Accessing Public Benefits – Where to Go for Department of Transitional Assistance (DTA)

**Dudley Square DTA Office**

2201 Washington Street  
Roxbury, MA  
02119  
**Phone:** (617) 989-6000  
**Fax:** (617) 727-4722  
**Hours:** Mon – Fri 7:30am to 5:00pm

**Directions from Rosie’s Place (889 Harrison Avenue):**  
Turn **right** out of Rosie’s onto Harrison Avenue  
Turn **right** on to Lenox Street  
Turn **left** on Washington Street  
Travel .4 mi to 2201 Washington Street

**MBTA:** If walking is not an option for you, take any bus from outside of Rosie’s Place that goes to Dudley Station—including the Silver Line.

**Newmarket Square/1010 Mass Ave DTA Office**

1010 Massachusetts Avenue  
Boston, MA 02118  
**Phone:** (617) 989-2200  
**Fax:** (617) 427-9214  
**Hours:** Mon – Fri 7:30am to 5:00pm

**Directions from Rosie’s Place (889 Harrison Avenue):**  
Turn **left** out of Rosie’s Place onto Harrison Avenue  
Turn **right** on Massachusetts Avenue  
Travel .7 miles to 1010 Mass Ave

**MBTA:** If walking is not an option for you, take the #10 bus from Albany and Mass Ave. to Mass Ave. & Shirley St.

**Benefits available @ DTA:**  
SNAP/Food Stamps, Welfare (TAFDC), Disability or Caretaker Benefits (EAEDC), Emergency Assistance Shelter, Childcare
DTA SSI Centralized Office

The DTA SSI Centralized Office serves SSI clients who live alone and receive Supplemental Nutrition Assistance Program (SNAP) benefits through Bay State Cap.

200 Pleasant Street
Malden, MA 02148
Phone: (800) 590-4820
Fax: (781) 388-7341

Hours: Mon – Fri  7:45am to 5:00pm

Directions from Rosie’s Place
(889 Harrison Avenue):
Take the Silver Line towards South Station or Downtown Crossing
At Tufts Medical Center, take the Orange Line towards Oak Grove
At Malden Center Station, walk .2 miles to 200 Pleasant Street.

If you are unsure of where to call, please call our Application Information Hotline at 1-800-249-2007.
Helpful Tips When Applying for DTA Benefits

- **Get the Process Started ASAP**
  - Even if you don’t have all of the proper documents yet, call or go in person to begin the application process. *Your filing date can help you get retroactive benefits later.*

- **What Documents Will I Need?**
  - Documentation varies depending on what you apply for, but a basic list is as follows:
    - Proof of identity and age (driver’s license, birth certificate, voter registration)
    - **Social Security numbers** for all members of your household or proof that you have applied for them
    - Proof of immigration status if you are not a U.S. citizen
    - Proof of address (landlord’s statement, utility records)
    - Proof of income (pay stubs, government checks)
    - Proof of **assets** (e.g., bank statements)
    - Proof of housing expenses (e.g. Landlord Verification Form (revised 1/2008), rent receipts, mortgage)
    - Disability proof (if you are applying as a disabled person)

*If you have trouble obtaining documentation, you may be allowed to sign a statement as proof or give the DTA permission to get a statement from someone who knows you.*

How Can I Protect Myself If I am a Survivor of Domestic Violence?

- Ask to work with the **Domestic Violence Specialist at the DTA office** to take extra precautions to make you safer, including:
  - Asking the DTA for a **Heightened Level of Security** indicator to provide extra confidentiality and protection to your case (i.e. – create a password so that only people with the password can discuss your case)
  - Arranging to meet with your caseworker in an office where you feel safest
  - Associating your case with a number different than your Social Security Number
  - Making a safety plan
  - Filling out a **domestic violence waiver** in case my domestic violence situation prevents me from complying with welfare requirements.

- **What If I Need Interpretation because English Is Not My First Language?**
  - You have the right to an interpreter **free of charge**. Even if you speak some English but are more comfortable in your native language, you still have the right to ask for an interpreter.
  - Tell the receptionist or your worker that you need an interpreter. If they don’t understand you, they should show you an “I Speak” card. This is a card that has many languages listed on it – point to your language so they know which language you need an interpreter to speak.
Accessing Public Benefits – Where to go for **Social Security Benefits (SSI, SSDI)**

**Downtown Boston Office on Causeway Street**

Room 148  
10 Causeway Street  
Boston, MA 02222  
**Phone:** 1-800-772-1213

**Hours:** M, T, Th, F: 9 am – 3 pm;  
Wednesday: 9 am – 12noon

**Directions from Rosie’s Place**  
(889 Harrison Avenue):

- Take the **CT1 Bus** @ Mass Ave & Harrison  
  -towards Central Square

- At the **Mass Ave Station**, take the **Orange**  
  Line towards Oak Grove

- At **North Station**, walk to 10 Causeway Street (459 ft, 2 min)

**Roxbury Office on Malcolm X Blvd**

10 Malcolm X Blvd  
Roxbury, MA 02119  
**Phone:** 1-800-772-0778

**Hours:** M, T, Th, F: 9 am – 3 pm;  
Wednesday: 9 am – 12noon

**Directions from Rosie’s Place**  
(889 Harrison Avenue):

- **Walk** down Harrison Ave towards Dudley Square.

- **Turn right** at Dudley Street and continue on  
  Malcolm X Blvd

- **OR**

- **Take the Silver Line** at Washington Street & Lenox Street

- **At Dudley Station**, walk to 10 Malcolm X Blvd
Helpful Tips When Applying for Social Security Benefits

- **Get the Process Started ASAP**
  - Even if you don’t have all of the proper documents yet, call or go in person to begin the application process **today**. The date you call is your **protective filing** date – the date from which your benefits will be paid if you are found to be eligible.
  - You can send a friend or family member as your representative if need be. You must sign a form giving your written permission so the SSA knows it is ok to discuss your personal information.

- **What Documents Will I Need?**
  - Documentation varies depending on what you apply for, but a basic list is as follows:
    - Proof of identity and age (driver’s license, birth certificate, voter registration)
    - **Social Security numbers** for all members of your household or proof that you have applied for them
    - Proof of U.S. citizenship or **immigration status** if you are not a U.S. citizen
    - Proof of income (pay stubs, government checks)
    - Proof of resources/assets (e.g., bank statements)
    - Proof of living arrangements (property tax bill, utility bill, rent receipts, etc)
    - Even if you are homeless, you can be eligible – all you need is a U.S. mailing address
    - Proof of medical condition (if you are applying as a disabled person)

- **What If I Need Interpretation because English Is Not My First Language?**
  - You have the right to an interpreter **free of charge**. Even if you speak some English but are more comfortable in your native language, you still have the right to ask for an interpreter.
  - Tell the receptionist or your worker that you need an interpreter. If they don’t understand you, they should show you an “I Speak” card. This is a card that has many languages listed on it – point to your language so they know which language you need an interpreter to speak.

- **What If I Am Denied Benefits?**
  - If you are denied, you have the right to appeal within 60 days. **You have a right to appeal and your odds for being approved get better each time you appeal.** You must appeal in person or over the phone. Often, people are denied because
their living situation changes and they missed notifications in the mail. **It is very important to notify the SSA if your address changes.**

**Helpful Tips for Maintaining My Public Benefits**

- **Avoid Overpayment! Report Any Changes in Income & Living Situation**
  - You must report any changes in your income, assets, or your living situation within 10 days of the changes. Some changes might increase your benefits, and some might lower your benefits.
  - *For SNAP/Food Stamps, you are required to report changes every six months, but changes in income must be reported within 10 days following the month the change takes place.* You can always report changes sooner if they will increase your food stamp allowance.
  - Your DTA worker will let you know which changes you must report. These might include:
    - If your income goes up or down
    - If your assets go over the asset limit
    - If your household size changes
    - If your child care or work expenses change
    - If an ineligible noncitizen becomes eligible
    - If certain expenses increase: housing, child care, or medical expenses
    - If you change your address
    - If you get some help with your living expenses
    - If you move to or from an institution (ex: nursing home, hospital, or jail)
    - If you get married, separated, or divorced
    - If you leave the United States
    - If you start or stop attending school
    - If your spouse or anyone in your household dies
    - If there is a change in your disability

- **Keep Records & Stay Organized!**
  - Keep proof of all the reporting you do, and keep all notices you receive because that way you can prove your history of transactions with the SSA should you need an appeal.