

MEDFORD HOUSING AUTHORITY
121 RIVERSIDE AVENUE
MEDFORD, MASSACHUSETTS 02155

TELEPHONE 781-396-7200
FAX 781-393-9223

TELEPHONE FOR THE DEAF
TTY 1-800-720-3480

About Resident Services

Medford Housing Authority (MHA) is committed to helping residents achieve their goals and assisting residents when obstacles or difficulties arise. Through the MHA's Resident Services Department, residents can receive free and confidential assistance through our service coordination programs. Service Coordinators can assess your individual situation and help locate the assistance available for that need. Please see the programs description below:

ROSS Program Description – Lisa Tonello – Public Housing

The Resident Opportunity for Self-Sufficiency (ROSS) program is available to all residents of federally funded public housing properties. The purpose of the program is to help families make progress toward achieving economic goals through increased knowledge of, and access to, educational opportunities, English and computer literacy, financial literacy, job training opportunities, childcare, parenting support resources, and more. Our Resident Services Coordinator also works with elders and persons with disabilities, enabling them to maintain independence in their homes and help improve living conditions by providing information and linking residents with available resources and supports.

FSS Program Description – Sandra Reiniger – Housing Choice Voucher/Public Housing

The Family Self Sufficiency (FSS) program is voluntary and available to all Housing Choice Voucher (HCV) and Federal Public Housing recipients. The program provides assistance and support to families interested in working toward their own "employment based" goals over a five (5) year period. The focus is to find a way for each family to increase their earned income. FSS participants are eligible for an escrow account through the housing authority when their earned income increases.

To ask a question or request an appointment contact:

Medford Housing Authority, Department of Resident Services – 781-396-7200

Lisa Tonello – Resident Opportunity and Self-Sufficiency Service Coordinator (ROSS) Ext. 130
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Sandra Reiniger – Family Self-Sufficiency Program Coordinator (FSS) Ext. 132
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12/29/21



EQUAL HOUSING OPPORTUNITY