

Recognized expertise

Helpline has been assisting the region's most vulnerable families for over 35 years. Its staff has formed relationships with many organizations and can offer these connections to callers. Many people have stated that Helpline allowed them to maintain their stability and security:

We lost everything in a fire. Our six children would have been on the street if Helpline hadn't assisted us with rent for an apartment.

It is a terrible feeling not to have heat. Thank you for the oil and all your help.

I feel your service has helped me at my time of need with my elderly parents.

Your help brought us through a very tough time. We will be forever grateful that people like you care.

Helpline is also sponsored by:

Building a Better Brockton
City of Brockton, Division of Human Resources
Good Samaritan Medical Center
Signature Healthcare – Brockton Hospital



United Way of Greater Plymouth County

A part of BAMSI

Brockton Area Multi-Services, Inc. is a statewide human services organization dedicated to “bringing people and services together.” Incorporated in 1975, BAMSI is one of the largest minority non-profit organizations in Massachusetts and delivers a broad spectrum of high-quality services to individuals and families. Program services include day and residential programs; counseling and outreach; school-based services; child and family support services; and information, referral, and advocacy.

BAMSI's dedicated staff and collaborative partnerships ensure that real service solutions are consistently there for people throughout the Commonwealth.

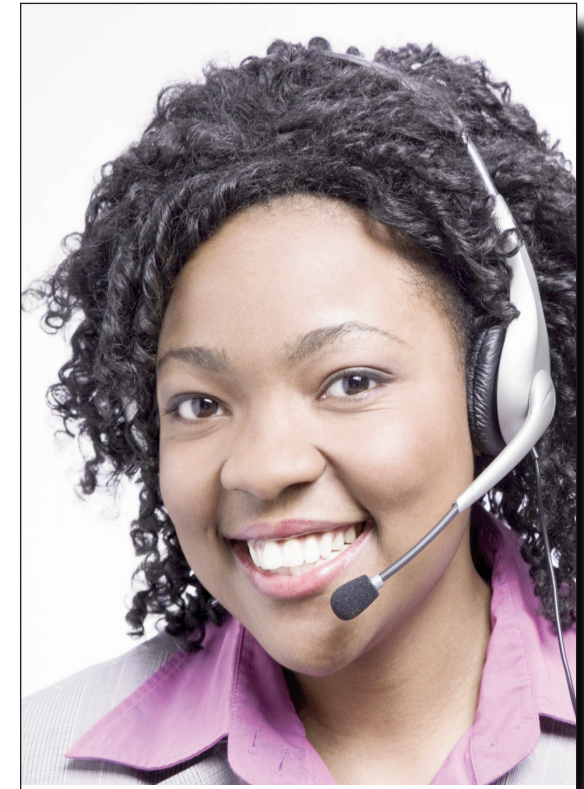


Brockton Area Multi-Services, Inc.

www.bamsi.org

10 Christy's Drive • Brockton, MA 02301
Phone 508-580-8700 • Fax 508-580-3114 • TTY 508-580-0437

BAMSI services have a caring heart



Who we are

Helpline is an information, referral, and advocacy program. It operates as a free telephone community service that gives access to medical, dental, and mental health care, as well as to social service agencies. Your call will be answered directly by a concerned staff member. All calls are confidential; it is not necessary to give your name, although we hope you will so that we can follow up to be sure you find a satisfactory solution. After discussing possible solutions and alternatives, Helpline staff can refer you to a medical or mental health provider, or to an agency that best fits your specific needs.

Who we serve

*You gave me peace of mind when
I had no other place to turn.*
– Emily, Plymouth

Helpline is a starting place for people like Emily who do not know what help is available to them. The staff can put you in contact with the appropriate resources. Whether you need help personally or call on behalf of a friend or family member, Helpline is the first step on the path of support.

Services available

There are two areas of service available through the Helpline program: one that focuses on information, referral, and advocacy; and another devoted to housing assistance.

Information, referral, and advocacy

Examples of types of referrals:

- Food
- Clothing
- Shelter
- Fuel assistance
- Housing/Mortgage assistance
- Rental assistance
- Utility assistance
- Food pantries
- Thrift stores

Advocacy and case management services are also available as needed.



Housing assistance

Low-income families

The program is designed to prevent families from becoming homeless. Staff members work with clients to help stabilize their tenancy for a period of time.

Property managers and landlords

Staff provides information regarding issues that rental property owners face, such as how to screen potential tenants, sanitary code regulations, and rights and responsibilities of landlords. Staff members can also provide resources to landlords when tenant issues become a problem.

Reaching us

Helpline

440 Belmont Street
Brockton, MA 02301

Toll Free: 1-866-621-4747

Phone: 508-584-4357

Fax: 508-583-8046

Email: helpline@bamsi.org

Hours:

Monday – Friday, 8:30 a.m. – 5:00 p.m.