



The Massachusetts Teachers' Retirement System (MTRS) has proudly served educators since 1914 and as a retiree of our system, your well-being matters greatly to us. Though we will always be here to pay your retirement benefit, we realize that a steady income is just one facet of a successful and secure retirement. With that in mind, we have compiled this list of agencies, services and resources that you may find helpful.


## Agencies and services for seniors

### Senior resources overview on mass.gov

 Online [mass.gov/topics/seniors](https://mass.gov/topics/seniors)


The Commonwealth of Massachusetts offers a number of services to help seniors stay healthy, independent, and engaged in their communities. Learn about programs such as prescription drug assistance, elder financial fraud, caregiver support, housing and more.

### Executive Office of Elder Affairs (EOEA)

 617-727-7750


Toll free 800-243-4636

Toll free Local Elder Service Agency 800-243-4636

 Online [mass.gov/orgs/executive-office-of-elder-affairs](https://mass.gov/orgs/executive-office-of-elder-affairs)  
**EOEA services list** [mass.gov/lists/executive-office-of-elder-affairs-programs-and-services](https://mass.gov/lists/executive-office-of-elder-affairs-programs-and-services)

The Executive Office of Elder Affairs funds a network of community-based services that help older adults age and thrive in cities and towns throughout the Commonwealth. Those services includes in-home supportive care, family caregiver support, nutrition programs, protective services, supportive housing options, long-term care counseling and advocacy, health insurance counseling and prescription drug coverage assistance, access to dementia and behavioral health support services, assisted living residence certification and information, along with a variety of other programs and services.


### Massachusetts Councils on Aging


 413-527-6425

 Online [mcoonline.com](https://mcoonline.com)

Local Councils on Aging offerings may include outreach, transportation, meals (congregate or home delivered), health screenings, health insurance counseling, socialization, fitness, wellness, recreation activities, and lifelong learning. The home page will provide you with the contact information for the approximately 350 local Councils on Aging.

### Options counseling (MassOptions)

 800-243-4636

 Online [massoptions.org](https://massoptions.org)  
**Elder care agency search** [www.massoptions.org/massoptions/long-term-supports-and-services/](https://www.massoptions.org/massoptions/long-term-supports-and-services/)

This website has been created and is supported as a joint effort between the MA Executive Office of Elder Affairs and Mass Home Care Association. It is our goal that this site will provide you with information to help you make good decisions concerning care for the elders of Massachusetts and to help elders find the resources they need to maintain their independence and to improve their quality of life.

### View online!

Scan this code with your phone or tablet or visit [mass.gov/mtrs](https://mass.gov/mtrs) > Retirees > Senior resources



**Main Office**  
500 Rutherford Avenue, Suite 210  
Charlestown, MA 02129-1628  
**Phone** 617-679-6877  
**Fax** 617-679-1661

**Western Regional Office**  
One Monarch Place, Suite 510  
Springfield, MA 01144-4028  
**Phone** 413-784-1711  
**Fax** 413-784-1707

Online [mass.gov/mtrs](https://mass.gov/mtrs)

**MTRS**  
MASSACHUSETTS TEACHERS'  
RETIREMENT SYSTEM

Form RetRes120592022

## Health and wellness


### Elder abuse hotline

 **800-922-2275** (24-hour)


 **Online** [mass.gov/reporting-elder-abuse-neglect](https://mass.gov/reporting-elder-abuse-neglect)

Elder Abuse reports can be filed 24 hours a day either online (see link above) or by phone at (800) 922-2275. Elder abuse includes: physical, sexual, and emotional abuse; caretaker neglect; financial exploitation and self-neglect. Elder Protective Services can only investigate cases of abuse where the person is age 60 and over and lives in the community. Call 911 or local police if you have an emergency or life-threatening situation.

### Health insurance counseling (SHINE)

 **800-243-4635** (press 3 or 5 if calling from a cell phone)


 **TTY/ASCII** 800-439-2370

 **Online** [mass.gov/health-insurance-counseling](https://mass.gov/health-insurance-counseling)

The SHINE (Serving the Health Insurance Needs of Everyone) program provides free health insurance information and counseling to all Massachusetts Residents with Medicare and their caregivers. A counselor will review programs that help people with limited income to pay health insurance costs.

### Prescription Advantage

 **800-243-4636** (press 2)

 **TTY** 877-610-0241

 **Online** [prescriptionadvantagema.org](https://prescriptionadvantagema.org)

Prescription Advantage is a state-sponsored prescription drug program administered by the Commonwealth of Massachusetts Executive Office of Elder Affairs for seniors and people with disabilities.


## Housing and home care

### Housing: assisted living, senior housing resources, housing services

 **Online** [mass.gov/topics/senior-housing](https://mass.gov/topics/senior-housing)

Find information on housing options for older residents, including assisted living, congregate, and supportive housing. You'll also find resources on affordable housing, emergency housing, and more.


### Home care (Executive Office of Elder Affairs)


 **800-243-4636**

 **Online** [mass.gov/in-home-services](https://mass.gov/in-home-services)

The Home Care Program provides care management and in-home support services to help eligible elders in Massachusetts successfully age in place. Eligibility for the Home Care Program is based on age, residence, income, and ability to carry out daily tasks such as bathing, dressing and meal preparation.

### Fuel/heat assistance

 **800-632-8175**

 **Online** [mass.gov/service-details/learn-about-low-income-home-energy-assistance-program-liheap](https://mass.gov/service-details/learn-about-low-income-home-energy-assistance-program-liheap)

The Low Income Home Energy Assistance Program (LIHEAP) provides eligible households with help in paying a portion of winter heating bills.

## Finance and taxes


### Economic empowerment for seniors


 **Online** [mass.gov/economic-empowerment-for-seniors](https://mass.gov/economic-empowerment-for-seniors)

The Office of Economic Empowerment (OEE) provides free financial education workshops for senior citizens. They inform older citizens about ways to manage their finances in addition to informing people about ways to prevent financial exploitation. These sessions include fraud and scam prevention, banking, credit, savings, financial recovery, and more.

### Attorney General's Elder Hotline

 **888 AG-ELDER** (888-243-5337)


 **TTY** 617-727-4765

 **Online** [mass.gov/service-details/the-attorney-generals-elder-hotline](https://mass.gov/service-details/the-attorney-generals-elder-hotline)

The Elder Hotline is open Monday through Friday from 10:00 am to 4:00 pm. The hotline is staffed by senior volunteers and can help elders with a range of issues including reporting fraud cases.

### Tax information

 **800-392-6089**

 **Online** [mass.gov/info-details/massachusetts-tax-information-for-seniors-and-retirees](https://mass.gov/info-details/massachusetts-tax-information-for-seniors-and-retirees)

Indepth tax information provided by the Commonwealth.