Berkshire South Regional Community Center	Mondays (twice a month) Please consult
15 Crissey Road	www.berkshiresouth.org for specific Mondays
Gt. Barrington 413-528-2810	5:00pm – 6:00pm
	In-person dining
	Meals are first come first served
	Everyone is welcome.
Breaking Bread Community Supper	Thursdays
Held at the American Legion	5:00pm – Grab & go dinners
Corner of Cook Road and Rte. 7	Please call 413-229-7037 for a reservation.
Sheffield 413-229-8614	Free to all

Other Food Programs

Brown Bag Program - This program is a supplemental monthly food program offering 10-15 pounds of food to eligible individuals, 55 years or older, free or for a small donation. For income eligibility requirements and further information, call your Council on Aging.

Elder Services' Elder Nutrition Program - Noontime meals are offered for those 60 years of age and older at several senior centers throughout the County. Some sites offer transportation through the Council on Aging. A suggested donation of \$3.00 per meal is requested. Individuals under 60 years of age are welcome for a required fee of \$8.00 per meal. Call Elder Services of Berkshire County for information and locations at 1-800-981-5201.

Elder Services' Meals on Wheels Program - Nutritious, hot noontime meals are offered Monday through Friday to homebound Berkshire seniors, who are 60 years of age or older. A suggested donation of \$3.00 is requested to help cover the cost of food preparation and delivery. There are eligibility requirements. Please call Elder Services of Berkshire County at 413-499-0524 to make a referral for yourself, family member or friend.

Berkshire County Home Delivered Weekend Meals for Homebound Seniors

Pittsfield Weekend Home Delivered Meals for Seniors

Terry Manchester (860-605-3162) – 1st and 2nd Sundays of each month

North Adams Weekend Home Delivered Meals for Seniors

Diane Bleau (413-281-8478) – 1 Sunday per month (date varies)

Williamstown Weekend Home Delivered Meals for Seniors

Brian O'Grady and Sarah Kline (413-458-8250). Williamstown Council on Aging provides senior referrals to 4 faith-based Communities in Williamstown who provide home delivered weekend meals in Williamstown and part of Hancock.



Fuel & Utility Assistance Options

(Updated 7/2024)

Berkshire Community Action Council (BCAC, www.bcacinc.org) is the local agency that administers the federal Low Income Home Energy Assistance Program (LIHEAP), known commonly as Fuel Assistance. This program helps low income people pay for part of the cost of their primary source of heat from November 1st through April 30th. Renters whose heat is included in their rent may also be eligible. The income guidelines for the 2024-2025 season are: up to \$49,196 for a 1 person household and \$64,333 for a 2 person household. To apply visit the BCAC online customer portal (https://toapply.org/BCAC) and submit the online application. Or, call BCAC: 413-445-4503 (Main office in Pittsfield), 663-3014 (North County), or use the toll free automated system 1-866-216-6200. The online portal should be up and running approximately the first/second week of October and BCAC will start taking telephone appointments for new applicants mid-October as well. Funds are not dispersed until November 1st.

Green Energy Consumers Alliance (https://greenenergyconsumers.org/heatingoil) is a statewide heating oil co-op. Member's prices are lower than the typical consumer cost for a gallon of home heating oil. The program offers a consistent discount on heating oil from a credible full-service oil dealer. Join on-line at greenenergyconsumers.org/heating oil. The basic membership fee is \$25 for 1 year, \$15 for seniors, free for fuel assistance recipients. Serves all of Berkshire County except Florida and North Egremont. For Member Services & general inquiries: 617-397-5199.

Eversource (www.eversource.com) offers a discount rate for income-eligible residential customers who participate in certain state and federal assistance programs and whose income does not exceed 60% of the state median income (1 person household \$49,196; \$64,333 for 2 persons). Eligible Programs include: Emergency Aid to the Elderly, Disabled and Children (EAEDC); Supplemental Security Income (SSI); MassHealth (Medicaid); Supplemental Nutrition Assistance Program (SNAP), Public/Subsidized Housing, and some VA benefit programs. Applications are available on-line or call Eversource to request one. If you have a verified financial hardship in which your income is within 60% of the state median income as listed above, Eversource offers New Start, an arrearage management program. New Start allows income eligible residential customers to earn past due balance forgiveness. In addition, payment plans can help prevent service disconnections and are open to most customers. For more information call 1-877-963-2632. Translation services are available.

Berkshire Gas Company (BGC, www.berkshiregas.com) offers budget payment plans allowing customers more affordable payments by averaging higher winter bills with lower summer bills. Customers with overdue charges can possibly enter into an installment payment plan. BGC also offers discounted delivery charges to low-income customers who receive public assistance benefits and meet income limits. Utility companies enroll eligible customers automatically, or customers can apply directly. For more information and to find out if you are eligible for these programs, call the Customer Care Center: 1-800-292-5012 (Live support Mon – Fri 8am – 5pm) or online www.berkshiregas.com/account/waystopay/help-with-bill.

The Salvation Army (https://massachusetts.salvationarmy.org/) administers the *Good Neighbor Energy Fund* (www.magoodneighbor.org). The GNEF helps qualified Massachusetts residents pay electric, gas, and oil bills when, due to temporary financial difficulty, they can't meet their energy expenses and they aren't eligible for state or federal assistance. It is available from January 2nd until funds run out. Income for either the prior twelve months or the past month (times 12 months for a total annual figure) must fall between 60 – 80% of the state's median income levels. The income guidelines for the 2024-2025 season are: 1 person household \$49,197 - \$65,594; 2 person \$64,334 - \$85,777) For more information about eligibility criteria and to apply, call Pittsfield Corps 413-442-0624 (298 West St) or North Adams Corps 663-7987 (393 River St). Those who qualify may receive up to \$500 per household per heating season. The Pittsfield Salvation Army also administers the *Emergency Fuel Oil Fund of the Pittsfield Area Council of Congregations (PACC)*. This fund provides one-time grants of 100 gallons of heating oil to eligible families who have exhausted all other forms of fuel assistance during the heating season.

MassSave (<u>www.masssave.com</u>) is an energy savings program for Massachusetts' homeowners and renters. It offers no-cost home energy assessments to help homeowners make home improvements that save money, electricity and heating fuel. To see which rebates, loans, home energy assessments, or other energy programs are available visit the website or call 1-866-527-7283.

Veterans' Services has a state program known as Chapter 115 benefits that provides cash and medical assistance to low-income Massachusetts wartime veterans and their families who are in need of immediate help, including help with fuel. To determine eligibility visit the *Massachusetts Veteran Benefit Calculator* (https://massvetben.org). It helps residents who have served in the military quickly and easily determine if they may be eligible for financial assistance. You can also call the Veterans Services Officer (VSO) in your area: 528-1580 (South County), 662-3040 (North County), and 499-9433 (Pittsfield area). There is a VSO finder online at https://massvetben.org/find-your-vso.

The Heating System Repair and Replacement Program (HEARTWAP) provides emergency heating system repair and replacement services to low-income households. The program is administered by a network of local agencies, in most areas the same agency that administers the Fuel Assistance Program. For more information, call BCAC: 445-4503 or visit their website beacinc.org/heating-repair. The first priority of the program is to address heating emergencies during the heating season (November-April). Eligible applicants are those that are eligible for LiHeap (Fuel Assistance) with a gross annual income that does not exceed 60% of the estimated state median income. The program is designed to primarily serve homeowners as landlords are required to maintain the heating system for their tenants.

Just a reminder...Massachusetts laws prevent utility companies from shutting off service to people in special situations. Senior households (65 yo or older), low-income families with infants, people with serious illnesses who cannot afford to pay their utility bills, tenants whose landlords are responsible for utility bills and low-income people who would be without heat during the winter are eligible for shutoff protection. Beware of scammers who threaten immediate termination - this is not the usual procedure for regulated utility companies (electric, gas, water). Call ESBC's Information & Referral Dept. for more information or go to www.mass.gov/keeping-your-utilities-on.

S:\I&R\MAILOUTS\Housing Fuel Utilities\Utilities\Fuel assist\Fuel Assistance Options 2024.docx



HOME CARE PROVIDERS

This is a partial list of providers serving Berkshire County. ESBC offers callers the names of several service providers when more than one is available. Neither recommendations nor endorsements of services, agencies or organizations are part of the service of Information and Referral

HomeHealth / HomeCare Agencies

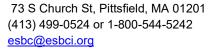
Associated Home Care (an Amedisys Company) 55 North St, Pittsfield, MA 01201 413-344-2001 www.amedisys.com	Professional Medical Services 112 Westfield St, West Springfield, MA 01089 413-858-4506 www.pmshomecare.com
Home Instead Senior Care 66 Wendell Ave, Pittsfield, MA 01201 413-442-0907 www.homeinstead.com/Berkshire	Home Care Service of Massachusetts 66 West St Ste L1, Pittsfield, MA 01201 413-499-1777 www.homecareservicesofma.com
Bayada Home Care 877 South St Ste 300B, Pittsfield MA 01201 413-769-2000 www.bayada.com	Molari HealthCare Services 166 East St, Pittsfield, MA 01201 413-499-4562 / 413-499-4546 www.molariinc.com
Mountain View Home Care 150 North St Ste 40 Pittsfield, MA 01201 413-464-7524 www.mtviewhomecare.com	At Home with Berkshire Place 290 South St, Pittsfield, MA 01201 413-997-4663, 413.445.4056 www.berkshireplace.com
Elara Caring (f/k/a/ Medical Resources) 625 Cape St Unit 1, Lee, MA 01238 413.327.2058 www.elara.com	Excel Nursing 100 Wendell Ave Ste 1, Pittsfield, MA 01201 413-464-7444 https://excelnursingservices.com
Guardian Angel Senior Services 75 S Church St, 6 th Fl, Ste 13 Pittsfield MA 01201 413-418-3426 www.GuardianAngelSeniorservices.com	Visiting Angels 197 South St Bldg A, Pittsfield MA 01201 413-344-9281 www.visitingangels.com/pittsfield

Visiting Nurse Associations

Berkshire Visiting Nurse Association 165 Tor Ct, Pittsfield, MA 01201 413-447-2862 77 Hospital Ave, North Adams, MA 01247 140 West St, Great Barrington, MA 01230 /www.berkshirehealthsystems.org/programs- and-services/home-care/	Amedisys Home Health 1 Dan Fox Dr Unit 3, Pittsfield, MA 01201 413-236-8500 www.amedisys.com
CenterWell Home Health 279 Dalton Ave Ste B, Pittsfield, MA 01201 413-443-3525 www.kindredhealthcare.com	International Health Solutions 260 Cottage St, Springfield MA 01104 413-734-5200 www.ihs-ma.com

Hospice

Hospice Care in the Berkshires	Hospice Services of Western & Central
877 South St Ste 1W, Pittsfield, MA 01201	Massachusetts
413-443-2994	55 Church St, Pittsfield, MA 01201
www.hcib.org	413-442-0045
	www.hospiceservicesofma.com





Discounted Telephone Service - Lifeline Services

What is the Lifeline Program?

The Lifeline Program is a government benefit program that provides eligible low-income consumers a monthly discount on telephone service to help them stay connected to the nation's communications networks, find jobs, access health care services, and call for help in an emergency. Recognizing the changes in the way we communicate in today's technological climate, the Lifeline Program has expanded its service offerings to include, where available, a monthly discount on internet service.

What Benefits are Available from the Lifeline Program?

Lifeline provides free or low-cost phone or internet service to low-income households through a monthly service discount of up to \$9.25. Lifeline subscribers have the choice of applying their benefit discount to either

- (1) home phone service;
- (2) home internet service, where available, or
- (3) a wireless phone plan with data.

The Lifeline Program subsidy does not cover the cost of a wireless device, but some Lifeline Providers may choose to offer an initial wireless device upon completing enrollment. If you have a mobile device you would like to use with your Lifeline service, please contact the Lifeline wireless service provider prior to completing enrollment to see if your device is compatible with the provider's network.

Who is Eligible for the Lifeline Program?

Only one Lifeline program discount is available per household, which is defined as any individual or group of individuals who live together at the same address and share income and expenses. Therefore, if there are multiple people living at the same address, but they do not share income, each individual will be eligible for Lifeline service.

To participate in the Lifeline program, subscribers must either have an income that is at or below 135% of the Federal Poverty Guidelines (2023): 1 persons household \$19,683; 2 persons \$26,622) or participate in one of the following assistance programs:

- Medicaid (MassHealth)
- Supplemental Nutrition Assistance Program (SNAP, formerly known as Food Stamps)

- Supplemental Security Income (SSI)
- Federal Public Housing Assistance (Section 8)
- Certain Federally-Recognized/State Tribal Assistance Programs
- Veteran's Pension or Survivor's Pension benefit

A full list of eligibility criteria, including the federal poverty guidelines, is available here: www.lifelinesupport.org/do-i-qualify/.

Prior to enrolling with a Lifeline service provider, Massachusetts Lifeline applicants need to first verify their eligibility for the Lifeline Program using the National Verifier, a centralized system that is managed directly by USAC, the administrator of the Lifeline Program under the direction of the (FCC). In order to verify eligibility, you will need to complete the standard Lifeline Program application as well as submit a copy of proof of eligibility documentation. The National Verifier will return an eligibility decision by mail or email, if provided, within 7-10 days.

Enrolling in Lifeline:

Online: Consumers can apply online by visiting www.lifelinesupport.org/get-started. You will need to create an account (username and password) and enter all required information. Upon submission, an eligibility determination will be immediately returned. If the National Verifier cannot prove eligibility automatically, you will need to upload your proof of eligibility document directly to the website for further review

<u>Mail</u>: Consumers can apply by mail by submitting a paper application directly to the Lifeline Support Center. If applying by mail, you should be sure to submit a completed Lifeline application and a copy of the proof of eligibility documentation to: Lifeline Support Center P.O. Box 9100 Wilkes-Barre, PA 18773.

<u>Contact your phone or internet company</u>: ask your selected phone or internet company for assistance submitting your application. You may be able to apply through the company's website, if they make that option available.

Next steps:

Any questions about the application process or eligibility documentation can also be directed to USAC via the Lifeline Support Center at 1-800-234-9473. The Lifeline Support Center operates 7 days a week from 9am to 9pm and continues to review applications during this period.

You will have 90 days to choose a provider and sign up for Lifeline service with them once USAC approves your eligibility.

Which Service Providers Participate in the Lifeline Program in Berkshire County?

Company Name	Phone	Type of service
Assurance Wireless	888-898-4888	Mobile
Safelink Wireless	800-723-3546	Mobile
Verizon	800-837-4966	Home Phone
enTouch Wireless	866-488-8719	Mobile
Omnipoint Technology Inc.	844-764-6800	Home Phone

Prepare for Annual Eligibility Recertification

Each year you must certify that you are still eligible to receive the Lifeline Program benefit and that no one else in your household is receiving a Lifeline Program benefit. Typically by the anniversary date of your enrollment in the Lifeline Program with your provider, you will be contacted by USAC with instructions on how to complete the recertification process. *You must respond to this request within 60 days*. If you do not complete this recertification process, you will lose your Lifeline benefit. This means your monthly bill may increase, or the services you normally receive for free each month will not be provided.

If USAC determines that you are no longer eligible for the Lifeline benefit, it will notify you of such and your Lifeline service will be terminated in 30 days, unless you provide proof of eligibility. If you become ineligible for the Lifeline benefit at any time, you must contact your Lifeline provider within 30 days to de-enroll from the program or you may be subject to penalties.

Accessible Devices

For consumers who require an accessible device, there are options available.

To apply for financial assistance in obtaining a handset compatible with your landline telephone service provider, you may contact the Massachusetts Commission of the Deaf at Hard of Hearing Assistive Technology Fund at 617-740-1600 or contact Alexander Pooler, the Director of the Assistive Technology Program at the Massachusetts Commission for the Blind, by email at Alexander.Pooler@state.ma.us or by phone 617-626-7505.

To request an accessible wireless device, contact your wireless carrier of choice to explore what models are available to suit your needs. Braille key, larger-screen and hearing aid compatible mobile phones may also be available upon request.

We are here to Help!

For additional information regarding the Lifeline program, contact the Consumer Division of the Massachusetts Department of Telecommunications and Cable. The Consumer Division also accepts complaints concerning Lifeline service and works directly with service providers to resolve any issues that program participants may encounter.

Visit or Write: Consumer Division, Department of Telecommunications and Cable, 1000 Washington St, Suite 600, Boston, MA 02118

Call: 1-800-392-6066 (Our Consumer Hotline operates Monday through Friday 9am to 5pm)

Email: consumer.complaints@ mass.gov

Online: www.mass.gov/dtc.

Consumer Complaint form: https://licensing.reg.state.ma.us/pubLic/oca-support/mg-dtc-complaint-form.asp

Electronic filings: Email Dept of Telecommunications and Cable at dtc.efiling@mass.gov

General inquiries: Email Dept of Telecommunications and Cable at <u>consumer.complaints@mass.gov</u>

Revised March 2023



73 S Church St, Pittsfield, MA 01201 413-499-0524 or 1-800-544-5242 esbc@esbci.org

Telephone: 781-205-4996

Telephone: 1-800-888-0338

Lifelines (PERS)

Personal Emergency Response Systems (also referred to as lifelines or PERS), are communication systems that alert a monitoring center that an emergency is occurring in an individual's home. The participant generally wears a "button" either on a wristband or a neck cord. When help is needed they push the button and a monitoring center will respond to the call. The monitoring center's response can be customized in a variety of ways, including calling the person, notifying family or a neighbor, or dispatching emergency services.

Some companies offer additional services including: an extra button installed on the bathroom floor, a voice activated receiver allowing the person to talk to the monitoring system without picking up the phone, auto-alert fall detection, medication dispensers, Wander Watch button for participants with dementia, and cellular and radio wave transmitters that do not rely on landline phones. Beware of long-term contracts - you should only have to pay ongoing monthly fees that range depending on selected features. Medicare Part B does not cover a PERS, however MassHealth does with a physician's prescription.

Below are some of the PERS companies that provide services to Berkshire County residents. Please call them for current information about installation and monthly fees:

Be Safer at Home (Connect America)

800 W Cummings Park Ste 6800, Woburn, MA 01801

https://besaferathome.connectamerica.com

Options: PERS, Fall Detection button, Cellular PERS, Fall Detection PERS, Cellular PERS w/Fall

Detect, Mobile PERS; Medicine Dispenser

Fees: landline PERS start @ \$30/m, Cellular @ \$40/m; one time installation fee

Lifeline Systems Telephone: 1-855-681-5351

200 Donald Lynch Blvd #300, Marlborough, MA 01752

www.lifeline.com

Options: PERS, Cellular PERS, Fall Detection PERS, Cellular PERS w/Fall Detect, Mobile PERS Fees: landline PERS start @ \$30/m, Cellular @ \$40/m; Mobile @ \$50/m; one time installation fee

New England Emergency Response (VRI)

15 Constitution Dr Bedford, NH 03110

www.neers.com

Options: PERS, Fall Detection button, Cellular PERS, Fall Detection PERS, Cellular PERS w/Fall

Detect, Medicine Dispenser

Fees: landline PERS start @ \$30/m, Cellular @ \$40/m; one time installation fee

Elder Services of Berkshire County offers callers the names of several service providers when more than one is available. Neither recommendations nor endorsements of services, agencies or organizations are part of the service of Information and Referral.



Transportation - Central Berkshire County

Council on Aging (COA) Transportation

Some COA's & Senior Centers offer transportation, either using their own van or community volunteers. Transportation is usually provided to medical appointments, pharmacy, grocery shopping, banks, nutrition programs, nursing homes, etc. Most COAs either accept donations or charge a fee. The COAs listed below provide their own transportation:

Dalton COA 40 Field St Ext 413-684-2000 Lanesboro COA 83 North Main St 413-448-2682	Hinsdale/Peru COA Ed 296-4232	Pittsfield COA 330 North St 413-499-9346	Richmond COA 1529 State Rd 413-698-3656
---	----------------------------------	--	---

Elder Services of Berkshire County Volunteer Transportation www.esbci.org

Provides transportation to anyone age 60 or older who is ambulatory. At least 48 hours advance notice required. Currently (as of 9/2023) limited to medical appointments and grocery shopping. The volunteer driver calls the participant before pick up, drives them to the appointment, and then drives them home. No fee.

RSVP (Retired Senior Volunteer Program) www.cityofpittsfield.org

Wheels for Wellness, www.wheelsforwellness.net - free ride service for all age Berkshire County residents who need transportation to wellness-related activities, including medical and social services appointments, fitness classes, therapy, and vaccine sites. Rides available between 8:30 am - 5 pm Monday - Friday, excluding major holidays. Riders must be fully ambulatory and able to get themselves in and out of the vehicle without assistance. To schedule appointment call RSVP 413-395-0109 or 413-499-9345, 8:30 am - 4 pm Mon - Fri.

Pittsfield - RSVP and the City of Pittsfield provide free van transportation to the public that is provided by volunteers in a city sponsored van. Rides available for people of all ages for access to medical appointments, social services, volunteer assignments, and more. The van can only operate within the City of Pittsfield. RSVP also provides free rides to radiation and chemotherapy treatments through the Road to Recovery for Cancer Patients Program. Advanced notice is required (413-499-9345) and participants must be ambulatory. Operates Monday – Friday.

<u>Veteran's Transportation</u> www.veteranfamilyrides.com

Veterans & Families Transportation Call Center: coordinates transportation services for military veterans and their families, including to Pittsfield's VA clinic, and VA facilities in Leeds and Albany, NY. It also connects local vets to the VA shuttle in Leeds that provides transportation to outlying veterans facilities. Open weekdays from 8 am - 5 pm. Submit transportation requests by phone 413-418-4300/ toll free 855-483-8743 or visit www.veteranfamilyrides.com.

AdLib www.adlibcil.org

Accessible van transportation available to disabled persons for non-medical needs, i.e. to bank and grocery shopping. Call 413-442-7047.

Taxi Companies

Rainbow Taxi	
20 Oak St, Pittsfield	
(413) 499-4300	

Cabulance / Wheelchair Van / Ambulance Companies

County Ambulance & Chaircar Service 175 Wahconah St, Pittsfield (413) 499-2527 www.countyamb.com	CRT Inc Cabulance 18 Oak St, Pittsfield (413) 447-3800 www.crtcabulance.com	Action Ambulance 121 West Housatonic St, Pittsfield 413-445-5355 www.actionambulance.com
--	--	--

Ride Match (www.massridematch.org)

A regional online directory of transportation options (private, public, and non-profit) for seniors, people with disabilities or anyone needing to travel in Massachusetts. Ride Match features a simple search interface that allows users to type in their origin and destination, time and day of travel, and other specific information about their trip. After the user submits this information, the system returns a list of available transportation options. Included in the results is full contact information, including the provider's company name, address and customer service number.

Berkshire Regional Transit Authority (BRTA) www.berkshirerta.com

The BRTA offers a fixed route bus service as well as subsidies for ambulatory van and chaircar (a van with a wheelchair lift) services. Cash and CharlieCard (plastic Smart card with built in chip) accepted:

Fixed Route: Every BRTA bus is accessible to persons with disabilities. Each bus has a wheelchair lift or ramp with space to carry two wheelchair customers and each bus has a "kneeling service" to lower the front height of the bus closer to the ground to assist those who have difficulty boarding. Persons who are mobility impaired may be entitled to pay "half fare" as are persons 60 years or older. Cash and CharlieCard (plastic Smart card with built in chip) are accepted. Charlie Card fares cost less then the cash fares and may be purchased from any bus driver or at the Ticket Vending Machine located at 1 Columbus Ave, Pittsfield. For bus schedule information call 499-BRTA (2782) or 800-292-BRTA.

Americans with Disabilities Act (ADA): Under the ADA Act, the BRTA must provide paratransit service for the disabled that are comparable to the fixed route service. The BRTA does so through ambulatory van or chaircar. The vehicles provide point of origin to final destination services (curb to curb) only during the times the fixed route bus operates. The BRTA may provide greater than curb service based on passenger need and /or trip by trip scenario. There are subsidized ADA fares and Non-ADA fares for trips for origin to destination outside the BRTA fixed route service or door-to-door service for convenience rather than necessity. Fare information as well as

the paratransit application is available on the BRTA website. Anyone with questions about their eligibility can call 413-499-2782 and select option 4.

Drivers can escort passengers to and from the front door of the primary building upon arrival at both the origin and destination. The driver would not cross thresholds into interior areas of doctors' offices, homes, or apartments. Should individuals require this additional assistance, a PCA, companion, friend, or family member should accompany the passenger as the driver will not provide this additional assistance.



Transportation - Northern Berkshire County

Council on Aging (COA) Transportation

Some COA's & Senior Centers offer transportation, either using their own van or community volunteers. Transportation is usually provided to medical appointments, pharmacy, grocery shopping, banks, nutrition programs, nursing homes, etc. Most COAs either accept donations or charge a fee. The COAs listed below provide their own transportation:

Adams COA	Cheshire COA	North Adams COA	Williamstown COA
3 Hoosac St	119 School St	116 Ashland St	118 Church St
(413) 743-8333	413-446-2559 ask for Anne	(413) 662-3125	(413) 458-8250

Expanded medical transportation is available for Adams and Cheshire community members age 60+, including trips to Baystate, Albany, Boston, Vermont and more. Call the Adams Council on Aging for more details.

American Cancer Society, Berkshire Unit www.cancer.org

Their *Road to Recovery Program* provides transportation by volunteer drivers for cancer patients to medical appointments related to their diagnosis. Patients must be ambulatory. 48 hours advance notice recommended. Contact 1-800-227-2345.

<u>Veterans Transportation</u> www.veteranfamilyrides.com

Veterans & Families Transportation Call Center: coordinates transportation services for military veterans and their families, including to Pittsfield's VA clinic, and VA facilities in Leeds and Albany, N.Y. It will also connect local vets to the VA shuttle in Leeds that provides transportation to outlying veterans' facilities. Open weekdays from 8 a.m. to 5 p.m. Submit transportation requests by calling 413-418-4300 or toll free 855-483-8743 or visiting www.veteranfamilyrides.com.

RSVP (Retired Senior Volunteer Program) www.cityofpittsfield.org

Provides free ride service "Wheels for Wellness" for all age Berkshire County residents who need transportation to wellness-related activities, including medical and social services appointments, fitness classes, therapy, as well as vaccine sites. Rides available between 8 am – 5 pm Monday - Friday, excluding major holidays. Riders must be fully ambulatory and able to get themselves in and out of the vehicle without assistance. To schedule appointment call the Wheels for Wellness hotline 413-395-0109, 8:30 am - 4 pm Mon - Fri. www.wheelsforwellness.net

Elder Services of Berkshire County Volunteer Transportation www.esbci.org

Provides transportation to anyone age 60 or older who is ambulatory. At least 48 hours advance notice required. Currently (as of 9/2023) limited to medical appointments and grocery shopping. The volunteer driver calls the participant before pick up, drives them to the appointment, and then drives them home. No fee.

Berkshire Medical Center (BMC)

North County residents may receive free transportation to Berkshire Medical Center, the Medical Arts Building and Hillcrest Cancer Center. Provided by BMC through County Ambulance - call 413-499-2527.

Taxi Companies:

Tunnel City Taxi 676 Curran Hwy, North Adams (413) 663-8294 (663-TAXI)	Rainbow Taxi 10 Pleasant St., Pittsfield (413) 499-4300	O.T.T. Taxi 104 River St. North Adams 413-663-3838 https://ott.taxi
--	---	--

Cabulance / Wheelchair Van / Ambulance Companies

Northern Berkshire Transport 10 Harris St , PO Box 1045, North Adams (413)664-6680; 413-458-4889 www.northadamsambulance.com	CRT Inc. Cabulance 18 Oak St, Pittsfield (413) 447-3800 Call 888-466-2781 for fares www.crtcabulance.com
County Ambulance & Chaircar Service 175 Wahconah St, Pittsfield (413) 499-2527 www.countyamb.com	

Ride Match (www.massridematch.org)

A regional online directory of transportation options (private, public, and non-profit) for seniors, people with disabilities or anyone needing to travel in Massachusetts. Ride Match features a simple search interface that allows users to type in their origin and destination, time and day of travel, and other specific information about their trip. After the user submits this information, the system returns a list of available transportation options. Included in the results is full contact information, including the provider's company name, address and customer service number.

Berkshire Regional Transit Authority (BRTA) www.berkshirerta.com

The BRTA offers a fixed route bus service as well as subsidies for ambulatory van and chaircar (a van with a wheelchair lift) services. Cash and CharlieCard (plastic Smart card with built in chip) accepted:

Fixed Route: Every BRTA bus is accessible to persons with disabilities. Each bus has a wheelchair lift or ramp with space to carry two wheelchair customers and each bus has a "kneeling service" to lower the front height of the bus closer to the ground to assist those who have difficulty boarding. Persons who are mobility impaired may be entitled to pay "half fare" as are persons 60 years or older. Cash and CharlieCard (plastic Smart card with built in chip) are accepted. Charlie Card fares cost less then the cash fares and may be purchased from any bus driver or at the Ticket Vending Machine located at 1 Columbus Ave, Pittsfield. For bus schedule information call 499-BRTA (2782) or 800-292-BRTA.

Americans with Disabilities Act (ADA): Under the ADA Act, the BRTA must provide paratransit service for the disabled that are comparable to the fixed route service. The BRTA does so through ambulatory van or chaircar. The vehicles provide point of origin to final destination services (curb to curb) only during the times the fixed route bus operates. The BRTA may provide greater than curb service based on passenger need and /or trip by trip scenario. There are subsidized ADA fares and Non-ADA fares for trips for origin to destination outside the BRTA fixed route service or door-to-door service for convenience rather than necessity. Fare information as well as the paratransit application is available on the BRTA website. Anyone with questions about their eligibility can call 413-499-2782 and select option 4.

Drivers can escort passengers to and from the front door of the primary building upon arrival at both the origin and destination. The driver would not cross thresholds into interior areas of doctors' offices, homes, or apartments. Should individuals require this additional assistance, a PCA, companion, friend, or family member should accompany the passenger as the driver will not provide this additional assistance.



Transportation - South Berkshire County

Council on Aging Transportation

Some COA's & Senior Centers offer transportation, either using their own van or community volunteers. Transportation is usually provided to medical appointments, pharmacy, grocery shopping, banks, nutrition programs, nursing homes, etc. Most COAs either accept donations or charge a fee. The COAs listed below provide their own transportation:

Egremont COA: 413-528-0182 x16

Great Barrington COA: 917 S Main St, 413-528-1881

Lee COA: 21 Crossway St, 413-243-5545 Lenox COA: 65 Walker St, 413-637-5535 Monterey: call Great Barrington COA

Mt Washington: contact Cory Hines, 413-528-3998 New Marlborough: call Great Barrington COA

Otis COA: 413-269-0100 x 107

Sheffield COA (including Ashley Falls): 25 Cook Rd, 413-229-7037

Stockbridge COA: 50 Main St, 413-298-4170 x263

Tyringham COA: Call ESBC and ask for a Tyringham volunteer

West Stockbridge COA: 21 Albany Rd, 413-232-0300 x340 or 232-0137

Elder Services of Berkshire County Volunteer Transportation www.esbci.org

Provides transportation to anyone age 60 or older who is ambulatory. At least 48 hours advance notice required. Currently (as of 9/2023) limited to medical appointments and grocery shopping. The volunteer driver calls the participant before pick up, drives them to the appointment, and then drives them home. No fee.

American Cancer Society, Berkshire Unit www.cancer.org

Their *Road to Recovery Program* provides transportation by volunteer drivers for cancer patients to medical appointments related to their diagnosis. Patients must be ambulatory. 48 hours advance notice recommended; ride availability not guaranteed. Contact 1-800-227-2345.

Veteran's Transportation www.veteranfamilyrides.com

Veterans & Families Transportation Call Center: coordinates transportation services for military veterans and their families, including to Pittsfield's VA clinic, and VA facilities in Leeds and Albany, N.Y. It will also connect local vets to the VA shuttle in Leeds that provides transportation to outlying veterans' facilities. Open weekdays from 8 am to 5 pm Submit transportation requests by calling 413-418-4300 or toll free 855-483-8743 or visiting www.veteranfamilyrides.com.

RSVP (Retired Senior Volunteer Program) www.cityofpittsfield.org www.wheelsforwellness.net

Provides free ride service "Wheels for Wellness" for all age Berkshire County residents who need transportation to wellness-related activities, including medical and social services appointments, fitness classes, and therapy. Rides available between 8:30 am – 5 pm Monday - Friday, excluding major holidays. Riders must be fully ambulatory and able to get themselves in /out of the vehicle without assistance. To schedule appointment call the WFW hotline 413-395-0109, 8:30 am - 4 pm Mon - Fri.

TriTown Connector www.tritown.org

Provides a ride to almost everywhere in the towns listed: (Stockbridge, West Stockbridge, Great Barrington, Egremont, Monterey, Sheffield) Call 413-591-3826 to arrange van pick up. A ride can be scheduled for anytime during the hours of operation (subject to change), but you must call to schedule your ride Monday – Friday only, between the hours of 8am – 4pm. See the website for hours & fares. Fares based on non-resident/ resident/ senior resident. Seniors may purchase a discounted book of tickets for 10 one-way rides at the Claire Teague Senior Center in Great Barrington. Tickets may also be purchased on the vans and at local Senior Centers. There is limited service (seniors only) to New Marlborough and Pittsfield.

Taxi Companies

Park Taxi	Lenox Taxi
235 Water St, Lee	8 Fairview Ave, Lenox
(413) 243-0020	(413) 637-3015

Cabulance/ Wheelchair Van Companies

County Ambulance Service	CRT Inc Cabulance
175 Wahconah St., Pittsfield	18 Oak St., Pittsfield
(413) 499-2527 www.countyamb.com	(413) 447-3800 www.crtcabulance.com

Ambulance Companies

County Ambulance Service 175 Wahconah St., Pittsfield, MA (413) 499-2527	
www.countyamb.com	

Ride Match (www.massridematch.org)

A regional online directory of transportation options (private, public, and non-profit) for seniors, people with disabilities or anyone needing to travel in Massachusetts.

Berkshire Regional Transit Authority (BRTA) www.berkshirerta.com

The BRTA offers a fixed route bus service as well as subsidies for ambulatory van and chaircar (a van with a wheelchair lift) services. Cash and CharlieCard (plastic Smart card with built in chip) accepted:

Fixed Route: Every BRTA bus is accessible to persons with disabilities. Each bus has a wheelchair lift or ramp with space to carry two wheelchair customers and each bus has a "kneeling service" to lower the front height of the bus closer to the ground to assist those who have difficulty boarding. Persons who are mobility impaired may be entitled to pay "half fare" as are persons 60 years or older. Cash and CharlieCard (plastic Smart card with built in chip) are accepted. Charlie Card fares cost less then the cash fares and may be purchased from any bus driver or at the Ticket Vending Machine located at 1 Columbus Ave, Pittsfield. For bus schedule information call 499-BRTA (2782) or 800-292-BRTA.

Americans with Disabilities Act (ADA): Under the ADA Act, the BRTA must provide paratransit service for the disabled that are comparable to the fixed route service. The BRTA does so through ambulatory van or chaircar. The vehicles provide point of origin to final destination services (curb to curb) only during the times the fixed route bus operates. The BRTA may provide greater than curb service based on passenger need and /or trip by trip scenario. There are subsidized ADA fares and Non-ADA fares for trips for origin to destination outside the BRTA fixed route service or door-to-door service for convenience rather than necessity. Fare information as well as the paratransit application is available on the BRTA website. Anyone with questions about their eligibility can call 413-499-2782 and select option 4.

Drivers can escort passengers to and from the front door of the primary building upon arrival at both the origin and destination. The driver would not cross thresholds into interior areas of doctors' offices, homes, or apartments. Should individuals require this additional assistance, a PCA, companion, friend, or family member should accompany the passenger as the driver will not provide this additional assistance.