



Coming Home Directory

*A Resource Directory of
Offender Reentry Services in Greater Boston*

www.cominghomedirectory.org

2017 Edition



Sponsored by the
Gardiner Howland Shaw Foundation
Published by the Crime and Justice Institute
at Community Resources for Justice



COMING HOME DIRECTORY

www.cominghomedirectory.org

Dear Reader:

With generous support from the Gardiner Howland Shaw Foundation (www.shawfoundation.org), Community Resources for Justice (CRJ) is proud to distribute this comprehensive directory of reentry services for previously incarcerated individuals in Greater Boston. The Coming Home Reentry Resource Directory is an effective tool to assist returning citizens, their families and support networks, as well as service providers, community leaders and government officials in establishing stability for people returning to our communities.

This Directory is presented by the Crime and Justice Institute (CJI) at CRJ. For more than 130 years, CRJ has been providing direct care and supportive services to society's most challenged citizens. CRJ's direct service programs range from residential homes for adults with developmental disabilities to programs serving at-risk youth and men and women returning home from incarceration. In support of CRJ's mission, CJI provides nonpartisan consulting, policy analysis, and research services to improve public safety throughout the country. With our creative, collaborative approaches to today's most pressing and complex social and public safety problems, we are committed to improving public safety and human service delivery nationwide and in Massachusetts.

At CRJ, we know all too well that the transition from incarceration to the community is a difficult time for returning citizens and this transition affects their families and the communities to which they return. The needs of the population returning from prison or jail can present significant obstacles to achieving stability. Yet, there are many services and agencies in these communities that provide the assistance that can mean the difference between a returning citizen's success and a return to prison or jail. This effort is intended to identify and describe these services and distribute this information to as broad an audience as possible.

The Directory is based on the great foundation constructed by the Prisoner Reentry Working Group, the original authors of the Directory. CJI took over production in 2009 and continues to build on the good work that has been done.

The Coming Home Directory website can be found at www.cominghomedirectory.org. You can search the Directory in a number of ways, get contact information, and download and/or print the PDF version of the Directory. Due to the costs of producing the printed version, updates will be published in printed form, annually. However, this website will be updated on a rolling basis. Therefore, please visit the site for the most up-to-date information.

For more information about our organization, please visit:

- Community Resources for Justice: www.crj.org
- Crime and Justice Institute: www.crj.org/cji

Sincerely,

A handwritten signature in black ink that reads "John J. Larivee".

John J. Larivee
President and Chief Executive Officer
Community Resources for Justice

A handwritten signature in black ink that reads "Christine Cole".

Christine Cole
Vice President and Executive Director, Crime and Justice Institute
Community Resources for Justice

Introduction

Welcome to the *Coming Home Reentry Resource Directory*.

This Directory is a compilation of services available to previously incarcerated citizens returning to or living in communities in Greater Boston. The Directory presents important information for returning citizens, corrections practitioners and policymakers, as well as those with an interest in accessing services for returning citizens, including their families and friends, volunteers and other service providers. This Directory is presented by the [Crime and Justice Institute](#) (CJI) at [Community Resources for Justice](#) (CRJ).

What is the Purpose of the Directory?

The purpose of the Directory is to assist returning citizens, their families, service providers and local agencies in helping ex-offenders improve their chances of success in the community by connecting them to services important for stability and success.

The transition of individuals from incarceration to the community is a difficult time and this transition affects their families and the communities to which they return. The needs of the population returning from prison or jail can present significant obstacles to achieving stability. Yet, there are many services and agencies in these communities that provide the type of assistance that can mean the difference between a returning citizen's success and a return to prison or jail. This effort is intended to identify and describe these services and distribute this information to as broad an audience as possible.

Who is the Directory for?

The Directory is primarily intended to benefit the following people and groups:

- Returning Citizens
- Families and friends of returning citizens
- Service providers
- Corrections practitioners
- State and local agencies that provide services to people including returning citizens
- Policymakers interested in criminal justice and social service systems
- Researchers examining the services available to returning citizens in Massachusetts

How Do You Access the Directory?

In addition to the printed version, a website of the Directory is maintained by CJI. You can access this site by visiting www.cominghomedirectory.org. Information on the site is updated on a rolling basis. The hard-copy version of the Directory is printed annually and is available in limited numbers on a first-come, first-served basis from CJI. Due to resource limitations, we are unable to fulfill all individual requests and we strongly encourage users to access the online version of the Directory as it also contains the most up-to-date information.

Directory Limitation

The agencies listed in the Directory and on the website are not the only resources available. We have tried to include all appropriate agencies and organizations; however, some information may prove to be missing.

It is our intent to expand this list as more information is made available. To do this, we rely on the community of providers and users to assist us in maintaining accurate and relevant information. If you recognize inaccuracies about a service or agency in this Directory or on the website, or if you know of or are part of an agency you think should be included, please notify the editors. Update requests can be submitted via email or fax by submitting a completed "Agency Update/Addition" form located in the back of this Directory. You can also find copies of the form on the website by visiting the "Documents" webpage. The website is updated as quickly as possible and includes the most recent information available. The printed version of the Directory is updated annually.

The Directory is designed to connect people to services. The information for each organization in the printed version and on the website has been provided by the service provider or from the organization's website. The editors cannot and do not vouch for the accuracy or quality of the services available.

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Administrative Issues

Information on transportation, registering to vote and on obtaining a birth certificate, identification documentation, and social security information are listed below.

Massachusetts Dept. of Transportation, Registry of Motor Vehicles Division (RMV)

136 Blackstone Street (main office)
Boston, MA 02109

Telephone: 857-368-8000 -or- 800-858-3926
Web site: www.massrmv.com/

Contact: Customer Assistance

Services: The Registry of Motor Vehicles provides licenses or permits required to own or operate a vehicle in Massachusetts.

Documentation required for many transactions are:

1. A valid Social Security card or a valid passport.
2. Three pieces of identification which will establish date of birth, proof of signature and Massachusetts residency.

To replace a lost license or ID: Complete the appropriate form obtained at the RMV office or from the web site. The replacement fee is \$25. However, you may be able to renew your license now if you are within one year of your expiration date.

To renew a license: To renew your license, complete a Class D, M, or D/M License and ID Card Application. This form is available at any RMV branch or you may download it from the Download Forms section of the RMV website. Bring the completed form, the \$50 renewal fee, and required documentation to any RMV full service office or license express.

If your license expired less than 4 years ago, you will have to pass the vision test and present the documentation in (1) and, possibly, proof of Massachusetts residency.

To obtain a new Massachusetts ID: If you are 21 or older and do not hold a Massachusetts Driver's license, you can obtain a Massachusetts Liquor ID. The fee is \$25. If you are at least 16 years old, but under 21, and do not have a Massachusetts Driver's license, you can obtain a Massachusetts ID. The fee is \$25. You will have to present the documentation listed above in (1) and (2). Follow the instructions on the '[Obtaining a Massachusetts ID](http://www.massrmv.com/rmv/license/13bMAID.htm)' (<http://www.massrmv.com/rmv/license/13bMAID.htm>) webpage on the RMV website for specific instructions.

The Registry of Motor Vehicles allows staff from Parole Re-entry Centers (RRC) to substantiate documentation required to obtain a Massachusetts ID for individuals who have served time in Massachusetts facilities and who are in the DOC/HOC databank. Parole re-entry staff will then take the returning citizen to the RMV office and work with the registry staff until an ID is approved. There is a \$25 fee for the ID.

The Quincy Parole Board's Regional Re-entry Center can be contacted at 617-376-6260. The Center covers Brighton, Dorchester, Cambridge, Charlestown, Chelsea, East Boston, Jamaica Plain, Mattapan, Hyde Park, Roslindale, Roxbury, West Roxbury, Brookline, North End, South End, Somerville, Everett, Revere, Winthrop, Malden, and Milton.

Call the RMV at 857-368-8000 (for those outside Massachusetts or in

area codes 339, 617, 781, or 857) or 800-858-3926 (for all other Massachusetts area codes not listed above)

Service hours: M - F: 9am - 5pm

Waiting time: Estimated wait times can be viewed online.

Other locations: **Revere** 9c Everett Street, Revere, MA
Open M - F: 8am - 5pm

Watertown In the Watertown Mall
550 Arsenal Street, Watertown, MA
Open M - W and F: 9am - 5pm and Th: 10am - 6pm

Roslindale 4210 Washington Street, Boston, MA
Open M - F: 9am - 5pm

Transportation: Orange line or Green line: Haymarket.

Massachusetts Registry of Vital Records and Statistics

150 Mt. Vernon Street, 1st Floor
Dorchester, MA 02125
Telephone: 617-740-2600

Email: vital.recordsrequest@state.ma.us - Web site:
www.mass.gov/dph/rvrs

Services: The Registry collects, processes, corrects, and issues copies of birth, death, and marriage records that occur in Massachusetts.

To obtain a copy of a birth, death, or marriage certificate you must have the subject's name, date of event, and Massachusetts town or city in which the event took place. If your parents were not married, you must have a picture ID. To obtain a birth certificate you will also need your parents' full names including mother's maiden name.

Note that ONLY CERTIFIED COPIES of records are issued by the Registry of Vital Records and Statistics. You can obtain a certified copy in the following ways:

In Person:

Go to the address above with required documentation in hand. The cost is \$20 per record. (The office is located next to the Bayside Expo Center, in the Bayside Office Center)

By Mail:

Complete a Mail Order Form (available on the Registry website) to the above address with a check or money order payable to "The Commonwealth of Massachusetts" in a stamped self-addressed, business-size envelope. The cost is \$32 per record. Allow 20-30 business days for the record to be processed.

The cost for expedited mail service is \$42 for each certified copy. Address your envelope to the attention of "Expedited Mail Service." Your order will be processed within seven to ten business days of receipt.

You may also request certified copies of records by telephone, internet, and fax. These service options are provided by VitalChek Network, Inc., an independent company that the Registry has partnered with to provide these options. An additional fee is charged by VitalChek for using this service (in addition to the fees described below), and all major credit cards are accepted.

You will need to supply the information indicated above and have a valid credit card if you choose to use any of the options listed below.

The cost for any of the following order formats is \$50, and each additional copy of the same record is \$42. Orders will be processed within seven to ten business days of receipt. For an additional charge of \$18.50 your order can be shipped next day delivery or for an additional charge of \$11.50 your order can be shipped second day delivery.

By Telephone:

Place your order by calling: (617) 740-2606

By Internet:

Submit an order through the VitalChek website:

www.vitalchek.com/massachusetts-express-vital-records.aspx

By Fax

Place your order by faxing the FAX Order Form to this number: 1-866-550-2067

Service hours: M - F: 8:45am - 4:45pm (RVRS Office)

Cost: See costs in Services section

Transportation: Red line: JFK/UMass, or buses #8 or #16.

Registry Division, City of Boston

One City Hall Square
Room 213
Boston, MA 02201

Telephone: 617-635-4175 (no certificate requests by telephone) -

Fax: 617-635-3775

Email: registry@cityofboston.gov - Web site:

www.cityofboston.gov/registry/

Services: The Registry Division maintains records for all births, marriages, and deaths for the City of Boston. If you were born in Boston you can obtain a birth certificate (or replacement certificate) by visiting the office in person or by mailing in a request.

In Person: The Registry is located in Room 213 in City Hall (2nd floor.) The cost is \$12.00 per certificate payable by cash, check, money order, credit or debit card. If the parents were not married at the time of the child's birth, the record is restricted to only those listed on the birth record and will require a valid ID. All copies are certified. A research fee of \$10.00 applies to records dated prior to 1870.

By Mail: You can also request that a certificate be mailed to you. You should print and complete a request form (found on the website), a photo copy of your ID and a self-addressed stamped envelope. The fee is \$14.00 per copy. Payment may be made by check or money order only, payable to the City of Boston. Do not send cash through the mail. Delivery usually takes about 3-4 weeks.

If you are looking for a birth, marriage, or death record that took place outside of Boston, contact that city or town directly.

Service hours: M - F: 9am - 4pm

Cost: \$12 per certificate if requested in person or \$14 if requested by mail

Other locations: See [Massachusetts Registry of Vital Records and Statistics](#) listing.

Transportation: Orange/Blue lines: State Street. Green/Blue lines: Government Center.

Secretary of the Commonwealth, Elections Division

McCormack Building
One Ashburton Place, Room 1705
Boston, MA 02108

Telephone: 1-800-462-VOTE (8683), 617-727-2828

Email: elections@sec.state.ma.us - Web site:

www.sec.state.ma.us/ele/eleidx.htm

Services: Voter Registration Information

Anyone can vote who is:

- 18 years or older on Election Day (and who has met registration deadlines detailed below)
- A resident of Massachusetts
- A U.S. citizen

Not currently incarcerated for a felony

Incarcerated persons who have been convicted of a felony are prohibited from voting for any office (local, state or federal) in the Commonwealth of Massachusetts. Persons who are no longer incarcerated or who are in prison awaiting trial or who have been convicted of a misdemeanor may register to vote.

You must register at least 20 days before all primaries and elections.

To register in person: Go to your city or town hall election department or clerk's office. You can also register at one of several state offices, including the MA Department of Transitional Assistance, MA Rehabilitation Commission and the Registry of Motor Vehicles. You will be asked to complete an affidavit of registration, which must be answered truthfully under the penalty of perjury. The questions on the affidavit will include your name, residence and date of birth.

To register by mail: To obtain a mail-in registration form please call 617-727-2828 or 1-800-462-VOTE and a form will be sent to you. Or, you can download a MA Voter Registration form at: www.sec.state.ma.us/ele/eleifv/howreg.htm

Mail the completed form to your local city or town hall. You should receive a confirmation notice in 2 to 3 weeks. If you do not, please contact your local election office to verify your voting status.

If you are registering to vote for the first time in Massachusetts you will need to send in a copy of your identification with your voter registration form. Acceptable identification must include your name and the address at which you are registered to vote, for example: a current and valid driver's license, photo identification, current utility bill, bank statement, paycheck, government check, or other government document showing your name and address.

Previously registered: Contact your local City or Town Clerk to see if your old registration is still valid. If your address has changed to a new city or town, you must register again. If you have moved within your city or town, you must notify the Election Department.

Non-English speaking: May register to vote. Ask for assistance when registering.

Homeless people: Have the right to vote even if they are living on the street and do not have a street address. The Registration Form has a space for drawing a diagram of the streets where homeless sleep. Call the office of the Secretary of State at 617-727-2828 if problems arise during registration.

Persons in prison who have NOT been convicted of a felony, awaiting trial or convicted of a misdemeanor, can vote by Absentee Ballot and these ballots can be obtained for them by friends or family. For the address, use last place of residence in Massachusetts.

Service hours: M - F 8am - 5pm (Contact local town/city election dept. for local hours)

Requirements / Restrictions: See [Voter Registration Information](#) in the Services section.

Languages: English, Spanish, Chinese, Vietnamese

Transportation: On Green/Blue lines: Government Center; Orange line: State St.

Social Security Administration

See Other Locations for local office addresses or call for the nearest office

Telephone: 1-800-772-1213 (TTY 1-800-325-0778)

Web site: www.ssa.gov/

Services: Top Services

- Get or replace a Social Security card
- Apply for benefits including: Retirement, spouses and/or Medicare benefits; Survivors benefits; Disability benefits for children or adults; Child's benefits; Parents benefits; and Supplemental Security Income (SSI)
- Get extra help with Medicare prescription drug costs
- Appeal a disability decision

To apply for a replacement or a new Social Security card and you are a U.S. citizen, you must complete Form SS-5: Application for a Social Security Card. This form is available from a Social Security office or you can download it from the web site. The form requires your mailing address, your date of birth, place of birth, and a daytime telephone number. The form also requests the names of your mother and father and their social security numbers, however this information is not required unless you are under 18 years old. You must complete and sign the form in Black or Blue ink.

To complete the application for a replacement card, you will need a picture identification and must know your Social Security number. Replacements are limited to 3 per year and 10 per lifetime.

Non-U.S. citizens must complete the requirements above and in addition must provide documents proving immigration status and work eligibility.

Staff will accept DOC Discharge papers as proof of identity when applying for disability; it should be the original, not a copy. DOC Discharge papers are not accepted as identification for obtaining a replacement card. Forms and other information are available on the web site listed above.

Service hours: Office hours vary on location; see below

Languages: Telephone service and web site information are available in English and Spanish. Interpreter services provided for other languages in office.

Other locations: [Cambridge/Somerville](#): 10 Fawcett Street, 1st Floor, 02138

M, T, Th, F: 9am - 4pm; Th: 9am - 12pm

[Downtown Boston](#): O'Neill Federal Building, 10 Causeway St., Room 148, 02222 (next to the TD Banknorth Garden)

M, T, Th, F: 9am - 4pm; W: 9am - 12pm

[Dorchester](#): 115 Freeport St., 02122

M, T, Th, F: 9am - 4pm; W: 9am - 12pm

[Malden](#): 192 Commercial Street, 02148

M, T, Th, F: 9am - 4pm; W: 9am - 12pm

[Roxbury Office](#): 10 Malcolm X Blvd, 02119 (at Dudley Square, across from Post Office)

M, T, Th, F: 9am - 4pm; W: 9am - 12pm

[Roslindale](#): 4238 Washington St. 02131 (next to Municipal Building in Roslindale Square)

M, T, Th, F: 9am - 4pm; W: 9am - 12pm

Forms and other information are available on the web site listed above.

Transportation: Varies by office location. Contact local office for directions.

Social Security: Benefits After Incarceration

Telephone: 1-800-772-1213 -or- 1-800-325-0778 (TTY)

Web site: www.ssa.gov/reentry/

Services: This website and phone number offer information on employment and benefits (such as health care, food, and shelter) for those transitioning to the community.

US Department of Veterans Affairs, IRIS

See in Category: *Veterans*, page 90

Work Opportunity Tax Credit, U.S. Department of Labor

See in Category: *Employment*, page 35

Clothing

AFSC Materials Assistance Center

5 Longfellow Park
Cambridge, MA 02138
Telephone: 617-876-5312
Email: churd@afsc.org - Web site: afsc.org/program/cambridge-material-aid-advocacy-program

Services: The Material Aid & Advocacy Program (MAAP), founded in 1944, is a one stop resource for those in need in the Greater Cambridge-Boston area. MAAP helps to alleviate people's immediate basic suffering by providing referred recipients with free material aid including clothing, household goods, survival supplies, and hygienic items. We assist recipients in meeting their broader needs by making available our Resource Guides that include all the information necessary to access shelters, food pantries, community meals, employment assistance and more. Annually, MAAP serves over 2,000 individuals and families referred from over 80 service providers and community organizations from the Greater Cambridge-Boston Area. We are committed to treating those we serve with dignity and respect, and provide a safer space to share resources, build community and move forward together.

MAAP also advocates alongside and on behalf of those we serve; the broader community of people experiencing or are at risk of homelessness to improve their immediate situations, such as humane and dignified treatment in shelters and improved shelter conditions. Also, MAAP advocates for long-term solutions to homelessness including increased low-income housing, expanded voucher programs, housing first initiatives, and upstream homelessness prevention.

Service hours: Open only by appointment Tuesday and Thursday from 9am - 3pm

Requirements / Restrictions: Referral and appointment: <https://www.afsc.org/resource/how-get-assistance-map>

Transportation: Red line: Harvard Sq. Difficult site to find - ask for directions.

Boomerangs

716 Centre Street
Jamaica Plain, MA 02130
Telephone: 617-524-5120
Email: boomerangs@aac.org - Web site: www.shopboomerangs.org

Services: New, vintage, and gently used clothing, books, housewares, electronics, and furniture are for sale.

Boomerangs is owned and operated by AIDS Action Committee of MA, Inc. and all proceeds from Boomerangs support AIDS Action's work.

Service hours: M - Sat: 10am - 7pm; Sun: 11am - 6pm

Other locations: West Roxbury: 1870 Centre St, 617-323-0262
Central Square: 563 Massachusetts Ave, Cambridge, 617-758-6128
South End: 1407 Washington St, Boston, 617-456-0996

Transportation: Jamaica Plain Store: Bus #39 from Kenmore Square or Green Street on the Orange line.

Brighton Allston Congregational Church: Thrift Shop

404 Washington Street
Brighton, MA 02135

Telephone: 617-254-4046
Email: brightonucc@verizon.net - Web site: www.brightonucc.org/community/thrift-shop

Services: Clothing and household goods. Open Wednesdays and Saturdays only.

Service hours: W: 11am - 2pm; Sat: 10am - 1pm

Transportation: Bus #57 from Kenmore Square

By-The-Pound

200 Broadway
Cambridge, MA 02139
Telephone: 617-876-5230
Web site: www.garmentdistrict.com/departments/

Services: Clothing and shoes are all \$1.50 a pound.

Service hours: Sun - Thu 11am - 8pm; F: 11am - 6pm; Sat: 9am - 8pm

Transportation: Red line: Kendall Square, 4 block walk - Main Street turn right on Ames, left on Broadway.

Goodwill Stores

1010 Harrison Avenue
Boston, MA 02119
Telephone: 617-541-1270 - Fax: 617-541-1470
Web site: www.goodwillmass.org

Services: Quality, low cost items including new or gently used clothing, household goods, small appliances, and some furniture are sold to those in need.

Service hours: M - Sat: 8:30am - 7pm; Sun: 12pm - 6pm

Other locations: Allston/Brighton
965 Commonwealth Avenue, 617-254-0112
M - Sat: 10am - 8pm
Sun: 12pm - 6pm

Cambridge
520 Massachusetts Avenue, 617-868-6330
M - Sat: 10am - 8pm
Sun: 12pm - 6pm

Jamaica Plain
678 Centre Street, 617-522-1415
M - Sat: 10am - 8pm
Sun: 12pm - 6pm

Somerville
230 Elm Street, 617-628-3618
M - Sat: 10am - 8pm
Sun: 12pm - 6pm

South Boston
470 W. Broadway, 617-307-6367
M - Sat: 9:30am - 7pm
Sun: 12pm - 6pm

Transportation: Bus #1 or #47, 4 blocks from Dudley Square.

Harvest Food Pantry

See in Category: *Food*, page 48

Hour House Boston, Incorporated

See in Category: *Housing*, page 56

New England Center and Home for Veterans

See in Category: *Veterans*, page 89

Project Care and Concern

22 Beechwood Street
#2000
Dorchester, MA 02121
Telephone: 617-288-2372

Contact: Sister Joyce McMullen, SND

Services: The Thrift Shop is located on the first floor and offers new and used clothing and household items for reasonable prices.

Service hours: M - Th: 11am - 3pm

Cost: Low prices

Languages: English

Transportation: Bus #'s 15, 16, or 17

RESPOND, Inc.

See in Category: *Domestic Violence*, page 16

Rosie's Place

See in Category: *Women*, page 93

Salvation Army Family Thrift Stores

483 Broadway
Somerville, MA 02155
Telephone: 781-395-9783
Web site: <https://satruck.org/>

Services: Clothing, small appliances, some furniture. Vouchers available for low income and/or elderly at 1500 Washington Street, Boston. Call 617-236-7233 for info.

Service hours: M - Sat. 9am - 5:30pm

Other locations: Chelsea: 456 Broadway, Chelsea; 617-884-9323
M - Sun: 9am - 3pm

Dorchester: Children's Learning Center, 26 Wales Street; 617-436-2480

Salvation Army: Boston Central Corps

See in Category: *Faith Based Organization*, page 39

Solutions at Work

391 Evereteze Way
Cambridge, MA 02141
Telephone: 617-576-0039 - Fax: 617-812-5871
Email: info@solutionsatwork.org - Web site:
www.solutionsatwork.org

Services: Programs are targeted to residents of Greater Boston/Cambridge with a particular focus on returning citizens. Support includes:

Children's Clothing Exchange: Trade children's outgrown items for age-appropriate ones. Open Tuesdays, Wednesdays, and Thursdays 10am - 4pm. Contact Tara Riopelle at triopelle@solutionsatwork.org or 617-871-1202 for more information.

Solutions Wear: Free interview appropriate clothing. Mondays and Fridays, by appointment and referral only. Contact Tracy Russ at truss@solutionsatwork.org or 617-871-1202 for more information.

Get Connected: Offers donated computers at \$50 per unit to help search for jobs, find affordable housing, continue their education, and keep in touch with their support network. Open Wednesdays 3:30pm - 7:30pm. Located at 1151 Massachusetts Ave in Cambridge. Contact Adam Frost at afrost@solutionsatwork.org or 617-325-9526 for more information.

Service hours: Vary by program.

Requirements / Restrictions: Referral required for some programs. Call for more information.

St. Francis House

See in Category: *Shelters*, page 80

Straight Ahead Ministries

See in Category: *Faith Based Organizations*, page 39

Urban Renewals

122 Brighton Avenue
Allston, MA 02134
Telephone: 617-783-8387 - Fax: 617-254-7760
Web site: www.familythrift.com/location.html

Services: Items available for purchase include: clothing, shoes, bedding, and some furniture. Cash only; ATM in store.

Service hours: M - Sat: 9am - 6pm; Sun: 12pm - 5pm

Transportation: Bus #57 from Kenmore Square; Green Line to Harvard Ave or Packards Corner.

CORI

Boston Workers Alliance

See in Category: *Employment*, page 30

Dorchester Community CORI Project

Dorchester Court
510 Washington Street
Dorchester, MA 02124

Telephone: 617-371-1234 or 617-603-1803 - Fax: 617-371-1222

Services: There is a CORI table for walk-ins at the Dorchester courthouse. The CORI Table is next to the clerk's office on the 1st floor. At other times, call GBLs for an intake from 9am to 5pm Mon-Fri. If there is a very high volume of calls, you may be put on hold, but your call will eventually be answered.

The Dorchester Community CORI Project is a program of Greater Boston Legal Services in collaboration with volunteer lawyers and law students. Attorneys and supervised law students provide free legal advice and/or represent individuals trying to seal cases. Expungement cases, appeals and systemic CORI problems are also handled. The Project puts on community education events targeted to Roxbury and Dorchester residents.

Also see the Directory listings for [Greater Boston Legal Services](#) and [Roxbury Community CORI Project](#)

Service hours: 2nd & 4th Wednesdays of the month, 9am - 5pm (except for 4th Wed. in December)

Requirements / Restrictions: Income limitations (usually restricted to persons with incomes less than 125% of federal poverty guidelines) are applicable, with the exception of elderly clients and Medicare beneficiaries who are not subject to the income guidelines.

Cost: No Cost

Waiting time: Depends on volume of walk-ins.

Languages: Interpreters are available for non-English speakers by phone if not in person at the courthouse.

Other locations: Greater Boston Legal Services, 197 Friend Street, Boston

Transportation: Red Line (Ashmont Line): Shawmut Station, exit station on left to Melville Ave, walk 5 minutes to Courthouse on Washington St - or - Red Line to Ashmont Station, take Bus #23 to 55 Washington St.

Eastern Regional Legal Intake

See in Category: *Legal*, page 61

Future Hope Apprenticeship Program

See in Category: *Substance Abuse*, page 83

Greater Boston Legal Services (GBLS)

See in Category: *Legal*, page 61

JVS Career Solutions (Formerly The Work Place and JobNet)

See in Category: *Employment*, page 32

Massachusetts Department of Criminal Justice Information Services-CORI Unit

200 Arlington Street, Suite 2200
Chelsea, MA 02150

Telephone: 617-660-4640 - Fax: 617-660-4613

Web site: www.mass.gov/eopss/agencies/dcjis/

Contact: Front Desk

Services: CORI Unit Overview: The Criminal Offender Record Information (CORI) Support Services Unit provides CORI to Board certified, non-criminal justice agencies such as schools, day care centers, home health aides, youth athletic coaches, and municipal government agencies. Individuals may also obtain a copy of their personal criminal record from the CORI Support Services Unit.

The Unit also assists in correcting inaccurate criminal records, investigates complaints of improper access to or dissemination of CORI, and provides legal assistance on matters relating to the CORI law to police, prosecutors, judges, and the public.

For additional information, or answers to questions not found on the CORI Unit website, please contact the Department of Criminal Justice Information Services CORI Unit at (617) 660-4640.

Getting a Copy of Your Own CORI

By Mail: To get a copy of your CORI, visit the DCJIS webpage: [CORI Forms, Applications and Model Policies](http://www.mass.gov/eopss/crime-prev-personal-sfty/bkgd-check/cori/cori-forms-and-applications.html) (www.mass.gov/eopss/crime-prev-personal-sfty/bkgd-check/cori/cori-forms-and-applications.html).

You will need to complete the "Adult Personal Criminal Record Request Form." The form must be notarized before it is sent in. Incarcerated individuals can have an official at the correctional facility endorse the signature instead of a Notary.

Return the form to the CORI Unit with a self-addressed, stamped envelope and payment of \$25 by bank check or money order or an indigency waiver. Indigency Waiver forms can be found on the webpage: [CORI Forms, Applications and Model Policies](http://www.mass.gov/eopss/crime-prev-personal-sfty/bkgd-check/cori/cori-forms-and-applications.html) (<http://www.mass.gov/eopss/crime-prev-personal-sfty/bkgd-check/cori/cori-forms-and-applications.html>).

Mail the forms to:

Department of Criminal Justice Information Services
Attention: CORI Unit
200 Arlington Street, Suite 2200
Chelsea, MA 02150

Online: You can also request a copy of your CORI online via the iCORI Service. You must have a valid Massachusetts Driver's License or Massachusetts Identification Card to register with the iCORI Service.

To get a copy of your CORI using the iCORI Service, go to the DCJIS website and click on the link under "iCORI Service." You will be redirected to the iCORI Service. Log in to the iCORI Service (first time users will have to register). On the iCORI home page, click the Add Request link at the top of the page. Select the purpose for the CORI request from the drop-down list and then enter the information required. Click the Add & Checkout button to proceed to checkout.

There is a fee for each search of the iCORI system. Search results are based on an exact match of the information submitted and the name

and date of birth that is maintained in the iCORI database. Personal, standard, and required requests are \$25 per name.

Individuals who cannot afford the fee should submit a completed "Affidavit of Indigency." This form does not need to be notarized, but must be signed.

For assistance with the iCORI Service, call 617-660-4640. Representatives are available M-F 8am-6pm.

CORI Self Audit

The CORI Reform Law requires the DCJIS to provide an electronic CORI "self audit" capability for individuals. A Self Audit is a report of all non-criminal justice CORI checks made on an individual since May 4, 2012.

To request a Self Audit, you must complete a "Self Audit Request Form" which can be accessed at the [Self Audit](http://www.mass.gov/eopss/crime-prev-personal-sfty/bkgd-check/cori/cori-self-audit.html) webpage. (<http://www.mass.gov/eopss/crime-prev-personal-sfty/bkgd-check/cori/cori-self-audit.html>)

Mail the completed form to:
Massachusetts Department of Criminal Justice Information Services
ATTN: Self Audit
200 Arlington Street, Suite 2200
Chelsea, MA 02150

An individual may request a Self Audit, for free, every 90 days. You may request a Self Audit at any time, but requests submitted before the 90 day waiting period must include a money order for \$25.00 made payable to the Commonwealth of Massachusetts. In addition, your signature must be notarized. Incomplete requests will not be processed and will be returned to the sender.

Correcting Your CORI

If you believe there is incorrect information on your CORI report, you may either contact the trial court directly or file a complaint with the DCJIS. To file a complaint with the DCJIS, you must complete an "Incorrect CORI Complaint Form," which is available at the [CORI Forms, Applications and Model Policies](http://www.mass.gov/eopss/crime-prev-personal-sfty/bkgd-check/cori/cori-self-audit.html) page.

DCJIS has additional information on how to correct a criminal record available at their website to assist individuals who believe their CORI is inaccurate. Go to [CORI Forms, Applications and Model Policies](http://www.mass.gov/eopss/crime-prev-personal-sfty/bkgd-check/cori/cori-self-audit.html) and click on "Information Concerning the Process in Correcting a Criminal Record" for assistance.

DCJIS staff will review your complaint and assist, if possible, with correcting inaccurate CORI by gathering applicable information and, where necessary, contacting other agencies for assistance.

Important: DCJIS staff cannot provide legal advice or representation to individuals. In addition, the DCJIS does not have the legal or technical authority or ability to make changes to criminal records. Information contained within a CORI may only be amended by the Massachusetts Trial Court.

The [Massachusetts Law Reform Institute \(MLRI\)](http://www.mass.gov/eopss/crime-prev-personal-sfty/bkgd-check/cori/cori-self-audit.html) may also be able to provide assistance in these situations.

Complaints Regarding Your CORI

Visit the [CORI Forms, Applications and Model Policies](http://www.mass.gov/eopss/crime-prev-personal-sfty/bkgd-check/cori/cori-self-audit.html) webpage to find the following forms:

- CORI Regulatory Violation Complaint Form
- Improper Access and/or Dissemination of CJIS Information Complaint Form
- Improper Access and/or Dissemination of CORI Complaint Form
- Incorrect CORI Complaint Form

Sealing Your CORI

The DCJIS does not have the legal or technical authority or ability to seal records. You must contact the Massachusetts Office of the Commissioner of Probation at (617) 727-5300.

Information on sealing your Massachusetts criminal record is also available at the [Office of the Commissioner of Probation-How to Seal Your Criminal Record](http://www.mass.gov/courts/selfhelp/criminal-law/seal-record.html) (www.mass.gov/courts/selfhelp/criminal-law/seal-record.html).

Individuals may petition OCP to seal certain eligible criminal convictions as follows:

- Delinquency (juvenile) case: all sentence elements of which, and of any subsequent court appearances, were completed 3 years prior to this request
- Misdemeanor: 5 years after the conviction or any period of incarceration, whichever is later.
- Felony: 10 years after the conviction or any period of incarceration, whichever is later.
- Sex offense: 15 years after the conviction or any period of incarceration, or after the obligation to register as a sex offender ceases, whichever is later. Sex offenders classified as Level 2 or Level 3 will not be eligible to have their convictions sealed.

Out-of-State Criminal Records

These must be obtained from the state where the conviction occurred. For a list of State offices, go to the DCJIS website then click on "Criminal Offender Record Requests," then click "Requesting Out-of-State Criminal Records."

*CORI laws changed in May 2012. To get more details on these changes, visit the DCJIS website.

Service hours: M - F: 8am - 6pm

Cost: \$25 fee, which may be waived for personal CORI if Affidavit of Indigency is filed.

Transportation: Service available by telephone, online, and mail only. No in person services, walk-ins, faxes, or emails.

MassLegalHelp

Online

Web site: www.masslegalhelp.org/cori

Services: The MassLegalHelp website is a comprehensive, up-to-date site which has specific, easy-to-understand information on how the Criminal Offender Record Information (CORI) laws relate to finding housing and employment, who has the right to see your CORI, how to seal your record, and how to correct mistakes on your CORI. It has a "Crime Glossary," which lists definitions of terms, plus a link to the Criminal History System Board's list of CORI Codes, which define the terms.

Individuals with CORI's can get information and referrals about CORI issues by calling the Legal Advocacy and Resource Center (LARC) hotline at: 617-603-1700.

Individuals with questions regarding their CORI's or any other legal information question can talk, via instant message, with a law librarian with the "Ask A Librarian" program that runs M - F: 9am - 4pm.

New England Center and Home for Veterans

See in Category: *Veterans*, page 89

Project Place: Employment, Job Training, & Resource Services

See in Category: *Employment*, page 33

Roxbury Community CORI Project

Roxbury Division, Boston Municipal Court
85 Warren Street
Roxbury, MA 02119

Telephone: 617-371-1234; TDD: 617-371-1228; 800-323-3205 - Fax:
617-371-1222

Email: pquirion@gbls.org

Contact: Pauline Quirion

Services: The Roxbury Community CORI Project is a program of Greater Boston Legal Services (GBLS) which collaborates with Harvard Law School, New England Law, and volunteer lawyers of the Boston Bar Association and Boston law firms. Attorneys and supervised law students provide free legal advice and represent almost all of the individuals trying to seal cases in the Roxbury courthouse. Expungement cases, appeals, and systemic CORI problems also handled. The Project puts on community education events targeted to Roxbury and Dorchester residents.

Service Hours:

Roxbury Court holds hearings on petitions to seal records on the 3rd Thursday of the month. There is a CORI table for walk-ins on the 2nd floor of the Roxbury courthouse from 9am-12pm on the 3rd Thursday of the month. Other times, call GBLS for an intake from 9am-5pm, M-F at 617-371-1234 or 617-603-1700. If there is a very high volume of calls, you may be put on hold, but your call will eventually be answered.

Requirements / Restrictions: Income limitations (usually restricted to persons with incomes less than 125% of federal poverty guidelines) are applicable, with the exception of elderly clients and Medicare beneficiaries who are not subject to the income guidelines.

Languages: Interpreters are available for non-English speakers by phone if not in person at the courthouse.

Other locations: Greater Boston Legal Services, 197 Friend Street, Boston, MA 02114; 617-371-1234

Transportation: Accessible by public transportation (Silver line and/or buses to courthouse location; Dudley Station).

Straight Ahead Ministries

See in Category: *Faith Based Organizations*, page 39

Union of Minority Neighborhoods

See in Category: *Other Groups*, page 67

Domestic Violence

Asian Task Force Against Domestic Violence

P.O. Box 120108
 Boston, MA 02112
 Telephone: 617-338-2355
 Web site: www.atask.org

Services: The Asian Task Force Against Domestic Violence primarily serves Asian families and individuals in Massachusetts who suffer or are at risk of suffering from domestic violence. The hotline connects callers with emotional support in their preferred language, and can also point callers to referral services.

Service hours: 24/7

Languages: English, Vietnamese, Khmer, Thai, Laos, Mandarin, Cantonese, Shanghainese, Hindi, Nepali, Marathi, Telugu and Tamil

Boston Area Rape Crisis Center (BARCC)

See in Category: *Emergency Assistance*, page 27

Casa Myrna

PO Box 180019
 Boston, MA 02118
 Telephone: 617-521-0100 - Fax: 617-521-02015
 Email: info@casamyrna.org - Web site: www.casamyrna.org/

Services: Casa Myrna's Boston-based services help people who have experienced domestic violence to recover from the trauma of abuse and begin to build sustainable self-sufficiency. All services are free of charge and can be provided in English or in Spanish. Casa Myrna operates Safelink, the statewide 24/7 domestic violence crisis hotline (see Safelink entry for more information). Casa Myrna also operates three residential programs (shelters) in Boston for adults and their children made homeless by domestic and dating violence. People of any gender can participate in Casa Myrna's programs.

Services Provided:

- Safety Planning – victims of domestic violence learn how they and their families can stay safe
- Supportive Listening – we provide a safe space in which to talk about what's happening in your relationship
- Direct connection to domestic violence shelter programs across Massachusetts
- Referrals to local domestic violence and community services
- Support and resources for anyone who is concerned about a victim of domestic violence

Supportive Services:

- Legal Advocacy Program: This program seeks to address the unmet legal needs of victims of domestic violence who, due to linguistic, cultural, and financial barriers, would not be able to access representation through normal channels. Lawyers and legal staff assist survivors with abuse prevention orders, child custody and support, divorce, immigration, and housing. The program includes a Legal Helpline (617.521.0146), where callers can leave a message at any time. Call the Legal Helpline or SafeLink for more information.

- Counseling Services: Trained counselors provide individual therapy and support groups for victims of domestic violence, as well as referrals to specialized counseling services in the community. Email counseling@casamyrna.org or call SafeLink for more information.
- Housing Advocacy: Housing Specialists work with survivors who have been made homeless by domestic violence, or who need to find alternative housing options due to ongoing violence in their homes. Participants are helped to assess their housing needs and given guidance in identifying, applying for, and securing permanent, affordable housing. The program also helps secure donations of household items and assistance with moving expenses. Email housing@casamyrna.org or call SafeLink for more information.
- SOAR (Stability, Opportunity, Achievement, Results): A Self-Sufficiency Specialist works with survivors as they set and pursue educational, vocational and employment goals, teaching them to budget, save, and plan for sustainable self-sufficiency. The program provides 5-week workshops and individual counseling sessions that help victims of domestic violence learn to review their credit histories, repair bad credit, open savings or checking accounts and master the realities of budgeting and sound financial planning. Email soar@casamyrna.org or call SafeLink for more information.
- Community Advocacy: Bilingual Spanish/English Community Advocacy Specialists are available at sites throughout Boston, including Dorchester District Court, Roxbury District Court, South End Community Health Center, Upham's Corner Health Center, Brookview House, and the Family Justice Center Boston. Call 617.521.0116 for current schedule.

Service hours: Supportive services are available by appointment during standard office hours.

Cost: Free

Languages: English, Spanish

Transportation: Casa Myrna's offices are located in the South End of Boston and are easily accessible on the MBTA. Due to the need for safety, the location is not shared with the public. If you have an appointment, your staff member will send the address and directions for both car and public transportation.

EMERGE (Batterer's Intervention)

2464 Massachusetts Avenue, Suite 101
 Cambridge, MA 02140

Telephone: 617-547-9879 - Fax: 617-547-0904

Email: info@emergedv.com - Web site: www.emergedv.com

Contact: Intake Staff

Services: Emerge is a group counseling and education program for men and women who are abusive in intimate partner relationships. Emerge sees clients who have been abusive in heterosexual and same-sex relationships. Emerge also has an Anger Management program and a fatherhood group. All programs satisfy court/probation and DCF requirements.

The Emerge website provides up-to-date information on other domestic violence programs and resources.

Service hours: M - F: 9am - 5pm; Classes offered morning and evening hours on several days of the week

Requirements / Restrictions: Group members must admit to having been physically, emotionally, verbally, economically, or sexually abusive to a partner in an intimate relationship for the Abuser Intervention Program. For the Anger Management Program, the incident(s) must be non-intimate partner related (e.g. involving coworkers, strangers, friends, or other family members).

Cost: The Abuser Program has a sliding fee scale, from \$25-\$75/week based on income. There is a community service option for members who are on probation and are unemployed. The Anger Management program fee is \$40/week, plus a \$25 orientation fee. There is no community service option for Anger Management. The parenting group is free.

Languages: English, Spanish for Abuser Education, Anger Management, and Fatherhood programs.

Other locations: Spanish groups are held at Curtis Hall Community Center in Jamaica Plain, MA.

Transportation: Red line: Davis Square; Bus# 77 from Harvard: Mass Ave. @ Cameron Ave.

Massachusetts Department of Transitional Assistance (DTA)

See in Category: *Emergency Assistance*, page 27

National Domestic Violence Hotline

Telephone: 1-800-799-SAFE (7233) -or- 1-800-787-3224 (TTY)
Web site: www.thehotline.org

Services: Trained advocates are available to talk with those affected by domestic violence, offering crisis intervention, options for next steps, and connections to direct services. Women, men, or children can call the hotline number or instant message with advocates by clicking the "chat" button on the website.

Bilingual advocates are on hand to speak with callers, and the Language Line offers translations in 170+ different languages.

The Hotline is also an excellent source of help for concerned friends, family, co-workers and others seeking information and guidance on how to help someone they know.

Service hours: 24/7

Cost: Free

Languages: English, Spanish. Access to other languages are available through translators as well.

National Sexual Assault Hotline

See in Category: *Emergency Assistance or Hotlines*, page 28 or 53

On The Rise, Inc.

See in Category: *Women*, page 93

REACH Beyond Domestic Violence

Telephone: 1-800-899-4000
Web site: www.reachma.org

Services: REACH provides safety and support to survivors of abuse. Callers can speak with advocates about getting to safety or for a

compassionate listening ear. The Hotline also provides referrals and information about other REACH services.

Service hours: 24/7

Languages: English, can accommodate other languages through secure translators

RESPOND, Inc.

PO Box 555
Somerville, MA 02143
Telephone: 617-623-4377

Email: info@respondinc.org - Web site: www.respondinc.org

Services: 24 Hour Crisis Hotline: 617-623-5900

RESPOND provides emergency shelter and a range of support services and educational programs to thousands of survivors of domestic violence each year including adults, children and teens (of all genders) regardless of race, religion, age or other characteristics. RESPOND staff work with survivors of domestic violence to address their immediate and long-term needs, providing emotional support, counseling, financial resources, information and referrals. Through RESPOND's programs, individuals and families in crisis develop the concrete tools necessary to regain control of their own lives—from parenting skills and housing search to financial literacy, and the hands-on experience of advocating for themselves. Services are free, confidential and currently offered in multiple languages.

Community Services

RESPOND's Supportive Services are available to all victims and survivors of domestic violence. They include:

- 24-Hour Crisis Hotline that provides emotional support, resource referrals, and information on legal options, statewide shelter availability and community resources.
- Individual counseling and support groups, which help survivors define and meet their goals regarding safety, housing, employment, health care, housing issues, divorce, custody, and education.
- Access to safe shelter and housing remains a primary concern for all survivors of domestic violence. RESPOND developed its housing assistance program to address the unique needs of survivors and fill the gap left by anti-homelessness agencies. Since implementing its program, 75% of RESPOND's shelter residents have found long-term housing and had no need to ever return to their abuser. In 2016, RESPOND was awarded a \$100,000 grant from Cummings Foundation to support its housing program.
- Basic Assistance that helps program participants to access necessities such as food, clothing, medication, transportation and temporary shelter through the provision of gift cards for grocery, pharmacy and department stores, 911 emergency cell phones, and school supplies when no viable options are available.
- Legal Support that provides individuals with court accompaniment, assistance accessing legal aid services, and help with diverse legal issues including restraining orders, child custody, and immigration. Staff maintain a weekly presence in the Malden District Court and work closely with the victim witness advocate program run by the Middlesex County District Attorney's Office.
- Children's Services that help parents to meet their children's education, health care and out-of-school needs.

RESPOND also leads parenting groups, literacy activities, and works to improve prenatal care.

- High Risk Assessment Teams designed to minimize harm or lethality to survivors of high risk domestic abuse cases by providing a multidisciplinary approach to coordinate a community response including: immediate crisis interventions and long-term stabilization of survivors of domestic violence and identifying, monitoring and containing high risk offenders. RESPOND is the lead agency of the Somerville High Risk Assessment Team, Stoneham High Risk Assessment Team, Malden High Risk Assessment Team and Co-founder of the Cambridge, Arlington and Belmont Team.
- Outreach and Education Activities through which RESPOND addresses the root causes of domestic violence via community education and outreach initiatives designed to raise public awareness about domestic violence, educate the community to recognize signs of abuse and promote healthy relationships. Staff commonly provide training for law enforcement officials, healthcare professionals, local civic and religious groups, high school and college students and other human service providers.
- RESPOND has a Civilian Certified Domestic Violence Counselor embedded in the Malden Police Department. This partnership allows RESPOND to work directly with victims identified through MPD contact (police calls) and allows us to offer information and support related to restraining orders and a variety of needs related to domestic abuse. On-site, the Certified Domestic Violence Counselor can refer to any of RESPOND's programs or another suitable resource in real time, in a safe, accessible environment.

Emergency Shelter

Emergency Shelter has been the cornerstone of RESPOND's services since the agency's founding in 1974. Safe, confidential shelter remains a critically necessary last resort for survivors of domestic violence in grave danger with no other resources or available supports. RESPOND's emergency shelter location is kept confidential to ensure the safety of program participants. Services are available 24 hours a day, 365 days a year.

RESPOND's eight-bedroom home is the only area domestic violence shelter that is wheelchair accessible and ADA approved. Its spacious Children's Learning Center offers a safe, colorful play space and programs that promote learning, encourage parental involvement, and connect children and teens to local in- and out-of-school enrichment activities. The average length of stay for residents is 4 months. RESPOND is proud to accept women and men (or any gender identity) into shelter as well as parents of teenage boys— a rarity in Massachusetts.

Service hours: Business office hours M-F: 9am-5pm; Programs and Services staff available 24/7 via hotline

Requirements / Restrictions: Domestic Violence Survivor service provider, not a batterer intervention program

Cost: None

Waiting time: None

Languages: English, Spanish, French Creole

Rosie's Place

See in Category: *Women*, page 93

Safelink

See in Category: *Hotlines*, page 53

The Network – La Red

P.O. Box 6011
Boston, MA 02114

Telephone: Main Office: 617-695-0877; TTY: 617-227-4911; Hotline: 617-742-4911 - Fax: 617-423-5651

Email: info@tnlr.org - Web site: tnlr.org

Services: The Network provides a variety of services for members of the lesbian, gay, bisexual, and transgender (LGBT) community experiencing partner abuse. The organization also provides assistance and referrals to LGBT community members. The web site is in English and Spanish, is kept up-to-date, and has information helpful to the LGBT community.

Hotline: 617-742-4911 (617-227-4911 for TTY) provides confidential emotional support, information, and safety planning for lesbian, gay, bisexual, queer and/or transgender (LGBQ/T) folks, as well as those in SM/kink and polyamorous communities who are being abused or have been abused by a partner. We also offer information and support to friends, family, or co-workers on the issue of domestic violence in LGBQ/T communities. All hotline staff are trained in domestic violence, peer counseling, crisis intervention, and safety planning.

Safe Home Emergency Shelter: provides emergency safehome for survivors of partner abuse for up to 4 weeks stay. Having a place to go is the missing piece for many abused lesbian, gay, bisexual, queer and/or transgender (LGBQ/T) people who are trying to take their children and/or pets and leave their abusive partners. Our safehomes are located across the greater Boston area and offer a safe place to get started on the next course of action

You can call The Network/La Red Hotline at 617-742-4911(voice) or 617-227-4911(TTY). First we will ask about your immediate safety and have a conversation about why you are seeking services. If we are the appropriate resource and our safehome is available, we will begin the intake process. If you need a shelter and we are not available, you can call Safelink, 1-877-785-2020(voice) or 1-877-521-2601(TTY), the Massachusetts 24-hour domestic violence hotline, for referrals to shelters with space.

Support Group: A confidential facilitated group for lesbian, gay, bisexual, queer and/or transgender survivors of partner abuse to share and listen to each other's experiences, give and get peer support, feedback and information, and help with safety planning. You can receive support over the phone or in person. Call the Hotline to set up an interview with an advocate for the support group.

Service hours: Hotline: 24-hours

Requirements / Restrictions: Target population is battered members of LBT (lesbian, bisexual, and transgender) communities. Will also assist and provide referrals for gay and bisexual men.

Languages: Spanish, English

Transportation: Most services are accessible by public transportation. Call for directions.

The Women's Center

See in Category: *Women*, page 94

Education

There are a number of abbreviations used in this section. They are:
 ABE: Adult Basic Education or beginning reading (grades 1 – 4)
 Pre-GED: Intermediate Adult Basic Education (grades 5 – 8)
 GED: General Educational Development for diploma (grades 9 – 12)
 ESL or ESOL: English as a Second Language
 EDP or ADP: External Diploma Program or Adult Diploma Program

ABCD (Action for Boston Community Development)

178 Tremont Street
 Boston, MA 02111
 Telephone: 617-348-6000, TTY 617-423-9215
 Web site: www.bostonabcd.org

Contact: Ask for program or service

Services: Programs include adult education, GED preparation, English for Speakers of Other Languages (ESOL), employment and training, food pantries, fuel assistance, housing assistance, early education and care, youth services, citizenship assistance, and elder services. Some ABCD neighborhood sites offer assistance with the Earned Income Tax Credit, tax preparation, and financial literacy.

Call for further information about each program.

Referral from Hunger Hotline (800-645-8333) required for many food pantry services. Call M – F: 8am - 7pm or Sat: 10am - 2pm.

Service hours: Downtown office: M - F: 9am - 5pm

Requirements / Restrictions: Most programs are open to residents of Boston and nearby suburbs. Suburban residents should call and check on eligibility. Some programs also have income-eligibility requirements.

Cost: Cost depends on the program. Most programs are free. Ask when calling.

Languages: English, Spanish, French, Creole, Somali, Arabic, Italian, Portuguese, Chinese, Vietnamese, Bosnian. Ask about specific languages at program or neighborhood office when calling.

Other locations: [Allston-Brighton Neighborhood Opportunity Center \(NOC\)](#)

640 Washington Street, Suite 203 Brighton 617-903-3640
www.bostonabcd.org/allston-brighton-noc.aspx

[Asian American Civic Association](#)

87 Tyler St. 5th Floor, Chinatown, Boston 617-426-9492
<http://aaca-boston.org>

[City-wide Boston Hispanic Center](#)

Located within the Jamaica Plain APAC at 30 Bickford St. Jamaica Plain 617-522-4839
www.bostonabcd.org/citywide-boston-hispanic-center.aspx

[Dorchester Neighborhood Service Center](#)

110 Claybourne St. Dorchester 617-288-2700
www.bostonabcd.org/dorchester-nsc.aspx

[East Boston Area Planning Action Council \(APAC\)](#)

21 Meridian St. East Boston 617-567-8857
www.bostonabcd.org/east-boston-apac.aspx

[Roxbury/N. Dorchester NOC](#)

22 Elm Hill Ave., Roxbury 617-442-5900

www.bostonabcd.org/roxbury-n-dorchester-noc.aspx

[Jamaica Plain APAC](#)

30 Bickford St. Jamaica Plain (in the Bromley Health Housing Development) 617-522-4250
www.bostonabcd.org/jamaica-plain-apac.aspx

[JFK Family Service Center](#)

23A Moulton St. Charlestown 617-241-8866
<http://kennedycenter.org/>

[Mattapan Family Service Center](#)

535 River St. Mattapan 617-298-2045
www.bostonabcd.org/mattapan-fsc.aspx

[Mystic Valley Opportunity Center](#)

110 Pleasant St. 3rd Floor Malden 781-321-3431
www.bostonabcd.org/mystic-valley-opportunity-center.aspx

[North End/West End Neighborhood Service Center](#)

1 Michelangelo St. Boston 617-523-8125
www.bostonabcd.org/north-endwest-end-nsc.aspx

[Parker Hill/Fenway Neighborhood Service Center](#)

714 Parker St. Roxbury 617-445-6000
www.bostonabcd.org/parker-hillfenway-nsc.aspx

[South Boston APAC](#)

424 W. Broadway St. South Boston 617-269-5160
www.bostonabcd.org/south-boston-apac.aspx

[South End Neighborhood Service Center](#)

554 Columbus Ave. Boston 617-267-7400
South End NSC has a program specifically for ex-offenders
www.bostonabcd.org/south-end-nsc.aspx

[ABCD South Side](#)

19 Corinth St. Roslindale 617-327-1152
www.bostonabcd.org/abcd-south-side.aspx

[South Boston Head Start - Old Colony](#)

125 Mercer St. South Boston 617-752-4449
<https://www.bostonabcd.org/south-boston.aspx>

Transportation: For downtown office: Green line: Boylston St.; Red line: Downtown Crossing; Orange line: Chinatown; Silver line (old bus #49): Temple Street (end of line)

ASA College Planning Center

700 Boylston Street, Boston Public Library
 Boston, MA 02116
 Telephone: 617-536-0200, 877-332-4348 (877-ED-AID-4U) - Fax: 617-536-4737
 Email: rcharge@asa.org - Web site: www.asa.org/for-students/college-planning/#collegeplanninglocations

Services: ASA College Planning Centers promote educational opportunities for all, especially low-income individuals and those who are the first generation in their families to attend college. Their programs provide guidance and information directly to adults, students and their families on planning and paying for higher education, such as technical, vocational and business-oriented schools, or four-year liberal arts colleges.

ASA has advised many returning citizens in the past and is familiar with the kinds of assistance returning citizens may require in accessing higher education. ASA provides help with completing college and financial aid applications and with career planning.

ASA can provide college application fee waivers to qualified low-income participants. ASA can also work with individuals to get previous educational loans out of default.

The website has links to colleges and scholarship search databases.

Service hours: M - Th: 9am - 7:30pm; F & Sat: 9am - 5pm

Cost: Free

Languages: English, Chinese, Spanish, Creole, and French

Other locations: *For each location, please call the main office first at 617-536-0200 for details and to schedule an appointment.

Brockton - Career Works

34 School St # 2, Brockton

Chelsea - Bunker Hill Community College

175 Hawthorne Street, Bellingham Square

Chinatown - Asian-American Civic Association

87 Tyler Street, Boston; 617-426-9492

Dorchester - Codman Square Branch Library

690 Washington Street

Hyde Park - Hyde Park Branch Library

35 Harvard Avenue, Boston

Roxbury - Egleston Square Branch Library

1044 Columbus Avenue

South Boston - South Boston Branch Library

646 East Broadway

Transportation: Copley Square Library site: Green line to Copley Square; Orange line to Back Bay Station; Bus routes #9, #10, #39, #55, and #502.

Asian-American Civic Association

See in Category: *Families*, page 40

Boston Center for Independent Living, Inc.

See in Category: *Physical and Mental Health*, page 69

Boston Centers for Youth & Families

See in Category: *Families*, page 40

Boston Public Schools Adult Diploma Program

55 Malcolm X Blvd.

Boston Central Adult High School

Roxbury, MA 02120

Telephone: 617-635-9300 - Fax: 617-635-9045

Web site: www.bostonpublicschools.org/Page/4481

Services: Boston Central Adult High School is an evening school program located within the Madison Park Education Complex. The program offers a choice of a 16-unit program (College Preparatory and General), leading to a high school diploma issued by Boston Public Schools. This specialized school for mature and serious-minded people allows students to participate in comprehensive programs of study and to complete diploma requirements during evening hours while maintaining full-time jobs.

The Adult Diploma Program (ADP) is an alternative route to a high school diploma. Adults work at their own pace in this flexible program. It includes take home projects, performance assessments, frequent interviews, and library research. Graduates receive a Boston Central Adult High School diploma. ADP hours are Tue & Thu: 6:30pm - 9:30pm.

Boston Central Adult High School now offers an Adult Basic Education and an ESOL program on Tue & Thu: 6:30pm - 9:30pm.

Service hours: M - F: 9am - 4pm for information on classes

Requirements / Restrictions: Must be 16 years or older for the high school. For ADP, participants must be 23 years old by the time they graduate. There may also be some individual skill requirements for some classes. Call for more specific information.

Cost: Boston residents currently pay a \$5 registration fee per semester plus the cost of books.

Transportation: All schools are accessible by public transportation.

Boston Public Schools Adult Learning Center

55 Malcolm X Blvd.

Roxbury, MA 02120

Telephone: 617-635-9300 - Fax: 617-635-6748

Web site: www.bostonpublicschools.org/Page/4486

Services: Instruction is given in:

- Adult Basic Education (Reading Comprehension, Math and Language Arts)
- English for Speakers of a Other Languages (ESOL)
- HiSet
- Family Literacy
- College Transition Program

Call to sign up and find out more information.

An Adult High School Diploma Program is also available. See listing for [Boston Public Schools Adult Diploma Program](#).

The Family Literacy Program is a member of the Dorchester Adult Literacy Coalition. For information on other Adult Literacy Programs, visit these websites: www.dalcoboston.org and www.bostonadultliteracy.org

Service hours: M - F: 8:30am - 2:40pm. Classes meet 3 times a week from 9am - 1pm. There are morning & evening information sessions

Requirements / Restrictions: Must be 16 years or older and a parent of a child in Boston Public Schools.

Waiting time: Usually six months, longer for ESOL; best to add name to wait list as classes fill up.

Bunker Hill Community College

250 New Rutherford Avenue.
Boston, MA 02129

Telephone: General Info: 617-228-2000 or TTY (617) 242-2365;
Admissions: 617-228-3398 - Fax: 617-228-3481

Email: onlineadvising@bhcc.mass.edu, commed@bhcc.mass.edu -
Web site: www.bhcc.mass.edu

Contact: Admissions Office

Services: Offers Associate of Arts and Associate of Science degrees and certificate programs in a wide range of academic areas including liberal arts, accounting, business, computer science, media technology, criminal justice, culinary arts, engineering, and several health-related occupational areas (medical radiography, nursing, pharmacy technology, medical lab assistant, surgical lab assistant, and diagnostic sonography). Not all programs are available at all locations. Some credits can be transferred to a B.A. degree program at a four-year college or university.

The College also has one of the state's largest course offerings in English as a Second Language. A representative list of the native languages spoken by students includes Arabic, Chinese, Creole, French, Haitian, Italian, Japanese, Korean, Portuguese, Russian, and Spanish.

The College publishes an extensive catalog listing all courses and other information relevant to admission, eligibility requirements, tuition and financial assistance, and other issues. Call Admissions to request a catalog.

Service hours: Admissions Office: M - W: 8:30am - 4pm; Th: 11am - 4pm; F: 8am - 4pm

Cost: \$176 per credit for MA residents, \$382 per credit for non-residents. Additional fees apply.

Other locations: Chelsea Campus

<http://www.bhcc.mass.edu/chelsea/>

175 Hawthorne St., Bellingham Square, Chelsea
617-228-2101
chelsea@bhcc.mass.edu

East Boston Satellite

<http://www.bhcc.mass.edu/satellites/eastbostonsatellite/>

E. Boston Neighborhood Health Center Education and Training Institute
155 Addison St.
617-228-3340
fdcristoforo@bhcc.mass.edu

Malden Satellite

www.bhcc.mass.edu/satellites/maldensatellite
Malden High School
77 Salem St., Malden

South End Satellite

<http://www.bhcc.mass.edu/satellites/southendsatellite/>

IBA, 405 Shawmut Ave., Boston
617-228-2390

Transportation: Orange line: Community College

Cambridge Center for Adult Education

42 Brattle Street
Cambridge, MA 02138

Telephone: 617-547-6789 - Fax: 617-497-7532
Email: info@ccaec.org - Web site: www.ccae.org

Contact: Registrar, ext. 1

Services: Offers a wide variety of adult education courses including ESL, world languages, visual arts, wood and jewelry shop, literature and writing, music, cooking, and more. Call about specific interests or go on-line and view catalog which lists course descriptions, days and times, teachers, classroom sites, and tuition costs.

Registration can be made online, in person, or over the phone. Need based scholarships are available.

Service hours: Office Hrs: M - Th: 9am - 9pm; F: 9am - 7pm; Sat: 9am - 5pm; Sun 12pm - 5pm

Requirements / Restrictions: Must be 18 or older.

Cost: Yes. Ask about cost of specific course.

Transportation: Red line: Harvard Square

Cambridge Public Library

449 Broadway

Cambridge, MA 02138

Telephone: 617-349-4040

Web site: www.cambridgema.gov/cpl

Services: Along with offering access to books, the Cambridge Public Library holds over 100 programs each month, including services focused on literacy, ESOL, and computer classes. Programs include:

The Literacy Project: Literacy and ESOL

The Literacy Project offers free classes in English conversation, job hunting/resume writing, and computer basics (Word, internet and email). There are four levels of classes:

- **Low Beginner:** For students who have no experience with English and want to learn the basics. Will include greetings, introductions, money, telling time, transportation, and health.
- **High Beginner:** For students who already have some basic speaking ability. Will include present, past and future verb tenses and vocabulary building activities.
- **Intermediate:** For students with good conversational skills who wish to increase vocabulary and improve spoken grammar. Will include reading texts and higher level grammar concepts.
- **Advanced:** For students who are strong in spoken English and want to fine-tune their skills. Will include debates, group discussions, presentations, and complex grammar concepts.

For the most current schedule, please check the Calendar of Events.

Computer Classes: The Library offers computer classes at the Main Library throughout the year. Classes fill on a first-come, first-served basis. No registration is required but classes do generally fill on the first night with waiting lists being created afterwards.

Service hours: Main library is open M - Th: 9am - 9pm; F - Sat: 9am - 5pm; Sun: 1pm - 5pm

Other locations: Boudreau Branch: 245 Concord Ave.
Central Square Branch: 45 Pearl St.
Collins Branch: 64 Aberdeen Ave.
O'Neill Branch: 70 Rindge Ave.
Valente Branch: 826 Cambridge St.

Transportation: Red Line: Harvard Square; Bus #1 or 86

Catholic Charities Archdiocese of Boston

See in Category: *Faith Based Organizations*, page 37

Catholic Charities Archdiocese of Boston: El Centro del Cardenal

19 Saint Joseph Street
 Jamaica Plain, MA 02130
 Telephone: 617-522-4040 x611 - Fax: 617-983-0460
 Email: lydia_rivera@ccab.org - Web site:
www.ccab.org/?q=education

Contact: Lydia Rivera

Services: El Centro offers adult ESOL classes targeted toward immigrant residents of Massachusetts.

Walk-ins are accepted M - Th from 9am - 12pm but it is more beneficial to call first and set up a schedule to come in and fill out an application. Call the number above to leave a voicemail and a staff member will return your call.

Transitions to College: Advanced ESL classes prepare students for college and services include college visits, coaching, math instruction, and computer workshops. GED or foreign high school diploma are recommended; undocumented students accepted.

Service hours: Classes: M - Th: 9am - 1pm; Class sign-up: M - Th: 8:45am - 11:45am

Requirements / Restrictions: Must be 18 years or older. Participants can be as young as 16 if they have finished high school at that age from their country. Need to meet the schedule of the program, 9am - 1pm, Monday through Thursday and must commit to the 14 hours a week. Participants must be literate in their first language.

Waiting time: Avg. wait time: 3 months; call for more accurate information

Languages: French, Spanish, Russian, Haitian Creole, and many other languages. Call for more information.

Transportation: Orange line: Forest Hills or #39 Bus. Office is off South Street.

Catholic Charities Archdiocese of Boston: Haitian Multi-Service Center

185 Columbia Road
 Dorchester, MA 02121
 Telephone: 617-506-6600 - Fax: 617-474-1009
 Email: sara_jorgesen@ccab.org - Web site: www.ccab.org

Contact: Center Receptionist

Services: The Haitian Multi-Service Center supports newly arrived and long-term resident Haitian immigrants and refugees in educational development and economic self-sufficiency in a culturally and linguistically familiar environment. Classes are offered in HiSET (GED), ESOL, Basic Math, Computer Literacy, and citizenship programs. Classes are open to all, not only Haitian immigrants or refugees.

Other services include:

- Elder Services (open specifically for Haitian immigrants or refugees)
- Sante Manman se Sante Pitit: Provides comprehensive prenatal, perinatal, and neonatal support to the Haitian community. This program is unique in that it serves

pregnant women, new parents, and infants up to two years of age. This program operates Monday through Friday from 9am to 5pm. The program is offered free of charge for low-income, pregnant Haitian and African American women living in Greater Boston. Single and homeless pregnant women who are also assisted through DTA, WIC and other programs are eligible.

- Food Pantry: Open to anyone.

Service hours: General Hours: M - W: 8am - 8pm; Th - F: 8am - 6pm. Food Pantry: M and F: 9:30am - 12pm. T - Th: 9:30am - 5pm

Requirements / Restrictions: For ESOL: must be low income. For all classes: must be 18 or older. Call for more information

Transportation: Bus #16 from Forest Hills on Orange line or Andrew or UMass on Red line, or Bus #19 from Fields Corner on Red line or Ruggles on Orange line.

Charlestown Adult Education Program

76 Monument Street
 Charlestown, MA 02129
 Telephone: 617-635-5221
 Email: ccae@comcast.net

Services: A variety of free programs assist students who want to pursue a career or further their education. These programs, taught by highly motivated and dedicated instructors, are tailored to meet the needs and expectations of students who are admitted into the program.

Course and programs include:

- English for Speakers of Other Languages (ESOL); further literacy programs for ESOL students as well as Family program for students with children.
- Fast Tracked HiSet and HiSet
- Computer classes and open computer lab
- Pronunciation and conversation classes
- One-on-one tutoring
- Career counseling
- Literacy classes
- Child care
- Work placement and Career Center
- Administrative assistant classes
- Home Help Aid classes
- Assistance with higher education plans

Please contact our office to join one of the free daytime programs.

Service hours: M - F: 9am - 5pm

Requirements / Restrictions: Must be 18 or older for ESOL, but may accept students as young as 16 if officially withdrawn from high school.

Cost: None

Waiting time: Usually wait list for ESOL classes; Enrollment in GED within 2-3 months.

Languages: Spanish, Chinese, Portuguese, Italian

Transportation: Bus #93

College Bound Dorchester

222 Bowdoin Street
 Dorchester, MA 02122

Telephone: 617-506-5960 - Fax: 617-474-1230
Web site: www.collegebounddorchester.org

Services: The College Connections program offered by College Bound Dorchester brings together a team of administrators, instructors, and college readiness advisors to deliver both the academic and the non-academic supports that students need for successful college enrollment.

As an alternative education program dedicated to preparing urban youth between the ages of 17 and 27 to graduate from college, College Connections offers the following approach to college success:

- College Foundations - for high school equivalency diploma preparation
- ESOL - for English language learners to improve English skills as a first step to college readiness
- Bridge to College - for college readiness, including college level math and writing preparation
- College Support - for students who matriculate and are on campus

Service hours: For information, call M - F: 9am - 5pm. Some night classes as well, call for more information.

Waiting time: Rolling admissions

Languages: English, Spanish, Portuguese, Cape Verdean, Creole

Other locations: 18 Samoset St, Dorchester, MA 02124

Transportation: Bus #17 from Fields Corner or Andrew Station on Red line.

Community Learning Center

5 Western Avenue
Cambridge, MA 02139

Telephone: 617-349-6363 - Fax: 617-349-6339

Email: dhsp@cambridgema.gov - Web site:

www.cambridgema.gov/DHSP/programsforadults/communitylearningcenter.aspx

Contact: Receptionist

Services: Provides free classes in basic education, English language and employment skills for adults. Classes include:

- English as a Second Language (ESOL)
- Basic reading, writing, or math skills
- HiSET examination preparation
- Preparation for college or a training program
- Preparation for the U.S. Citizenship Test
- Learn how to use a computer through computer modules

Please call to get class days and times.

Service hours: Office hours: M - Th: 8:30am - 9:30pm; F: 8:30am - 5pm. Walk-ins OK. Closed on school vacation weeks and holidays.

Requirements / Restrictions: Residents of Cambridge or 6 surrounding cities who are over the age of 16 and no longer attending high school can come to classes at CLC.

ESOL only open to Cambridge residents.

Other restrictions may apply for specific programs.

Transportation: Red Line: Central Square; Bus #83, 70, 70a, 47, 91 or 64 to Central Square

Hour House Boston, Incorporated

See in Category: *Housing*, page 56

Jackson-Mann Community Center

500 Cambridge Street
Allston, MA 02134

Telephone: 617-635-5153 - Fax: 617-635-5275

Email: rosie.hanlon@boston.gov - Web site:

www.boston.gov/community-centers/bcyf-jacksonmann

Contact: Administrative Coordinator

Services: Offers classes in Adult Basic Education, Basic Literacy classes, ESOL, and HiSET preparation. Computer classes available for GED and ESOL.

Service hours: M - F: 7:30am - 10pm; Classes are given weeknights from 6pm - 9pm.

Requirements / Restrictions: Must be 18 or older.

Program asks for a commitment from August to June (has a rolling admissions process).

Cost: No cost

Waiting time: ESL classes – about a year; wait time for HiSET classes vary

Transportation: Bus #57 from Kenmore Square, Bus #66 from Dudley or Cambridge; Green line B train to Allston Street.

Jamaica Plain Community Center, Adult Learning Program

English High School
144 McBride Street, Room 117
Jamaica Plain, MA 02130
Telephone: 617-635-5201

Email: info@jpccalp.org - Web site: jpccalp.wordpress.com

Services: Free day, evening, and online classes. Classes offered include:

- ESOL: English for Speakers of Other Languages; all levels offered
- HiSet preparation classes
- Computer Literacy
- Citizenship Classes
- Distance Learning - ESOL classes are available via the internet; contact Mary: 617-635-5201, m.mccaffrey@jpccalp.org for more information
- Transition to College Evening Program

Other services include tutoring services for incoming and currently enrolled students and citizenship preparation.

Service hours: Office is open M - Th: 11am - 7pm

Requirements / Restrictions: Must be 18 or older. Participants in HiSet class must be at least at a 6 grade level, and have valid social security number.

Cost: No cost

Languages: English, Spanish, French, Somali, Haitian Creole, and more.

Transportation: Orange line: Green Street or Bus #42 from Ruggles or Forest Hills

Just-A-Start Corporation

See in Category: *Employment*, page 31

Literacy Volunteers of Massachusetts - Boston

8 Faneuil Hall Marketplace, 3rd Fl.
Boston, MA 02109

Telephone: 617-367-1313 or 888-466-1313 - Fax: 617-367-8894
Web site: www.lvm.org

Contact: Boston Coordinator

Services: Free, confidential and individualized tutoring for 2 hours per week in basic literacy and ESOL scheduled for mutually convenient times at public locations convenient to the student and tutor.

Service hours: Call for appointment. Office hours are M - F: 9am - 5pm

Requirements / Restrictions: Must be over 16 and not currently enrolled in a public school. Primary service population is adults who read below the 6th grade level. No walk-ins; call for appointment.

Cost: Free of charge

Transportation: Orange line to State Street; Orange/Green line to Haymarket; Green/Blue line to Government Center

Mothers for Justice and Equality

See in Category: *Women*, page 92

New England Center and Home for Veterans

See in Category: *Veterans*, page 89

Prisoner Reentry Institute at John Jay College of Criminal Justice

See in Category: *Other Groups*, page 67

Project Hope

See in Category: *Shelters*, page 79

Roca, Inc.

See in Category: *Employment*, page 34

Roxbury Community College

Office of Admissions, Administration Building, Room 102
1234 Columbus Avenue
Roxbury, MA 02120

Telephone: Main Line: 617-427-0060 -or- Admissions: 617-541-5310
Web site: www.rcc.mass.edu

Contact: Admissions Office

Services: Offers Associate of Arts, Associate of Science degrees, and certificate programs in a wide range of academic areas including liberal arts, accounting, business, computer science, media technology, criminal justice, engineering, and several health-related occupational areas (medical radiography, nursing, pharmacy technology, medical lab assistant, surgical lab assistant, and

diagnostic sonography). Academic programs may change, call or visit website for current listings. Some credits can be transferred to a B.A. degree program at a four-year college or university.

The College publishes an extensive catalog listing all courses and other information relevant to admission, eligibility requirements, tuition and financial assistance, and other issues. Call Admissions to request a catalog.

Service hours: Admissions Office: M/Th: 8:30am - 6:30pm; Tu/W/F: 8:30am - 5pm

Requirements / Restrictions: Must have completed High School or GED course

Cost: MA Residents: \$623 per 3-credit course, \$799 per 4-credit course

Out of State/International: \$1,122 per 3-credit course, \$1496 per 4-credit course

Financial Aid is available. Call for more information.

Languages: English, assistance with Spanish speaking students

Transportation: Orange line: Roxbury Crossing.

Roxbury Multi-Service Center

See in Category: *Families*, page 44

Salvation Army: Boston Central Corps

See in Category: *Faith Based Organization*, page 39

Somerville Center for Adult Learning Experiences (SCALE)

167 Holland Street
Somerville, MA 02144

Telephone: 617-625-6600, x6910 for front office -or- x6941 for Janice Philpot, Director - Fax: 617-623-8528
Web site: www.somerville.k12.ma.us/scale

Contact: Front Office

Services: Offers classes and support services for adult students in Adult Basic Education, ESOL, and the Adult Diploma Program (ADP).

Class times are mornings and evenings. Evening classes meet on M - Th, 6pm - 9pm. Morning classes are given M - F, usually from 9am - 12pm. Most classes meet two to three times a week.

All classes are given at the Holland Street site. Call to find out how to register. Some classes require registration in person and for others registration can be done by telephone.

SCALE now offers Next Step: For those that receive a HiSet from SCALE and want to move ahead with their college education, SCALE may be able to provide assistance in making that transition.

Service hours: SCALE Office Hours: M - Th: 8am - 8pm; F: 8am - 4pm, Evening ABE classes M, W and Th

Requirements / Restrictions: All students must be residents of Massachusetts. For all classes, students must be 18yrs of age or above. All students except ESOL must have withdrawn from high school and show letter of proof. ADP students should call 617-625-6600, x6900, for information on orientation.

Cost: ABE and ESOL classes are free. Fees are charged for ABE orientation, adult evening school, testing, and ADP program.

Waiting time: 18 months minimum

Languages: Portuguese, Haitian Creole, Spanish, and French.

Transportation: Red line: Davis Square; Green line: Lechmere and bus #'s 87/88.

Straight Ahead Ministries

See in Category: *Faith Based Organizations*, page 39

The Bridge Program

5 Western Avenue
Cambridge, MA 02139
Telephone: 617-349-6365

Email: pmurphy@cambridgema.gov - Web site:
www.cambridgema.gov/DHSP/programsforadults/communitylearningcenter.aspx

Services: The Bridge Program, as a part of the Community Learning Center in Cambridge, offers free classes in order to help prepare people for college or other post-secondary training. The Bridge Program includes Reading, Writing, Math, Computer skills, and Study skills along with information on the college application process. Must have GED or high school diploma.

Service hours: T/Th: 6:15pm - 9:15pm and one Monday per month: 6:15pm - 9:15pm

Requirements / Restrictions: Cambridge residents have priority

Cost: None

The Dimock Center

55 Dimock Street
Roxbury, MA 02119

Telephone: 617-442-8800 - Fax: 617-442-6503
Email: info@dimock.org - Web site: www.dimock.org

Services: A sequence of classes are offered that start at the most basic level and prepare students for successful transition to post-high school education or training. In addition to classes, the program provides employment counseling, professional development, introduction to computers, and case management. Each student enrolled in classes will receive an academic assessment which is used to develop the student's Individual Learning Plan (ILP).

Adult Basic Education (ABE): Prepares students to take pre-GED classes.

Pre-College Career Readiness: Students will focus on the areas they need to strengthen in order to enter GED.

College Career Readiness: This course prepares students to take the complete GED examination in the five subject areas.

Distance Learning Online GED: GED classes via computer.

Anyone interested should call 617-442-8800 x1219, for an intake appointment.

Service hours: Class Times M - F: 9:30am - 1:30pm, classes are given in 13-week cycles

Requirements / Restrictions: Applicants must be at least 18 years old.

Waiting time: Open-enrollment

Other locations: Educational Facility: 1800 Columbus Avenue, Roxbury

Transportation: Orange line Jackson Square; bus #'s 22, 29, 44 to Dimock Street or #42 to Washington Street.

United South End Settlements

566 Columbus Avenue
Harriet Tubman House
Boston, MA 02118

Telephone: 617-536-8610, 617-375-8110 - Fax: 617-375-8110, 617-375-8196

Email: info@uses.org - Web site: www.uses.org/programs/wfr/

Contact: Patricia Gaquin or Leah Samura

Services: Adult Basic Education (ABE): This program serves students who are at Grade Level Expectations (GLE) for grades 0-12, preparing students of all levels to earn the HiSET (High School Equivalency Test), formerly the GED. The program offers five cycles throughout the academic year, with a total of 20 hours of direct instruction per week/per level, and 6 hours of direct instruction for night students. The program has fully integrated both computer literacy and career readiness to create a smooth transition to employment, job training or postsecondary education. The ABE program is free and accessible to Boston residents ages 18 and over who do not have a high school diploma or HiSET/GED.

English for Speakers of Other Languages (ESOL): This program is geared towards students who have emigrated from other countries and whose first language is not English. Classes are free and available for adults of all levels of English language development. ESOL classes provide students with a broad background in the five modalities of language listening, speaking, reading, writing, and cultural awareness. Students improve their fluency, grammar and vocabulary, reading and listening comprehension, and ability to communicate verbally and in writing. The program has fully integrated computer literacy and career readiness to create a smooth transition to employment, job training or postsecondary education. They will also be able to forge relationships within a diverse, multicultural community.

Technology Education/Microsoft Office Administrative Training: The Microsoft Office Administrative Training course is designed to help low-skilled and low-wage workers improve their technology and retention related skills, enabling them to transition into administrative work upon completion of the program. Students will gain the necessary skills for administrative work, including typing and Microsoft Office; soft skills such as time management, worker accountability, goal setting, customer service and problem solving; job readiness and job searching skills. All students are supported by a Career Advisor & Job Placement Specialist who integrates the ACT Career Ready 101 across all Workforce Readiness classes and provides one-on-one coaching and support in resume development, job searching and placement, interview preparation, and more. Applicants are required to have a high school diploma or HiSET, pass a computer assessment, pass a reading TABE at the 9th grade level, type at least 18 words per minute, have at least 12 months of work experience, and provide two professional references. This training is Section 30, ITA, and SNAP approved.

Email Patricia Gaquin at pgaquin@uses.org for information on ABE and ESOL programs or Leah Samura at Isamura@uses.org for information on Technology Education.

Service hours: M - F 8am - 6pm. Call or visit website for class schedule.

Requirements / Restrictions: Must be 18 or older; program has a special mission to serve residents of the South End and Lower Roxbury, but will serve adults from other neighborhoods as well.

Cost: Courses are free of cost.

Additional offices: Children's Art Centre/South End House
36 & 48 Rutland Street
Boston, MA 02118
617-375-8150

Transportation: Orange line: Massachusetts Ave; Bus #1 or #43.

Urban College of Boston

178 Tremont Street

Boston, MA 02111-1093

Telephone: 617-449-7070 - Fax: 617-423-4758

Email: contact@urbancollege.edu - Web site: www.urbancollege.edu

Contact: Administrative Assistant

Services: Urban College operates a two-year program leading to Associate of Arts degree in Early Childhood Education, Human Services Administration, or General Studies. Urban College also collaborates with area colleges and universities to offer higher degrees through articulation agreements with other colleges.

Courses and certificates in computers, case management, youth program administration, and direct services administration are also available.

Classes are given at downtown locations during evening hours (6pm - 9pm) with some Saturday morning classes (9am - 1pm). Some daytime classes are available. Accelerated courses which take place Fridays (6pm - 9pm) and Saturdays (9am - 3pm) over the course of 5 weekends are also offered.

Tutorial assistance is available and free for Urban College students.

Best times to apply: July before September term begins, or in November before January term begins.

Service hours: M - F: 9am - 6pm

Requirements / Restrictions: No international admissions. High School diploma required for an associate degree. High School diploma recommended for certificate program.

Cost: \$10 student registration fee. Cost is \$296 per credit/\$888 per 3 credit course

Languages: English; many courses are also taught in Spanish and Chinese.

Transportation: Green line: Boylston St.; Red line: Downtown Crossing; Orange line: Chinatown; Silver line: Temple St. (end of line).

WAITT House, Inc.

117 Mount Pleasant Avenue

Roxbury, MA 02119

Telephone: 617-445-5510 - Fax: 617-445-5989

Email: waitthouse@aol.com - Web site: www.waitthouseinc.org

Services: Specializing in Adult Literacy, WAITT House offers classes in Career Resource Training (resume writing, basic computer tutoring, job search assistance), Adult Basic Education (ABE) and the Adult

Diploma Program (ADP).

Tutoring assistance is available. WAITT collaborates with La Alianza Hispana, Dudley Library, Dudley Street Neighborhood Initiative, The Dimock Center, Roxbury Community College and other groups in the Dudley area of Roxbury.

WAITT also offers a program, "College Connection," to assist students in making the transition to college. Call 617-445-7225 for information.

Classes are given M - F, 9am - 1pm.

Service hours: Office Hours: M - F: 9am - 3:30pm

Requirements / Restrictions: Must be 21 years old and are able to speak/understand a reasonable amount of English.

Languages: English, Spanish, Portuguese-Creole, French, Haitian Creole, and Cape Verdean.

Other locations: Classes are held at WAITT House, Dudley Library/Literacy Center, and the Vine Street Community Center.

Transportation: Orange line to Ruggles, take Bus #'s 15, 41 or 45 to Blue Hill Avenue and Dudley Street, or any bus going to Uphams Corner via Dudley.

X-CEL, Inc.

7 Glenvale Terrace, #2

Jamaica Plain, MA 02130

Telephone: 617-522-2590

Email: x-cel@x-celeducation.org - Web site: www.x-celeducation.org/

Services: The X-CEL School offers HiSET and College Prep classes at several sites in Roxbury and Dorchester. Most of the classes have "rolling admissions" so that students can begin at any time. This was done in part to make it possible for returning citizens to begin classes no matter when their incarceration ended. Classes are small and each student advances through the skill levels at his or her own pace. HiSET classes at Log School and STRIVE/Ruggles.

Telephone for 617-522-2590 registration information.

Walk-ins are registered during class days and hours for evening classes

Mission Morning HiSET Class: M-Th, 10am - 12:30pm

Mission Main Community Center, Mission Hill

39 Smith St, 2nd floor, Roxbury

Orange line: Roxbury Crossing. Green line: Longwood.

Mattapan Morning HiSET Class: M and W, 10am - 12:30pm

Sportsmen's Tennis & Enrichment Center / Mattapan

950 Blue Hill Ave, Dorchester Center

Bus: #21, #22, #28, #29, #31

Ruggles Evening HiSET Class: M-W, 6:30pm - 9pm

STRIVE/Ruggles (inside Ruggles Station)

150 Forsyth St, Roxbury

Orange line: Ruggles Station

Log School Evening HiSET Class: Tu/Th, 6:30pm - 9pm

Log School Settlement House

222 Bowdoin St, Dorchester

Bus: #15 or #17.

Ruggles Evening College Prep Classes: M/W, 6pm - 9pm

STRIVE/Ruggles (inside Ruggles Station)
150 Forsyth St, Roxbury.
Orange line: Ruggles Station.

Mission Morning College Prep Class: Tu/Th, 10am - 1pm

Mission Main Community Center, Mission Hill
39 Smith St, 2nd floor, Roxbury
Orange line: Roxbury Crossing. Green line: Longwood.

STRIVE: This program is a collaboration between STRIVE Employment Services and X-Cel. STRIVE operates a 5-week job readiness program, which runs Monday to Friday, 9am – 5pm. The program focuses on changing the participants’ behavior and attitude so that they will be successful in securing employment and keeping it.

Integrated into STRIVE’s 9 - 5 program, X-Cel comes in twice a week for two hours each day to provide reading and math classes in preparation for the HiSet exam. At the end of the five-week cycle, STRIVE participants who lack a high-school diploma, are then referred to one of X-Cel’s community-based HiSet prep classes. Our reading and math classes at STRIVE/Codman Square are held on Tuesdays and Thursdays from 2pm – 4pm. Also see the [STRIVE Directory Listing](#).

Requirements / Restrictions: Must be 18 or older. For GED: must be able to read at 4th grade level. For College Prep: must have GED or High School Diploma.

Cost: None

Languages: All classes taught in English.

Transportation: See Services section for directions to different programs.

YouthBuild Boston

See in Category: *Employment*, page 36

Emergency Assistance

Boston Area Rape Crisis Center (BARCC)

99 Bishop Allen Drive
Cambridge, MA 02139
Telephone: 1-800-841-8371
Web site: www.barcc.org

Services: The Boston Area Rape Crisis Center offers a hotline and free, confidential in-person counseling services for survivors of sexual assault and their friends and families.

Service hours: Hotline is 24/7; Counseling services in the office during typical working hours and upon request.

Languages: English, all languages made possible through a special language line.

Transportation: Red Line: Central Square; Buses: 47

Catholic Charities Archdiocese of Boston

See in Category: *Faith Based Organizations*, page 37

Child-at-Risk Hotline

Telephone: 1-800-792-5200
Web site: jbcc.harvard.edu/basic-page/child-risk-hotline

Services: To report abuse, neglect, or any at-risk situation across the state of Massachusetts, call the Child-at-Risk Hotline anytime, 24/7. The Hotline is run by Judge Baker Children's Center and is part of the Department of Children and Families (DCF), the Massachusetts state agency charged with the responsibility of protecting children from child abuse and neglect.

Service hours: 24/7

City Mission Inc.: Emergency Needs Network

14 Beacon Street
Suite 203
Boston, MA 02108

Telephone: 617-742-6830 x205 - Fax: 617-742-8470

Email: information@cmsboston.org - Web site: www.cmsboston.org

Contact: Director of Homelessness Prevention

Services: The City Mission Inc. provides one-time funding to resolve immediate crises, depending on the availability of funds, for those in the greater Boston area.

The program also provides information, referrals, and advocacy to assist clients in identifying additional resources.

Special attention is given to low-income families in order to help maintain stable housing to prevent homelessness. The Emergency Needs Network also directs clients to vocational counseling, job search programs, child-care and other resources that enhance their lives, through a two year commitment program called Lift Up.

Service hours: M - F: 9am - 5pm

Cost: None

Transportation: Red/Green line: Park Street; Tremont Street Bus #43

Gamblers Anonymous

See in Category: *Hotlines*, page 52

Massachusetts Department of Housing and Community Development (DHCD)

See in Category: *Housing*, page 56

Massachusetts Department of Transitional Assistance (DTA)

600 Washington Street
Boston, MA 02111

Telephone: Main Office: 617-348-8400; DTA Assistance Line: 1-877-382-2363 - Fax: 617-348-5479

Web site: www.mass.gov/dta

Services: The Massachusetts Department of Transitional Assistance, or DTA, is the state agency which administers all state-funded emergency programs. These include:

Food Assistance (www.mass.gov/snap)

Supplemental Nutrition Assistance Program/SNAP: Formerly the Food Stamps Program, SNAP benefits are provided by the federal government and administered by DTA. Residents of the Commonwealth who participate in SNAP are families with children, elders and disabled.

DTA SNAP Outreach Centers: DTA SNAP Outreach Centers are co-located within local community agencies, healthy centers and senior centers. Staff members offer in-person, regular access to information and application services for SNAP benefits. See 'Other Locations' below for a list of DTA SNAP Outreach Centers.

Cash Assistance (www.mass.gov/dta/assistance)

Transitional Aid to Families with Dependent Children (TAFDC): Provides cash assistance to families with children and pregnant women in the last 120 days of pregnancy, with little to no assets or income. Participants receive child care and transportation support associated with job assistance and can access a number of supportive referrals to substance abuse and/or mental health services, and domestic violence specialists. As part of TAFDC, participants may be required to perform a work-related activity in order to receive benefits.

Emergency Aid to the Elderly, Disabled, and Children (EAEDC):

Provides cash assistance to those in need to stabilize their lives. Recipients must meet certain eligibility criteria.

Supplemental Security Income (SSI): Cash assistance program administered by the Social Security Administration for the elderly (over age 65) and disabled. Assists the elderly and certain categories of long-term disabled residents to receive SSI benefits. For more information on SSI eligibility, contact the Social Security Administration.

Employment Services Program (ESP) (www.mass.gov/dta/work)

Assists clients in finding jobs, resolving barriers to employment and providing a way to self-sufficiency. ESP is an employment-oriented program that is structured within the following two areas:

Employment Programs: Provides clients with the basic skills, education, occupational skills and support services needed to acquire and retain jobs.

Support Services: Offers a variety of programs to support clients to acquire and maintain employment. Some of these supports include coordination of child care and transportation services as well as

referrals to supports offered by other state agencies.

Help for Victims of Domestic Violence on Public Assistance
www.mass.gov/dta/domesticviolence

The DTA Domestic Violence Unit was created to support TAFDC workers in managing their domestic violence cases. Domestic Violence specialists help families to advocate within the DTA and other systems, advocate with other agencies, connect to appropriate resources, and help with safety planning. To contact a Domestic Violence specialist, call your local office and ask to be connected with the Domestic Violence specialist.

Application Information Unit: 1-800-249-2007; M-F: 8:45am – 5pm. Provides information and answers questions on how to apply for assistance and for services offered by DTA.

Requirements / Restrictions: Different programs have different eligibility requirements. Ask about requirements for specific programs. Ask what you should bring when you apply for a specific program. Application to most programs will require identification with name and address, proof of income, and social security numbers for all members of your household; they may also ask to see your discharge papers. If you are not a citizen, bring proof of legal non-citizen status.

Other locations: DTA SSI Centralized Office
 246 Commercial Street, Malden, MA 02148 781-388-7300
 Serves SSI clients who live alone and receive Supplemental Nutrition Assistance Program (SNAP) benefits through Bay State Cap. SSI clients wanting to apply for additional benefits should contact their local DTA office. If you are unsure of where to call, please call the Application Information Hotline at 1-800-249-2007.

Roxbury
 Dudley Square, 2201 Washington Street, 02119; 617-989-6000
 Any of numerous buses going to Dudley Square.
 M - F: 7:30am - 5pm

Boston, Newmarket Square:
 1010 Massachusetts Ave. 02118; 617-989-2200
 Bus: #8 from Dudley Square or bus: #10 from Andrew Station or Copley Square.
 M - F: 7:30am - 5pm

Chelsea:
 80 Everett Ave, Chelsea; 617-551-1700
 M - F: 7am - 5pm

Boston DTA SNAP Outreach Center: Boston Medical Center
 One Boston Medical Center Place, Boston, MA
 F: 9 - 5
 Languages spoken: Spanish, English
 F: 9 - 5

Boston DTA SNAP Outreach Center: Codman Square Health Center
 637 Washington Street; Dorchester, MA
 Languages spoken: English
 F: 9 - 4

Quincy DTA SNAP Outreach Center: Quincy QCAP
 1509 Hancock Street; Quincy, MA
 Every M and every other Th: 8:30am - 4:30pm

Somerville DTA SNAP Outreach Center: Somerville Lift Program

366 Somerville Ave, Somerville, MA
 Every Wednesday

National Sexual Assault Hotline

Telephone: 1-800-656-HOPE (4673)

Web site: <https://hotline.rainn.org/online/terms-of-service.jsp>

Services: This hotline connects callers to the nearest available services for survivors of sexual assault. Instant message is possible by clicking the "chat" button on the website.

Service hours: 24/7

Languages: English, Spanish

National Suicide Prevention Lifeline

Telephone: 1-800-273-8255, 1-800-LIFE-NET

Web site: www.suicidepreventionlifeline.org

Services: The National Suicide Prevention Lifeline is a 24-hour, toll-free, confidential suicide prevention hotline available to anyone in suicidal crisis or emotional distress. Your call will be routed to the nearest crisis center in a national network of more than 150 crisis centers. The Lifeline is a national network of local crisis centers that provide crisis counseling and mental health referrals day and night. Instant messaging services available by clicking "chat" on website.

Service hours: 24/7

Languages: English, Spanish

New England Center and Home for Veterans

See in Category: *Veterans*, page 89

New England Information on Disabilities Exchange (INDEX)

See in Category: *Hotlines*, page 53

Rape Crisis Hotline - Pathways for Change

588 Main Street

Worcester, MA 01608

Telephone: 1-800-870-5905 or 1-800-223-5001 for Spanish - Fax: 508-852-7870

Email: info@centralmasspfc.org - Web site: www.centralmasspfc.org

Contact: Counseling Services

Services: If you or someone you know has been sexually assaulted, call the Rape Crisis Hotline. A counselor is available to offer support and information. A TTY is available for Deaf and hard of hearing individuals weekdays from 9am - 5pm at 888-887-7130. MassRelay (TTY service) also available by calling 711 or Video Relay Operators are available by calling 866-327-8877.

Pathways for Change provides counseling services for those that are victims of a sexual assault.

Service hours: 24/7

Languages: Counseling services are provided by staff onsite in English, Spanish, and American Sign Language. Other languages can be accommodated in counseling sessions with advance notice through the use of interpreters. A collaboration with the AT&T Language Line provides immediate access to interpreters for the hotline in more than 150 languages.

RESPOND, Inc.

See in Category: *Domestic Violence*, page 16

Safelink

See in Category: *Hotlines*, page 53

Salvation Army South End Community Center

1500 Washington Street

Boston, MA 02188

Telephone: 617-536-5260 - Fax: 617-236-0799

Email: Myron.Smith@USE.SalvationArmy.org - Web site:
massachusetts.salvationarmy.org/MA/BostonSouthEnd

Contact: Captains Myron & Kimberly Smith

Services: Assistance may be given in areas such as: utility assistance, clothing/furniture assistance, food/grocery store vouchers, food pantries, soup kitchens, rental/mortgage assistance, counseling referrals, case management, substance abuse, homelessness (shelters, family housing, transitional housing, and housing for troubled teens), camps for children, and more. Call the appropriate local office for assistance and information on the services available in that location. A listing of Massachusetts locations can be accessed by visiting the website listed above.

When appropriate, referrals are given to other agencies that may better serve the client's needs (such as food stamps, employment resources, and housing services).

Service hours: M/T/Th/F: 8:30 am - 4pm. Please call to schedule an appointment

Requirements / Restrictions: None; decisions are made following interviews and assessments, on a case-by-case basis. In addition, each local Corps office provides services within a specified geographic area. Call the office in the appropriate area.

Other locations: Boston Ray & Joan Kroc Corps Community Center:
650 Dudley Street, Dorchester, MA; 617-318-6900

Roxbury: See listing for [Salvation Army: Boston Central Corps](#)

Chelsea: 258 Chestnut Street, Chelsea, MA 02150; 617-884-0260
Serves: Chelsea, East Boston, Revere

Cambridge: 402 Massachusetts Avenue Cambridge, MA 02139; 617-547-3400
Serves: Somerville, Cambridge

Lynn: 1 Franklin Street Lynn, MA 01902; 781-598-0673

Quincy: 6 Baxter Street Quincy, MA 02169; 617-472-2345

Transportation: Most locations are near and accessible by public transportation. Contact the local office by telephone for instructions.

Samaritans

See in Category: *Hotlines*, page 54

Employment

ABCD (Action for Boston Community Development)

See in Category: *Education*, page 18

Asian-American Civic Association

See in Category: *Families*, page 40

Boston Career Link

1010 Harrison Avenue
Boston, MA 02119

Telephone: 617-541-1484 - Fax: 617-427-8657
Email: BostonCareerLink@detma.org - Web site:
www.bostoncareerlink.org

Contact: Customer Service Specialist

Services: Boston Career Link is a one-stop career center offering universal access to a broad range of career counseling services, career resources, workshops, career fairs, skills training, and special programs to connect job seekers looking to advance or change careers with employers. Once you fill out the membership form, you will be able to access the services without charge. To become a member, you will need to fill out a short membership form and attend a New Member Orientation session. The sessions are conducted on Mondays at 2:30pm, Tuesdays at 5:30pm, and Fridays at 9:30am and take about an hour and a half. Once you become a member, you will receive a membership card and have full access to the resources and services of Boston Career Link.

Boston Career Link is part of the network of career centers throughout the Commonwealth of Massachusetts that forms the foundation of the state's delivery system for employment and training services for job seekers, employers, and their workers.

Service hours: M, Thu, F: 9am - 5pm; Tue: 9am - 7pm; W: 9am - 2:30pm

Transportation: Silver Line: Melnea Cass Boulevard; Boston Career Link is walking distance from Dudley Station.

Boston Center for Independent Living, Inc.

See in Category: *Physical and Mental Health*, page 69

Boston Centers for Youth & Families

See in Category: *Families*, page 40

Boston Workers Alliance

140 Winthrop Street
Roxbury, MA 02119

Telephone: 617-606-3580
Email: info@bostonworkersalliance.com - Web site:
bostonworkersalliance.com

Contact: Main Line

Services: The Boston Workers Alliance provides free services to the public in need of employment and CORI assistance. BWA's three service programs include the BWA Worker Center, CORI Clinic, and the Boston Staffing Alliance.

BWA's Worker Center: Provides resources and referrals for your job

search needs. Services include resume and cover letter help, vocational training referrals, wage and hour claim referrals, and online job search assistance. BWA has public computers available for those who need a comfortable office environment to search for work.

BWA's CORI Clinic: Boston's central resource for CORI issues. Visit the CORI Clinic to order a copy of your criminal record and to have your CORI reviewed by a community professional. BWA's CORI Clinic is a judgment free service to help you understand your rights and navigate the process for sealing eligible cases. Available by appointment.

The Boston Staffing Alliance: BWA's non-profit alternative temp agency. The BSA is a CORI friendly temp agency that focuses on temporary, temp-to-perm, and direct placements for socially responsible employers. Visit <http://bostonstaffingalliance.org/> for more information.

Service hours: Walk-in Hours: M - W 10am - 1pm. To make an appointment call 617-606-3580.

Requirements / Restrictions: BWA Worker Center and CORI Clinic are for BWA Members. New Member Orientations are every Thursday at 11am at the BWA office.

Transportation: Bus #45, #15, or #41

Cambridge Multi-Service Center

See in Category: *Housing*, page 55

Career One Stop: Job Search Help for Ex-Offenders

Telephone: 1-877-US2-JOBS (1-877-872-5627) -or- 1-877-889-5627
(TTY)

Email: info@careeronestop.org - Web site:
www.careeronestop.org/exoffender/index.aspx

Services: This website and hotline provide information and help for those with past convictions looking for work. Tips on reentering the job market, locating local resources, and finding further training or education are available.

Service hours: Hotline: M - F: 8am - 8pm

Cost: Free

Languages: English, Spanish

Career Source

186 Alewife Brook Parkway
Fresh Pond Mall, Suite 310
Cambridge, MA 02138

Telephone: 617-661-7867 - Fax: 617-661-7571
Web site: www.yourcareersource.com

Services: Career Source is part of the One Stop Career Center System in Massachusetts and offers employment and training services to both job-seekers and employers. Job-seeker services include job-search counseling and workshops, eligibility assessment for career training, opportunities to meet with employers, and access to the Career Library.

To register for Workshops, call 617-661-7867 and press "0." You must speak with a staff person to register.

Service hours: Varies by program. Call for event and workshop schedule

Requirements / Restrictions: You must be work-eligible (U.S. citizen or legal resident).

When you call or come in, a Customer Service Representative will ask you for information. You will also be asked to fill out a membership form.

Cost: Fees vary by course. You may be eligible for free training if you meet Massachusetts low-income guidelines or if recently laid off.

Waiting time: Depends on individual requirements.

Other locations: Chelsea

4 Gerrish Avenue

Chelsea, MA 02150

T: 617-884-4333

M - F: 8:30am - 4:30pm

Transportation: Red line: Alewife; walk over bridge to the Fresh Pond Mall. Career Source is located on the 3rd floor.

Community Servings

See in Category: *Food*, page 47

Community Work Services, (CWS)

174 Portland Street

Boston, MA 02114

Telephone: 617-720-2233 - Fax: 617-367-4759

Email: soshea@cwsne.org - Web site: www.cwsbos.com

Contact: Director of Job Training Services, 617-910-5172

Services: Founded in 1877, CWS helps people who face barriers to work obtain employment and achieve greater self-sufficiency through innovative job training, placement, and support services. Programs and support services include:

Job Training:

- Commercial Cleaning/Property Maintenance
- Food Services/Culinary Arts
- Hotel and Hospitality
- Job Readiness
- Commercial Production
- ReServe Greater Boston: Helping professionals age 55+ reinvest a career's worth of skills to strengthen their communities

Support Services:

- Case Management
- Job Placement
- Post Placement
- Legal Assistance

Service hours: Office and Program Hours: M – F: 8am - 4:30pm

Requirements / Restrictions: All of CWS services have specific eligibility requirements. Interested candidates are encouraged to attend an agency tour to learn more about the program and their requirements. Tours are held year-round, every Wednesday at 1pm. Reservations are not required.

Cost: Cost depends on the program and funding or referral source

Languages: English, Spanish

Transportation: Orange or Green line: North Station; walk 2 ½ blocks to Portland St. #174 is middle of block, next to INS offices. Take elevator to 2nd floor.

Dorchester Bay Economic Development Corporation

594 Columbia Road, 4th floor

Dorchester, MA 02125

Telephone: 617-825-4200 - Fax: 617-825-3522

Web site: www.dbedc.org

Services: Dorchester Bay runs a number of programs including a reentry program for returning citizens. Participants start in the program while in prison and continue after release with case management, guidance with educational and employment goals, weekly support groups, and assistance with personal needs such as probation officer relationships and family/community relationships. Services provided can include job readiness programs, resume writing help, and a GED preparedness course.

Referrals are made on a case-by-case basis.

Service hours: Information: M - F: 9am - 5pm; Client Services: T & W: 11am - 4pm, Th: 11am - 3pm

Requirements / Restrictions: Clients must have a CORI to access services.

Transportation: Buses #15 or 16. Office is located above Payless Shoes.

Future Hope Apprenticeship Program

See in Category: *Substance Abuse*, page 83

Haley House Bakery Training Program

12 Dade Street

Roxbury, MA 02119

Telephone: 617-445-0900

Email: bakery@haleyhouse.org, catering@haleyhouse.org - Web site: www.haleyhouse.org/tep

Services: The Transitional Employment Program (TEP) at Haley House Bakery Cafe strives to end the cycle of incarceration by supporting people returning to the community. TEP offers a real, paid work experience producing wholesale bakery products. Haley House also partners with other community organizations to offer computer classes, workforce readiness training (which includes interview skills, resume writing, lessons on employment law, etc.), and mindfulness training. TEP is open to men and women of any age transitioning from prison back into the community. TEP trainees must commit to at least 3 months in the program.

Service hours: Hours vary

Cost: None

Other locations: Haley House's administrative office and soup kitchen are located at 23 Dartmouth Street in Boston, MA.

Transportation: Silver line: Melnea Cass Blvd., then walk 2 blocks towards Dudley Square. Or take any bus going to Dudley Square.

Hour House Boston, Incorporated

See in Category: *Housing*, page 56

Just-A-Start Corporation

1035 Cambridge Street, #12

Cambridge, MA 02141

Telephone: 617-494-0444 - Fax: 617-494-8348

Email: contact@justastart.org - Web site: www.justastart.org

Contact: Varies by program, see Services description for contacts

Services: Provides affordable housing, education, training, community engagement, and supportive services, including:

Cambridge Biomedical Careers Program: This free 9-month training program (September–May) prepares participants for entry-level jobs in the biotechnology, life sciences, and medical research industries, and supplies local employers with work-ready, diverse employees. The laboratory training is done in partnership with Bunker Hill Community College. In the program, students also receive job readiness training such as preparing a resume, interviewing, and job search, and are introduced to industry professionals through career talks and employer site visits. After graduation, students receive follow up services for up to one year, until they are placed in relevant employment.

There is no tuition fee. Applications are accepted April through August. Eligibility requirements include: a GED or HS diploma, Massachusetts residency (primarily Cambridge, Boston, and MetroNorth), income eligibility, age 18+, and good reading and math skills.

Contact: Brenda Comeau at 617-918-7534.

YouthBuild/Just-A-Start: JAS YouthBuild is a comprehensive youth development program for 16 to 24 year-old out of school youth that provides education leading to grade level increases and credential attainment (high school diploma or HiSET – formerly GED); career exploration and employment skills building (with a construction/facilities maintenance and/or healthcare focus); and leadership and life skills training. Through their housing community service work experience, youth gain occupational skills leading to HBI PACT and OSHA certificates (industry recognized credentials), in addition to applied academic skills and leadership development. JAS YouthBuild also provides comprehensive guidance, counseling, case management, and support services. Youth who complete the program transition to employment, training, and/or college and receive intensive follow-up support for at least one year, with additional support beyond.

Contact: Landon Basham at 617-918-7506.

Home Improvement Programs: Provides assistance in managing home improvement projects and helps homeowners, condominium associations, and landlords secure financing for housing improvements. JAS's experienced rehab specialists guide clients through the entire process, from application to completion.

Contact: Brian Nichols at 617-918-7514

Homeowner Services:

JAS offers an array of services to meet the ongoing needs of low and moderate income homeowners in Cambridge. These services include: technical assistance with property maintenance and repair; advisory services for condominium association finances, management, and compliance; education and training courses; and leadership development for condominium associations.

Contact: Elizabeth Winston at 617-918-7518

Real Estate Development Projects:

As part of its core mission, Just-A-Start (JAS) develops and owns affordable apartments that allow low and moderate income residents to live in Cambridge at rents that are within their means. JAS

currently owns nearly 600 units and has partnered with Maloney Properties and Wingate to provide the portfolio with professional management. If you are interested in affordable rentals in Cambridge, please contact Maloney Properties and Wingate for more information.

Mediation/Conflict Resolution:

To avoid evictions and/or homelessness, Just-A-Start (JAS) professionals mediate and help resolve disputes between tenants, landlords, homeowners, and others by creating a safe, neutral forum in which meaningful dialogue can occur. Mediation allows parties to understand each other's perspectives, explore options, and come up with a resolution that everyone feels comfortable moving forward with. Through these efforts, JAS has helped thousands of individuals reach compromise and address conflicts before they spiral out of control, often preventing unnecessary eviction. For qualifying cases, JAS professionals also provide mediation to resolve consumer disputes referred through district courts or the Massachusetts Attorney General's Office.

Contact: Elizabeth Winston at 617-918-7518

Requirements / Restrictions: Bring your Social Security card, birth certificate and proof of address.

Other locations: [YouthBuild](#)
1175 Cambridge St. Cambridge
617-242-1460

Transportation: YouthBuild/Just-A-Start (1175 Cambridge St, Cambridge): Bus #69 to Norfolk St.

JVS Career Solutions (Formerly The Work Place and JobNet)

75 Federal Street, 3rd Fl.

Boston, MA 02108

Telephone: 617-399-3100 - Fax: 617-451-9973

Web site: www.careersolution.org/

Services: **Services for Returning citizens:** If you have a criminal record and are having issues finding employment, a Career Navigator can help you:

- Obtain a copy of your criminal record (CORI) and discuss how it affects your job search
- Practice interviewing and learn to respond to questions about your CORI
- Learn how to job search with a criminal record
- Develop a resume and cover letter that highlights your skills and experience
- Explore the industries and occupations for appropriate employment options

General Services: Reference room, computer lab, resource library, intake and eligibility assessment outreach, orientation, job search and job placement assistance, employment statistics and labor market information, program performance and cost information, supportive service information about unemployment insurance claims, Welfare to Work activities, eligibility assessment for financial assistance for training, and education.

Service hours: M, T, Th, F: 9am - 5pm; W 9am - 7pm

Languages: Spanish, Chinese, French

Transportation: Orange/Red line: Downtown Crossing. Commuter Rail: South Station

La Alianza Hispana

See in Category: *Families*, page 43

Massachusetts Department of Transitional Assistance (DTA)

See in Category: *Emergency Assistance*, page 27

Massachusetts Rehabilitation Commission, (MRC)

18 Tremont Street
Suite 200
Boston, MA 02108

Telephone: General: 1-800-245-6543; Vocational Rehab Boston: 617-357-813 7 - Fax: General: 617-482-5576

Web site: www.mass.gov/eohhs/gov/departments/mrc/

Services: The Vocational Rehabilitation Program helps people with physical, psychiatric, and/or learning disabilities to face the challenges of the modern workplace and maintain employment. Priority is given to those who are found to have the most severe disabilities in areas such as communication, mobility, work tolerance, and work skills.

Any individual with a disability can inquire about obtaining services. Friends, relatives, and health care providers can also refer an individual to MRC. Call the office and make an appointment for an orientation meeting.

There are many offices in the state; three are listed below. The Downtown Boston area office serves the following communities: Bay, Beacon Hill, Boston, Brighton, Charlestown, Chelsea, Dedham, part of Dorchester, East Boston, Kenmore Square, North End, Revere, South Boston, West End, and Winthrop. For a complete description of MRC services, visit the MRC Website listed above. Welcome sessions are held most every Wednesday at 10am.

Service hours: M - F: 8:45am - 5pm

Requirements / Restrictions: Programs are for persons with disabilities. Some services may have other eligibility requirements. Must be a Massachusetts resident and eligible to work in the U.S.

Languages: English, Spanish, Mandarin and Cantonese, Creole

Other locations: Braintree Area Office
220R Forbes Rd., Braintree; T/TTY: 781-356-8840

Roxbury Area Office
40 Dimock St., Roxbury; T/TTY: 617-442-5510

Somerville Area Office
5 Middlesex Ave. 3rd Floor, Somerville; T: 617-776-2662 TTY: 617-776-4242

For a statewide listing of MRC area offices, visit the [MRC's Vocational Rehabilitation Area Offices Webpage](http://www.mass.gov/eohhs/consumer/disability-services/vocational-rehab/vr-area-offices/). (<http://www.mass.gov/eohhs/consumer/disability-services/vocational-rehab/vr-area-offices/>)

Transportation: Red/Green Line: Park St. Green Line: Government Center. Orange line: State Street.

New England Center and Home for Veterans

See in Category: *Veterans*, page 89

One Stop Career Centers

See below for Boston-area centers

Web site: www.mass.gov/lwd/employment-services/one-stop-career-centers/about-career

Services: Each Center offers a basic orientation that assists the job seeker in using a number of job-seeking services, including job search assistance and access to online job listings, career counseling, coaching on job search skills, workshops on a variety of job search strategies, access to resources (including PCs, reference materials, resume building software, and economic data), networking groups, and specialized services for veterans, dislocated workers, disabled workers, and other special groups.

Boston: [Boston Career Link](#) and [The Work Place](#).

Cambridge: [Career Source](#)

Chelsea: [Career Source](#)

Requirements / Restrictions: Some services may be open only to low-income Boston area adults. Check when calling. Ask when you make appointment about what to bring with you.

Cost: Most services are free. There may be a cost for some more intensive services.

Other locations: [South Shore Career Centers](#) (<http://southshorecareercenters.org/>)

Cambridge: 186 Alewife Brook Parkway, Suite 310, Cambridge 617-661-7867 or 888-454-9675
M, T, Th, F: 8:30am - 4:30pm; W: 8:30am - 7:30pm

Quincy: 152 Parking Way, Quincy; 617-745-4000
M, W, Th and F: 8:30am - 4:30pm; T: 9:30am - 4:30pm.

Plymouth: 36 Cordage Park Circle Suite 200 Plymouth 508-732-5399
M, T, Th, F: 8:30am - 4:30pm; W: 9:30am - 4:30pm.

Chelsea: 4 Gerrish Ave., Chelsea 617-884-4333
M - F: 8:30am - 4:30pm

Project Hope

See in Category: *Shelters*, page 79

Project Place: Employment, Job Training, & Resource Services

1145 Washington Street
Boston, MA 02118

Telephone: 617-542-3740 x273 or 617-542-3740 x434 - Fax: 617-542-3860

Email: phanson@projectplace.org or bcarter@projectplace.org - Web site: www.projectplace.org

Contact: Polly Hanson, Director of Client Services or Beth Carter, Director of Reentry

Services: Clean Corners...Bright Hopes:

Clean Corners...Bright Hopes is a facilities maintenance service that employs homeless individuals to perform maintenance and landscaping. This business offers transitional employment for six months. Starting pay is \$8/hour, with potential for performance-based increases.

Community Re-entry for Women (CREW) Program:

CREW provides job readiness and life skills training to incarcerated

women at the Suffolk County House of Correction. Through linking the participants with case management, career coaching and health care, the program seeks to foster the strength and independence of participants in preparation for positive re-entry into the community. This program is only available to incarcerated females at the SCHOC.

Home Plate: Home Plate employs homeless individuals to prepare and sell wholesome and convenient meals for people on the go. This business offers transitional employment for six months. Starting pay is \$8/hour, with potential for performance-based increases.

Project 90: Project 90 is a three-month job readiness program for homeless individuals. It provides a combination of classroom instruction in job readiness skills with a community-based internship. Project 90 offers professional and personal skills development in preparation for job search, as well as computer training through supportive case management. Classes and internships are M-F.

Project Pepsi: Project Pepsi partners with the Pepsi Bottling Company to employ homeless individuals to service vending machines throughout greater Boston. Project Pepsi hires loaders and drivers. This business offers transitional employment for six months. Starting pay is \$8/hour, with potential for performance-based increases.

Work Ready: WORK READY* is a 4-week job-readiness training program focused on the basics of preparing clients for a successful job search. Clients will learn to develop resumes, write cover letters, perform a focused job search, & prepare for the interview process. In addition, clients will attend a weekly computer class. Upon completion of the program, clients will be assigned a career coach/case manager to assist with job search and provide ongoing support & resources. Classes are held M - F from 9-3.

*Work Ready is required as a pre-requisite for all of our other skills training

Further Credentialing: Project Place offers a 4-week Customer Service Training with Professional Certification in Customer Service through the National Retail Federation Foundation. We also offer a 4-week practicum focused on daily guided job search with the express goal of employment for clients who complete Customer Service credentialing. ServSafe, an industry-recognized certification in food safety is offered regularly. OSHA training is offered on an occasional basis as well.

Social Enterprises: Project Place operates three businesses. These enterprises provide transitional employment for clients for up to 4 months at starting pay of \$9/hr. Individuals apply to be hired. Our social enterprises provide an opportunity to fill gaps in work history & gain references while pursuing permanent employment with the support of a case manager. To be considered for hire into one of our enterprises, clients must first complete Work Ready.

Partnerships to Opportunities for Women in Re-Entry (POWR): is a partnership of multiple local agencies targeting female returning citizens and providing wrap-around case management services within 180 days of re-entry. POWR provides an opportunity to engage in job training, job skills, mental health services, mentoring, and paid for work opportunities with the goal to reduce recidivism & unemployment. ALL Programs are CORI Friendly. Boston Career Pathways Collaborative (BCPC) offers training, case management, mentoring, credentialing, education support, job placement, and

follow-up services geared to the needs of men and women returning from incarceration. Participants are placed in employment within local growth industries helping to set a path for a positive career trajectory.

All programs are CORI friendly.

Service hours: 9am - 5pm

Requirements / Restrictions: Clients are required to have stability in the areas of physical and mental health, legal issues, and sobriety for 90 days. Enterprise employment requires 90 days sobriety.

Exceptions are made to these restrictions, so please call for access to services.

Cost: None

Languages: English, limited Spanish

Other locations: Also see listing for [Project Place: Housing](#)

Transportation: Silver Line: East Berkeley St.; Red Line: Broadway.

Roca, Inc.

845 Albany Street
Boston, MA 02119

Telephone: 617-442-3101 - Fax: 617-442-3121

Email: boston@rocainc.com - Web site: www.rocainc.org

Services: Roca's job is to help young men and women get off the streets, stay out of jail, get good jobs, and create a better future for themselves.

Cost: None

Other locations: Chelsea, Lynn, and Springfield

Transportation: Bus #'s 1/47 and Silver Line 4: Washington St @ Melnea Cass Blvd

Solutions at Work

See in Category: *Clothing*, page 11

Span, Inc.

See in Category: *Physical and Mental Health*, page 73

Straight Ahead Ministries

See in Category: *Faith Based Organizations*, page 39

STRIVE – Boston Employment Services, Inc.

651 Washington Street
Dorchester, MA 02124

Telephone: 617-825-1800 - Fax: 617-825-1896

Email: contact@bostonstrive.org - Web site: www.bostonstrive.org

Services: STRIVE offers an employment program for returning citizens, both men and women, which combines a short, intense period of "attitudinal training" with long-term follow-up. This combination allows participants to find employment quickly and maintain it over time. The program stresses accountability, responsibility, professional development, and personal growth. Participants learn how to dress and speak appropriately for the workplace, how to follow instructions, accept criticism, and function as team members. A similar program, STRIVE For the Future, is offered for individuals ages 18-24 who have had juvenile involvement in the

criminal justice system but not an adult conviction.

GED, basic computer skills, Microsoft Word Specialist Certification, Excel Certification courses are also offered.

STRIVE also serves anyone looking for professional development and personal growth.

Service hours: 9am - 5pm

Requirements / Restrictions: Valid U.S ID required, documents that establish employment eligibility, and must speak English

Transportation: Red line: Ashmont or bus #'s 22/23

The Women's Center

See in Category: *Women*, page 94

United Way's Mass 2-1-1 Helpline

See in Category: *Hotlines*, page 54

Urban League of Eastern Massachusetts

88 Warren Street
Roxbury, MA 02119
Telephone: 617-442-4519 - Fax: 617-427-1302
Web site: www.ulem.org

Services: Mature Worker Program (MWP): In coordination with over 100 non-profit organizations as "host training agencies," the MWP provides subsidized job readiness and employment preparedness opportunities to "hard to reach" mature workers age 55 and over.

Fund Administrative Preparatory Program (FAPP): A 9-month professional development and technology training program for men and women preparing for hire as Fund Accountants and/or financial positions at State Street Corporation.

Coding Program

Employment Resource Center (ERC): A walk-in service that allows job seekers to learn more about career advancements, job coaching, case management, resume writing, interview skills, and structured job search. Up-to-date on-line employment search databases such as Monster.com, VAULT, and ULWorks give participants an opportunity to review their qualifications and match up with current employers' job opportunities.

Volunteer 2 Work: Using the concept of "On-the-Job Training," this program is designed to teach the value of work through volunteer service to chronically unemployed and newly unemployed individuals who need a bridge to re-enter the job market.

Computer Literacy and Internet Knowledge: Moving beyond basic computer skills, the Online Learning Readiness program features a higher-level of computer training that focuses on utilizing the computer for employment by focusing on resume building, employment research, and many more areas.

The Office on Violence Against Women Domestic and Sexual Violence Training and Education Program: This program is a new initiative of the Urban League, and its partners; Safe Havens Interfaith Partnership Against Domestic Violence (expertise in Domestic Violence and Faith), The Center for Hope and Healing (expertise in

Sexual Assault), Casa Myrna (expertise in Domestic Violence and homelessness) and two of the Boston Police Departments Domestic Violence Consultants. This project is an education and action program designed specifically for Boston's inner city communities, to train service providers and clergy in culturally specific domestic and sexual violence intervention and prevention strategies. In addition, the project provides referrals and education to victims and survivors of domestic and sexual violence who are looking for support and referrals.

Service hours: M - F: 9am - 5pm

Requirements / Restrictions: Must be 18 years old. Population focus is on low-income residents of urban areas of greater Boston.

Waiting time: Call office for program wait times

Transportation: Take any bus going to Dudley Square. Urban League is located in the Square near the intersection of Warren and Dudley Streets.

Work Opportunity Tax Credit, U.S. Department of Labor

19 Staniford Street, 1st Fl.
Boston, MA 02114
Telephone: 617-626-5353 - Fax: 617-727-8671
Email: wotc@detma.org - Web site:
www.doleta.gov/business/incentives/opptax/

Contact: WOTC Information Line

Services: The Work Opportunity Tax Credit is a federal program designed to encourage employers to hire individuals who might not otherwise find employment.

Employers who agree to hire individuals from a "target group" may qualify for a tax credit.

The "target group" includes "an ex-felon who has been convicted of a felony and has a hiring date which is not more than one year after the last date on which he was so convicted or released from prison." It also may include, under certain circumstances, family members receiving food stamps or TANF benefits, SSI recipients and veterans.

Transportation: There are no walk-ins. Call or e-mail for information or use the website which is very informative.

YMCA Training, Inc.

18 Tremont Street
Suite 400
Boston, MA 02108
Telephone: 617 - 542 - 1800 x2728 - Fax: 617 - 542 - 1811
Email: MMetayer@ymcaboston.org - Web site:
www.ymcaboston.org/traininginc

Contact: Maxence Metayer, Intake Coordinator

Services: This rigorous, 20-week full time employment program offers professional office skills training, enabling participants to gain new employment in customer service, medical offices, health insurance, banks, and insurance companies.

Service hours: M - F: 9am - 4pm

Requirements / Restrictions: Must be legal to work in US, and able to attend training and employment every day, on time. If English is not first language, must have advanced ESOL fluency. Certain CORI's will preclude some employment options. Acceptance will be affected by funding sources.

Cost: Free

Waiting time: New program cycle starts every 3-4 months

Languages: English

Transportation: Orange Line: State Street. Silver Line: Temple Pl @ Washington Street. Buses: 43

YouthBuild Boston

27 Centre Street

Roxbury, MA 02119

Telephone: 617-445-8887 - Fax: 617-427-3950

Web site: www.youthbuildboston.org

Services: YouthBuild Boston works with young adults in the Boston area to develop personal and career skills using innovative programs in the building trades - from design and construction to the green industry. YBB enhances the lives and skills of their students, encouraging them to work with integrity, confidence, discipline and aspiration. More than 1,000 graduates have been equipped with the professional skills and tools necessary to lead successful lives and further their education.

Service hours: M - F: 8am - 3pm

Cost: None

Transportation: Orange line: Roxbury Crossing or Bus #'s 41/14

Faith Based Organization

Bethel Baptist Church

18 Saint James Street
Roxbury, MA 02119

Telephone: 617-445-0584 - Fax: 617-445-0052
Web site: www.bethelbaptistchurchroxbury.org/

Contact: Rev. Franklin Murray, Sr. - Pastor

Services: Worship services: Sunday at 7:30am and 11am
Sunday School & New Member's Class: 9:30am

Additional programs, activities, groups:

- Bible study: Wednesday at 5:30pm and 6:30pm
- Prayer Service: Wednesday at 7:30pm
- Free Meal and Food Pantry: Call for days, times and eligibility requirements.

Transportation: From Dudley Station, walk up Warren St. to St. James. Turn right and go up hill 1/2 block.

Boston Rescue Mission

See in Category: *Shelters*, page 77

Catholic Charities Archdiocese of Boston

51 Sleeper Street
Boston, MA 02210

Telephone: 617-482-5440 or call site listed below - Fax: 617-451-0337
Email: info@ccab.org - Web site: www.ccab.org

Services: Catholic Charities operates a number of community service centers in eastern Massachusetts. The centers provide a wide variety of support services including some basic needs emergency assistance, education and training programs, transitional housing for families, child care, and family counseling and support.

The above address is the location of the administration offices within our Labouré Center. The Labouré Center provides basic emergency assistance, family intervention, youth mentoring and tutoring programs, and refugee and immigration services. The Center may also provide referrals and advocacy. Open M – F, 10am – 4pm. Take Broadway Bus #9. Please call or visit the CCAB website (or see below in "other locations") for the location and hours of a specific program.

Service hours: See CCAB website

Other locations: Catholic Charities Labouré Center:

275 West Broadway, South Boston
P: 617-268-9670

Also home to:
Refugee and Immigration Services
Community Interpreter Services

Catholic Charities North:

117 North Common Street, Lynn
P: 781-593-2312

Catholic Charities South:

169 Court Street, Brockton
P: 508-587-0815

Catholic Charities Yawkey Center:

185 Columbia Road, Dorchester

P: 617-506-6600

Also home to:
Catholic Charities Greater Boston
Haitian Multi-Service Center

Merrimack Valley Catholic Charities:

70 Lawrence Street, Lowell
P: 978-452-1421

Catholic Charities Child Care Locations

Labouré Child Care Center
275 West Broadway, So. Boston
P: 617-464-8500

Lynn Child Care Center
37 North Federal Street, Lynn
P: 781-598-2759

Malden Child Care Center
77 Salem Street, Malden
P: 781-397-1556

Nazareth Child Care Center
19 St. Joseph Street, Jamaica Plain
P: 617-522-4040

North Cambridge Child Care Center
21C Walden Square Road, North Cambridge
P: 617-876-0503

Peabody Child Care Center
13 Pulaski St., Peabody
P: 978-532-6860

Yawkey Child Care Center
185 Columbia Road, Dorchester
P: 617-506-6600

Common Cathedral

P.O. Box 51003
Boston, MA 02205

Telephone: 617-247-4927

Email: info@commoncathedral.org - Web site:
www.commoncathedral.org

Services: Non-denominational, open to all.

Worship services:

Sunday: 1pm on Boston Common (at Park St. fountain). Service is preceded by a simple lunch.

Additional programs, activities, and groups include:

- Common Art Group: Emmanuel Church, 15 Newbury St., Boston, Wednesdays at 10am - 2pm
- Bible Study: Upstairs at Food Court at South Station Bus Terminal, 700 Atlantic Ave, Boston, Thursdays at 11am

Requirements / Restrictions: Target population: Homeless, previously incarcerated people.

Transportation: Red/Green line to Park St.

First Church in Cambridge

11 Garden Street
Cambridge, MA 02138
Telephone: 617-547-2724 - Fax: 617-354-4185
Email: dsmith6@firstchurchcambridge.org - Web site:
www.firstchurchcambridge.org

Contact: Senior Minister

Services: Worship services: Sunday at 11am, traditional service (10am in July - August).

Additional programs, activities, groups include Bible studies and prayer groups – please call for times.

Transportation: Red line, Harvard Sq; follow Mass Ave northwest past Common to Garden St, turn left on Garden St. and go 2 blocks.

Future Hope Apprenticeship Program

See in Category: *Substance Abuse*, page 83

Greater Love Tabernacle, Inc.

101 Nightingale Street
Dorchester, MA 02124
Telephone: Social Serv: 617-533-7954, HIV Helpline: 617-379-2443,
Mentoring: 617-740-9482 - Fax: 617-740-9484
Email: greaterlovetab@aol.com - Web site: www.grltabernacle.org

Services: *Worship Services:* Sundays 8:30am and 10:30am

Additional programs, activities, groups:

Morning Prayer Call: M - F from 6:00am - 7:00am, 515-604-9300 access code 788663#

New Members Orientation: Tuesdays from 6:00pm - 8:00pm

Bible Study: Wednesdays from 6:30pm - 7:45pm

Daughters of Purpose and Excellence (DOPE): Every 2nd and 4th

Saturday of the Month at 6:00 pm

Lady of Love (Woman's support & mentoring session) every 2nd

Saturday of the month at 10:00am

Next Generation for Peace Youth Night: alternate Friday scheduling from 6:30 pm

Girl Talk (for young people): Alternate Fridays from 6:00pm - 8:00pm

Boy Talk (for young people): Alternate Fridays from 6:00pm - 8:00pm

Men's Empowerment Meeting: Every other Thursday at 6:00pm

Men's Breakfast: Once a month

Also see listing for [Future Hope Apprenticeship Program](#)

Service hours: Office is open T - F: 9am - 12pm and 2pm - 5:30pm

Transportation: Take bus #22 or #23 from Ashmont (Red line) or Ruggles (Orange line), bus #28 from Ruggles (Orange line), or bus #29 from Jackson Square (Orange line).

Masjid Al Qur-an

35 Intervale Street
Dorchester, MA 02121
Telephone: 617-445-8070 - Fax: 617-445-1139
Email: masjidalquran@verizon.net - Web site:
www.masjidalquran.org/homePage.html

Contact: Resident Imam

Services: Worship services: Friday: 1pm (main service)

Additional programs, activities, groups:

- Open each day for five daily prayers.
- Iftar: Every Thursday after Magrib prayer. Food will be serviced to those who are fasting.
- On the 1st Sunday of each month, there is a Community Business Meeting from 11am-1pm.
- Islamic Class: a review of fundamental Islamic belief and practice held Fridays from 6:30pm - 9:30pm

Programs relating to incarcerated individuals, returning citizens or their families: Imam Talib is chaplain at MCI-Bridgewater.

- Somalian Community Children's Qur'anic Classes: Every Sunday from 9am-11:30am.
- Drama Class: Every Sunday from 11am-12pm.
- Guest Imam: Every 3rd Friday

Transportation: Bus #16 from JFK/UMass or Forest Hills; #17 from JFK/UMass or Fields Corner; #45 from Ruggles.

Morning Star Baptist Church

1257 Blue Hill Avenue
Mattapan, MA 02126
Telephone: 617-298-0278
Web site: www.msbc-bos.org

Services: Worship services: Sundays 8am & 11am

Additional programs, activities, groups:

- Wednesday 6:00pm - Bible study and prayer service
- Wednesday 7:00pm - Midweek service

Transportation: Located at the intersection of Morton St. and Blue Hill Ave in Mattapan. Bus #28 from Mattapan or Ruggles; Bus #29 from Mattapan or Jackson Sq.

Project Care and Concern

See in Category: *Clothing*, page 11

Saint Cecilia Parish

18 Belvidere St.
Boston, MA 02115
Telephone: 617-536-4548 - Fax: 617-536-1781
Email: info@stceciliaboston.org - Web site: www.stceciliaboston.org

Services: A Catholic parish where all are welcome.

Mass times:

W-F: 8:00am

Sat: 5:00am

Sun: 8:00am, 9:30am, & 11:15am (also 6:00pm from autumn to spring)

Prison & After program:

Fellowship & dinner: Mon at 6:00pm

Service hours: Office hours are M - F: 9am - 5pm

Transportation: Green Line: Hynes Convention Center & Prudential Center; Orange Line: Mass Ave. & Back Bay; Commuter Rail: Back Bay CT-1 bus

Salvation Army: Boston Central Corps

23 Vernon St

Roxbury, MA 02119

Telephone: 617-427-6700 - Fax: 617-424-1498

Web site: massachusetts.salvationarmy.org/MA/BostonCentral

Contact: Social Services: Staff

Services: Social Services

- Food Pantry, call for an appointment
- Rental and Utility Assistance (when funds are available) Pastoral Services
- Bible Study - Tuesdays 6pm
- Reunion de Damas - Thursdays 5pm
- Reunion de Caballeros - Thursdays 5pm
- Sunday School (in Spanish) - Sundays 9:30am
- Church Services (in Spanish) - Sundays 10:30am

Other services include Thanksgiving & Christmas Distribution, Camp Wonderland, and give-away coats in winter.

Service hours: M - F: 9am - 3pm

Requirements / Restrictions: Serves specific zip codes (but you can call to be directed to corresponding Salvation Army Corps that serve your zip code)

Cost: None

Languages: English, Spanish

Other locations: *South End Corps*- 1500 Washington St, Boston 02118

Chelsea/East Boston Corps- 258 Chestnut St, Chelsea 02150

Boston Ray & Joan Kroc Corps Community Center- 650 Dudley St, Dorchester 02125

Transportation: Across the street from Dudley Station, behind the Walgreens parking lot

Straight Ahead Ministries

791 Main St

Worcester, MA 01610

Telephone: 508-753-8700 - Fax: 508-438-0182

Email: connect@straightahead.org - Web site: straightahead.org

Services: Straight Ahead Ministries is a faith-based re-entry organization for young adults, ages 16-24. The program supports young men and women who are looking to make a change and pursue positive goals. Straight Ahead Ministries offers opportunities to re-engage in education and employment through GED classes and a transitional work program. There is a silkscreen print shop and barber training room where young people can learn skills while getting stable and earning an income for 15 hours a week. It also supports young adults in finding housing and employment and provides court advocacy when needed. The program reaches young adults through outreach in the community, home visits, as well as re-entry groups in local correctional facilities.

Requirements / Restrictions: Previously incarcerated young adults, ages 16-24

Cost: None

Languages: Spanish, English, Khmer

Other locations:

Re-Entry Centers:

Lawrence Youth Re-Entry Center:

582 Essex St, Unit 6

Lawrence, MA 01841

978-390-8136

Lynn Youth Re-Entry Center:

1 Munroe St, 3rd Fl

Lynn, MA 01901

781-592-6070

Worcester Youth Re-Entry Center:

791 Main St

Worcester, MA 01610

508-753-8700

Southeastern MA Youth Re-Entry Center:

PO Box 5061

Fall River, MA 02723

508-642-928

Families

Aid to Incarcerated Mothers (AIM)

See in Category: *Women*, page 92

Asian-American Civic Association

87 Tyler Street, 5th Floor
Boston, MA 02111

Telephone: 617-426-9492 - Fax: 617-482-2316

Email: info@aca-boston.org - Web site: www.aaca-boston.org

Services: Provides education, occupational training, and social services to economically disadvantaged people with limited English. AACA has six major components:

The Workforce Development Center provides vocational training for adults. The agency operates training programs involving banking and finance, facilities maintenance, automotive repair, computers, and job readiness workshops.

The Education Center offers basic English classes for speakers of other languages, intermediate English classes to help students prepare for college or enter skills training, and distance learning.

The Multi-Service Center provides assistance with immigration, housing, job counseling, health insurance, primary care, food stamps, social security, home heating oil, income tax preparation, college applications and access, individual/family counseling, and referrals.

Sampan is a bi-weekly newspaper that provides news about community concerns and development, health, arts and entertainment to the greater Boston Asian American community.

Buds & Blossoms Early Education & Care Center is committed to educating the whole child from infancy through preschool uniting the best elements of Eastern and Western traditions and practices. Open M - F: 7am - 6pm.

Youth Center provides young people with opportunities to become engaged in community service and access to higher education and workforce opportunities to empower them to lead happy, healthy, and productive lives. Program includes Youth Employment Center, which provides youth seeking employment one-on-one help with finding entry level employment opportunities, writing resumes, cover letters, and interview preparations.

Service hours: M - F: 9am - 5pm

Languages: English, Chinese

Transportation: Orange Line: Tufts Medical Center

Boston Centers for Youth & Families

1483 Tremont Street
Boston, MA 02120

Telephone: 617-635-4920 - Fax: 617-635-4524

Email: BCYF@cityofboston.gov - Web site:
www.cityofboston.gov/BCYF

Contact: Varies by center, see Services description below for contacts.

Services: Boston Centers for Youth & Families (BCYF) is the main administrative office for the various adult education classes and recreation centers provided by the City of Boston in neighborhoods throughout the City.

Call for individual BCYF center class hours.

Centers offering Adult Education, Adult Basic Education, and/or Adult Literacy Programs

Jackson/Mann Community Center

500 Cambridge St., Allston 617-635-5153

Contact Rosie Hanlon or John Vitale

JacksonMannCC@Boston.gov

M - F: 2pm - 9pm; Sat: 9am - 5pm

Grove Hall Community Center

51 Geneva Ave., Dorchester 617-635-1484

Contact Aidee Pomaes

GroveHallCC@Boston.gov

M - F: 10am - 6pm

Perkins Community Center

155 Talbot Ave., Dorchester 617-635-5146

Contact Troy Smith or Raymond Heath

PerkinsCC@Boston.gov

M - F: 2pm - 9pm; Sat: 9am - 5pm

Hyde Park Community Center

1179 River St., Hyde Park 617-635-5178

Contact Robert Hickey or Winston Lloyd

HydeParkCC@Boston.gov

M - F: 6:30am - 9pm; Sat: 9am - 5pm

Centers offering HiSET classes

HiSET testing is available in various neighborhoods in the City of Boston throughout the academic year. Call for registration information.

Jackson/Mann Community Center

500 Cambridge St., Allston 617-635-5153

Contact Rosie Hanlon John Vitale

JacksonMannCC@Boston.gov

M - F: 2pm - 9pm; Sat: 9am - 5pm

Grove Hall Community Center

51 Geneva Ave., Dorchester 617-635-1484

Contact Aidee Pomaes

GroveHallCC@Boston.gov

M - F: 10am - 6pm

Perkins Community Center

155 Talbot Ave., Dorchester 617-635-5146

Contact: Troy Smith or Raymond Heath

PerkinsCC@Boston.gov

M - F: 2pm - 9pm; Sat: 9am - 5pm

Shelburne Community Center

2730 Washington St, Roxbury 617-635-5213

Contact Diane Galloway or Warren Chase

ShelburneCC@Boston.gov

M - F: 6:30am - 9pm; Sat: 9am - 5pm

Centers offering ESOL classes

Perkins Community Center

155 Talbot Ave., Dorchester 617-635-5146
Contact: Troy Smith or Raymond Heath
PerkinsCC@Boston.gov
M - F: 2pm - 9pm; Sat: 9am - 5pm

Centers offering Computer/Other Classes

BCYF offers a variety of computer classes and open access hours in Computer Learning Center Labs throughout the City. Access is available for all ages with a reasonably-priced valid BCYF membership card. Special classes and programs are offered at reasonable rates.

Charlestown Community Center

255 Medford St., Charlestown 617-635-5169
Contact Bob McGann or Maryanne Wren
CharlestownCC@Boston.gov
M - F: 2pm - 9pm; Sat: 9am - 5pm

Golden Age Senior Center

382 Main St., Charlestown 617-635-5175
Contact Beverly Gibbons
M - F: 9am - 5pm

Holland Community Center

85 Olney St., Dorchester 617-635-5144
Contact Gloria Moon or Sounja Bynoe
HollandCC@Boston.gov
M - F: 2pm - 9pm; Sat: 9am - 5pm

Leahy/Holloran Community Center

1 Worrell St., Dorchester 617-635-5150
Contact Jill LaMonica or Lisa Zinck
LeahyHolloranCC@Boston.gov
M - F: 2pm - 9pm; Sat: 9am - 5pm

Perkins Community Center

155 Talbot Ave., Dorchester 617-635-5146
Contact Troy Smith or Raymond Heath
PerkinsCC@Boston.gov
M - F: 2pm - 9pm; Sat: 9am - 5pm

Hyde Park Community Center

1179 River St., Hyde Park 617-635-5178
Contact Robert Hickey or Winston Lloyd
HydeParkCC@Boston.gov
M - F: 6:30am - 9pm; Sat: 9am - 5pm

Curtis Hall Community Center

20 South St., Jamaica Plain 617-635-5193
Contact Noel Torres or Jeanette Ayala
CurtisHallCC@Boston.gov
M - F: 6:30am - 9pm; Sat: 9am - 5pm

Menino Community Center

125 Brookway Rd, Roslindale 617-635-5256
Contact Cynthia Johnson or Franna Boyce
MeninoCC@Boston.gov
M - F: 6:30am - 9pm; Sat: 9am - 5pm

Shelburne Community Center

2730 Washington St, Roxbury 617-635-5213
Contact Diane Galloway or Warren Chase
ShelburneCC@Boston.gov
M - F: 6:30am - 9pm; Sat: 9am - 5pm

Tobin Community Center

1481 Tremont St, Mission Hill 617-635-5216
Contact John Jackson or Kate Hennigan
TobinCC@Boston.gov
M - F: 6:30am - 9pm; Sat: 9am - 5pm

Condon Community Center

200 D St., S. Boston 617-635-5100
Contact Judy Ryan or John Lydon
CondonCC@Boston.gov
M - F: 2pm - 9pm

Service hours: Central Office: M - F: 9am - 5pm. Community Center schedules vary.

Requirements / Restrictions: Varies by class/program

Cost: Varies by class

Other locations: The Nazzaro Community Center

30 North Bennet Street, Boston 617-635-5166
nazzarocc@boston.gov
M - F: 6:30am - 9pm; Sat: 9am - 5pm

Paris Street Community Center

Temporary Location: 312 Border Street, 617-635-5125
parisstreetcc@boston.gov
M - F: 2pm - 9pm
Pool: 6:30am - 8:30pm

Pino Community Center

86 Boardman Street, East Boston 617-635-5120
pinocc@boston.gov
M - F: 6:30am - 9pm; Sat: 9am - 5pm

Quincy Community Center

885 Washington Street, Boston 617-635-5129
quincycc@boston.gov
M - Th: 2pm - 9pm; Sat: 10am - 6pm

Cleveland Community Center

11 Charles Street, Dorchester 617-635-5141
clevelandcc@boston.gov
M - F: 2pm - 9pm

Gallivan Community Center

61 Woodruff Way, Mattapan 617-635-5252
gallivancc@boston.gov
M - F: 6:30am - 9pm; Sat: 9am - 5pm

Mildred Avenue Community Center

5 Mildred Ave, Mattapan 617-635-1328
mildredavenucc@boston.gov
M - F: 2pm - 9pm; Sat: 9am - 5pm

Transportation: Call for individual Community Center public transportation directions.

Boston Public Health Commission: Father Friendly Initiative

Finland Building
774 Albany Street
Boston, MA 02118

Telephone: 617-534-9525 - Fax: 617-534-5355

Email: fatherfriendly@bphc.org - Web site:

<http://www.bphc.org/whatwedo/childrens-health/father-friendly/Pages/Father-Friendly.aspx>

Services: [Father Friendly Initiative webpage](http://www.bphc.org/whatwedo/childrens-health/father-friendly/Pages/Father-Friendly.aspx)
www.bphc.org/whatwedo/childrens-health/father-friendly/Pages/Father-Friendly.aspx

Designed to assist fathers in becoming more involved with their families – before, during, and after the birth of their children by encouraging participants to become emotional, financial and nurturing resources for their children.

Services are packaged in a program which includes coordination of health care, ensuring that all men enrolled in the program have medical insurance, substance abuse referrals, anger management counseling, parenting skills, support groups, employment/education, and custody/visitation.

Clients are required to attend a 12-lesson culturally-sensitive curriculum.

Service hours: Program is open M - F: 9am - 5pm. For intake programs, must contact program director.

Requirements / Restrictions: Father Friendly is open to all men but the target population consists of fathers and potential fathers.

Cost: No cost

Languages: English, Cape Verdean

Transportation: Silver line from Dudley Sq. or Temple Place downtown; Orange Line: Mass Ave.; or Bus #1, #CT1, #10, or #47.

Boston Public Health Commission: Healthy Baby/Healthy Child

774 Albany Street
Boston, MA 02118

Telephone: 1-800-711-1180 or 617-534-5832 - Fax: 617-534-5355

Email: HBHC@bphc.org - Web site: www.bphc.org/hbhc

Services: The Healthy Baby/Healthy Child Program (HB/HC) is a community-based program designed to promote infant survival, positive birth outcomes, oral health, and family unity. The HB/HC program provides home visiting to pregnant and parenting families with a child under age of five who reside in Boston. All services are free, voluntary, and confidential. Public health nurses, public health advocates, case managers, and social workers help prepare parents via a strength-based model for healthy deliveries, successful parenting, and school readiness within the scope of their own culture and language. Families are linked to a range of supportive and health services.

Additional HB/HC Programs & Initiatives:

Father Friendly Initiative: Read the description of services under the [BPHC's Father Friendly Initiative](#) Directory listing.

Partners in Parenting: Partners in Parenting is a mentoring program that offers parenting support to pregnant and parenting clients.

Clients are connected with volunteer partners from their community who serve as mentors, advocates and community liaisons. The partners provide support and coaching to build the clients natural supports and decrease social isolation.

Women Circles: Women Circles are offered in the spring and fall. The Circles are community-based health, social, and educational sessions for women. These sessions are designed to decrease social isolation and to promote community awareness, health, and mobilization in an informal and safe environment. The sessions are held at various locations throughout Boston.

HB/HC Food Pantry: The food pantry provides emergency food assistance to HB/HC clients and City of Boston residents. Hours of operation are Mondays, Wednesdays, and Fridays, 10am to 2:45pm. The food pantry is a member of [Project Bread's Food Source Hotline](#) that coordinates and makes resident referrals (1-800-645-8333).

Summer Enrichment Program (SEP) The Summer Enrichment Program is a diverse program operated one day per week for seven weeks from July through August. The program offers enriching educational and recreational activities to HB/HC clients. The goal is to reduce social isolation, provide health and wellness education and engage families in recreational activities.

HB/HC Special Collaborations:

MA Center for Sudden Infant Death Syndrome: The Massachusetts Center for Sudden Infant Death Syndrome (SIDS)/Massachusetts Infant and Death Bereavement Program is located at Boston Medical Center. The SIDS Center is responsible for coordinating services to families throughout MA whose babies and young children (0 – 3 years) have died suddenly and unexpectedly due to SIDS and other causes of infant mortality. HB/HC receives referrals from the SIDS Center to provide culturally competent services during the first year of bereavement. The HB/HC public health nurses and social workers provide grief counseling, support, anticipatory guidance, and linkage to available resources.

Healthy Start in Housing (HSiH): The BPHC and the Boston Housing Authority formed a joint initiative to help high risk pregnant or parenting families with a child who has a complex condition requiring specialty care, secure and retain stable housing. The goals of HSiH are improved birth outcomes, and improved health and well-being of women and their families. Key strategies to achieve these goals are the provision of housing and intensive case management, aimed housing retention, and engagement in services and interventions geared toward the achievement of their identified goals.

Welcome Family: Welcome Family is a universal newborn (1 day to 8 weeks) home visit pilot program funded by the MA Department of Public Health. The home visit is free, confidential, and voluntary. The visits are conducted by multilingual Public Health Nurses. The goal is to improve population-wide health and well-being. Outcomes are aimed to 1) increase parenting skills, knowledge, and self-confidence; 2) improve maternal and infant health and well-being; 3) increase community connectedness for families with maternal, infant, and family services; and 4) improve coordination of community resources and supports.

Violence Intervention Advocate Program (VIAP): This program

provides coordinated home-based services to women who are pregnant or parenting a child under the age of 5 and are survivors of a gunshot or stabbing, or are the significant other or parent of a male survivor of gunshot or stabbing victim who present at the Boston Medical Center Emergency Room. The goal of this program is to improve the health and well-being of women and their families through intensive case management services.

See descriptions for other Boston Public Health Commission programs:

> [BPHC's Father Friendly Initiative](#)

> [Boston Public Health Commission: Men's Health and Recovery Program](#)

> [Boston Public Health Commission: Mom's Project & MORE Program](#)

Requirements / Restrictions: Individual seeking assistance must be pregnant or have a child between the ages of birth and 5, and live in the City of Boston.

Cost: No cost

Languages: English, Spanish, Portuguese, Somali, French, Creole

Boston Public Health Commission: Mom's Project

See in Category: *Substance Abuse*, page 82

Casa Esperanza, Inc.

See in Category: *Substance Abuse*, page 83

EMERGE (Batterer's Intervention)

See in Category: *Domestic Violence*, page 15

Entre Familia

See in Category: *Substance Abuse*, page 83

FamilyAid Boston

See in Category: *Shelters*, page 78

Future Hope Apprenticeship Program

See in Category: *Substance Abuse*, page 83

Geiger Gibson Community Health Center

See in Category: *Physical and Mental Health*, page 71

Heading Home

See in Category: *Shelters*, page 79

Hour House Boston, Incorporated

See in Category: *Housing*, page 56

Just-A-Start Corporation

See in Category: *Employment*, page 31

La Alianza Hispana

434 Warren St
Dorchester, MA 02121

Telephone: 617-427-7175 - Fax: 617-442-2259

Email: info@laalianza.org - Web site: www.laalianza.org

Services: We are organized into different service areas, each under the La Alianza Hispana brand identity:

La Alianza Hispana Aliancianos Eldercare Center: La Alianza's Adult and Elder programs enable elders to continue to live in their homes, manage their finances, and increase their access to essential services. The primary goal of the programs is to ensure that our seniors continue to live independently and to thrive as active members of their families and their communities. Services include social and emotional wellness activities such as body stretching, yoga and group calisthenics as well as weekly arts and crafts classes that create small arts and crafts learning groups through the creation of learning circles. Sewing, crocheting, knitting and card-making circles, among others, help to increase socialization by creating opportunities for interpersonal communication among seniors interested.

La Alianza Hispana's Adult Day Health Program: This program provides culturally appropriate daily care for the elderly, and related support services for their families. La Alianza Hispana's Senior Social and Recreation Center offers Latino seniors a safe and culturally sensitive environment with programs designed to stabilize and improve participants' physical and emotional health.

Prenatal and Early Education Childhood Program: The Mother to Be/Parent-2-Parent program supports healthy child development and the building blocks of school readiness through parenting support, parenting education, literacy and school readiness training for parents' children, health/prevention education, and case management.

The Greater Community: Community building, leadership development, partnerships, events, education and promotion, research, and volunteer opportunities.

Service hours: M - F: 9am - 5pm

Requirements / Restrictions: None

Cost: No charge for services

Languages: Spanish, English

Transportation: Orange Line: Ruggles, then bus #15 or #45 to Blue Hill Avenue and Dudley Street

Margaret Fuller Neighborhood House

71 Cherry Street
Cambridge, MA 02139

Telephone: 617-547-4680 - Fax: 617-497-0166

Email: info@margaretfullerhouse.org - Web site: www.margaretfullerhouse.org

Services: Works to strengthen and empower youth, families, and community residents. They work to address the economic, social and political inequities that shape the lives and futures of the Port/Area IV residents.

Technology Center: Provides daily computer access for internet/email access, with no limit on time for users within the given hours of

operation. The Technology Center is open M - F between 9:30am - 5:30pm.

Emergency Food Pantry: Provides low to moderate income individuals a two week supply of food twice a month. With the majority of the food insecure residents coming from The Port community. The Food Pantry is open Wed: 5pm - 7pm, Thurs: 2pm - 5pm. and Fri/Sat: 9am - 12pm. Open to residents of Middlesex County or to those in dire need of food.

Summer Explorations Camp Programs: For children 5-12 years old, and allows children 13-17 years old to be youth councilors. Open 2pm - 6pm during school year and full day (8am - 6pm) during school vacation weeks and summer. Cost is \$135 per week but offers scholarships for those in need.

After School Enrichment: Designed to enhance the quality of out-of-school time experience and support the mental, emotional growth, and well-being of each child. September-June, open M-F 2pm-6pm.

Leaders in Training - Youth Leadership Development Program: For ages 13-18. Designed to provide a goal-oriented and professionalized experience for youth. Opportunities include college visits, professional development, career exploration, skills trainings, events and trips across the city. The goal is to graduate seniors each year and assist with their preparation for colleges or careers.

Service hours: See Services Description for hours of different programs

Languages: English, Spanish, Haitian Creole

Transportation: Red line: Central Square. Walk on Massachusetts Avenue towards Boston, veer left onto Main Street, Cherry Street will be the second left.

Mothers for Justice and Equality

See in Category: *Women*, page 92

Neponset Health Center, Harbor Health Services, Inc.

See in Category: *Physical and Mental Health*, page 71

Parents Helping Parents/Parental Stress Line

Telephone: 1-800-632-8188

Email: info@parentshelpingparents.org - Web site: www.parentshelpingparents.org

Contact: Parental Stress Line Counselor

Services: Parents Helping Parents offers parent support groups in many locations in Massachusetts. Please see the website for a current list of active groups: www.parentshelpingparents.org/locate-a-group/.

Parents Helping Parents also offers prison-based parent support groups at Suffolk, Bristol, Middlesex, Plymouth and Norfolk County House of Correction.

This organization also runs the Parental Stress Line - 1-800-632-8188, a 24 hour helpline for parents www.parentshelpingparents.org/parental-stress-line/

All services are confidential, anonymous, and free.

Service hours: Hotline: 24 hours

Cost: None

Languages: Translation services available for Parental Stress Line calls

Project Hope

See in Category: *Shelters*, page 79

RESPOND, Inc.

See in Category: *Domestic Violence*, page 16

Roxbury Multi-Service Center

434 Warren St.

Boston, MA 02121

Telephone: 617-989-0292 - Fax: 617-989-0276

Web site: www.roxmulti.org

Services: Services provided include behavioral health services, a community support program, intensive adolescent family services, and an open access computer lab.

Service hours: Behavioral Health Clinic open M - F: 9am - 5pm

Requirements / Restrictions: Insurance approval required for behavioral health services. Only as required by State or Federal requirements.

Cost: Behavioral health services subject to insurance fees.

Languages: English, Spanish, French, Cape Verdean, Haitian Creole

Other locations: Health Clinic: 321 Blue Hill Ave. Dorchester, MA 02121

Apartments: 252 Columbia Rd, Dorchester, MA 02121

Transportation: Warren St. Location: Bus #19 to Warren St. & Townsen St (Boston Latin School stop) Blue Hill Ave Location: bus #45 or any bus that goes to Warren Street, walk down the hill.

Straight Ahead Ministries

See in Category: *Faith Based Organizations*, page 39

The Federation for Children with Special Needs

529 Main Street

Suite 1M3

Boston, MA 02129

Telephone: 617-236-7210 - Fax: 617-241-0330

Email: fcsninfo@fcsn.org - Web site: www.fcsn.org

Services: The Federation provides workshops (many of which are free) to educate and empower families who have children with special needs. Workshops and projects are divided into five centers:

- **Special Education Parent Center:** Focuses on providing support, information, training and workshops related to special education to families of children with special needs (includes our outreach programming to culturally and linguistically underserved families). Through a variety of activities, parents can learn about the special education process (including IEP, Basic Rights, Transition Planning, MCAS, etc.) so that they can best support their child.

- **Family Support Center:** Focuses on providing parent to parent support for families who have children with special health care needs or disabilities; women, children, adolescents and young adults infected/affected by HIV/AIDS; families of young children with early childhood mental health issues; and families who have a serious mental health challenges and complex DCF cases with child custody concerns.
- **Health Advocacy Center:** Focuses on providing healthcare information and support to families of children with special needs, and programming that helps build capacity for family partnerships and supports partnership activities between managed care organizations and parents around improved access to services and supports
- **Family and Community Engagement Center:** Offers education improvement services to districts and schools in Massachusetts, partnering with districts and schools to improve student achievement and school performance through strengthening family and community engagement policies. The Center also trains community volunteers to act as “surrogate parents” for educational decision-making for students whose parents are not available.
- **Parent-Professional Leadership Center:** Focuses on activities that help build collaborative relationships among key education stakeholders (parents, educators, other professionals, and community partners) ensuring systemic efforts at improving educational outcomes for all students.

Requirements / Restrictions: The Federation provides information, support, and assistance to parents of children with disabilities.

Cost: Varies by workshop, but many are free. Please call for more information.

Transportation: Orange line: Sullivan Square; Buses: 86, 91, 93, CT2.

Union of Minority Neighborhoods

See in Category: *Other Groups*, page 67

United Way's Mass 2-1-1 Helpline

See in Category: *Hotlines*, page 54

Food

Includes organizations that provide food, both served and perishable and non-perishable food items to take home, as well as organizations that assist in obtaining food vouchers.

ABCD (Action for Boston Community Development)

See in Category: *Education*, page 18

Allston-Brighton Food Pantry

404 Washington Street
Brighton, MA 02135
Telephone: 617-254-4046

Email: info@abfoodpantry.org - Web site: www.abfoodpantry.org/

Services: Food baskets

Food baskets are three-days' worth of food provided to income-eligible residents of Allston and Brighton; one basket per month is allowed.

Baskets are distributed 10am - 1pm, January through October on the 2nd and 4th Saturday of the month.

November distribution is on the Saturday before Thanksgiving only. December distribution is on the second Saturday of the month only.

Community Supper

Hot meals are provided every Wednesday night at 6pm. All are welcome, no ID or proof of need required.

Service hours: Food Pantry: 2nd and 4th Saturdays 10am - 1pm; Supper: Wednesdays 6pm

Requirements / Restrictions: Food Pantry is available only to income-eligible residents of Allston and Brighton. Must bring photo ID, proof of address (utility bill) and welfare, Medicaid or Mass Health card, or referral. Community Supper is open to all; no ID or proof of need required.

Cost: None

Transportation: Bus #57 from Kenmore.

American Red Cross: Boston Food Pantry

1033 Massachusetts Avenue
Boston, MA 02118
Telephone: 617-375-0735 - Fax: 617-236-1289
Email: david.andre@redcross.org - Web site:
www.redcross.org/ma/boston/food-nutrition

Services: The Boston Food Pantry provides clients with a 5-day emergency supply of food once a month.

The Pantry also provides food stamp (SNAP) application assistance.

Service hours: Wed. & Sat. 9am - 12pm

Requirements / Restrictions: Bring photo ID for head of house and any form of ID for other household members.

Transportation: Bus #8 or #10. Red Line: Andrew Station

Arlington Street Church Friday Night Supper

351 Boylston Street
Boston, MA 02116
Telephone: 617-536-7050 x22

Email: info@fridaynightsupper.org - Web site:
www.fridaynightsupper.org

Services: Every Friday, the Friday Night Supper Program (FNSP) provides a free hot nutritious meal to anyone who would like one. No registration or sign up is required, no questions are asked. While the majority of guests are currently male, everyone, including women and children are welcome. The FNSP provides a Women Only table for female guests and their children.

The meals are served out of the basement of the Arlington Street Church. Guests can begin to line up in the public alley off Arlington Street at 4:30pm. Doors open at 5pm and dinner is served at 6pm.

Other services provided during Friday Night supper include:

Clothing Closet

Clothing is provided to those in need every Friday. Guest put in a request for clothes from 5pm-6pm and the Clothing Closet opens at 6:30pm.

Resource Cards

Information is provided that details free resources for guests to access in the city of Boston. Resource Cards include Employment, Education Services, and Health Care Services.

Service hours: Fridays: 5pm - 7pm

Cost: None

Transportation: Green line: Arlington Street

Berea Seventh Day Adventist

108 Seaver Street
Dorchester, MA 02121
Telephone: 617-427-2201
Email: bereadaclerks@comcast.net

Services: Church Food Pantry:

The pantry is open on the 1st and 3rd Thursday of each month from 8am - 12pm

Prayer Meeting:

Every Wednesday night from 7pm - 8pm

Religious Services:

Sabbath School takes place on Saturdays at 9:15am followed by the Divine Worship at 11am

Requirements / Restrictions: Bring photo ID for food pantry, as well as bags for food.

Transportation: Bus #22, 29, 44.

Bethel Baptist Church

See in Category: *Faith Based Organizations*, page 37

Boston Rescue Mission

See in Category: *Shelters*, page 77

Bridge Over Troubled Waters

See in Category: *Physical and Mental Health*, page 70

Cambridge Economic Opportunity Committee

11 Inman Street
Cambridge, MA 02139
Telephone: 617-868-2900
Web site: www.ceoccambridge.org

Services: Community Food Pantry: Individuals and families may utilize the food pantry twice each month.

Emergency assistance referrals M - Th: 9am - 5pm.

Other services include: Help with MassHealth, food stamps, income taxes for low income individuals, financial literacy, and housing advocacy for individuals facing eviction from public housing.

Service hours: Food Pantry: M - Th: 9am - 4pm, F: 9am - 1pm

Requirements / Restrictions: Annual income must be \$75,000 or less in order to be eligible for tax services. Bring photo ID and bags.

Languages: English, Haitian Creole, Spanish

Transportation: Red Line: Central Square (behind City Hall)

Cathedral Church of St. Paul

138 Tremont Street
Boston, MA 02111
Telephone: 617-482-5800

Email: cathedral@diomass.org - Web site: www.stpaulboston.org

Services: Monday Lunch Program: Volunteers from the Cathedral and partner churches offer a meal, friendship, and vital services to hungry and homeless people. Lunch is served from 11:30am - 12:45pm, and is open to all.

Service hours: Mondays, 11:30am - 12:45pm

Transportation: Green/Blue line: Government Center; Red/Green line: Park Street

Christ Church Cambridge: Harvard Square Churches Meal Program

Zero Garden Street
Cambridge, MA 02138
Telephone: 617-876-0200 - Fax: 617-876-0201

Email: info@cccbridge.org - Web site: cccbridge.org/

Services: The Christ Church of Cambridge operates a weekly community supper; this meal service takes place every Thursday at 5pm.

Transportation: Red line: Harvard Square

Church of Advent

30 Brimmer Street
Boston, MA 02108
Telephone: 617-523-2377

Email: office@theadventboston.org - Web site: theadventboston.org

Services: Church of Advent operates a Community Supper Program every Tuesday night at 6:00pm.

Service hours: Office Hours: M - F: 9am - 4:30pm

Transportation: Red line: Charles Street/MGH

Community Servings

18 Marbury Terrace
Jamaica Plain, MA 02130
Telephone: 617-522-7777 - Fax: 617-522-7770
Web site: www.servings.org

Contact: Michael Morin

Services: Community Servings offers food services. It also offers a job training program that consists of a 12-week curriculum covering all factors of working in a professional kitchen, including food safety, nutrition, knife skills and quality food preparation.

Service hours: M - Th: 9:00am - 4:00pm, F 7:00am - 2:00pm

Requirements / Restrictions: Must be a citizen or be legally registered. Proficiency in English at 7th grade level (ABE) or better. CORI friendly; not SORI friendly.

Cost: No cost to accepted applicants

Waiting time: Offers 4 12-week cycles yearly

Languages: English only.

Transportation: Orange line: Stony Brook

East End House: Emergency Food Program

105 Spring Street
Cambridge, MA 02141
Telephone: 617-876-4444
Web site: www.eastendhouse.org

Services: The Food Pantry provides individuals and families in need with fresh fruits and vegetables, canned and dry goods, meats, and dairy products. Community members are welcome to come to the pantry two times per month.

The pantry is open to residents every Tuesday from 12pm - 2pm and every Friday from 10am-12:00pm.

Requirements / Restrictions: Individuals and families in need in the Cambridge and greater Boston area with no residency restrictions. On your first visit, you will be required to fill out an intake form. Bring ID and a form of income verification. Acceptable forms of verification include paystubs, Medicare/Mass Health card, a DTA/EBT card, a referral, a benefit statement, or any other document that proves your income status, or that your age is over 62.

Transportation: Green Line: Lechmere; Red Line: Kendall; Bus #69 from Harvard

First Parish Church

3 Church Street
Cambridge, MA 02138
Telephone: 617-876-7772
Email: office@firstparishcambridge.org - Web site: www.firstparishcambridge.org

Contact: Carol Lewis

Services: Dinner is provided on Tuesdays, both on site and to go.

Service hours: Tuesdays, 5:30pm

Requirements / Restrictions: Must be sober.

Transportation: Bus #66 or the Red Line

FoodSource Hotline - Project Bread

See in Category: *Hotlines*, page 52

Haley House

23 Dartmouth Street
Boston, MA 02116

Telephone: 617-236-8132

Email: info@haleyhouse.org - Web site: www.haleyhouse.org

Services: Meal services:

- Breakfast: For homeless men only. M - F: 5:30am - 9:00am; the meal is usually served after 7:00am.
- Sunday Breakfast: Breakfast for homeless men on Sundays from 9am - 12pm.
- Elder Meal: Afternoon meal for men and women aged 55 and older. Tuesdays and Thursdays from 12pm - 2:30pm and Sundays from 1:30pm - 4:30pm. The meal is usually served by 3pm.
- Food Pantry: Thursdays from 10:30am - 11:30am. Registration required; call or visit website for upcoming registration dates.
- Clothing Room: Opens on Mondays from 5:30am - 9:00am; provides three items of clothing per guest.

Service hours: See above for schedule

Requirements / Restrictions: Men only for breakfast meals. Elder meals for men and women age 55 and older only. Food Pantry requires registration. Call or visit website for upcoming registration dates.

Other locations: [Haley House Bakery Cafe and Transitional Employment Program](#)

Transportation: Orange line: Back Bay

Harvest Food Pantry

Cambridgeport Baptist Church
459 Putnam Avenue
Cambridge, MA 02139

Telephone: 617-252-0005 or 617-576-6779

Email: theharvestfoodpantry@gmail.com - Web site: cambridgeportbaptist.org/about/harvest-food-pantry/

Contact: Cambridgeport Baptist Church

Services: Food pantry and clothes closet

Service hours: First & Third Saturdays, Monthly, 9am - 11am

Cost: Clothing is \$1 for large pieces like coats & \$0.25 for smaller items

Waiting time: Varies, 45 - 90 minutes

Languages: English

Transportation: Red line: Central Square

Harvest on Vine by St. Mary-St. Catherine of Siena Parish

49 Vine St
Charlestown, MA 02129
Telephone: 617-990-7314

Email: tmacdonald@stmaryscatherine.org - Web site: www.stmaryscatherine.org/harvest-on-vine/food-pantry/

Services: All residents of Charlestown in need are welcome. Registration occurs on the days of distribution, families looking to join

should bring photo identification that indicates Charlestown residency.

Service hours: The second Saturday of every month at 10 AM; The last Tuesday of the month at 7PM

Requirements / Restrictions: Charlestown residents only

Transportation: Bus #93

Margaret Fuller Neighborhood House

See in Category: *Families*, page 43

Massachusetts Ave. Baptist Church: Project MANNA

146 Hampshire St.
Cambridge, MA 02139

Telephone: 617-868-4853 - Fax: 617-868-1511
Email: MABCCLERK@GMAIL.COM - Web site: massavebaptistchurch.com/schedule/

Services: A food pantry is available on the third Saturday of each month (fourth Saturday of November). Registration from 7am - 10am.

Dinner is served Monday and Friday at 5:30pm to 6:30pm. After the meal, shuttle service to area shelters is provided.

Service hours: Dinners: M & F at 5:30pm; Pantry: 3rd Sat. of month at 7am

Requirements / Restrictions: Must bring ID.

Cost: No Cost

Massachusetts Department of Transitional Assistance (DTA)

See in Category: *Emergency Assistance*, page 27

New England Center and Home for Veterans

See in Category: *Veterans*, page 89

North End/West End Neighborhood Service Center (NSC)

1 Michelangelo Street
Boston, MA 02113

Telephone: 617-523-8125 - Fax: 617-367-4859

Web site: www.bostonabcd.org/north-endwest-end-nsc.aspx

Services: North End/West End NSC offers services and programs that include

- Case Management
- Food Pantry - Project Bread, call for appointment
- MassHealth Application Assistance
- Food Stamp/SNAP Application Assistance
- Clothing Assistance
- Holiday Gifts
- Holiday Meals
- Fuel Assistance
- Utility Bill Advocacy
- ESOL - Beginner, Intermediate, and Advanced

In addition, North End/West End NSC offers the following services, unique to this location:

- Translation and Interpretation: Spanish, Chinese (by request), Italian, Turkish
- Housing Counseling, Advocacy, and Search Assistance: housing-related services including landlord/tenant mediation to resolve conflicts, application assistance for Section 8 vouchers, public housing, and rental/mortgage subsidies, communication and outreach to realtors and public housing officials, follow-up and advocacy services for clients placed in housing, and housing search assistance through partnerships with other organizations
- Supermarket Shuttle: shuttle services to 3 local supermarkets
- Food Vouchers: emergency food assistance through food vouchers to local supermarkets
- Hot Meals and Snacks: hot meals (twice a week) and snacks (once a week) primarily for the elderly, disabled, and homeless
- Senior Services: senior center, nutrition workshops, transportation and escorting, and recreational activities

This agency also has a Food Pantry in the West End of Boston for West End and Beacon Hill low income residents. It is situated at the Boston Public Library, West End Branch at 151 Cambridge St. Boston. Food is distributed on Mondays and Wednesdays from 11:30am-1:30pm. You will need an I.D. and proof of income the first time so that the staff can do an intake. After the first time you can pick up food on a monthly basis. For emergencies during other times one can go to the North End Food Pantry located at 1 Michelangelo St., open M-F 10am-4pm.

Service hours: North End Pantry: W 10am - 4pm; West End Pantry: M/W 11:30am - 1:30pm

Requirements / Restrictions: Low income residents of Boston for most programs. Bring I.D. and proof of income for your first visit.

Cost: None

Languages: English, Spanish, Italian, Chinese, Turkish

Other locations: Boston Public Library, West End Branch
151 Cambridge St. Boston, MA 02114; 617-523-8125

Transportation: Green Or Orange Lines: Haymarket, North Station.

Paulist Center

5 Park Street
Boston, MA 02108

Telephone: 617-742-4460 - Fax: 617-720-5756

Email: fiveparkst@aol.com - Web site: www.paulistboston.com

Services: The Wednesday Night Supper Club and Community Breakfast

Free hot meals served every Wednesday at 6:00 P.M. and on the third Saturday of every month from 7am - 9am.

Emergency Food Pantry

Open every non-holiday Tuesday afternoon, 1:30pm-3pm, for those with an immediate, critical need for food. If there are 5 Tuesdays in a month, the food pantry is closed on the 5th Tuesday. The food pantry is located on the first floor, two doors down from the reception area. One visit for one grocery bag a month is the operating guideline.

Service hours: See above

Requirements / Restrictions: Photo ID with a Boston-vicinity area address

Transportation: Red/Green Line: Park St.

Pilgrim Church

540 Columbia Road

Dorchester, MA 02125

Telephone: 617-282-0456

Email: pastor@pilgrimchurch1862.org - Web site:

www.pilgrimchurch1862.org

Services:

- Free community lunch every Saturday from 12pm - 1:30pm. All are welcome!
- Food Pantry every Wednesday from 10am - 11am (or until food boxes run out). Please bring ID.
- Bible Study: W from 1pm - 2:30pm, and at 6:00pm
- Thrift Shop: open T-F 2pm - 6pm, Sat By Chance

Service hours: Community Lunch - Saturdays 12pm-1:30pm

Languages: English, ASL

Transportation: Bus #'s 15, 16, 17, or 41. Commuter Rail Fairmont Line: Upham's Corner Station

Rosie's Place

See in Category: *Women*, page 93

Salvation Army South End Community Center

See in Category: *Emergency Assistance*, page 29

Salvation Army: Boston Central Corps

See in Category: *Faith Based Organization*, page 39

Somerville Homeless Coalition, Project Soup

165 Broadway (Main Pantry)
Somerville, MA 02143

Telephone: 617-776-7687 - Fax: 617-776-6640

Email: projectsoup@shcinc.org - Web site:

www.somervillehomelesscoalition.org/programs/food-services/

Contact: Nina Siciliano, Manager

Services: A free community supper program is held on Mondays at 5pm at First Congregational Church of Somerville, 89 College Avenue, Davis Square.

Project Soup has food pantries, with fresh produce and meat, in the following locations:

Main Food Pantry

Saint Benedict's Church

15 Franklin Street (rear basement), East Somerville 02145

M/F: 10am - 2pm; W: 11am - 4pm; T: 9am - 3pm; Th: 1pm - 4pm; Sat: 9am - 12pm

Emergency Food Pantry

Somerville Homeless Coalition Offices

1 Davis Square, Somerville 02145

M-F: 9am - 5pm

Project SOUP staff also provide assistance filling out stamp applications, give referrals to other agencies, and provide health and nutrition outreach.

Service hours: Mon-10 am -2 pm Tues 12 noon -4 pm Wed 9 am -3 pm Thurs 12 noon - 4 pm Fri 9 am 3 pm Sat-Sun CLOSED

Requirements / Restrictions: Must be a resident of Somerville and have a photo ID.

A person can only access the pantry once per month.

Cost: No cost/fees

Languages: Spanish, Portuguese, Haitian Creole

Other locations: 1 Davis Square (office Location Pantry)

Transportation: on Bus line from Sullivan Sq - From Davis Sq also

St. Francis House

See in Category: *Shelters*, page 80

St. James Helping Hands Food Pantry

364 Rindge Ave
Cambridge, MA 02140

Web site: www.stjames-cambridge.org/helping-hand-food-pantry/

Services: Helping Hand Food Pantry provides groceries and referrals to individuals in need of assistance. The pantry does not have a residency requirement on Tuesdays or Thursdays, and serves people living throughout the Greater Boston area. To access the pantry on Saturdays, you must be a resident of the city of Cambridge, Somerville, or Arlington.

During St. James's redevelopment, the Food Pantry will be held at Fresh Pond Apartments, 364 Rindge Avenue, Cambridge.

Service hours: Tu: 12:30 - 1:30pm, Th: 11am - 12pm, Sat: 10am - 11pm (residents of Cambridge, Somerville and Arlington only)

Requirements / Restrictions: To access the pantry on Saturdays, you must be a resident of the city of Cambridge, Somerville, or Arlington.

People wishing to use the pantry must bring an MA Identification Card or License. T-passes and EBT cards will not be accepted.

Transportation: Red line: Alewife; Buses: 83

Union Baptist Church of Cambridge, Project Uplift

874 Main Street
Cambridge, MA 02139
Telephone: 617-864-6885 -or- 617-864-6600
Email: churchadmin@ubccambridge.org - Web site:
www.ubccambridge.org

Services: Project Uplift is a weekly dinner program for the homeless and needy families every Thursday evening.

Service hours: Thursdays: 5pm - 6pm

Cost: Free

Transportation: Red Line: Central Square

Weekend Emergency Food Pantry

67 Newbury Street
Church of the Covenant
Boston, MA 02116
Telephone: 617-266-7480
Web site: www.cotcbos.org/food-cupboard.html

Contact: Faith Perry

Services: The Weekend Emergency Food Pantry program offered by Church of the Covenant provides free groceries and other necessities to Boston residents in urgent need. It operates out of the back entry at Church of the Covenant. The building is located at the corner of Berkeley and Newbury Streets in Boston's Back Bay and the food pantry entry is down the alley off of Berkeley Street.

Service hours: Sat & Sun: 10am - 12pm

Requirements / Restrictions: People seeking assistance should bring photo identification. Visits are limited to once per month.

Transportation: Green Line: Arlington St.

Women's Lunch Place

See in Category: *Women*, page 94

Fuel Assistance

ABCD (Action for Boston Community Development)

See in Category: *Education*, page 18

Cambridge DHS Fuel Assistance

51 Inman Street

Cambridge, MA 02139

Telephone: 617-349-6252

Email: dhsfuel@cambridgema.gov - Web site:

www.cambridgema.gov/DHSP/programsforadults/fuelassistance

Services: The fuel assistance program may be able to help pay the winter heating bills of households in Cambridge and Somerville if they meet the income guidelines. Eligibility for the program is determined by gross household income that falls within the Federal Poverty guidelines.

Service hours: M - F: 8:30am - 5pm from November 1 - April 30

Requirements / Restrictions: Must meet certain household income guidelines to be eligible.

Cost: Free

Transportation: Red Line: Central Square; Bus #1, 83, or 91

Massachusetts Department of Housing and Community Development (DHCD)

See in Category: *Housing*, page 56

Massachusetts Department of Transitional Assistance (DTA)

See in Category: *Emergency Assistance*, page 27

Salvation Army: Boston Central Corps

See in Category: *Faith Based Organization*, page 39

Hotlines

Alcoholics Anonymous

Telephone: 617-426-9444 (English), 617-623-1570 (Spanish or Portuguese)

Web site: www.aaboston.org

Services: Information on alcohol abuse and treatment.

Service hours: M - F: 9am - 9pm; Weekends and holidays: 12pm - 9pm

Languages: English, Spanish, Portuguese

Asian Task Force Against Domestic Violence

P.O. Box 120108

Boston, MA 02112

Telephone: 617-338-2355

Web site: www.atask.org

Services: The Asian Task Force Against Domestic Violence primarily serves Asian families and individuals in Massachusetts who suffer or are at risk of suffering from domestic violence. The hotline connects callers with emotional support in their preferred language, and can also point callers to referral services.

Service hours: 24/7

Languages: English, Vietnamese, Khmer, Thai, Laos, Mandarin, Cantonese, Shanghainese, Hindi, Nepali, Marathi, Telugu and Tamil

Boston Area Rape Crisis Center (BARCC)

See in Category: *Emergency Assistance*, page 27

Career One Stop: Job Search Help for Ex-Offenders

See in Category: *Employment*, page 30

Casa Myrna

See in Category: *Domestic Violence*, page 15

Child-at-Risk Hotline

Telephone: 1-800-792-5200

Web site: jbcc.harvard.edu/basic-page/child-risk-hotline

Services: To report abuse, neglect, or any at-risk situation across the state of Massachusetts, call the Child-at-Risk Hotline anytime, 24/7.

The Hotline is run by Judge Baker Children's Center and is part of the Department of Children and Families (DCF), the Massachusetts state agency charged with the responsibility of protecting children from child abuse and neglect.

Service hours: 24/7

FoodSource Hotline - Project Bread

145 Border Street

East Boston, MA 02128

Telephone: 1-800-645-8333 -or- TTY: 1-800-377-1292 - Fax: 617-248-8877

Email: info@projectbread.org - Web site: www.projectbread.org/get-help/foodsource-hotline.html

Services: Project Bread's toll-free FoodSource Hotline provides:

- Information on emergency food pantries and meal programs
- Information about SNAP/food stamps including screening for eligible and general questions from current recipients
- Over the phone SNAP application assistance and follow-up
- Information about free and reduced-price school and summer meal programs for children
- Referrals to emergency food pantries and meal programs
- Information on the Special Supplemental Nutrition Program for Women, Infants and Children (WIC)

Having a criminal record and/or being homeless does not disqualify anyone from being eligible for Food Stamps.

Service hours: M - F: 8am - 7pm; Sat: 10am - 2pm; Service available by telephone only.

Languages: The Hotline has links to 160 languages – specify desired language when calling.

Gamblers Anonymous

Telephone: 1-855-222-5542

Email: isomain@gamblersanonymous.org - Web site: www.gamblersanonymous.org/ga/

Services: Hotline for referrals to meetings throughout Massachusetts.

Service hours: 24/7

Helpline, MA Substance Abuse Information & Education

Telephone: 1-800-327-5050

Web site: www.HELPLINE-online.com

Services: The Massachusetts Substance Abuse Information and Education Helpline provides free and confidential information and referrals for alcohol and other drug abuse problems and related concerns. The Helpline is committed to linking consumers with comprehensive, accurate, and current information about treatment and prevention services throughout Massachusetts.

Service hours: M - F: 8am - 10pm; Sat - Sun: 8am - 6pm

Languages: Language interpreters are always available.

National Domestic Violence Hotline

Telephone: 1-800-799-SAFE (7233) -or- 1-800-787-3224 (TTY)

Web site: www.thehotline.org

Services: Trained advocates are available to talk with those affected by domestic violence, offering crisis intervention, options for next steps, and connections to direct services. Women, men, or children can call the hotline number or instant message with advocates by clicking the "chat" button on the website.

Bilingual advocates are on hand to speak with callers, and the Language Line offers translations in 170+ different languages.

The Hotline is also an excellent source of help for concerned friends, family, co-workers and others seeking information and guidance on how to help someone they know.

Service hours: 24/7

Cost: Free

Languages: English, Spanish. Access to other languages are available through translators as well.

National Sexual Assault Hotline

Telephone: 1-800-656-HOPE (4673)

Web site: <https://hotline.rainn.org/online/terms-of-service.jsp>

Services: This hotline connects callers to the nearest available services for survivors of sexual assault. Instant message is possible by clicking the "chat" button on the website.

Service hours: 24/7

Languages: English, Spanish

National Suicide Prevention Lifeline

Telephone: 1-800-273-8255, 1-800-LIFE-NET

Web site: www.suicidepreventionlifeline.org

Services: The National Suicide Prevention Lifeline is a 24-hour, toll-free, confidential suicide prevention hotline available to anyone in suicidal crisis or emotional distress. Your call will be routed to the nearest crisis center in a national network of more than 150 crisis centers. The Lifeline is a national network of local crisis centers that provide crisis counseling and mental health referrals day and night. Instant messaging services available by clicking "chat" on website.

Service hours: 24/7

Languages: English, Spanish

New England Information on Disabilities Exchange (INDEX)

55 Lake Avenue North, S3-301

Worcester, MA 06155

Telephone: 1-800-642-0249 or 774-455-4056

Email: info@disabilityinfo.org - Web site: www.disabilityinfo.org

Contact: Information Specialist

Services: Call or visit the website for information on:

- disability-related topics including health and mental health resources
- disability information on specialized training and education programs
- assistive technology equipment and resources
- disability-specific questions and concerns
- referrals

Service hours: M - F: 8am - 3pm

Requirements / Restrictions: Referrals are only available within Massachusetts

Cost: Free

New England Region of Narcotics Anonymous

Telephone: 1-866-NA-HELP-U (1-866-624-3578)

Email: info@nerna.org - Web site: nerna.org

Services: This website and hotline contain information about Narcotics Anonymous in New England for those struggling with an addiction to narcotics. NA meetings are held across Massachusetts and Rhode Island, and are searchable on the website by meeting time, location, language, age group, and more. Check the website or call the hotline for up to date information about current meetings.

The hotline is open to callers 24/7.

Service hours: Hotline 24/7; Meetings as listed on website

Requirements / Restrictions: None

Cost: Free

Languages: English, Spanish. Literature is also available upon request in over 60 languages.

Transportation: Varies by meeting location.

Parents Helping Parents/Parental Stress Line

See in Category: *Families*, page 44

Rape Crisis Hotline - Pathways for Change

588 Main St.

Worcester, MA 01608

Telephone: 1-800-870-5905 or 1-800-223-5001 for Spanish - Fax: 508-852-7870

Email: info@centralmasspfc.org - Web site: www.centralmasspfc.org

Contact: Counseling Services

Services: If you or someone you know has been sexually assaulted, call the Rape Crisis Hotline. A counselor is available to offer support and information. A TTY is available for Deaf and hard of hearing individuals weekdays from 9am-5pm at 888-887-7130. MassRelay (TTY service) also available by calling 711 or Video Relay Operators are available by calling 866-327-8877.

Pathways for Change provides counseling services for those that are victims of a sexual assault.

Service hours: 24/7

Languages: Counseling services are provided by staff onsite in English, Spanish, and American Sign Language. Other languages can be accommodated in counseling sessions with advance notice through the use of interpreters. A collaboration with the AT&T Language Line provides immediate access to interpreters for the hotline in more than 150 languages.

REACH Beyond Domestic Violence

Telephone: 1-800-899-4000

Web site: www.reachma.org

Services: REACH provides safety and support to survivors of abuse. Callers can speak with advocates about getting to safety or for a compassionate listening ear. The Hotline also provides referrals and information about other REACH services.

Service hours: 24/7

Languages: English, can accommodate other languages through secure translators

Registrants and Families Support Line

See in Category: *Sex Offenders*, page 75

RESPOND, Inc.

See in Category: *Domestic Violence*, page 16

Safelink

Telephone: 1-877-785-2020 (TTY 1-877 521-2601)

Email: info@casamyrna.org - Web site: www.casamyrna.org/safelink-home/

Services: SafeLink is the Massachusetts statewide domestic violence hotline and is operated by Casa Myrna Vazquez, Inc. in Boston. SafeLink is answered by trained advocates 24/7.

- Safety Planning: Victims of domestic violence learn how they and their families can stay safe
- Supportive Listening: We provide a safe space in which to talk about what's happening in your relationship
- Direct connection to domestic violence shelter programs across Massachusetts
- Referrals to local domestic violence and community services
- Support and resources for anyone who is concerned about a victim of domestic violence
- Crisis Intervention

See Casa Myrna entry for more services.

Languages: English, Spanish, and other languages translated through interpreter services.

Samaritans

41 West St, 4th Floor
Boston, MA 02111

Telephone: Hotline number: 877-870-4673 Office number: 617-536-2460

Email: info@samaritanshope.org - Web site:
www.samaritanshope.org

Services: This suicide prevention hotline is free, confidential, anonymous and available 24/7. Samaritan volunteers offer support for depressed, lonely and suicidal callers. This program also supports those calling with concerns for others.

In Boston and metrowest communities, Samaritans offers community education and outreach workshops on identifying those at risk for suicide and suicide prevention strategies, SafePlace support groups for those who have lost someone to suicide and a network of survivors who are trained volunteers able to meet personally with those who have recently lost someone to suicide.

Service hours: 24/7

Social Security: Benefits After Incarceration

See in Category: *Administrative Issues*, page 9

Stop It Now!

See in Category: *Sex Offenders*, page 76

The Women's Center

See in Category: *Women*, page 94

United Way's Mass 2-1-1 Helpline

Telephone: 1-877-211-6277; TTY: 617-536-5872
Web site: mass211help.org

Contact: Hotline

Services: Free, confidential hotline for finding government benefits and services, non-profit organizations, support groups, job training programs, volunteer opportunities, legal matters, housing, childcare, health utilities, donation programs, and other local resources. Also available via "chat" on website.

Service hours: 24/7; information relating to childcare services available M - F: 9 a.m. - 9 p.m.

Languages: English, Spanish, Portuguese, and other languages translated through interpreter services.

US Department of Veterans Affairs, IRIS

See in Category: *Veterans*, page 90

Housing

AIDS Action Committee

See in Category: *Physical and Mental Health*, page 68

Bristol Lodge Women's Shelter

See in Category: *Shelters*, page 77

Cambridge Multi-Service Center

362 Green Street
Alice K. Wolf Center, 1st Fl.
Cambridge, MA 02139

Telephone: 617-349-6340 - Fax: 617-349-6333

Email: dhsp@cambridgema.gov - Web site:

www.cambridgema.gov/DHSP/programsforfamilies/multiservicecenterforthehomeless

Services: The Center runs a transitional program for men who are clean and sober and meet a number of other requirements. This program accepts referrals from around the state but may consider walk-ins.

The Center also assists homeless men, women, and families find shelter, and provides additional help for people who are Cambridge residents or in Cambridge shelters, including:

- Housing search assistance workshop on Wednesdays
- Case management for men in transitional housing at YMCA
- Mental health counseling for specific groups by referral only - call to get more information
- Haitian and immigration services (only for Cambridge residents);
- Information and referrals

Calling ahead for an appointment is encouraged, although walk-ins are accepted all day. The Department of Human Services publishes an online Resource Guide of services available to homeless people in Cambridge, visit: [MSC Programs](http://www.cambridgema.gov/DHSP/programsforadults/multiservicecenterforthehomeless/mscprograms.aspx) (www.cambridgema.gov/DHSP/programsforadults/multiservicecenterforthehomeless/mscprograms.aspx)

Service hours: M: 8:30am - 8pm; T-Th: 8:30am - 5pm; F: 8:30am - 12pm

Requirements / Restrictions: Must live in Cambridge or in a Cambridge shelter. Some other restrictions may apply for specific services. Ask when calling for information on services.

Languages: Spanish, Portuguese, Haitian Creole

Transportation: Red Line: Central Square Bus #1, 47, 64, 70, 70A, 83, 91, or CT1

Casa Esperanza, Inc.

See in Category: *Substance Abuse*, page 83

Catholic Charities Archdiocese of Boston

See in Category: *Faith Based Organizations*, page 37

Father Bill's Place

See in Category: *Shelters*, page 78

Heading Home

See in Category: *Shelters*, page 79

Hearth

1640 Washington Street
Boston, MA 02118

Telephone: 617-369-1550

Email: larchie@hearth-home.org - Web site: www.hearth-home.org

Services: Hearth provides housing search services and stabilization case management for homeless and at risk adults who are 50 years or older.

Case Managers are available at the following shelters:

- Pine Street Men's Inn: Wednesdays 10am - 12pm
- Pine Street Women's Inn: Fridays 10am - 12pm
- Rosie's Place: Thursdays 9am - 11pm
- New England Center and Home for Vets: Wednesdays 3:00pm - 5:00pm

You must be a current guest to access services at the following shelter:

- Woods Mullen Shelter: Wednesdays from 9am - 11pm

Service hours: M - F: 9am - 5pm

Requirements / Restrictions: Must be 50+ years old and homeless or at risk of homelessness.

Cost: None

Waiting time: 1 to 3 weeks

Languages: English, Spanish

Other locations: Representation at all major shelter locations.

Transportation: Silver Line in South End

HomeStart, Inc.

105 Chauncy Street, Suite 502
Boston, MA 02111

Telephone: 617-542-0338 - Fax: 617-542-1454

Email: homestart@homestart.org - Web site: www.homestart.org

Services: HomeStart provides affordable housing search services and homelessness prevention services to individuals and families. HomeStart also offers help in money management and training/technical assistance.

HomeStart has walk in hours every Wednesday from 3pm - 4:45pm to provide brief housing consultation and referrals to appropriate housing resources.

Housing Search

Our advocates work with clients from more than 50 shelters and programs to obtain apartments and subsidized housing. We provide support and compassion to help our clients navigate the difficult and complicated process of transitioning from a shelter to permanent housing. Our Housing Search services include several targeted initiatives for homeless veterans and a Rapid Re-Housing Program that administers rental start-up assistance and helps people rapidly move into market rate housing.

Stabilization

After moving into permanent housing, individuals and families face

the greatest challenges to maintaining their housing. We help each participant reintegrate into the community; this may include money management programs, life skills training, and more. As of 2013 96% of our stabilization clients are still in housing one year later.

Homelessness Prevention

Our Prevention Program utilizes a combination of housing and stabilization knowledge, mediation techniques, legal advocacy, and flexible monetary funds to help high-risk households retain their housing and avoid going to shelters.

Housing First

The Housing First Program helps disabled individuals move directly from the streets and into permanent housing. HomeStart provides these individuals with wraparound support services as they obtain the life skills, physical and psychological attention they need to maintain housing.

Vacancy Clearinghouse

In partnership with the City of Boston's 15% homeless set-aside program, HomeStart operates a vacancy clearinghouse that matches people who are homeless with government-funded housing units in Boston. HomeStart conducts outreach to property management companies, streamlines the tenant application process, matches tenants to units, and provides tenants with follow-up support services.

Service hours: M - F: 9am - 5pm; Walk-In Hours: W: 3pm - 4:45pm

Requirements / Restrictions: HomeStart's Housing Search and Stabilization services generally use a closed referral process, please call to inquire about requirements. To inquire about receiving assistance from the Homelessness Prevention program, call (617) 542-0338 ext 267 to speak with the Homelessness Prevention Hotline Coordinator.

Cost: None

Languages: English, Spanish

Transportation: Near the Chinatown, Downtown Crossing and Boylston T stops.

Hour House Boston, Incorporated

612 Norfolk St

Mattapan, MA 02126

Telephone: 617-935-1086

Email: hourhouseboston@gmail.com - Web site:

www.hourhouseboston.org

Services: We provide life skills workshops, re-entry counseling, family reintegration, job and academic support, mentoring, and transitional housing. We also provide support services for family and community members who have been impacted by incarceration.

Service hours: Residential program is 24 hours

Requirements / Restrictions: Transitional housing length of stay is 6 months.

Cost: \$100/week for residential program; other services are provided at no charge.

HousingWorks

P.O. Box 231104

Boston, MA 02123

Telephone: No calls please

Email: No emails please - Web site: www.housingworks.net

Services: HousingWorks is an online resource that lists every piece of subsidized housing, special needs housing, shelters, and transitional programs in New England. By visiting this website, you can locate family housing, permanent sober housing, AIDS housing, veterans housing, subsidized housing run by the department of agriculture, and domestic violence shelters that are currently accepting applications.

Must create an account to access.

Some ex-offender housing is listed. Waitlists for housing changes quickly so people seeking housing should continually check the website, which is updated every week.

Requirements / Restrictions: Online resources only; not available by phone or email.

Just-A-Start Corporation

See in Category: *Employment*, page 31

Massachusetts Department of Housing and Community Development (DHCD)

100 Cambridge St., Suite 300

Boston, MA 02114

Telephone: 617-573-1100 -or- TTY 617-573-1140 - Fax: 617-573-1120

Web site: www.mass.gov/dhcd

Services: Low Income Home Energy Assistance (LIHEAP)

www.mass.gov/hed/community/energy/low-income-home-energy-assistance-liheap.html

Known commonly as Fuel Assistance, the Low Income Home Energy Assistance Program (LIHEAP) provides eligible households with help in paying a portion of winter heating bills.

Call your local agency for application and information on available programs. A listing of local agencies is available on the LIHEAP webpage. You can also call statewide the toll-free HEATLINE at 1-800-632-8175 to get a number for your area. Or call DHCD's Division of Community Services at 617-573-1400.

Eligible Applicants: Homeowners and renters including households whose cost of heat is included in the rent can apply at the agency in their area. Eligibility is based on household size and the gross annual income of every household member, 18 years of age or older. Household income cannot exceed 60% of estimated State Median Income.

How to Apply: First-time applicants must apply in person at the fuel assistance agency in their area. Households must apply each year; applications are mailed to households after the first year. Households can apply from November 1st to April 30th of the program year. Applicants who are denied assistance have the right to appeal through the local fuel assistance agency.

The Division of Housing Stabilization (DHS)

www.mass.gov/hed/housing/stabilization/

Provides emergency shelter and emergency assistance to those who are homeless or at risk of becoming homeless through several different programs

Eligible Applicants: Eligibility requirements vary by program. Visit the DHS website for more information or call DHS at 617-573-1370 or toll free at 877-418-3308 (TTY 617-573-1140).

Service hours: Office hours vary depending on location. DCHD General Office Hours: M - F 8:45am - 5pm

Requirements / Restrictions: Income restrictions apply.

Other locations: Fuel Assistance Offices

Boston: Action for Boston Community Development, Inc. (ABCD)
178 Tremont Street, Boston 02111;(617) 357-6012

Chelsea, Revere, Winthrop:
Community Action Program Intercity, Inc. (CAPIC)
100 Everett Street, Unit 14; Chelsea 02150; (617) 884-6130

Cambridge & Somerville
City of Cambridge, Department of Human Services
51 Inman St. Cambridge, 02139; (617) 349-6200

Quincy: Quincy Community Action
1509 Hancock Street, 3rd Fl. Quincy, 02169; 617-479-8181, 1-800-637-2011 - Toll Free

New England Center and Home for Veterans

See in Category: *Veterans*, page 89

Oxford House for Women

22 Laval St.
Hyde Park, MA 02136
Telephone: 617-276-3251 - Fax: 617-276-3227
Web site: soberhousing.com

Services: Oxford House for Women is a sober house that is independent and that provides a peer supportive environment of women who are in recovery from drugs or alcohol.

Requirements / Restrictions:

- Recovering individuals will need to fill out an application and may then be interviewed by current house residents.
- Must have six months clean/sober time.
- Must have income (work, SSI, unemployment, other).
- Medications considered addictive or narcotic are not allowed.
- **Cost:** Weekly rent varies from \$80 per week to \$115 per week. Includes all house expenses, except food.

Waiting time: Varies depending on vacancies.

Other locations: Information about Oxford Houses for men can be found on the following website: <http://soberhousing.com/ourHouses.htm>

Project Place: Housing

1145 Washington Street
Boston, MA 02118
Telephone: 617-542-3740 - Fax: 617-542-3860
Email: info@projectplace.org or agirma@projectplace.org - Web site: projectplace.org

Contact: Intake Coordinator

Services: Betty's Place: Betty's Rapid Rehousing is a program that can accommodate up to 10 women at one time. Residents are provided

with Project Place programming and supports while making the transition from the emergency shelter system to independent living. Betty's provides each resident with a room of her own in a safe, clean environment and two meals a day. Residents also receive our wraparound support services to address barriers in finding and obtaining employment and housing. Betty's Rapid Rehousing hopes to transition women to independent living within 3-6 months. Applications are accepted on an ongoing basis. To refer someone or apply, call 617-482-1126.

Gatehouse: The top floors of the Project Place building hold 14 affordable studio-apartments for single occupants. Each furnished unit contains a kitchenette and private bathroom with all amenities. Residents must have income, lead a sober lifestyle and qualify for disability (substance abuse can be considered a disability). Rental subsidies are available for all units, and residents should expect to pay one third of their income towards rent. Call 617-542-3740.

All programs are CORI friendly.

Service hours: 9am - 5pm

Requirements / Restrictions: Transitional Assistance Program: Applicants must be homeless and have six months of sobriety.

For all other programs, there is at least 30 days of sobriety required. Please call to get further details on program requirements.

Individuals must already be living in the community in order to be considered for a place in the programs.

Waiting time: Transitional Assistance Program: 1 month or more

Languages: English

Other locations: Also see listing for [Project Place: Employment, Job Training, & Resource Services](#)

Transportation: Silver Line: East Berkely St.; Red Line: Broadway.

RESPOND, Inc.

See in Category: *Domestic Violence*, page 16

Salvation Army South End Community Center

See in Category: *Emergency Assistance*, page 29

Shelter at 112 Southampton Street

112 Southampton St.
Boston, MA 02118
Telephone: 617-534-6100
Web site: <http://www.bphc.org/whatwedo/homelessness/homeless-services/Pages/locations.aspx>

Services: The male-only shelter, located on 112 Southampton Street in the Newmarket district of the South End, is a state-of-the-art facility that opened in June 2015. The shelter allocates beds on a first-come, first-served basis. At full capacity, the shelter holds over 400 nightly guests.

Men looking for shelter for the evening will be searched, screened and given admission.

The shelter is open 24 hours a day during the colder months of the year.

Requirements / Restrictions: Males only

Cost: None

Solutions at Work

See in Category: *Clothing*, page 11

Somerville Homeless Coalition

1 Davis Square
Somerville, MA 02144

Telephone: 617-623-6111; TTY 617-776-0750 - Fax: 617-776-7165

Web site: www.somervillehomelesscoalition.org/

Contact: Reception

Services: Passages Case Management: This program provides a range of services including housing searches and placement, designed to move individuals from the streets and shelters into permanent housing and self-sufficiency.

Rapid Response Program: Financial assistance available

Adult Shelter

14 Chapel Street
Somerville, MA 02144
617-623-2546

Family Shelter

59 Cross Street
Somerville, MA 02145
617-776-6661

Service hours: M - F: 9am - 5pm

Requirements / Restrictions: Passages Case Management: must be homeless in Somerville or Arlington
Sobriety and Stability: Must be 18-24 years old

Cost: None

Languages: English, Spanish

Other locations: Also see Directory listings for:
[Somerville Homeless Coalition, Project Soup](#)
[Somerville Homeless Coalition, Shelter Services](#)

Transportation: Red Line: Davis Square

St. Francis House

See in Category: *Shelters*, page 80

The Women's Center

See in Category: *Women*, page 94

United Way's Mass 2-1-1 Helpline

See in Category: *Hotlines*, page 54

Wyman Community Reentry Program

See in Category: *Substance Abuse*, page 85

Legal

AIDS Action Committee

See in Category: *Physical and Mental Health*, page 68

American Civil Liberties Union of Massachusetts

211 Congress Street
Boston, MA 02110

Telephone: 617-482-3170 - Fax: 617-451-0009

Web site: www.aclum.org

Contact: Legal Intake X100

Services: The ACLU of Massachusetts works to preserve and protect the civil liberties and civil rights guaranteed by the U.S. Constitution, especially the principles contained in the Bill of Rights.

If you believe your civil liberties have been violated, contact the ACLU by phone, fax, or letter. The ACLU considers complaints involving issues such as freedom of speech and religion; discrimination based on race, gender, sexual orientation or disability; police misconduct; censorship in schools or libraries; fairness in application of school discipline; privacy; access to government documents; and other issues of fair treatment by government.

The ACLU is a law reform, not a legal aid organization. Therefore, we can accept very few cases. We will do our best to provide information or a referral to a more appropriate organization if we cannot help you ourselves.

For prisoner-specific information, visit: www.aclu.org/prisoners-rights

Service hours: M - F: 9am - 4pm

Requirements / Restrictions: Service is available by telephone. Requests can also be made by mail or fax, 617-451-0009.

Boston Center for Independent Living, Inc.

See in Category: *Physical and Mental Health*, page 69

Cambridge and Somerville Legal Services

60 Gore Street, Suite 203
Cambridge, MA 02141

Telephone: 617-603-2700 (CASLS) or 617-603-1700 (LARC) - Fax: 617-494-8222 (CASLS) or 617-371-1188 (LARC)

Web site: www.gbls.org

Services: While criminal cases are not accepted, free legal advice and representation is offered in the following general areas:

- Housing – eviction defense and homelessness;
- Employment – unemployment claims, wage and hour issues, and working conditions;
- Discrimination in training programs or employment;
- Family law – primarily issues of domestic violence;
- Immigration ;– asylum, undocumented battered women and minors
- Health & Disability – Medicare, Medicaid, Social Security, Disability, other public health insurance programs;
- Elder issues including housing, nursing home issues, Social Security, SSI, elder abuse;

- Asian Outreach Unit offers services to Asians who do not speak English.

Access to CSLS is through LARC (Legal Advocacy and Resource Center). See [LARC](#) listing. If LARC determines that a referral should be made to CSLS, the assigned attorney will contact the client.

In terms of the listed services above, the Cambridge office only handles Housing - eviction defense; denial of public housing or Section 8; termination of Section 8; Benefits - denial or termination of federal disability benefits; denial or termination of state benefits including EAEDC, SNAP (food stamps), TAFDC, MassHealth, EA shelter Elder Issues (same as above) for Cambridge and Somerville only.

The amount of time it takes to get a response to a complaint may be long and depends on the complexity of the complaint and staff availability.

Service hours: M - F: 9am - 5pm. No walk-ins are accepted.

Requirements / Restrictions: Residency in Cambridge, Somerville, Arlington, Belmont, Woburn, or Winchester.

Income limitations may apply.

Waiting time: Varies by complexity of complaint and staff availability

Other locations: GBLS Main Office: 197 Friend St., Boston, MA 02114

Transportation: Accessible by public transportation. Telephone first and intake worker will provide directions.

Cambridge Multi-Service Center

See in Category: *Shelters*, page 55

Committee for Public Counsel Services (CPCS)

See in Category: *Sex Offenders*, page 75

Community Legal Services & Counseling Center

1 West Street

Cambridge, MA 02139

Telephone: 617-661-1010 - Fax: 617-661-3289

Web site: www.clsacc.org

Contact: Intake staff

Services: Community Legal Services and Counseling Center (CLSACC) provides free civil legal assistance to low-income clients on:

- Family law (including domestic violence cases involving divorce, separation or visitation, child support for custodial parents)
- Housing and homelessness prevention (limited to Cambridge city residents)
- Disability benefits
- Immigration and refugee rights (including psychological assessments of immigrant trauma victims who seek legal status in the U.S.).

CLSACC also offers a Counseling Program to low-income people who have difficulty gaining access to affordable mental health services. The Center serves individuals and couples who seek help for crises, stress and other problems that affect their ability to function. Counseling focuses on improved coping. Clients work on overcoming the effects of violence, torture, sexual abuse, incest, social isolation,

depression, anxiety, or substance abuse.

Approximately 40% of the work at CLSACC is done by volunteers. The telephone cannot always be covered by staff. Leave a message and telephone number on the answering machine. Intake staff or staff psychologist will call back.

Service hours: M - F: 9am - 5pm

Requirements / Restrictions: There are income restrictions and, in certain instances, some residency restrictions. Please call to see if you qualify.

Cost: None for legal services. There is a sliding fee scale for counseling.

Languages: English, Spanish, French, Farsi

Transportation: Intake service available by telephone only.

Disability Law Center

11 Beacon Street, Suite 925
Boston, MA 02108

Telephone: 617-723-8455 or 1-800-872-9992 - Fax: 617-723-9125

Email: mail@dlc-ma.org - Web site: www.dlc-ma.org

Contact: Intake Staff

Services: Provides information, referrals, technical assistance and representation regarding legal rights and services for people with disabilities that have disability-related civil legal issues. The priorities for the types of cases we will take under this core function are as follows:

- **Housing:** DLC will focus on housing cases that meet the criteria required by our funding provider, the United Way of Mass Bay and Merrimack Valley service area (Greater Boston and the North Shore). Cases DLC accepts will involve issues that will result in an individual or family retaining the housing or housing subsidy they have.
 - * Requests and denial of Reasonable Accommodations
 - * Evictions for reasons which are wholly or primarily disability-related
 - * Subsidy terminations for reasons that are wholly or primarily disability-related
 - * Stay of Evictions for Non- Renewal of Lease or non-fault evictions.
- **Employment:** DLC will take a limited number of employment cases in FY 16. These cases will focus on the systemic nature of the case and the possible widespread impact a favorable outcome might have. DLC will also provide no more than 5 disability employment law trainings this FY. Reasonable Accommodation Cases:
 - * Client is currently working and needs an accommodation to remain employed
 - * Client has been terminated due to denial of a requested accommodation.
 - * Client has been denied employment due to either a need for reasonable accommodation during the application process or to do the job, or due solely to disability discrimination
 - * Individual has been terminated due solely to disability discrimination.

Sheltered Workshop Project:

- * DLC will continue to work with other advocates to ensure that the state plan to close all sheltered workshops will occur within

the FY.

Sub-Minimum Wage Project:

- * DLC will continue to assess the sub minimum wage waivers in light of wage and hour law.

Employment Legislative Initiative:

- * DLC will continue to work on legislative issues that will result in an increase of employment opportunities for people with disabilities.

Work Incentives Planning and Assistance:

- * DLC staff will provide support for WIPA staff, provide short term assistance to individuals with work incentive questions and community training on work incentives for benefit recipients and agency personnel.

Employment cases where the client is currently a Social Security Recipient or Representative Payee/Financial Exploitation:

- * DLC will accept a limited number of cases where the client is being financially exploited by the Representative Payee

- **Public Accommodations:** DLC will accept a limited number of cases involving violations of Title III of the ADA and/or the Massachusetts Public Accommodations law.
- **Community Integration:** DLC will take a limited number of cases involving issues that violate the principles of community integration under the Olmstead decision and the Least Restrictive Environment.
- **Government Services:** DLC will accept a small number of cases (3-5) involving issues related to eligibility (and Prior Approval) or denial of services or benefits from various agencies to monitor appropriate implementation of recent changes in policy and regulations.

DLC will collaborate with Independent Living Centers and other advocacy organizations including Mass Advocates Standing Strong to ensure that all barriers to voting are eliminated. DLC will create the Disability Voting Task Force whose cross disability members will collaborate to ensure that people with disabilities have equal opportunity to exercise their right to vote in a national election year.

- **Access to Health Care Facilities:** DLC, in collaboration with BCIL and GBLS, will advocate for increased access to medical equipment in health care facilities. DLC will accept cases on behalf of individuals who are denied effective communication in health care facilities.
- **Education:** Consistent with DLC's mission, DLC will increase the availability of quality inclusive programs by representing students seeking less restrictive special education programs.

DLC will provide representation in cases where a student receiving special education services is being excluded from school due to excessive or inappropriate discipline.

DLC will also provide representation in cases where a student has been wrongfully excluded by denial of eligibility that results in excessive or inappropriate discipline.

DLC will accept education cases that address issues of abuse and neglect such as inappropriate use of restraint and seclusion.

DLC will take cases to obtain appropriate programs and services for students who are Deaf and Hard of Hearing.

DLC will accept no more than 5 cases representing students who are currently in a hospital and/or have spent a substantial amount of time in a hospital recently and are seeking a less restrictive educational program.

- Human Rights/Abuse & Neglect: DLC will accept individual cases involving abuse and neglect or violations of human rights. These cases will serve to inform our ongoing monitoring work in community residences and facilities.

Service hours: Intakes: M - F: 9am - 5pm

Requirements / Restrictions: Issue must be disability related and client must have a disability.

Cost: None

Languages: Spanish, Portuguese, Russian, and other languages are provided through interpreter services

Transportation: Red Line: Park St. or Orange Line: State St.

Eastern Regional Legal Intake

197 Friend Street
9th floor

Boston, MA 02114

Telephone: 617-603-1700 or 1-800-342-5297 - Fax: 617-371-1188

Web site: www.vlpnet.org

Services: ERLI is a project of the Volunteer Lawyers Project and provides a free legal intake line for low income individuals seeking legal intake, information, advice and referrals.

ERLI handles intake for Greater Boston Legal Services, the Volunteer Lawyers Project and limited intake for Metro West Legal Services and Community Legal Services and Counseling Center.

ERLI's service area includes the service areas of the Volunteer Lawyers Project, Metro West Legal Services, and Greater Boston Legal Services. Please note that the service areas for non-elder clients (under the age of 60) and elder clients (60 years of age and older) may be different (as shown below).

Callers must provide essential information about themselves such as contact information (name, date of birth, address), household size and income, amount of financial assets and immigration status in order to be screened for legal services. Callers who are not eligible for direct representation with an Eastern Region legal services program are provided legal information and/or referrals.

ERLI also screens client for eligibility for the Volunteer Lawyers Project court based clinics and ERLI's advice panels. Information about the court based clinics and advice panels can be found at www.vlpnet.org.

Area(s) Served:

City: Acton, Allston, Arlington, Ashby, Ashland, Auburndale, Bedford, Bellingham, Belmont, Billerica, Boston, Braintree, Brighton, Brookline, Cambridge, Canton, Carlisle, Chelsea, Chestnut Hill, Cohasset, Concord, Dedham, Dorchester, Dover, East Arlington, East Boston, East Cambridge, East Watertown, East Weymouth, Everett, Foxborough, Framingham, Franklin, Grove Hall, Hingham, Holbrook,

Holliston, Hopkinton, Hudson, Hull, Hyde Park, Jamaica Plain, Lexington, Lincoln, Malden, Marlborough, Maynard, Medfield, Medford, Medway, Melrose, Millis, Milton, Mission Hill, Natick, Needham, Newton, Newton Highlands, Newtonville, Nonantum, Norfolk, North Cambridge, Norwell, Norwood, Plainville, Quincy, Randolph, Revere, Roslindale, Roxbury, Roxbury Crossing, South Boston, Scituate, Sharon, Sherborn, Somerville, South Walpole, South Weymouth, Stoneham, Stow, Sudbury, Waban, Wakefield, Walpole, Waltham, Watertown, Wayland, Wellesley, West Roxbury, Weston, Westwood, Weymouth, Winchester, Winthrop, Woburn, Wollaston, Wrentham.

Service hours: M - F: 9am - 12pm

Requirements / Restrictions: Low-income residents of Massachusetts only.

Languages: Advocates available who speak English and Spanish.

GLBTQ Legal Advocates and Defenders (GLAD)

30 Winter Street, Suite 800
Boston, MA 02108

Telephone: 800-455-GLAD (4523); 617-426-1350 - Fax: 617-426-3594

Email: gladlaw@glad.org - Web site: www.gladanswers.org

Contact: GLAD Answers

Services: GLAD maintains GLAD Answers, which provides legal information, referrals on issues related to sexual orientation, HIV status, and gender identity and expression. These issues include employment and housing discrimination, harassment, HIV testing rights and privacy, access to health care, family law, insurance, immigration, youth and student rights, and many others.

GLAD may also make referrals to attorneys who are knowledgeable about and sympathetic to issues facing LGBT individuals and those living with HIV.

Alternative website is www.glad.org

Service hours: M - F: 1:30pm - 4:30pm for GLAD Answers

Requirements / Restrictions: Target population: gay, lesbian, bisexual, transgender, and people with HIV.

Cost: Free service

Languages: GLAD Answers is in English. Additional languages available through interpreter service.

Greater Boston Legal Services (GBLS)

197 Friend Street
Boston, MA 02114

Telephone: 617-371-1234; TDD: 617-371-1228; 800-323-3205 - Fax: 617-371-1222

Web site: www.gbbs.org

Contact: Front Desk Receptionist/Intake Worker

Services: The front desk receptionists transfer calls to LARC for intake screening or to a GBLS advocate to see if GBLS can assist. Intake hours by phone for problems that are not emergencies are Monday to Friday from 9am - 12pm; emergencies are directed to an advocate all day. If there is a very high volume of calls, you may be on hold for a period of time, but someone will eventually answer the call.

GBLS does not handle criminal cases. It provides free legal representation and legal advice to low-income individuals and

families in civil cases. GBLS also engages in systemic litigation, class actions, and legislative advocacy on behalf of its clients.

Major areas related to CORI and low income people trying to transition to the workforce include:

CORI & Re-entry Project: GBLS is a statewide leader on legal issues related to CORI and the only legal services program focused on legal representation of clients in court on CORI issues and legal advice on criminal record sealing, expungement, appeals of denials of CORI sealing petitions, juvenile record sealing problems, professional licensing problems, CORI barriers and discrimination related to jobs and other opportunities, including EEOC or other CORI law violations; and CORI systemic initiatives related to implementation of CORI laws or new legislation. The Project provides community legal education focused primarily on Dorchester and Roxbury.

GBLS also runs CORI clinics at Roxbury and Dorchester courts.

Employment Unit: GBLS represents clients in unemployment insurance claims (including extended unemployment benefits to participate in vocational training) and wage and hour violations against employers that exceed \$1,000.

Health & Disability Issues: GBLS helps with termination of benefits related to a criminal warrant; access to government disability benefits.

Housing Unit: GBLS provides eviction help for tenants, home foreclosure prevention, preservation of affordable housing, access to and preservation of shelter for the homeless, and representation of people with children living in a shelter who are denied priority status or who are denied eligibility because of CORI or tenant suitability; housing transfers related to domestic abuse (VAWA).

Other areas of legal practice:

Asian Outreach Unit: Special outreach to Chinese and Vietnamese speaking clients and legal assistance to Asian immigrants in the areas of employment and family law; representation of client groups in community empowerment initiatives.

Children's Disability Project: Provides representation to children with disabilities wrongfully denied Supplemental Security Income (SSI) benefits.

Consumer Rights Unit: Unfair and deceptive consumer practices, particularly related to home foreclosures and bankruptcies.

Elder Law issues: Includes housing, elder abuse, nursing home issues; Social Security; MassHealth and access to healthcare; Veterans benefits, Food Stamps, SSI, federal and state disability benefits.

Family law/domestic violence: Provides representation in divorce, restraining order and family law court matters for victims of domestic violence and sexual assault to address safety issues and family and economic stability.

Immigration Unit: Researches asylum claims for people fleeing political, gender-based, and/or LGBT persecution, obtaining legal immigrant status for battered women and minor children.

Welfare Unit: Includes obtaining and retaining TAFDC and EAEDC cash benefits, SNAP/Food Stamp benefits, childcare and education/training benefits, and issues related to any of these benefits.

GBLS also represents community groups and provides community legal education and legislative advocacy for clients.

Service hours: M - F: 9am - 5pm

Requirements / Restrictions: Agency serves residents of Boston and 32 surrounding cities and towns, mostly within Route 128. Complete listing of geographic areas served is on web site. Income limitations (usually restricted to persons with incomes less than 125% of federal poverty guidelines) are applicable, with the exception of elderly clients and Medicare beneficiaries who are not subject to the income guidelines.

Languages: Interpreters are available for non-English speakers.

Other locations: Cambridge/Somerville Office

60 Gore St., Suite 203, Cambridge, MA 02141, 617-603-2700; TDD: 617-494-1757

Roxbury Courthouse

85 Warren St. Roxbury, MA

On the 3rd Thursday of the month from 9:00am - 12:00pm

Dorchester Courthouse

410 Washington St. Dorchester, MA

On the 2nd and 4th Wednesday of the month from 9:00am - 12:00pm

Transportation: Accessible by public transportation (Orange and Green subway lines, commuter rail, buses). Telephone the main number first for directions, or check website.

Health Law Advocates

One Federal Street

Boston, MA 02110

Telephone: 888-211-6168 - Fax: 617-338-5242

Web site: www.healthlawadvocates.org

Contact: Paralegal/Intake Coordinator

Services: Health Law Advocate (HLA) is a non-profit law firm that provides free advice and representation to eligible Massachusetts residents

Intakes by phone, mail, or email (via form on website) only. Call will be referred to attorney who will call back within five business days if issue is appropriate. No collect calls.

Service hours: M - F: 9am - 5pm; no walk-ins

Requirements / Restrictions: Residents of Massachusetts only. Must be at or below 300% of the federal poverty line (about \$35,640 a year for an individual, or \$72,900 for a family of four).

Cost: Free

Languages: English, Spanish

Transportation: Orange/Red Line - Downtown Crossing; Green Line - Park St.

Massachusetts Bar Association Lawyer Referral Service

20 West Street

Boston, MA 02111-1204

Telephone: 617-338-0564, 1-866-627-7577, or 617-338-0585 (TTY) -

Fax: 617-338-0530

Email: lrs@massbar.org - Web site: www.masslawhelp.com

Services: Callers are given a referral to a member of the Massachusetts Bar Association (MBA), if appropriate, or are referred to an MBA public service program, a state or local agency, or a legal services agency for possible free representation. All calls are screened for income. Referrals to MBA attorneys are based on legal need (on both criminal and civil issues), geographic convenience, and the caller's financial situation.

MBA/LRS Automatic Referrals now available at www.MassLawHelp.com. Individuals looking for a lawyer will be able to get the name of a qualified MBA attorney instantly -- 24 hours a day, seven days a week -- after filling out a brief online form. The website's improved capability will benefit legal consumers and LRS panel members by making connections even more accessible. Users will be sent an email listing the name, address, telephone number and email address of the attorney. The attorney will also receive an email containing the user's contact information, including telephone number and email address.

Anyone needing a reduced fee referral will be asked to contact the LRS via telephone to determine their eligibility. The LRS will also continue to provide referrals by phone during normal business hours at (617) 654-0400 or toll-free (866) MASS-LRS/(866) 627-7577.

Dial-a-Lawyer: On the first Wednesday of every month, between 5:30pm – 7:30pm, MBA attorneys will answer legal questions (on any area of the law both criminal and civil) on the telephone; there is no fee. The telephone number for this service is 617-338-0610, 877-686-0711 (toll-free).

Service hours: M - F: 9am - 4:45pm. No walk-ins please.

Cost: The referral does not cost anything.

Languages: Translator services available for many languages.

Massachusetts Commission Against Discrimination

One Ashburton Place, Room 601
Boston, MA 02108

Telephone: 617-994-6000, TTY: 617-994-6196 - Fax: 617-994-6024

Email: assistanttochairman@massmail.state.ma.us - Web site: mass.gov/mcad

Services: An individual who lives or works in Massachusetts and feels they have been discriminated against can come to one of the MCAD offices and file a complaint. It will then be investigated by staff on their behalf. MCAD enforces the state's anti-discrimination laws in these areas: employment, housing, credit, public accommodations, and access to education.

Individuals applying for a job should be aware of what employers may ask a prospective employee prior to hiring. Massachusetts law guarantees that no person shall be denied the right to work because of his or her race, color, religion, national origin, sex, sexual orientation, genetics, active military personnel, gender identity, age (over 40), criminal record (on job application), or mental or physical handicap/disability.

Individuals applying for admission to schools, universities, and other educational institutions in Massachusetts are protected from discrimination based on race, color, religious creed, national origin, sex, criminal record (on application for admission), blindness,

deafness and retaliation.

You can file a complaint in person. No appointment is necessary. In-person appointments are required for most non-housing complaints. You can also file a complaint by attorney via mail.

There is no fee to file a complaint. You may decide to seek an attorney to represent you in the process. If so, the attorney will discuss with you what his or her fee will be. However, the Massachusetts Commission Against Discrimination never collects a fee from someone who files a complaint.

Service hours: Complaints can be filed M - F 8:45am - 4:30pm

Requirements / Restrictions: In all but a few exceptions, the MCAD cannot accept complaints based on incidents over 300 days old. You should review the [MCAD Questionnaires](http://www.mass.gov/mcad/questionnaires.html) (www.mass.gov/mcad/questionnaires.html) and complete any that are relevant to your complaint before visiting the office.

You should bring with you any relevant names, addresses, or telephone numbers, witnesses' names, and any other paperwork that will help investigate and establish your allegation of unlawful discrimination. You should also be able to give the date the alleged discrimination occurred.

For an employment case: You should have your employer's name, address, the approximate number of employees, and the name of the parent company, if applicable.

For a housing case: Supply the landlord's or property manager's name, the real estate company's name, or the real estate agent's name, if appropriate.

For public accommodations: Bring the name of the owner or manager of the establishment.

Cost: See service description

Waiting time: 1 hour wait time typical, 1.5 - 2 hours to process complaint.

Languages: English, Portuguese, Creole, Chinese

Other locations: MCAD Springfield Office
436 Dwight Street, Room 220
Springfield, MA 01103
413-739-2145

MCAD Worcester Office
484 Main Street, Room 320
Worcester, MA 01608
508-453-9630

MCAD New Bedford Office
800 Purchase Street, Room 501
New Bedford, MA 02740
508-990-2390

Transportation: Green/Blue Line: Government Center stop. Go Northwest on Court Street towards Cambridge Street and City Hall Plaza. Turn left on to Tremont Street. Make a right on to Beacon Street. Walk to Bowdoin Street and turn right. From Bowdoin you will see a tall building with large tinted windows. This is One Ashburton

Place. Blue/Orange Line: State Street stop. Go straight up the hill on Beacon Street and then walk to Somerset Street and turn right. From Somerset you will see a tall building with large tinted windows. This is One Ashburton Place. Red Line: Park Street stop. Walk up Park Street towards Beacon Street. Turn right on to Beacon Street and left on to Bowdoin Street. From Bowdoin you will see a tall building with large tinted windows. This is One Ashburton Place.

Massachusetts Law Reform Institute (MLRI)

40 Court Street
Suite 800
Boston, MA 02108

Telephone: 617-357-0700 - Fax: 617-357-0777
Email: info@mlri.org - Web site: www.MLRI.org

Services: MLRI works with many organizations at the local, state, and national level on numerous areas of law affecting those with low-incomes. MLRI also coordinates two statewide websites that provide legal information for low-income people and for legal services advocates on a wide variety of civil legal matters.

As a general matter, MLRI does not provide legal representation to individual clients.

Languages: English, Spanish

MassLegalHelp

See in Category: *CORI*, page 13

Mental Health Legal Advisors Committee

24 School Street, Suite 804
Boston, MA 02108

Telephone: 617-338-2345, 1-800-342-9092 - Fax: 617-338-2347
Email: MHLAC@mhlac.org - Web site: www.mhlac.org

Services: Mental Health Legal Advisors Committee provides referrals, brief information, advice and, in some instances, direct representation. Priorities include access to mental health and related support services, public and private insurance matters, rights for psychiatric in-patient and out-patient programs, disability discrimination on the basis of mental illness, right to refuse treatment, visitation/custody for parents with mental illness, civil rights of DYS-involved adolescents, and special education.

Staff will respond to calls after the caller leaves a message on the intake line during the hours listed below. Intakes are not done on a walk-in basis.

Staff may provide services for those in jail, only if mental health care is denied or if a person is placed in solitary confinement.

Service hours: M - F: 9am - 5pm

Requirements / Restrictions: No criminal representation

Languages: Access to many languages via phone interpreters

Transportation: Intake available by telephone only

National Lawyers Guild: Lawyer Referral Service

14 Beacon Street, Suite 407
Boston, MA 02108

Telephone: 617-227-7008 - Fax: 617-227-5495

Email: nlgmass-lrs@igc.org - Web site: www.nlgmasslawyers.org/

Contact: Lawyer Referral Service Coordinator

Services: The National Lawyers Guild Massachusetts Chapter maintains a Lawyer Referral Service geared towards low- or middle-income clients. A staff member will provide the caller with the contact information for an attorney with experience in the area of law where the client's legal problem exists. If calling outside of regular service hours, leave a message with your name and telephone number, and a staff member will return your call. Alternatively, requests may be submitted via a form on the NLG-Massachusetts website at www.nlgmasslawyers.org.

Service is by telephone and e-mail. Walk-ins are not accepted.

Service hours: M - F: 9am - 4pm. If call is made after hours, leave a message.

Requirements / Restrictions: One referral is placed per phone call at a maximum of three referrals per case.

Cost: Referral and initial phone consultation are free. Following that, the attorney will determine if they can take a case and at what rate. Please be advised, there are no pro bono services. Attorneys may offer reduced rates based on caseload and personal discretion.

Languages: English only for the referral line. NLG attorneys speak other languages. Please specify what language is your primary language to the Referral Service Coordinator.

Public Counsel Services, Roxbury Defenders Unit

7 Palmer St.
Roxbury, MA 02119

Telephone: 617-445-7581 - Fax: 617-445-7587
Web site: www.publiccounsel.net/

Services: Staff will try to answer questions on criminal legal matters. Cases handled will only be Superior Court felonies. Normally, cases are assigned to the Defenders at the direction of the Roxbury District Court.

The Roxbury Defenders can help remove warrants and works in conjunction with the Youth Advocacy Division which has staff attorneys who specialize in juvenile cases and with the CPCS Roxbury District office which handles District Court matters.

Service hours: M - F: 9am - 5pm

Requirements / Restrictions: Client must not already have an attorney

Transportation: Take any bus going to Dudley Sq (#'s 19, 23, 28, or 45), or any bus from Orange line, Ruggles to Dudley

RESPOND, Inc.

See in Category: *Domestic Violence*, page 16

The Women's Center

See in Category: *Women*, page 94

Transformative Law

14 Beacon St
#718
Boston, MA 02108

Telephone: 617-720-4200
Web site: www.transformativelaw.org

Services: We are three trans and gender non-conforming lawyers in Massachusetts and Maine, providing holistic representation to our clients with a focus on issues facing the trans community. We ensure everyone has access to high-quality, affordable legal representation with a focus on transgender legal issues.

Issues:

- Name changes
- Health insurance appeals
- Employment discrimination
- Family law

Cost: We provide legal services to our clients regardless of ability to pay. Consults are free.

Veterans Legal Services

See in Category: *Veterans*, page 91

Volunteer Lawyers Project

99 Chauncy Street, Suite 400
Boston, MA 02111
Telephone: 617-423-0648 - Fax: 617-423-0061
Email: info@vlpnet.org - Web site: www.vlpnet.org

Services: Free legal assistance to low-income residents of Greater Boston. Only civil cases in following areas: housing, limited family law, consumer issues, bankruptcy and wills for the elderly and terminally ill.

The Legal Resource Finder (LRF) will help you find out if VLP or some other legal aid program might be able to help you with your legal problem. It will also give you links to information that will help you to learn more about your legal issue. The LRF only includes information about civil - not criminal - issues. [Click here for the Legal Resource Finder](http://www.masslegalservices.org/findlegalaid). (www.masslegalservices.org/findlegalaid)

If you do not want to use the Legal Resource Finder, you can contact the Legal Advocacy Resource Center (LARC) [Legal Advocacy and Resource Center \(LARC\)](#) hotline at 617-603-1700 or 1-800-342-5297 for intake.

Whatever you tell LARC is private and confidential. A LARC staff person will ask you some questions to find out if you qualify for legal services from VLP or another office. LARC may be able to give you information or advice about your legal problem.

Requirements / Restrictions: VLP does not handle criminal cases or represent incarcerated individuals on any matter whether related to their incarceration or not. If you do not have a kind of case that VLP handles, LARC can give you information or advice, and may be able to refer you to an agency that handles that kind of case.

DCF cases are not accepted.

Must live in greater Boston, must be a U.S. citizen or have green card, and must meet federal poverty guidelines. If residency is outside city

of Boston, call to find out if address is in Volunteer Lawyers Project's service area.

Waiting time: Depends on the issue. No emergencies can be taken.

Languages: Interpreters available for many languages.

Transportation: Red/Green line: Boylston St. stop; Orange/Silver Line: Downtown Crossing/Chinatown stops

WilmerHale Legal Services Center of Harvard Law School

122 Boylston Street
Jamaica Plain, MA 02130
Telephone: 617-522-3003 - Fax: 617-522-0715
Web site: www.law.harvard.edu/academics/clinical/lsc/index.htm

Contact: Intake Staff

Services: Legal assistance is provided in the following civil law areas:

Disability Benefits: Social Security Disability representation for disabled clients

Estate Planning: Estate planning and probate, guardianship, debt counseling and private insurance cases for low- and middle-income individuals

This service is only provided for veterans.

Consumer Law: Bankruptcy, Debt Management, Consumer, Mortgage Foreclosure and Predatory Lending

Family Law: Divorce, Domestic Violence, Paternity, Child & Spousal Support, Adoption, Guardianship, Guardian *ad Litem* court appointments and English/Spanish Pro Se Divorce Clinics
As of the 2017 edition, Family Law is not open for intake, except for Domestic Violence cases.

Housing Law: Eviction Defense due to foreclosure

Veteran's Issues: Veterans Benefits (service-connected disability, pension, and other programs from the VA), Veterans' Services benefits (from Massachusetts cities and towns), other public benefit programs, discharge upgrades and designated civil matters

Services are limited due to staff availability.

Service hours: M - F: 9am - 5pm; Intake hours vary - please call.

Requirements / Restrictions: Suffolk County residents only. No criminal issues are handled.

Cost: Free for individuals below the poverty level.

Languages: Spanish-speaking interpreter and staff available.

Transportation: Orange line: Stoney Brook

Wyman Community Reentry Program

See in Category: *Substance Abuse*, page 85

Other Groups

And Still We Rise Productions

72 Wyman St. #2
Jamaica Plain, MA 02130
Telephone: 857-719-3884

Email: andstillwerise@gmail.com - Web site: andstillwerise.org

Services: And Still We Rise Productions is a collaborative theater project dedicated to healing, public awareness, and social change through empowering the voices of formerly incarcerated people and their loved ones. With the establishment of a safe and creative training environment and the use of theater exercises and therapeutic techniques, it aims to:

- Help participants gain skills and self-confidence in shaping and asserting their personal stories.
- Weave their story-telling together into performances that move audiences to greater understanding and compassion for the struggles of these and other individuals who spend years incarcerated and then strive to integrate back into society.
- Create a vital public forum where participants are able to bring sharp focus, rouse concern, and spearhead discussion of pressing criminal justice issues.

And Still We Rise believes that the power and authenticity of the participants' stories will increase public awareness of and desire for criminal justice reform. It is hoped that all involved will be compelled towards action for effective change. New actors are recruited every year with monthly orientation workshops in September, October and November. Rehearsals go from January to end of March with tours all year through the following November.

Service hours: Weekly Rehearsals

Requirements / Restrictions: 1) Must have been directly affected by the criminal justice system, by incarceration or the incarceration of a loved one; 2) Must be willing to commit and show up consistently for one to two training sessions per week for three months, followed by an average of two shows per month; 3) No previous theater experience necessary.

Cost: No cost

Languages: English

Transportation: Rehearsals are held at Project Place, 1145 Washington Street, South End. Accessible by the Silver Line and the Orange Line: Tufts Medical Center.

Community Legal Services & Counseling Center

See in Category: *Legal*, page 59

Disability Law Center

See in Category: *Legal*, page 60

EMERGE (Batterer's Intervention)

See in Category: *Domestic Violence*, page 15

Margaret Fuller Neighborhood House

See in Category: *Families*, page 43

Moving Steps Foundation

Natick, MA 01760
Telephone: 617-817-9489
Email: adrienne.tabet@comcast.net - Web site:
movingstepsfoundation.org

Services: Moving Steps Foundation provides a creative and inspiring way for formerly incarcerated women to ease their reentry into the broader society through their dance-centric programs. Moving Steps Foundation also serves women who have experienced trauma or who are participants in rehab programs. They offer a variety of possibilities including free or low cost participation in a variety of dance classes throughout the city, the opportunity to work and perform with professional choreographers, free tickets to dance performances, and memberships in the touring Moving Steps Performance Lab. Members also may have the opportunity to teach dance in various social service agencies in the Boston area in lieu of court remanded community service time.

Requirements / Restrictions: Females only. Some prior dance experience preferred, but interest a must!

Cost: Free

Parole Regional Reentry Centers

10 McGrath Highway
Quincy, MA 02169
Telephone: 617-376-6260 - Fax: 617-376-6267
Web site: www.mass.gov/eopss/law-enforce-and-cj/parole/reentry-unit/

Services: Aftercare services will be made available to returning citizens who complete their sentences without supervision and to parolees in the areas of employment, mental health, substance abuse services, and vocational training.

Regional Reentry Center Locations:

Regions 1 and 2

10 Mayor McGrath Highway, Quincy 02169
(617) 376-6260

Region 4

340 Main Street, Suite 380, Worcester 01608
(508) 753-7252

Region 5

436 Dwight Street, Springfield 01103
(413)-784-1210

Region 6

499 Essex Street, 1st Floor, Lawrence 01840
(978) 687-6340

Region 7

231 Main Street, 2nd Floor, Brockton 02301
(508) 587-0987

Region 8

1204 Purchase Street, New Bedford 02740
(508) 999-4820

Region 9

188 Concord Street, 2nd Floor, Framingham 01702
(508) 875-0621

Prison Book Program

1306 Hancock Street, Suite 100
Quincy, MA 02169

Telephone: 617-423-3298 (book requests by mail only)

Email: info@prisonbookprogram.org - Web site:

www.prisonbookprogram.org/resources/request-books/

Services: Prison Book Program is a grassroots organization that exists for one purpose—to send free books to incarcerated individuals since 1972. The program sends free books and learning materials to incarcerated individuals, including:

- Basic legal information for incarcerated individuals
- Dictionaries
- Fiction and nonfiction books that span genres and subjects
- Materials toward GED study at times

To request books for a loved one in prison, fill out the Request Form found on the Prison Book Program website (above) and mail it to:

Prison Book Program – Website Request
c/o Lucy Parsons Bookstore
1306 Hancock Street, Suite 100
Quincy, MA 02169

The Prison Book Program accepts requests for books by mail only.

Requirements / Restrictions: Prisons Not Served:

Does not serve prisons in California, Texas, Illinois, Maryland, Michigan, Nevada or Texas. In addition, program is not able to send to many individual prisons due to prison restrictions. Please check the “Prisons We Do Not Serve” list on the website before sending in your request to ensure that the program can send books to your loved one.

Prisoner Reentry Institute at John Jay College of Criminal Justice

524 W. 59th Street
Room 600BMW
New York, NY 10019

Email: pri@jjay.cuny.edu - Web site: johnjayresearch.org/pri/

Contact: Prisoner Reentry Institute

Services: The mission of the Prisoner Reentry Institute (PRI) at John Jay College of Criminal Justice is to spur innovation and improve practice in the field of reentry by advancing knowledge; translating research into effective policy and service delivery; and fostering effective partnerships between criminal justice and non-criminal justice disciplines.

The PRI works towards this mission by focusing its efforts on the following types of projects and activities:

- Developing, Managing, and Evaluating Innovative Reentry Projects.
- Providing Practitioners and Policymakers with Cutting Edge Tools and Expertise.
- Promoting Education Opportunities for Currently and Formerly Incarcerated Individuals.
- Identifying Opportunities and Building Collaboration Across Fields and Disciplines.

Union of Minority Neighborhoods

42 Seaverns Avenue

Jamaica Plain, MA 02130

Telephone: 617-522-3349 - Fax: 617-522-3351

Email: umnunity@gmail.com - Web site:

www.unionofminorityneighborhoods.org

Services: The Union of Minority Neighborhoods (UMN) is committed to fully engaging communities of color as active participants in our democracy. UMN trains, organizes and empowers people of color to effectively access many of the resources that make a difference in people’s lives – from the Commonwealth’s schools, to its workplaces, to its financial institutions, to its voting booths. UMN is working to ensure the collective power as people of color is heard and felt. UMN’s programs include:

Leadership Training: A workshop series for activists at the Institute for Neighborhood Leadership and in-depth civic training for young adults of African descent through the Howard Rye Institute. Geared toward men of African descent, between the ages of 20 and 35.

Call for information on specific meeting times and places.

Service hours: M - F, 9am - 5pm

Transportation: Forest Hills Station: Bus #39, get off at corner of Seaverns Ave. Jackson Square Station: Bus #41, get off at corner of Green Street and walk over one block to Seaverns.

Physical and Mental Health

AIDS Action Committee

75 Amory Street
Roxbury, MA 02119

Telephone: Client Services 617-450-1550 - Fax: 617-437-6200
Email: info@aac.org - Web site: www.aac.org

Contact: Client or Stabilization Advocate

Services: Assists returning citizens with HIV with housing search and advocacy, rental assistance, legal services, case management, peer support, medical transportation, nutrition and food, medication adherence, check-in, support groups and mental health services. Will refer clients to health care detox, and substance abuse treatment. Other services include PrEP counseling and referral, needle exchange, opioid overdose prevention/Naloxone distribution and HIV, Hepatitis C & STI prevention, testing, and education.

Provides services and referrals to drug users, transgender people, and homeless youth who are not HIV positive.

All services within the AIDS Action Committee are confidential and free of charge.

TransCEND: Call 617-437-6200 for support and risk reduction services for the transgender community

Service hours: Office hours: M - F: 9am - 5pm; Walk-ins are OK from 9am - 3pm

Requirements / Restrictions: For case management - living with HIV/AIDS. Must have a doctor's note with diagnosis on doctor's letterhead.

Waiting time: Wait list for some housing services; wait times vary

Languages: Spanish, Portuguese, Haitian Creole, English

Other locations: Cambridge

359 Green St. Cambridge, MA 02139; 617-437-6200

North Shore

156 Broad St., Suite 205 Lynn, MA 01901; 781-581-1244

Transportation: Orange Line: Jackson Square

Barbara McInnis House, BHCHP

See in Category: *Shelters*, page 77

Bay Cove Human Services

66 Canal Street
Boston, MA 02114

Telephone: 617-371-3000 - Fax: 617-371-3100
Email: info@baycove.org - Web site: www.baycove.org

Contact: Front desk or specific program

Services: Bay Cove Human Services is a private, not-for-profit corporation that provides specialized treatment to persons with drug and alcohol dependency as well as developmental disabilities. There are a number of different programs (residential, outpatient, day treatment, and educational) operated by Bay Cove. Call the main office number to be directed to the appropriate program.

Drug & Alcohol Treatment:

Provides a variety of drug and alcohol addiction services, including substance abuse prevention, detoxification, short-term residential programming, individual and group counseling, and out-patient treatment for opiate addiction.

Developmental Disabilities:

A broad spectrum of services ranging from 24-hour staffed homes to supporting individuals in their own apartments, Family Support, Education, job placement and training.

Service hours: M - F: 8:30am - 6pm. There are scheduled dosing hours on weekends.

Requirements / Restrictions: Certain programs may have restrictions. Call 617-371-3000 for more information.

Cost: Bay Cove will accept most insurance plans or MassHealth. Uninsured patients are accepted for some services.

Transportation: Contact Bay Cove or specific programs by telephone.

Bay State Community Services

1120 Hancock Street
Quincy, MA 02169

Telephone: 617-471-8400 (TTY 617-749-4534) - Fax: 617-376-0619
Web site: www.baystatecs.org

Contact: Front Desk

Services: Bay State Community Services provides prevention and intervention services, child and family/home-based services, outpatient services, and residential services/day treatment to individuals, couples, families, and groups who are dealing with issues involving mental health and substance abuse.

Open Access for walk-ins: M-F 9:30am - 11:30 am

Service hours: M - Th: 8am - 7pm; F: 9am - 5pm;

Cost: Rates vary by service type. Call for more information.

Other locations: Braintree

Family-based services
74 Pond Street, 781-843-7010

Norwood

DAE Programs only
19 Central Street, 781-762-0060

Walpole

Center for Community Counseling & Education
32 Common Street, 508-668-3223

Plymouth

36 Cordage Park Circle, Suites 305 & 305A, 508-830-3444

Community Correctional Program: Cambridge

Middlesex Community Counseling Centers
MCSO Cambridge, 40 Thorndike Street, Cambridge, 617-494-4125

Community Correctional Program: MCSO Lowell

291 Summer Street, 978-458-4973

Transportation: Red Line: Quincy Center

Boston Center for Independent Living, Inc.

60 Temple Place, 5th floor
Boston, MA 02111-1324

Telephone: 617-338-6665, 617-338-6662 (TTY) - Fax: 617-338-6661
Email: chall-herborg@bostoncil.org - Web site: www.bostoncil.org

Contact: Information Referral

Services: Assisting people with a disability to live as full a life as possible through:

- Adult skills training assistance (including areas such as employment, housing, social/recreation, education, and financial issues)
- Assisting with information and referrals (affordable and accessible housing, health insurance, CORI, civil rights for disabled persons, transportation, home modifications, equipment, and other related services)
- Peer mentoring
- Individual advocacy
- Personal Care Assistance Program (PCA) – for people with a disability who need physical care assistance and have MassHealth Standard coverage
- Youth Services Program for individuals ages 14 to 22 that includes Peer Mentoring, Skills Training, Information and Referral, and Advocacy (Individual must still be in high school)

Service hours: M - F: 8:45am - 5pm

Requirements / Restrictions: Any individual/family member with a verifiable disability

Waiting time: Appointments are recommended but walk-ins are not turned away.

Languages: English, French, Haitian Creole, Spanish, Portuguese, Cape Verdean Creole, ASL, Russian, Luganda, Swahili, Runyankore, and other languages accommodated through language line.

Transportation: Call for directions. Red line: Downtown Crossing
Green line/Red line: Park Street Many different ways to reach BCIL.

Boston Health Care for the Homeless; Jean Yawkey Place

Jean Yawkey Place
780 Albany Street
Boston, MA 02118

Telephone: 857-654-1600 - Fax: 857-654-1107
Web site: www.bhchp.org

Services: BHCH seeks to provide or assure access to the highest quality health care for all homeless men, women and children in the greater Boston area. Services are provided at medical centers, shelters, and on the street.

Clinic services at Jean Yawkey Place include primary care, urgent care, podiatry, neurology, optometry, dermatology, behavioral health and substance abuse treatment, including suboxone, transgender clinic, laboratory specimen collection, case-management, and chronic disease care including management of diabetes, HIV services and sexual health counseling and testing.

Some services are provided at special times:

M, W, F, 8am - 5pm (primary care & walk-in)
Tu, 4pm - 8pm (walk-in clinic)
Th, 5pm - 7pm (Transgender Clinic)

Service hours: M-F 8:30am - 4:00pm

Boston Living Center

29 Stanhope Street
Boston, MA 02116

Telephone: 617-236-1012 - Fax: 617-236-0334
Web site: www.vpi.org/boston/

Contact: Member Services Coordinator

Services: Community and resource center for people living with HIV/AIDS. Services include:

- Meal programs (lunch and dinner) and nutritional consultation
- Support groups
- Prevention and Education Programs
- Bridges for Life Medical Adherence Program
- Computer lab and computer training
- Mental Health Counseling
- Haircuts
- Housing assistance
- Arts program
- Holistic therapies
- Yoga
- Massage
- Spiritual Care

Walk-ins are welcome or you can make an appointment ahead of time by calling 617-236-1012 or for TTY call 617-267-7059.

Service hours: T-F: 9am - 5pm

Requirements / Restrictions: Membership in BLC requires verification of HIV+ status from a doctor or nurse, income verification and a photo ID.

Cost: Programs and services are free to members.

Languages: Spanish, ASL upon request.

Transportation: Orange line: Back Bay; Green line: Copley Square.
Bus: #9 to Berkeley St @ Columbus Ave

Boston Public Health Commission: Father Friendly Initiative

See in Category: *Families*, page 42

Boston Public Health Commission: Healthy Baby/Healthy Child

See in Category: *Families*, page 42

Boston Public Health Commission: Men's Health and Recovery Program

See in Category: *Substance Abuse*, page 82

Bowdoin Street Health Center

230 Bowdoin Street
Dorchester, MA 02122

Telephone: 617-754-0100 - Fax: 617-754-0230

Email: bowdoinstreethealth@bidmc.harvard.edu - Web site:
www.bidmc.org/Centers-and-Departments/Departments/Community-Health-Centers.aspx

Contact: Call the Main Number

Services: [Bowdoin Street Health Center Webpage](http://www.bidmc.org/CentersandDepartments/Departments/CommunityHealthCenters/BowdoinStreetHealthCenter.aspx)
<http://www.bidmc.org/CentersandDepartments/Departments/CommunityHealthCenters/BowdoinStreetHealthCenter.aspx>

Services include:

- Adult Preventative and Primary Care
- Family Practice and Planning
- Geriatrics
- HIV Services
- OB/GYN
- Pediatrics
- Optometry (Eyecare)
- Physical Therapy
- Mental Health and Counseling
- Nutrition Services
- Podiatry (Foot care)
- Community Health Programs

Service hours: M - Th 9am - 7pm; F: 9am - 5pm; Sat: 9am-1pm

Cost: Accepts most health insurance and managed care plans. Will see anyone without insurance, though payment for services is still required

Waiting time: New patient appointments within two weeks

Languages: English, Spanish, Cape Verdean Creole, Haitian Creole, Polish, Portuguese, French, Vietnamese

Transportation: Red Line: Fields Corner, then take Bus #17 to Bowdoin Street.

Bridge Over Troubled Waters

47 West Street
Boston, MA 02111
Telephone: 617-423-9575 - Fax: 617-482-5459
Web site: www.bridgeotw.org

Services: Bridge offers a comprehensive range of services to youth ages 14 to 24 in a positive and safe environment.

Street Outreach and Mobile Medical Van: Street Outreach is Bridge's daily "foot patrol" of trained outreach workers who make regular consistent contact with homeless youth on the street throughout a range of neighborhoods in Boston and Cambridge. The Mobile Medical Van (MMV) connects with the street outreach team each weeknight. The Van provides medical attention, survival kits, clothes, food and referrals.

Runaway Program: Bridge is the local respondent for the national runaway hotline offering 24-hour access to a counselor and a safe overnight accommodation away from the streets for homeless youth ages 14-17 for up to 72 hours.

Traditional Day Program (TDP): Visit the second floor of the Bridge building for a free breakfast or lunch. You can shower, use the lockers, do your laundry, attend a workshop, and see a case manager.

Medical and Dental Care: Bridge offers weekly free medical and dental services staffed by healthcare professionals at the 47 West Street Facility.

Counseling and Support Services: Get help for substance abuse,

family & peer relationships, survival needs and other crisis intervention services. Bridge counselors will support and listen to you.

Emergency Residence: Short-term transitional residence at the 47 West St. location for homeless youth ages 18 to 24. Youth commit to counseling, employment and continue their education.

Education and Career Development Program: Classes for youth to attain their HiSet. Takes place M - F from 9am - 12pm and 1pm - 4:00pm. Flexible schedule, rolling admissions, guidance counseling for youth who wish to enter or continue college or vocational program.

Transitional Living Program: Long-term transitional residential program. Residents are required to maintain employment, continue their education, and meet weekly with a counselor.

Single Parent Home: Transitional living program for pregnant and parenting homeless young women and their children. Serves up to 10 families at any given time and may stay for up to 2 years.

Service hours: Intakes M - F: 9am - 4pm to discuss services/needs with a counselor

Requirements / Restrictions: Youth, ages 14 to 24

Languages: Spanish, English

CASPAR, Inc. Emergency Service Center

See in Category: *Shelters*, page 77

Catholic Charities Archdiocese of Boston

See in Category: *Faith Based Organizations*, page 37

Commonwealth Center for Consultation and Psychotherapy

403 Highland Avenue, Suite 211
Somerville, MA 02144-2530
Telephone: 617-666-5800 - Fax: 617-666-5832
Email: drjfcusack@comcast.net

Contact: John F. Cusack, Ph.D. or Robert Sills

Services: The Center is a private mental health collaborative that provides comprehensive specialized outpatient assessment and treatment services to individuals who have engaged in sexually inappropriate/abusive/aggressive behavior. Weekly phase of the program can be completed in 12 – 24 months, followed by maintenance/check-in phase (monthly to quarterly).

The Center also provides psychological evaluations, psychotherapy/mental health counseling for individuals with no history of inappropriate/abusive/aggressive sexual behavior.

Service hours: M - F: 9am - 6pm. Some evening appointments are available.

Requirements / Restrictions: Client must sign authorization for ongoing communication with parole or probation officer if on probation or parole.

Cost: Call for fee schedule.

Transportation: Red line: Davis Sq. or Bus #88 from Lechmere or #90 from Davis Sq.

Community Legal Services & Counseling Center

See in Category: *Legal*, page 59

Disability Law Center

See in Category: *Legal*, page 60

Geiger Gibson Community Health Center

250 Mount Vernon Street
Dorchester, MA 02125
Telephone: 617-288-1140 - Fax: 617-288-3190
Web site: hhsi.us

Services: Geiger Gibson Community Health Center provides medical, dental, and behavioral health care to residents in Dorchester and the surrounding communities. Services include: primary care with same-day availability, dental, behavioral health, optometry, podiatry, HIV services, financial counseling, health insurance enrollment assistance, clinical and retail pharmacy. Geiger Gibson Community Health Center is a Veteran's Choice Program Partner.

Service hours: Geiger Gibson Community Health Center provides medical, dental, and behavioral health care to residents in Dorchester an

Cost: Depends on individual requirements. Staff will assist with accessing health insurance. Email enroll@hhsi.us if you have questions about health insurance coverage.

Languages: Translator services and language line available: Vietnamese, Mandarin, Portuguese, Spanish, Cape Verdean, Haitian Creole

Transportation: Accessible by MBTA Redline or bus. Free off-street parking.

Harvard Street Neighborhood Health Center

632 Blue Hill Avenue
Dorchester, MA 02121
Telephone: 617-825-3400 - Fax: 617-282-1450
Web site: harvardstreet.org

Contact: Customer Service

Services: Harvard Street Health Center provides the following services:

- Adolescent Clinic
- Adult Medicine
- Behavioral Health
- Orthopedics
- Pediatrics
- OB/GYN
- WIC
- Dental
- Nutrition and a Food Pantry
- Pharmacy

Service hours: M - W: 8:30am - 8pm; Th: 8:30am - 4:30pm; F: 9:30am - 4:30pm; Saturday: 9am - 3pm

Waiting time: Walk-ins could have a 1-hour wait

Languages: English, Spanish, French, Haitian Creole, Korean, various West African

Hour House Boston, Incorporated

See in Category: *Housing*, page 56

Institute for Sexual Wellness

See in Category: *Sex Offenders*, page 75

La Alianza Hispana

See in Category: *Families*, page 43

Moving Steps Foundation

See in Category: *Other Groups*, page 66

Multicultural AIDS Coalition

31 Heath Street
Jamaica Plain, MA 02130
Telephone: 617-442-1622 – Fax: 617-442-6622
Web site: www.mac-boston.org

Services: Services include:

- Referrals to other agencies for housing, medical and mental health needs, and substance abuse treatment.
- HIV/AIDS testing, counseling, and follow-up support services.
- HIV/AIDS prevention services to immigrant communities including a special “Africans for Improved Access” targeted to the African immigrant and refugee community.
- Men of Color Against AIDS (MOCOA): Drop-in center provides a variety of HIV and other health services as well as a safe space for the GLBT community of color.
- Women of Color AIDS Counsel: addresses needs of Black women at high risk for infection. Drop-in space and one-on-one counseling included.
- Casa Iris for Latinos/Latinas: offers support groups for individuals living with HIV, referrals to other health and social services, and individual peer support. Contact Pedro Gonzalez at 617-238-2492 for more information.
- HIV Vaccine Clinical Trials Education: educates communities of color about vaccine possibilities.

Service hours: M – F: 9am – 5pm

Languages: Spanish and some African languages

Other locations: Women of Color AIDS Council, Inc. operates a women’s drop-in center, located at:
409 Blue Hill Ave., Dorchester
617-541-1050

Transportation: Orange line: Ruggles/Forest Hills and Bus #'s: 14, 22, 29, 41, 44, 48. Green line: Heath Street.

National Suicide Prevention Lifeline

See in Category: *Emergency Assistance* or *Hotlines*, page 28 or 53

Neponset Health Center, Harbor Health Services, Inc.

398 Neponset Ave.
Dorchester, MA 02122
Telephone: 617-282-3200 – Fax: 617-533-2294
Web site: www.hhsi.us/metro-boston/71ranssex-health-center/

Contact: Rachel Cooper, Manager of Client Services

Services: Neponset Health Center (NHC) provides medical and behavioral health care to residents in Dorchester and the surrounding communities.

Services available include primary health and dental care, infectious disease care, nutrition counseling, mental health services, pediatric care, optometry, pharmacology, and other health-related services. Clients also have access to a weekly food pantry, nutritional supplements, and vouchers for food and transportation as needed (which are only given under specific circumstances).

NHC also offers extensive services to People Living with HIV/AIDS (PLWHA). Every HIV patient is assigned a Service Coordinator who will assist in planning treatment, treatment adherence, scheduling appointments, and accessing services including housing search and laboratory services.

Prevention programs for youth violence, substance abuse, and HIV awareness are also available.

Call site for appointment and additional information.

Other Locations:

Harbor Community Health Center - Plymouth

10 Cordage Park Circle, Suite 115
Plymouth, MA 02360
Phone: 508-778-5470
Fax: 508-778-5471

Harbor Community Health Center-Plymouth provides medical, dental, and specialty care to residents in Plymouth and the surrounding communities.

Services include: primary care, dental, wellness program, financial counseling and health insurance enrollment assistance.

Harbor Community Health Center-Plymouth is a Veteran's Choice Program Partner.

Harbor Community Health Center - Hyannis

735 Attucks Lane
Hyannis, MA 02601
Phone: 508-778-5420
Fax: 508-778-8747

Harbor Community Health Center-Hyannis provides medical and dental care to residents in Hyannis and the surrounding communities.

Services include: primary care, dental, social services and HIV dental case management, financial counseling, health insurance enrollment assistance, clinical and retail pharmacy.

Harbor Community Health Center-Hyannis is a Veteran's Choice Program Partner.

Service hours: M - F: 8:30am - 9pm; Sat: 9am - 4pm; Sun: 10am - 3pm; Holidays: 10a-115m - 3pm

Cost: Depends on individual requirements. Staff will assist with accessing health insurance.

Languages: Vietnamese (translator services available), Mandarin, Portuguese, Spanish, Cape Verdean, Haitian Creole

Transportation: Neponset Health Center: Red line: Fields Corner, bus #'s 201, 210 to Neponset and Minot Street.

New England Center and Home for Veterans

See in Category: *Veterans*, page 89

New England Forensic Associates

22 Mill St. #306
Arlington, MA 02476

Telephone: 781-643-0610 – Fax: 781-643-1609

Email: nefa@nefacorp.com – Web site: www.nefacorp.com

Services: NEFA is a nationally recognized center for the evaluation and treatment of problematic sexual behavior.

NEFA provides:

- Individual and group therapy
- Outpatient Therapy
- Specialized Treatment Programs
- Psychological Evaluation
- Psychometric Assessment
- Employment and Human Resources Screening
- Professional Consultation
- Expert Witness Testimony

Service hours: Office Hours: M – Th 9am – 5pm

Requirements / Restrictions: Client needs to be accepted to treatment by a clinician

Cost: Selected insurances accepted; sliding fee scale

Waiting time: Less than a month for appointments

Languages: English, Spanish

Transportation: Red Line: Alewife or Harvard Square, then take bus #79 or 67 (from Alewife) or bus #77 (from Harvard Square) to Arlington Town Hall.

New England Information on Disabilities Exchange (INDEX)

See in Category: *Hotlines*, page 53

On The Rise, Inc.

See in Category: *Women*, page 93

Rosie's Place

See in Category: *Women*, page 93

Roxbury Multi-Service Center

See in Category: *Families*, page 44

Social Work Therapy Referral Service

Telephone: 617-720-2828 –or- 1-800-242-9794

Email: info@therapymatcher.org – Web site: www.therapymatcher.org

Services: The Social Work Therapy Referral Service is a free, confidential telephone referral service. Provides professional, personalized counseling referrals matched for location, specialty, and insurance or fee requirements.

Service hours: Call and leave message, someone will return your call

Cost: Free

Span, Inc.

105 Chauncy Street, 6th floor
Boston, MA 02111

Telephone: 617-423-0750 – Fax: 617-482-2717

Email: info@spaninc.org – Web site: www.spaninc.org

Contact: Front desk

Services: The first step in applying for any Span service is to complete an application and send, fax, or bring it to Span. We review applications and then contact the applicant, usually by letter, regarding his/her eligibility for specific Span services, along with information about who to contact to follow up.

Once enrolled in a Span program, the client develops a service plan and realistic goals with Span staff. Clients in some Span programs may have access to short-term rental assistance if they meet certain qualifications and based on funding availability.

Case Management Services: Case management is integrated into most of Span's program services. Case managers work directly with clients to assess needs, develop service plans, assist with discharge planning, and provide hands-on assistance as needed. In addition to providing direct services, case managers also help clients to access services they may need at other agencies and programs, procure entitlements they are eligible for, such as MassHealth, Social Security and food stamps. Case managers can also assist clients in securing affordable housing, employment, food, clothing, transportation, and other basic resources.

Health Services

Span improves public health and the health of clients by providing education-based programs and workshops to teach clients how to prevent contracting or spreading sexually transmitted diseases (STDs). Span offers individual and small group learning sessions that address various health issues and help clients access health care services. Other health services include Case Management for HIV+ Clients, Substance Abuse Counseling

The Adolph Grant Center: Named after a long-time Span staff member and former client, the Adolph Grant Center is a safe place for clients to develop social and recreational skills that can enhance their ability to nurture a lifestyle free from crime and drugs. At the Center, Span provides nutritious family-style meals, activities, events, and access to job search tools in a safe and drug-free environment.

Peer Support Services

Support Groups: Span staff members offer support groups where peers can support each other and address issues including relapse prevention, reintegration and development of social skills.

Individual Peer Support: Clients with HIV have the opportunity to work with Span's peer support advocate who assists them with living healthy and meaningful lives.

Service hours: M/Th: 9am – 8pm; W: 2pm – 5pm; T/F: 9am – 5pm.

Requirements / Restrictions: The best way to apply is to contact Span 4-6 months prior to wrap-up or parole eligibility from state or county prisons. Incarcerated individuals can self-refer by letter or telephone. Span staff are cleared to enter all DOC facilities. If in the community, please call or visit us, as most of our programs are available only to individuals who began to work with us in prison. Individuals must also be returning, or re-locating, to the Greater Boston area. Some programs may be available only to men and others, only for women.

Languages: English, Spanish

Transportation: Orange line: Chinatown. Red line: Downtown Crossing. Silver line: Washington/Essex.

St. Francis House

See in Category: *Shelters*, page 80

Stop It Now!

See in Category: *Sex Offenders*, page 76

The Federation for Children with Special Needs

See in Category: *Families* page 44

The Women's Center

See in Category: *Women*, page 94

United Homes Adult Shelter

See in Category: *Shelters*, page 81

Upham's Corner Health Center

415 Columbia Road
Dorchester, MA 02125

Telephone: 617-287-8000 – Fax: 617-282-8625

Email: uphamsctr@msn.com – Web site:

www.uphamscornerhealthctr.com

Contact: Registration

Services: Health center and social services for adults and children.

The health center provides a range of services including:

- Medical Care – Family Medicine & Primary Care; Pediatrics (Children); Adult Medicine; Family Planning; OB/GYN & Midwifery; Prenatal Care; Pharmacy; Laboratory Services; HIV Rapid Testing service – confidential HIV testing; Podiatry (foot); Dermatology (skin); Eye Care; and Adult Day Health
- Pharmacy – Please call 617-265-1310
- Home Care
- Nutrition, Women, Infants and Children (WIC) Program
- Behavioral Health and Social Services
- Dental Services

Service hours: M – Th: 9am – 9pm; F: 9:45am – 5pm; Sat: 8:30am – 12:30pm

Requirements / Restrictions: Dorchester residents

Cost: Health Insurance/MassHealth. If you do not have insurance, the amount you pay will depend on your income and the number of

people in your family. No one is denied access based on their ability to pay.

Waiting time: 7-10 days

Languages: Spanish, English, Creole, Portuguese, French, Vietnamese, and Arabic

Other locations: Teen Clinic and HIV & Women, Infant and Children's Program

500 Columbia Road, Dorchester MA 02125

Tel: 617-287-0786

Tel: 617-825-8994 (WIC)

Dental & Eye Care

636 Columbia Road, Dorchester MA 02125

Tel: 617-825-9839

Upham's Elder Service Plan (UESP) / PACE

Savin Hill 1140 Dorchester Ave, MA 02125

Dudley Square 36 Dearborn Street MA 02119

Jackson Square 125A Amory St, Boston, MA 02119

UESP/PACE Tel: 617-288-0970

Transportation: Accessible from MBTA bus lines, call for directions

V.A. Boston Healthcare System for Women Veterans

See in Category: *Veterans*, page 90

Whittier Street Health Center

1290 Tremont Street

Roxbury, MA 02120

Telephone: 617-427-1000 – Fax: 617-989-3247

Email: contact@wshc.org – Web site: www.wshc.org

Services: Provides clinical services to all patients, regardless of ability to pay. Clinical services include: Adult/Family Medicine, Behavioral Health and Substance Abuse, Men's Health, OB/GYN, Optometry and Eye Care, Pediatrics/Adolescent Health, Podiatry (foot) Clinic, LGBTQ Clinic, Women's Health and more. There is also urgent care available during regular hours.

The center also provides programs that deal with issues related to poverty, violence, socioeconomic inequalities, domestic violence prevention, HIV/AIDS services, post prison release/re-entry and public housing outreach.

Whittier Street Health Center accepts walk-ins. When the Center is closed, a 24/7 live answering service will attend to all calls and direct to a provider on call.

Service hours: M-F: 8:30am – 8pm; Sat: 8:30am – 5pm

Cost: Will accept any patient regardless of ability to pay.

Languages: English, Spanish, Swahili, Arabic, Bosnian, Krio, Portuguese, Yoruba, Russian, Farsi, Somali, Urdu, Haitian Creole

Transportation: Orange line: Ruggles; Bus Routes: 15, 19, 22, 43, 44, and 45

Women's Lunch Place

See in Category: *Women*, page 94

Woods-Mullen Shelter

See in Category: *Shelters*, page 81

Sex Offenders

The following agencies provide services for which sex offenders are eligible. Some of these agencies may accept sex offenders only on a case-by-case basis. Some agencies may operate programs that accept sex offenders while simultaneously operating other programs (for example: job training for day care employment) that do not accept sex offenders. It should also be noted that many of the organizations and agencies listed in the other sections of this Directory, do not exclude sex offenders; these should be contacted to determine if they provide the type of assistance or service desired.

Committee for Public Counsel Services (CPCS)

44 Bromfield Street
Boston, MA 02108
Telephone: Main Office: 617-482-6212 – Fax: 617-988-8495
Email: ac@publiccounsel.net – Web site:
www.publiccounsel.net/pc/alternative-commitment-and-registration-support

Contact: Assignment Coordinator at the Alternative Commitment & Registration Unit

Services: Provides assistance on issues relating to the Sex Offender Registry and classification.

The website is designed to provide information for attorneys; however, it also contains information that former sex offenders may find helpful, including overviews of the sex offender registration and notification act, civil commitment, lifetime community parole, and information on sex offender legislation, regulations and registration fees.

Institute for Sexual Wellness

53 Winter St
Weymouth, MA 02188
Telephone: 617-479-4501 – Fax: 617-479-8109
Email: info@instituteforsexualwellness.org – Web site:
www.instituteforsexualwellness.org

Services: The Institute for Sexual Wellness provides evidence-based comprehensive assessment, psychopharmacological and psychotherapeutic sex offender treatment to individuals whose behaviors pose a high risk to themselves and/or others. Services offered include full clinical evaluations, dynamic risk assessments, group and individual therapy, as well as psychopharmacological therapy.

Service hours: M-W: 9am-6pm, and flexibility as on a needs-be basis

Cost: Private pay by cash or check only.

Languages: English

Transportation: Bus line #225 to Federal Street at Washington Street

Massachusetts Association for the Treatment of Sexual Abusers (MATSA)

P.O. Box 975
Montague, MA 01351
Telephone: 413-427-6903, messages should be left on the answering machine
Web site: www.matsa.org

Services: This is a professional association of clinicians and other professionals in the field of sex offender evaluation and treatment.

The MATSA Resource Directory, a list of treatment providers, is available [online](http://www.matsa.org/index.php?option=com_content&view=75ra nsse&id=9&Itemid=18).
(http://www.matsa.org/index.php?option=com_content&view=75ra nsse&id=9&Itemid=18)

New England Center and Home for Veterans

See in Category: *Veterans*, page 89

New England Forensic Associates

22 Mill St. #306
Arlington, MA 02476
Telephone: 781-643-0610 – Fax: 781-643-1609
Email: nefa@nefacorp.com – Web site: www.nefacorp.com

Services: NEFA is a nationally recognized center for the evaluation and treatment of problematic sexual behavior.

NEFA provides:

- Individual and group therapy
- Outpatient Therapy
- Specialized Treatment Programs
- Psychological Evaluation
- Psychometric Assessment
- Employment and Human Resources Screening
- Professional Consultation
- Expert Witness Testimony

Service hours: Office Hours: M – Th 9am – 5pm

Requirements / Restrictions: Client needs to be accepted to treatment by a clinician

Cost: Selected insurances accepted; sliding fee scale

Waiting time: Less than a month for appointments

Languages: English, Spanish

Transportation: Red Line: Alewife or Harvard Square, then take bus #79 or 67 (from Alewife) or bus #77 (from Harvard Square) to Arlington Town Hall.

Parole Regional Reentry Centers

See in Category: *Other Groups*, page 66

Registrants and Families Support Line

P.O. Box 643
Arnold, MO 63010
Telephone: 800-773-4319
Email: hotline@thesupporthotline.org – Web site:
www.nationalrsol.org/resources/support-hotline/

Services: The Registrants and Families Support Line is run by all volunteers of RSOL, WAR and SOSEN. We have no legal resources, housing or job services other than trying to direct the caller to possible resources. We support registrants and their families who might also want to connect with a state support group or just need someone to listen.

Service hours: 10am – 10pm

Requirements / Restrictions: We are not a suicide prevention line or a resource for reporting child physical or sexual abuse. Please call

either the Suicide Prevention line or the Child Abuse Prevention Hotline in these cases.

Cost: None

Sex Offender Registry Board (SORB)

Commonwealth of Massachusetts

P.O. Box 4547

Salem, MA 01970

Telephone: 1-800-93-MEGAN (1-800-936-3426) –or- 1-978-740-6400

– Fax: 978-740-6464

Web site: www.mass.gov/sorb

Contact: Registration Unit 978-740-6503, Classification Unit 978-740-65

Services: Website provides Board forms as well as summaries of information on registration requirements and fees, the requirement that sex offenders verify their registration every 30 days if homeless or living in a homeless shelter (registration is required annually in-person at live address, police department for level 2 and 3; by mail if level 1 or unclassified), and penalties for failure to comply with the various requirements. The site also lists recent changes in relevant Massachusetts General Laws and other information and regulations for sex offenders. The site also lists Level 3 and Level 2 (if classified after July 12, 2013) offender information including photos, searchable by last name, community, county, zip code, incarcerated or violators, and provides numerical counts for Level 2 and 3 offenders by city, town, or Boston neighborhoods.

The website provides information on reclassification hearings, as well as information on waiving the registration fee for individuals who qualify as indigent. The website provides an updated sex offender brochure. Staff at SORB can also answer questions and offer support for community based programs.

Service hours: M – F 8:45am – 5pm

Requirements / Restrictions: Homeless sex offenders must verify registration every 30 days. Non-homeless sex offenders must verify registration annually.

Stop It Now!

351 Pleasant Street

Suite B-319

Northampton, MA 01060

Telephone: 1-888-773-8368

Email: helpline@stopitnow.org – Web site: www.stopitnow.org

Services: The Resource Guide on this website lists a number of relevant organizations including resources for referrals for treatment providers. Stop It Now! Also maintains a Helpline for adults who are at risk for sexually abusing a child, for friends and family members of sexual abusers and/or victims, and for parents of children with sexual behavior problems. The toll-free Helpline is confidential and no caller ID is used. Call 1-888-PREVENT. The Helpline also offers an email service to answer individuals' questions and provide guidance and resources.

Chat option available on website.

Service hours: M – F: 12pm. – 6pm Website and email available 24/7

Requirements / Restrictions: All direct services are done by telephone and email.

Cost: Free

Languages: English, some Spanish literature available online

Shelters

Barbara McInnis House, BHCHP

Jean Yawkey Place
780 Albany Street
Boston, MA 02118
Telephone: 857-654-1760 – Fax: 857-654-1112
Web site: www.bhchp.org

Contact: Admissions

Services: This is a short-term medical respite program for seriously ill homeless men and women – those individuals who are too sick for a shelter but not sick enough for a hospital. The program provides short-term medical and recuperative services that include dermatology, optometry, HIV related services, dental, and behavioral health testing.

Requires a referral from a social worker, an agency case manager or clinician who has appropriate medical information, or a DOC nurse, or some other medically-knowledgeable professional.

Requirements / Restrictions: Must have a referral from a hospital, shelter, clinic, social worker, or other health care service provider. Patients cannot self-refer for admission.

Boston Rescue Mission

39 Kingston Street
Boston, MA 02111
Telephone: 617-338-9000 – Fax: 617-482-6623
Email: info@brm.org – Web site: www.brm.org

Services: Boston Rescue Mission offers a variety of programs and resources that prevent and end homelessness and support the recovery, health, faith, and independence of those who have a history of substance abuse, incarceration, and homelessness. Programs offered include:

Meal Programs:

- Food Pantry – Located at 39 Kingston Street.
- Residential Meals – meals served to residents in the Safe & Healthy program (2 meals per day) and the Residential Recovery Program (3 meals per day).
- Community Meals – Weekday 3pm meals open to the public. Sundays 5pm at 39 Kingston Street.
- Saturday Morning Outreach – Saturday morning meal served on the Boston Common.

Safe & Healthy Program: An emergency shelter providing hot meals, showers, and refuge from the street 365 nights per year.

Vocational Development: Job retention and life skills training.

Spiritual Development: All residents have the opportunity to meet with the spiritual development team at the Mission to pursue spiritual growth and development.

Safe Havens Veterans Program: Assistance to help veterans find permanent housing.

Residential Recovery Program: Residential substance abuse treatment program that includes mental health services, employment assistance, and housing assistance.

Outpatient Substance Abuse Counseling & Day Treatment:
Outpatient substance abuse program.

Sober Living: A safe, therapeutic and accountable transitional housing community offering the benefits of an active substance abuse recovery program

Service hours: Shelter check-in time: 5pm

Requirements / Restrictions: Length of stay is night to night; Storage space: only for those enrolled in programs.

Cost: Sober Living program: nominal weekly fee

Transportation: T-stop/bus: Silver, Orange, or Red Line: Downtown Crossing

Bristol Lodge Men's Shelter

27 Lexington Street
Waltham, MA 02454
Telephone: 781-893-0108 – Fax: 781-647-3249
Email: bl@mhsainc.org – Web site: www.mhsainc.org/shelters.htm

Services: 45 bed emergency shelter for homeless single men. Maximum stay is 90 days. Small lockers available for storage space. Case management services are also available

Service hours: 4pm – 7:45am; Call at 9am to reserve bed. No intakes on weekends.

Requirements / Restrictions: Clean urine upon arrival and for the entire stay; this is a sober shelter

Waiting time: No wait time, first-come first-served basis

Transportation: T-stop/bus: Waltham bus from Central Sq. or commuter rail

Bridge Over Troubled Waters

See in Category: *Physical and Mental Health*, page 70

Bristol Lodge Women's Shelter

205 Bacon Street
Waltham, MA 02451
Telephone: 781-894-1225
Web site: www.mhsainc.org/shelters.htm

Services: 12 bed emergency shelter for homeless women. Case management services also available.

Service hours: 4pm – 7:45am; Call 781-893-0108 at 9am to reserve bed. No intakes on weekends.

Requirements / Restrictions: Clean urine upon arrival and for the entire stay; this is a sober shelter

Transportation: Waltham bus from Central Sq., Buses: #70, #554, #556 or commuter rail.

Casa Myrna

See in Category: *Domestic Violence*, page 15

CASPAR, Inc. Emergency Service Center

240 Albany Street
Cambridge, MA 02139

Telephone: 617-661-0600 – Fax: 617-492-3939
 Web site: www.casparinc.org

Services: CASPAR's [Emergency Service Center](#) (ESC) is one of three shelters in Massachusetts that accept homeless people who are actively using alcohol and drugs. At the ESC clients receive medical and mental health care, nutritional food, personal hygiene supplies, clean clothes, counseling, case management, and employment, housing, and treatment referrals in an environment that is welcoming and safe. The ESC provides a 24-hour shelter, 365 days a year to residents of Cambridge and Somerville.

Requirements / Restrictions: For residents of Cambridge or Somerville.

May be eligible if resident of Cambridge or Somerville before incarceration.

Services meant for people that struggle with substance abuse addiction.

Waiting time: First come, first served basis

Languages: English, Spanish

Transportation: Bus #1, Albany Street stop.

Entre Familia

See in Category: *Substance Abuse*, page 83

FamilyAid Boston

727 Atlantic Avenue
 Boston, MA 02111

Telephone: 617-542-7286 – Fax: 617-542-9545
 Email: info@familyaidboston.org – Web site:
www.familyaidboston.org

Contact: Emergency Services for shelter & prevention for families at risk

Services: FamilyAid Boston operates several programs to address and prevent family homelessness.

The Family Emergency Solutions Program (FES)

Provides temporary emergency shelter in motels while families look for longer-term solutions and who are not eligible for state-funded emergency assistance. The agency also provides families who are eligible for the state's emergency assistance and referred from DHCD with longer term shelter, transitional housing, and stabilization services.

Service hours: 8:30am – 5pm. Family Emergency Solution Program available 24/7

Requirements / Restrictions: Different programs have differing requirements. All require that an individual or family's last established residency is in Boston. Income guidelines may apply to some programs. Ask when talking to staff.

Languages: Spanish, Haitian Creole, Cape Verdean Creole

Transportation: Red Line: South Station

Father Bill's Place

38 Broad Street
 Quincy, MA 02169

Telephone: 617-770-3314
 Web site: www.helpfbms.org

Services: Father Bill's Place is an emergency shelter for those in need. The main goal is to help people get stabilized and return to their community; Father Bill's Place does this through making referrals to community agencies, including those in mental health, substance abuse, housing, and employment. 3 meals a day can also be provided.

Service hours: Check-In: line up at 4:00pm for 4:30pm; Check-Out: 7:30am

Requirements / Restrictions: Guests must prove tie or connection to the greater Quincy/Brockton/South Shore area; Must speak to assessment specialist; Male or Female, 18+; Sex offenders must register with Quincy/Brockton Police Department.

Waiting time: Lottery system. No referrals are taken.

Languages: Languages are provided on an at-need basis

Other locations: 54 North Main Street, Brockton 02301
 508-587-5441

Transportation: Quincy Office: Red Line – Quincy Center then Bus #214 or #215 to Police Station. Shelter is behind the police station.
 Brockton Office: Commuter Rail – Brockton stop

First Church Shelter

11 Garden Street
 Cambridge, MA 02138

Telephone: 617-661-1873 – Fax: 617-354-4185
 Email: jstewart@firstchurchcambridge.org – Web site:
www.firstchurchcambridge.org/first-church-in-the-world/first-church-shelter

Contact: Jim Stewart

Services: Length of stay varies. The shelter has 14 beds for men and access to two meals, and showers. Storage space is modest.

The shelter also provides guests with assistance in identifying and securing resources to transition out of homelessness. A significant portion of that assistance comes from a partnership between the shelter and Home Start (see listing for [Home Start, Inc.](#)). Shelter staff are available to help guests negotiate the frequently difficult and intimidating process of applying for public benefits or subsidized housing.

Service hours: 6pm – 8am

Requirements / Restrictions: Agency referral only and no walk-ins; no registered sex offenders; must be drug and alcohol free.

Transportation: Red Line: Harvard Square or Mass Avenue Bus #1.

Harvard Square Homeless Shelter

66 Winthrop Street
 University Lutheran Church
 Cambridge, MA 02138

Telephone: 617-547-2841 or toll-free at 1-888-285-4038.
 Email: hshs.info@gmail.com – Web site: www.hcs.harvard.edu/hshs/

Services: Self-Referral:

Call between 7:30am and 8:00am to enter the lottery for a 2-week bed at the following toll-free number: 1-888-285-4038.

Call back between 8:05am – 8:30am or 7pm – 9pm to find out if a 2-week bed was received.

Call between 9:00pm – 9:30pm to enter the lottery for a 1-night emergency bed (same night).

Call back after 9:40pm to find out if a 1-night bed was received (must

be able to come in by 11:30pm).

Length of stay: max of 2 weeks, but can vary.

Service hours: 7:00pm until 8:00am Sunday through Friday, Saturday until 9:00am. HSHS runs between November 1 and April 15.

Requirements / Restrictions: Dry shelter – no drugs, no alcohol

Cost: None

Transportation: Red Line: Harvard Square or Bus #1

Heading Home

The Schrafft Center
529 Main Street, Suite 100
Charlestown, MA 02129
Telephone: 617-864-8140 – Fax: 617-864-2541
Email: info@headinghomeinc.org – Web site:
www.headinghomeinc.org

Services: Heading Home offers a variety of services available to women and families. These include:

Shelters & Emergency Services:

Dorchester and Roxbury Family Shelters: 8 Transitional shelters with capacity for 47 families.

Cambridge Shelter: Emergency shelter with capacity for 21 individuals.

Women's Drop-In Program: Provides hot meals, clothing, counseling and referrals for women.

Transitional Housing:

Medford Family Life Education Center: Transitional shelter with capacity for 8 single-parent families.

Transitional Apartments: 17 supported single-resident apartments for families receiving support services.

Permanent Housing:

Congregate Housing: Supported permanent housing provided for men and women with shared living spaces in Cambridge.

Scattered-Site Apartments: 21 supported permanent housing units for families located throughout Greater Boston.

Permanent Housing Partnership: Permanent housing and intensive services for individuals with disabilities, provided through partnerships with housing development corporations.

Service hours: Varies by program

Requirements / Restrictions: Different programs may have requirements; ask when applying.

Other locations: Cambridge Shelter

103-109 School St. Cambridge 02139, 617-547-1885

Transportation: Different programs are at different sites, all of which are accessible by public transportation. Call and ask for directions to specific program.

Administrative Offices (529 Main Street, Charlestown): Orange Line: Sullivan Square

Cambridge Shelter: Red Line: Central Square

New England Center and Home for Veterans

See in Category: *Veterans*, page 89

Pine Street Inn

444 Harrison Avenue
Boston, MA 02118
Telephone: 617-892-9207

Email: info@pinestreetinn.org – Web site: www.pinestreetinn.org

Services: Temporary and Brief Emergency Shelter for Men: For men who have no option to stay with family or friends, Pine Street Inn provides temporary and brief emergency shelter at its Men's Inn, located at 444 Harrison Avenue, or at its Shattuck Shelter located at 179 Morton Street. All new guests must meet with Triage prior to admission to shelter and should be arranged in advance of discharge from the criminal justice system. All beds are assigned daily and there is no guarantee for a bed. These services are primarily only for temporary, brief night shelter except for cold or dangerous weather conditions.

Temporary and Brief Emergency Shelter for Women: For women who have no option to stay with family or friends, Pine Street Inn provides temporary and brief emergency shelter at its 363 Albany Street. All new guests must meet with Triage prior to admission to shelter and this meeting should be arranged in advance of discharge from the criminal justice system. All beds are assigned daily and there is no guarantee for a bed. These services are primarily only for temporary and brief night shelter except for cold or dangerous weather conditions.

Service hours: Contact Triage as hours change depending on weather and locations

Requirements / Restrictions: Must be homeless; Ages 25 and older only; Alcohol/drugs/drug paraphernalia/weapons are not permitted on premises. Unregistered sex offenders are prohibited from the premises.

Cost: Depends on program

Waiting time: Depends on availability

Languages: English, Spanish

Other locations: Women's Inn at Pine Street: 363 Albany Street, Boston

Shattuck Shelter: 170 Morton Street, Jamaica Plain

Transportation: Silver line: East Berkeley; Orange line: Tufts Medical Center; Red line: Broadway.

Project Hope

550 Dudley Street
Roxbury, MA 02119
Telephone: 617-442-1880 – Fax: 617-238-0473
Email: info@prohope.org – Web site: www.prohope.org

Contact: Main Office

Services: Project Hope provides shelter, education, job training, childcare and housing support services to families. Below is the list of Project Hope programs with enrollment opportunities:

Education

Adult Educational Services (AES): AES offers three levels of full-time Pre-HSE and HSE instruction to women 18 years of age and older who need to improve basic academic skills. The program includes foundation classes in Next Steps Planning and Women of Strength, a variety of electives and opportunities for career exploration and internships. 617-442-1880 X239

English for Speakers of Other Languages (ESOL): ESOL offers part time classes to improve English reading, writing, listening and speaking skills for women 18 years of age and older. 617-442-1880 X251

Higher Education: The program provides support for participating students interested in attending college, including accessing financial support through colleges' financial aid offices and the One Family Scholars program. 617-442-1880 X239

Career Development/Job Training

Workforce Development & Employer Partnerships (WDEP): WDEP was founded to assist women—single mothers predominantly—and other community members in the Dudley neighborhood who found that without adequate training and an accessible path to employers their dreams of living wage jobs were out of reach. WDEP provides the link between community residents and work, supporting them with:

1. Job readiness training
2. Access to career ladder job opportunities, and
3. Ongoing case management support for a full year after job placement

To register for an upcoming open house, [click here](http://www.prohope.org/openhouse_form.htm) (www.prohope.org/openhouse_form.htm). For questions about open houses, please visit our frequently asked questions page. If you have additional questions, please call 617-442-1880 ext. 218 to leave a message. A staff member will return your call.

Collaborative Shelter Program

Collaborative Shelter Program is an opportunity for homeless adults who are interested in job readiness training or educational referrals. Referrals to the Collaborative Shelter Program are made by shelter staff. 617-442-1880 x239

Housing Services

Homelessness Prevention and Housing Search Services: A team of experienced staff provides housing counseling, landlord negotiation, budgeting advice, and housing search assistance workshops to families who are homeless or at risk of becoming homeless. 617-442-1880 x219

Family & Children's Services

Children's Center: Teachers trained in the field of Early Childhood Education foster the development of the children in a safe and educational environment. The Center is a full-time, year-round program accredited by NAEYC. Hours of care are 7:30am-5:30pm and transportation is provided for families with a Child Care Choices voucher. Open to children ages 2 months to 5 years. 617-442-1880 X280

Home-Based Family Child Care Network: Project Hope's network of licensed child care providers, many whom have national credentials and college degrees, provide high-quality care in Dorchester, Roxbury, South End, Jamaica Plain, Roslindale and Hyde. Multi-lingual (English, Spanish, and Haitian Creole) providers are available for part and full-time child care. We offer help accessing subsidized child care, and transportation services are provided in some cases. 617-442-1880 X216

Service hours: M – F: 8:30am – 5pm

Requirements / Restrictions: Programs are primarily for homeless, formerly homeless or low-income women with children. The Adult

Education program is open to women over the age of 18. The job training programs and housing services are open to all individuals. Shelter requires referral from DTA. Financial assistance is only provided to families with children under the age of 18.

Cost: All Project Hope programs are free of charge.

Languages: Spanish and Haitian Creole

Transportation: Bus #15 from Ruggles Station via Dudley Station or Bus #41 from JFK/UMASS Station

RESPOND, Inc.

See in Category: *Domestic Violence*, page 16

Rosie's Place

See in Category: *Women*, page 93

Somerville Homeless Coalition, Shelter Services

14 Chapel Street
Somerville, MA 02144

Telephone: 617-623-2546 – Fax: 617-623-2524

Email: mgray@shcinc.org – Web site:

www.somervillehomelesscoalition.org/programs/shelters/

Services: Sixteen homeless people are able to stay on a transitional basis (12 male and 4 female) while being assisted with support services and moving them into permanent housing. Program offers services that include meals, showers, laundry, case management, and referrals and coordination with community services.

Beds available by wait-list. Call any time for information. No referral required.

Service hours: Check-in: 4pm; Check-out: 8am

Requirements / Restrictions: No walk-ins please. Storage space is limited. Must be sober and clean. Must place earnings into a savings account. Mandatory drug tests, curfews, and chores.

Cost: None

Waiting time: Call for bed wait time

Languages: English

Other locations: Also see Directory listings for:

[Somerville Homeless Coalition](#)

[Somerville Homeless Coalition, Project Soup](#)

Transportation: Red Line – Davis Square

St. Francis House

39 Boylston Street
Boston, MA 02116

Telephone: 617-542-4211 – Fax: 617-542-4705

Email: info@stfranchishouse.org – Web site: www.stfranchishouse.org

Contact: Day Center Supervisor

Services: St. Francis House provides a number of services including: Breakfast and lunch, clean and seasonally appropriate clothing, daytime shelter and showers, medical care.

St. Francis House also provides housing on-site. The Next Step Housing Program at St. Francis House provides single-occupancy rooms for 56 single, low-income men and women who have

experienced homelessness, unemployment, and substance abuse.

Meals

Breakfast: 7:30am – 9am
 Lunch: 11:30am – 1pm
 Emergency Sandwiches provided after 2:45 pm
 Meals are free and served 365 days a year.

Mail and ID Services

The address of St. Francis House can be used as a temporary mailing address. Mail will not be held after 30 days. The address is:
 (Name), c/o St. Francis House
 39 Boylston Street
 Boston, MA 02116

Mail pick-up times are:
 M-Th: 9am – 11:30am & 1pm – 3pm
 F: 9am – 11:30am
 Sat: 10am – 10:30am

Additional programs include a variety of education and life-style groups, a Women’s Center, case management, local transportation, clothing, and housing assistance. The following web page links provide additional information about St. Francis services:

- [Counseling & Mental Health](http://www.stfrancishouse.org/site/PageServer?pagename=Programs_Counseling)
 (www.stfrancishouse.org/site/PageServer?pagename=Programs_Counseling)
- [MAP and Educational Services](http://www.stfrancishouse.org/site/PageServer?pagename=Programs_Vocational_MAP)
 (http://www.stfrancishouse.org/site/PageServer?pagename=Programs_Vocational_MAP)
- [Next Step and Housing Services](http://www.stfrancishouse.org/site/PageServer?pagename=Programs_Housing)
 (http://www.stfrancishouse.org/site/PageServer?pagename=Programs_Housing)

Service hours: Hours vary depending on program. Call or visit website for details.

Requirements / Restrictions: No pets. Service animals are allowed.

Cost: All services are free

Languages: English, Spanish

Transportation: Green Line: Boylston St; Orange Line: Chinatown

United Homes Adult Shelter

540 Columbia Road
 Dorchester, MA 02125
 Telephone: 617-436-2588 or 617-282-0456

Services: This emergency, overnight shelter, run by Pilgrim Church, accommodates 124 chronically homeless men, many of whom are struggling with substance abuse and mental health issues.

United Homes Adult Shelter also offers a 24-hour program. Eligibility for 24-hour program will be determined after face-to-face assessment by Case Manager. Case Management offers progressive program to assist in finding permanent housing. Small specialized re-entry program. Services provided include:

- Sober Living Program: Up and Out
- Homeless Services: Homestart and treatment are provided
- Mental Health: treatment is provided

Whittier Street Veterans Association stops by once a week
 Length of stay: Indefinite, but only 12 hours/night unless in the 24-

hour program.
 Storage space: None.

Service hours: Check-in: first-time guests at 5pm; Must leave by 7am if not enrolled in program

Requirements / Restrictions: No Level 3 sex offenders or arsonists allowed. Men only, 18 or older. 30 days of sobriety preferred; no drugs/alcohol/paraphernalia allowed on premises.

Cost: No Cost

Transportation: Red Line: Andrew Sq.; call for directions

Women’s Lunch Place

See in Category: *Women*, page 94

Woods-Mullen Shelter

794 Massachusetts Avenue
 Boston, MA 02118

Telephone: 617-534-7100 – Fax: 617-534-9599
 Email: homelesservices@bphc.org – Web site:
www.bphc.org/whatwedo/homelessness/homeless-services/Pages/locations.aspx

Services: Woods Mullen Shelter is an emergency shelter for women located in the South End of Boston at the corner of Melnea Cass Boulevard and Massachusetts Avenue, near the Boston Medical Center. Woods Mullen Shelter provides food, emergency clothing, health care and case management services for women who are in need. Shelter guests are welcome to stay as long as needed and are strongly encouraged to take advantage of a wide range of services and programs designed to help transition back to the community. Services include meals, toiletries, emergency clothing, small storage lockers, medical and mental health care and individual case management. The Shelter is open 365 days a year, 24 hours a day.

Woods-Mullen Shelter has 200 beds available. Beds are given out on a first-come, first-serve basis. In the winter months, overflow beds are available.

The Richard Weintraub Center at Woods-Mullen Shelter: The Richard Weintraub Day Center for women is located in the lobby of Woods-Mullen Shelter. Case management and mental health services are on-site daily from 8am-3pm. In the center, there are six chair-beds. These chair-beds are available 24 hours a day in a semi-private area. Community organizations also use the center to offer services and outreach to shelter guests.
 For more information, call (617) 534-7100.

Shelter at 112 Southamptton Street: A shelter for men, located on Southamptton Street in the Newmarket district of the South End, which opened in June 2015. This shelter serves men only and beds are allotted on a first-come, first-served basis. At full capacity, the shelter holds over 400 guests. Men looking for shelter for the evening should go to Southamptton Street Shelter, where they will be searched, screened and given admission. The shelter is open 24 hours a day on year round basis.

Service hours: Tickets are given out on a first come first serve basis beginning at 4pm.

Requirements / Restrictions: Must be 18 years or older.

Transportation: Silver Line; bus #1; Orange Line: Mass Ave.

Substance Abuse

Adcare

14 Beacon Street
Suite 801
Boston, MA 02108
Telephone: 617-227-2622 – Fax: 617-227-5447
Email: Boston@adcare.com – Web site: www.adcare.com

Contact: Adcare Boston

Services: Services include: Outpatient Substance Abuse Treatment, Intensive Outpatient Program (IOP), Individual Counseling, Group Therapy, and Family Counseling. Same day/next day appointments. Call the office to schedule a meeting.

Service hours: M – F: 8:30am – 8pm

Requirements / Restrictions: Must be 18 or older.

Cost: Cost varies according to the program and date of acceptance into program.

Other locations: 1419 Hancock St. Suite 201 Quincy, MA 02169
617-328-0639

95 Lincoln St. Worcester, MA 01605
508-799-9000 x3056

88 Faunce Corner Rd. N. Dartmouth MA 02747
508-999-1102

400 Bald Hill Rd. Suite 517 Warwick, Rhode Island 02886
401-732-1500

117 Park Ave. Suite 100 W. Springfield, MA 01089
413-209-3124

Transportation: Red line: Park St. Go up hill (Park St.) to Beacon and turn right. Blue Line: Government Center

AIDS Action Committee

See in Category: *Physical and Mental Health*, page 68

Alcoholics Anonymous

Telephone: 617-426-9444 (English), 617-623-1570 (Spanish or Portuguese)
Web site: www.aaboston.org

Services: Information on alcohol abuse and treatment.

Service hours: M – F: 9am – 9pm; Weekends and holidays: 12pm – 9pm

Languages: English, Spanish, Portuguese

Bay Cove Human Services

See in Category: *Physical and Mental Health*, page 68

Bay State Community Services

See in Category: *Physical and Mental Health*, page 68

Boston Public Health Commission: Father Friendly Initiative

See in Category: *Families*, page 42

Boston Public Health Commission: Men's Health and Recovery Program

774 Albany Street, 3rd Fl.
Boston, MA 02118
Telephone: 617-534-2185 – Fax: 617-534-2014
Web site: www.bphc.org

Contact: Intake, 617-534-2185

Services: Men's Health and Recovery is a short-term outpatient substance abuse counseling program with supportive case management for adult males in Boston.

The Program provides: Individual substance abuse counseling; Recovery support services; Links to educational and vocational resources; Psycho-educational groups including Relapse Prevention, Spirituality, Men's Trauma, Early Recovery, and Peer Leadership.

Additional services at this time include the Peer to Peer Project, available to all clients of Men's Health and Recovery. The Peer to Peer project involves peer-led activities aimed at supporting clients in achieving a full range of recovery goals, including housing and employment.

Participants will have access to: one-on-one recovery coaching and recovery planning; access to our onsite Peer Recovery Center, which includes a variety of sober activities and additional support groups; and the opportunity to become trained as peer leaders and/or recovery coaches.

[Men's Health and Recovery webpage](http://www.bphc.org/whatwedo/Addiction-Services/treatment-and-recovery-support-services/outpatient-services/Pages/Outpatient-Services.aspx)

(www.bphc.org/whatwedo/Addiction-Services/treatment-and-recovery-support-services/outpatient-services/Pages/Outpatient-Services.aspx)

Service hours: Intake hours: M – F 8am-4pm; Wednesday Evening Groups also available 7:15pm – 8:30pm

Requirements / Restrictions: Must be a man 18 years of age or older, a resident of Boston or surrounding neighborhoods, have a history of substance abuse or active use with the intention of seeking treatment.

Cost: No cost, insurance may be accessed

Languages: English (counseling & groups) and Spanish (counseling & groups)

Transportation: #1 Bus to corner of Massachusetts Ave. & Albany Street – Directly across from emergency room bays of Boston Medical Center.

Boston Public Health Commission: Mom's Project

774 Albany Street, 4th Fl.
Boston, MA 02118
Telephone: 617-534-7411 – Fax: 617-534-3491
Web site: www.bphc.org

Contact: Intake staff, 617-534-7411

Services: The Mom's Project is a short-term outpatient substance abuse counseling program with supportive case management for adult females in Boston.

The Program provides: Individual substance abuse counseling; Recovery support services; Links to educational and vocational resources; Psycho-educational groups including Relapse Prevention, Spirituality, Women’s Trauma, Early Recovery, and Peer Leadership.

Additional services at this time include The Wellness Project and the Peer to Peer Project, available to all Mom’s Project Clients:

- The Wellness Project: Providing access to onsite primary medical care as well as onsite coordination of all other medical care and behavioral health services. Participants will also have access to a host of other health and wellness activities.
- The Peer to Peer Project: Involves peer-led activities aimed at supporting clients in achieving a full range of recovery goals, including housing and employment. Participants will have access to: one-on-one recovery coaching and recovery planning; access to our onsite Peer Recovery Center, which includes a variety of sober activities and additional support groups; and the opportunity to become trained as peer leaders and/or recovery coaches.

Service hours: M – F: 8am – 5pm

Requirements / Restrictions: Must be a woman over the age of 18. Resident of Boston or surrounding neighborhoods with a history of substance abuse or active use with the intention of seeking treatment. Women are not required to have children to participate.

Languages: English, Spanish (only for individual counseling)

Transportation: #1 Bus to corner of Massachusetts Ave. & Albany Street – Directly across from emergency room bays of Boston Medical Center

Boston Rescue Mission

See in Category: *Shelters*, page 77

Casa Esperanza, Inc.

245 Eustis Street
392 Eustis Street (mail)
Roxbury, MA 02119

Telephone: For Outpatient: 617-445-1104 x300, For Men: 617-445-7411 x111, For Women: 617-44 – Fax: For Men: 617-541-0844, For Women: 617-541-1882

Email: ncastillo@casaesperanza.org – Web site: www.casaesperanza.org

Contact: For Outpatient: Receptionist, For Residence: Central Intake, Neseline Castillo

Services: Casa Esperanza offers integrated bilingual/bi-cultural treatment to adult men and women, and women with children, with a history of substance abuse. Through the *Rumbo A. Casa* program, Casa Esperanza specifically serves recently incarcerated individuals who are re-integrating into the community. Services offered include

- Substance abuse counseling and case management
- Anger management
- HIV Counseling
- Pro-Social activities
- Parenting Education
- “Thinking for a Change” group
- Substance abuse, mental health, and trauma groups
- Access to suboxone, vivitrol, and nicotine replacement therapy to manage cravings

- Supported Employment Services
- Recovery Coaching
- Reentry Case Management
- On-site primary care medical and psychiatry services

For questions about the Rumbo A. Casa Program, contact: Romina at rchorres@casaesperanza.org
OR
Kathleen at kpena@casaesperanza.org

Service hours: Residential: 24 hours; Outpatient Services: M – F: 8am – 8pm

Requirements / Restrictions: Must meet the following criteria:

- Have a history of chemical dependency
- Willing/able to participate in treatment and abide by program rules
- Have interpersonal skills necessary to function in group settings
- For outpatient services, must not have medical impairments or conditions that would prevent utilization of services, or is not stabilized on medications
- Have no severe suicidal, homicidal or acute mood symptoms/thought disorders which require a more intensive level of care

Cost: Free of Charge

Waiting time: Varies by program

Languages: Spanish, English

Transportation: Accessible on bus line, walking distance from Orange line

CASPAR, Inc. Emergency Service Center

See in Category: *Shelters*, page 77

Catholic Charities Archdiocese of Boston

See in Category: *Faith Based Organizations*, page 37

Entre Familia

209 River St.
Mattapan, MA 02126

Telephone: 617-534-7968 – Fax: 617-534-7971

Contact: Intake

Services: Entre Familia is 6-12 month residential substance abuse treatment program that provides bilingual/bicultural, gender-specific treatment to pregnant and postpartum Latina women and their children.

Service hours: 24 Hours

Requirements / Restrictions: Must be Latina, must be 18 years or older, must be resident of Boston or surrounding area.

Languages: English, Spanish

Transportation: Red Line: Mattapan

Future Hope Apprenticeship Program

101 Nightingale Street
Dorchester, MA 02124

Telephone: 617-533-7954 – Fax: 617-740-9484
Email: rev@fhap.info – Web site: www.futurehopeapprenticeship.org

Contact: Reverend Emanuel L Hutcherson, Executive Director

Services: *Future Hope Apprenticeship Program* (FHAP) serves in a social service capacity as an Access to Recovery provider via the Department of Public Health for Substance Abuse Community at large. Provides training & supervising recovery coaches and trainers. Also trains in foundational construction, OSHA safety, and job readiness.

The *GLT Prison Prevention Ministry* (the umbrella for FHAP) provides case management support on a case-by-case basis to incarcerated individuals, returning citizens or their families, as well as, Spiritual Recovery for Wounded Soldiers (a support group for returning citizens, both men and women.)

Service hours: Tu and F: 10am – 5pm; FHAP is open Tu/Th/F: 10am – 4pm; W: 1pm – 7pm

Requirements / Restrictions: FHAP is a drug free training program which randomly does urine testing twice a week. We expect all participants of FHAP being committed to the policies and guidelines of the program. We are here to serve and train our participants to the highest standard for them to be the best in the work force to live and have a productive life style.

Cost: \$25.00 Application Fee non refundable

Languages: English

Transportation: Take bus #22 or #23 from Ashmont (Red line) or Ruggles (Orange line), bus #28 from Ruggles (Orange line), or bus #29 from Jackson Square (Orange line).

Geiger Gibson Community Health Center

See in Category: *Physical and Mental Health*, page 71

Helpline, MA Substance Abuse Information & Education

See in Category: *Hotlines*, page 52

Hope House

8 Farnham Street
Boston, MA 02119

Telephone: 617-971-9360 – Fax: 617-971-9366

Email: paul@hopehouseboston.org – Web site:
www.hopehouseboston.org

Contact: Front Desk

Services: Hope House Residential Treatment Program is a 95-bed recovery home for male alcoholics and substance abusers located in Boston's Roxbury neighborhood. The Program consists of two main phases and an aftercare component:

The 21 day program – clients remain close to the program meeting with their Primary Counselor several times per week to develop a plan for the remainder of their treatment. Clients will attend several groups per day during the 21 day program to assist with identifying long term treatment needs and goals.

The work program – upon completion of the 21 day program clients will begin job searching. During the work program clients will begin to work on the identified needs and goals from the 21 day program.

Clients will develop community resources and supports that will assist with achieving and maintaining recovery. As a condition of Phase II, all clients with income must pay a program fee in the form of rent at \$119 per week or \$17 per day.

Aftercare Group – upon completion of the Program clients have access to a weekly Aftercare Group. This group provides peer support around the transition from treatment to more independent living situations, assists to identify roadblocks in the process, identify available community resources, and maintains a connection to the Hope House Treatment Program in the weeks following completion of the program.

Hope House also offers programs for outpatient services, housing needs, outreach efforts, and professional development. Contact Hope House for more information.

Requirements / Restrictions: Any sober male alcoholic or substance abuser in need of help and recovery is eligible for admission. He must meet the following criteria: male; 18 years or older; alcohol-related and/or substance-induced disorder; 3-5 days abstinence; referral from detox facility, transitional program, short-term treatment program, criminal justice agency, or other Social Service agency. Self-referrals reviewed on an individual basis. Must be motivated toward treatment and recovery, and capable of seeking and/or maintaining full time employment as part of the treatment program. SSI and/or SSDI recipients must be willing to volunteer within the community.

Transportation: Closest bus stop: Boston Medical Center stop on the #1 or CT1 bus; 10 minute walk from Andrew Station on the Red Line

Neponset Health Center, Harbor Health Services, Inc.

See in Category: *Physical and Mental Health*, page 71

New England Center and Home for Veterans

See in Category: *Veterans*, page 89

New England Forensic Associates

22 Mill St. #306

Arlington, MA 02476

Telephone: 781-643-0610 – Fax: 781-643-1609

Email: nefa@nefacorp.com – Web site: www.nefacorp.com

Services: NEFA is a nationally recognized center for the evaluation and treatment of problematic sexual behavior.

NEFA provides:

- Individual and group therapy
- Outpatient Therapy
- Specialized Treatment Programs
- Psychological Evaluation
- Psychometric Assessment
- Employment and Human Resources Screening
- Professional Consultation
- Expert Witness Testimony

Service hours: Office Hours: M – Th 9am – 5pm

Requirements / Restrictions: Client needs to be accepted to treatment by a clinician

Cost: Selected insurances accepted; sliding fee scale

Waiting time: Less than a month for appointments

Languages: English, Spanish

Transportation: Red Line: Alewife or Harvard Square, then take bus #79 or 67 (from Alewife) or bus #77 (from Harvard Square) to Arlington Town Hall.

New England Region of Narcotics Anonymous

Telephone: 1-866-NA-HELP-U (1-866-624-3578)

Email: info@nerna.org – Web site: nerna.org

Services: This website and hotline contain information about Narcotics Anonymous in New England for those struggling with an addiction to narcotics. NA meetings are held across Massachusetts and Rhode Island, and are searchable on the website by meeting time, location, language, age group, and more. Check the website or call the hotline for up to date information about current meetings.

The hotline is open to callers 24/7.

Service hours: Hotline 24/7; Meetings as listed on website

Requirements / Restrictions: None

Cost: Free

Languages: English, Spanish. Literature is also available upon request in over 60 languages.

Transportation: Varies by meeting location.

- Actively working on finding a job or job training
- 18 years of age or older
- Participation in the educational and/or support groups offered
- Established commitment to sobriety

Transportation: Red Line (Central Ave)

Rosie's Place

See in Category: *Women*, page 93

Salvation Army South End Community Center

See in Category: *Emergency Assistance*, page 29

Wyman Community Reentry Program

201 River Street

Mattapan, MA 02126

Telephone: 617-534-6187

Web site: www.bphc.org/whatwedo/homelessness/homeless-services/Pages/Wyman-Community-Reent

Services: The Homeless Services Bureau of the Boston Public Health Commission operates the Wyman Re-entry Center, a 4-6 month residential substance abuse recovery program for men involved in the court system.

Services offered include:

- Substance abuse counseling
- Case management
- Criminal/legal advocacy

Referrals can come from state or county correctional facilities, drug courts, shelter, parole offices, or agencies providing services to homeless returning citizens.

Service hours: Open 24 hours a day, 7 days a week.

Requirements / Restrictions:

- Homeless
- Male
- Seeking a safe and sober environment upon release from court or incarceration

Support Groups

AIDS Action Committee

See in Category: *Physical and Mental Health*, page 68

Bay State Community Services

See in Category: *Physical and Mental Health*, page 68

Boston Public Health Commission: Men's Health and Recovery Program

See in Category: *Substance Abuse*, page 82

Bridge Over Troubled Waters

See in Category: *Physical and Mental Health*, page 70

Cambridge Sharing Circle

Cambridge, MA 02138

Telephone: David: 857-207-8065, Patricia: 617-642-1615

Email: davmyers@mindspring.com

Contact: David Myers/Patricia Wild

Services: The Sharing Circle is for the formerly incarcerated and those who care about them. Every Wednesday evening, the group starts with a home-cooked meal at about 6pm, accompanied by informal and friendly conversation. The high point of the evening is the sharing circle, in which participants honestly speak about their personal experiences, insights, and issues in a safe and supportive environment.

Service hours: Wed: 6pm – 9pm

Cost: None

Languages: English

Transportation: Red line: Harvard Square; Longfellow Park is about 6 blocks from Harvard Square on the left off of Brattle Street.

Casa Esperanza, Inc.

See in Category: *Substance Abuse*, page 83

Commonwealth Center for Consultation and Psychotherapy

See in Category: *Physical and Mental Health*, page 70

EMERGE (Batterer's Intervention)

See in Category: *Domestic Violence*, page 15

Future Hope Apprenticeship Program

See in Category: *Substance Abuse*, page 83

Greater Love Tabernacle, Inc.

See in Category: *Faith Based Organizations*, page 38

Hope House

See in Category: *Substance Abuse*, page 84

Hour House Boston, Incorporated

See in Category: *Housing*, page 56

International Foundation for Gender Education (IFGE)

14 Felton Street

Waltham, MA 02453

Telephone: 781-899-2212 – Fax: 781-899-5703

Email: info@ifge.org – Web site: www.ifge.org

Services: Provides information and referrals to local support groups and medical and psychological professionals for all groups of people, including Transgendered, Transsexual, Crossdresser, Agender, Gender Queer, Intersex, Two Spirit, Drag King, Drag Queen, Queer, Straight, Butch, Femme, Homosexual, Bisexual, and Heterosexual.

IFGE also operates the Synchronicity Bookstore (open to the public), Transgender Tapestry Magazine, and advocacy for the groups listed above.

During office hours, IFGE provides information and referrals, and accepts donations and orders for publications and subscriptions.

Service hours: M – F: 10am – 6pm, contact by telephone only

Cost: There are charges for the magazine and books purchased at the bookstore.

Languages: Limited Spanish

Mothers for Justice and Equality

See in Category: *Women*, page 92

Moving Steps Foundation

See in Category: *Other Groups*, page 66

New England Center and Home for Veterans

See in Category: *Veterans*, page 89

New England Forensic Associates

22 Mill St. #306

Arlington, MA 02476

Telephone: 781-643-0610 – Fax: 781-643-1609

Email: nefa@nefacorp.com – Web site: www.nefacorp.com

Services: NEFA is a nationally recognized center for the evaluation and treatment of problematic sexual behavior.

NEFA provides:

- Individual and group therapy
- Outpatient Therapy
- Specialized Treatment Programs
- Psychological Evaluation
- Psychometric Assessment
- Employment and Human Resources Screening
- Professional Consultation
- Expert Witness Testimony

Service hours: Office Hours: M – Th 9am – 5pm

Requirements / Restrictions: Client needs to be accepted to treatment by a clinician

Cost: Selected insurances accepted; sliding fee scale

Waiting time: Less than a month for appointments

Languages: English, Spanish

Transportation: Red Line: Alewife or Harvard Square, then take bus #79 or 67 (from Alewife) or bus #77 (from Harvard Square) to Arlington Town Hall.

New England Region of Narcotics Anonymous

See in Category: *Hotlines* or *Substance Abuse*, page 53 or 85

Parents Helping Parents/Parental Stress Line

See in Category: *Families*, page 44

RESPOND, Inc.

See in Category: *Domestic Violence*, page 16

Roxbury Multi-Service Center

See in Category: *Families*, page 44

Span, Inc.

See in Category: *Physical and Mental Health*, page 73

The Network – La Red

See in Category: *Domestic Violence*, page 17

Tiffany Club of New England

P.O. Box 540071

Waltham, MA 02454-0071

Telephone: 781-891-9325 – Fax: 781-899-3562

Email: info@tcne.org – Web site: www.tcne.org

Services: Tiffany Club of New England (TCNE) is a social and support organization for the transgender community. TCNE provides the following:

- A confidential, respectful and safe physical location so that members can be who they are as they best feel comfortable doing. Members and visitors can express their true gender in the way most comfortable for them. You don't have to attend crossdressed. You can come to TCNE and change in the changing and makeup areas.
- A social support network to provide transgender men and women with peer based social support.
- A place for spouses and partners to express their feelings and gain support from people in similar circumstances
- Opportunities for education regarding transgenderism, gender dysphoria, transsexuality, transvestism, and crossdressing.
- Social activities for fun
- Opportunities for members to help and serve others in the transgender community by helping to organize and present various educational and social activities
- Referral services to therapists and other professionals trained in gender dysphoria issues, crossdressing, transgender, t87transsexual and related issues

- Connection to other social and support organizations helping to support transgender persons in New England and throughout the United States

Service hours: Call on Tuesdays, from 7pm – 9pm or on Saturdays, from 7pm – 11pm to get a live voice

Requirements / Restrictions: Target population: transgender community.

Cost: There is an annual membership fee. Ask about the current fee. Fee for non-members

Transportation: Call for information on membership and activities. Inquiries are handled discreetly and carefully.

United Way's Mass 2-1-1 Helpline

See in Category: *Hotlines*, page 54

Transportation

Massachusetts Bay Transportation Authority (MBTA)

10 Park Plaza, Suite 3910
Boston, MA 02116
Telephone: 617-222-3200 or 1-800-392-6100
Web site: www.mbta.com

Contact: Customer Support Services

Services: The MBTA operates the greater Boston public transportation system. The MBTA no longer uses tokens. The system now uses a plastic CharlieCard or paper CharlieTicket.

Information on special rates for Seniors and Disabled/Handicapped, higher fares which may apply to longer distances, Commuter Rail passes or single rides, MBTA Boat tickets and passes, and the purchase of annual passes can be obtained at many subway stations or from the website. At locations where purchasing a ticket is not possible, a commuter may be able to pay on the bus or train; a surcharge may apply.

For travel information, schedules, comments, or complaints:

- Visit the website: www.mbta.com
- Call toll free: 1-800-392-6100 (Deaf or Hard of Hearing: TTY 617-222-5146)

Schedules and maps can also be obtained at many subway stations.

Service hours: See website for T, bus, and commuter rail hours

Cost: \$2.25 (Subway), \$1.70 (Bus) for one way fare on CharlieCard; \$2.75 (Subway), \$2.00 (Bus) for CharlieTicket/Cash

Languages: Website information offered in: Arabic, Chinese, Dutch, French, German, Greek, Italian, Japanese, Korean, Portuguese, Russian, Spanish, Swedish

New England Center and Home for Veterans

See in Category: *Veterans*, page 89

Straight Ahead Ministries

See in Category: *Faith Based Organizations*, page 39

Veterans

Boston Rescue Mission

See in Category: *Shelters*, page 77

Community Servings

See in Category: *Food*, page 47

Geiger Gibson Community Health Center

See in Category: *Physical and Mental Health*, page 71

Massachusetts Department of Veterans' Services

600 Washington St. 7th Floor
Boston, MA 02111

Telephone: 617-210-5480 – Fax: 617-210-5755

Email: MDVS@vet.state.ma.us – Web site: www.mass.gov/veterans

Contact: Local Veterans' Services Officer

Services: [Financial and Medical Assistance](http://www.mass.gov/veterans/benefits-and-services/financial-and-medical-assistance) (www.mass.gov/veterans/benefits-and-services/chapter-115.html)

Under Chapter 115 of Mass. General Laws, the Commonwealth provides a program of financial and medical assistance for indigent veterans and their dependents.

[Bonuses and Annuities](http://www.mass.gov/veterans/benefits-and-services/bonus/) (www.mass.gov/veterans/benefits-and-services/bonus/)

A one-time bonus payment for service during wartime and an annuity in the amount of \$2,000 for certain veterans and their spouses, as well as Gold Star Parents.

[Mission Direct Vet](http://www.mass.gov/veterans/benefits-and-services/mission-direct-vet/) (www.mass.gov/veterans/benefits-and-services/mission-direct-vet.html)

Mission Direct Vet is a jail diversion program that provides services and treatment to veterans as an alternative to incarceration.

[Tax and Motor Vehicles](http://www.mass.gov/veterans/benefits-and-services/tax-and-vehicles/) (www.mass.gov/veterans/benefits-and-services/tax-and-vehicles/)

Veterans are allowed certain tax exemptions and motor vehicle benefits such as license plates, excise tax exemptions, and vehicle registration exemptions.

[Pension Program](http://www.mass.gov/veterans/benefits-and-services/family-benefits/pension-program.html) (www.mass.gov/veterans/benefits-and-services/family-benefits/pension-program.html)

The Pension Program provides elderly veterans or eligible spouses with assistance in applying for VA Non-Service Connected Pensions and/or Chapter 115 benefits.

[Family Benefits](http://www.mass.gov/veterans/benefits-and-services/family-benefits/) (www.mass.gov/veterans/benefits-and-services/family-benefits/)

State and federal veterans' benefits are available to the dependents (spouse, children, parents) of eligible veterans.

[Guard and Reserve](http://www.mass.gov/veterans/benefits-and-services/national-guard-and-reserve/) (www.mass.gov/veterans/benefits-and-services/national-guard-and-reserve/)

An assortment of information, questions, and answers that may help recently called-up Guard and Reserve members and their families.

[Federal Benefits and Services](http://www.mass.gov/veterans/benefits-and-services/federal-benefits-and-services/) (www.mass.gov/veterans/benefits-and-services/federal-benefits-and-services/)

services/federal-benefits-and-services/)

The federal government offers benefits, services, and programs for veterans and their families, as well as members of the Reserve Component.

[Financial Education Resources](http://www.mass.gov/veterans/benefits-and-services/financial-ed-resources.html) (www.mass.gov/veterans/benefits-and-services/financial-ed-resources.html)

Online resources to help veterans, service members, and families with finances.

The federal Veterans' Administration for benefits information can be reached at 1-800-827-1000. They also have a web site with useful information at www.va.gov. For VA health eligibility, call 1-877-222-8387.

Service hours: Boston office hours are 8:45am – 5pm; Call other towns for local office hours.

Requirements / Restrictions: Must be a veteran, dependent of a veteran, or a widow/widower of a veteran and have limited income.

Other locations: [Local Veterans' Services Officer Locations](#)

Boston Veterans' Services Officer – 43 Hawkins St. Boston, MA 02114
T: 617-635-3037 F:617-635-3957

Cambridge Veterans' Services Officer – 51 Inman St. 2nd Floor, 02139
T: 617-349-4761; F: 617-349-4097

Chelsea Veterans' Services Officer – City Hall, Room 112: 500 Broadway, 02150
T: 617-466-4250; F: 617-466-4251

Revere Veterans' Services Officer – City Hall: 281 R Broadway, 02151
T: 781-286-8119

Somerville Veterans' Services Officer – City Hall, Annex 50: Evergreen Ave. 02145
T: 617-625-6600 x4700

Winthrop Veterans' Services Officer – Town Hall: 1 Metcalf Sq. 02152
T: 617-846-3065; F: 617-846-5458

Transportation: Main Administrative Office: Washington St., take Orange line to Chinatown or Downtown Crossing. Telephoning first is recommended.

Neponset Health Center, Harbor Health Services, Inc.

See in Category: *Physical and Mental Health*, page 71

New England Center and Home for Veterans

17 Court Street

Boston, MA 02108

Telephone: Services: 617-371-1800 – Fax: Services: 617-371-1771 –
or- Case Management: 617-371-1824

Email: info@nechv.org – Web site: www.nechv.org

Services: Located in Downtown Boston and offering services throughout the region, NECHV supports Veterans with innovative services that enable success, meaningful employment, and dignified independent living.

Veterans Training School (VTS): With the goal of assisting Veterans

obtain and retain competitive employment, the VTS team helps Veterans develop the skills necessary to re-enter the civilian workforce with confidence. The VTS team provides:

- Employment Services: skills assessment, goal setting, job matching, resume writing assistance, certified returning citizen employment specialist
- Employment Support: transportation, interview preparation, professional dress
- Education and Training: computer sciences, professional skill building, vocational workshops, life skill courses

Supportive Services: The Center provides a community of support. It provides an accommodating and supportive community that interrupts the downward cycle of hopelessness that can so often accompany being without a home. The Center seeks to mitigate and eliminate the disruption and disability that homelessness creates. It provides a home, meals, and connection to the community, resources, a sense of identity and a path to a better future.

Human Services Programs:

- Veteran 360 Programs
- Supportive Services for Veteran Families (SSVF)
- Veteran Recovery
- Veteran Case Management
- Women Veterans Support Program
- Senior Veteran Wellness Program

Housing Program:

- Emergency Housing
- Transitional Housing
- Separate Female Transitional Housing
- Permanent Housing On-Site
- Housing Advocacy
- Safe Haven

Medical Care:

- Boston Healthcare for the Homeless

Service hours: Services open 24/7, Office hours are M – F: 9am – 5pm

Requirements / Restrictions: The Center welcomes any person who has served this county in uniform regardless of military branch, time served, or discharge status.

Transportation: Green line: Government Center; Orange line: State St.

Project Place: Employment, Job Training, & Resource Services

See in Category: *Employment*, page 33

US Department of Veterans Affairs, IRIS

Telephone: VA Benefits: 1-800-827-1000; Crisis Hotline: 1-800-273-8255

Web site: iris.custhelp.com

Services: The Inquiry Routing & Information System (IRIS), maintained by the US VA, contains a list of toll-free numbers for contacting the Department related to various veterans' issues. Visit the website link for a complete listing of toll-free phone numbers. IRIS is also a secure messaging system that can be used to message inquiries to the VA.

V.A. Boston Healthcare System for Women Veterans

Walk-ins are not encouraged. Call for information and directions.

150 South Huntington Avenue

Boston, MA 02130

Telephone: 857-364-4027 – Fax: 857-364-4427

Web site: www.mass.gov/veterans/housing/transitional/womens-housing.html

Contact: Coordinator

Services: These programs are part of the federal Veterans' Administration Healthcare System:

Women Veterans Homelessness Program: Case management and referrals to numerous other V.A. resources including mental and medical health services, substance abuse treatment and access to shelter. Call Lauren Dever, Coordinator, at 857-364-4027.

Trust House: Trust (Transitional Residence Utilizing Support and Treatment) House is a therapeutic residential program that offers secure and affordable housing along with a communal atmosphere in a treatment-focused setting in Jamaica Plain. The residence is home for seven women veterans and two house managers. Each resident participates fully in the daily operations of the house (including food shopping, cleaning, gardening, laundry, and cooking). The TRUST House specializes in the treatment of women with PTSD as well as depression, substance abuse, anxiety, dissociation, and homelessness. TRUST Contact: 857-364-4149

Requirements / Restrictions: For female veterans, V.A. eligible. If unsure of V.A. status, call for information.

Other locations: Soldier On: House on the Northampton VA campus in Leeds, MA that is especially for women veterans. The program provides resident veterans with treatment and recovery from drug and alcohol addictions along with medical services.

Northampton VA Medical Center
421 North Main Street, Leeds, MA 01053-9764
413-584-4040, Ext. 2288

Veterans Inc.: Two housing programs in Worcester that offer alcohol and drug-free environments coupled with case management.

6 Sheridan Street, Worcester, MA 01610
508-791-3286
www.veteransinc.org

Women's Dorms at Chelsea Soldiers' Home: The Chelsea Soldiers' Home has a private and secure dormitory wing specifically for female veterans who can live in an independent setting and who require minimal assistance with the activities of daily living. For eligibility requirements and to apply, contact the Soldiers' Home.

Chelsea Soldiers' Home
91 Crest Avenue, Chelsea, MA 02150
617-884-5660
www.mass.gov/che

Lt. Pamela D. Donovan Memorial Residence for Women: A newly-renovated dormitory at the New England Shelter for Homeless Veterans. Renovated in 2007, the 16-bed dormitory has new floors, ceilings, tiling, bathroom facilities, and television room.

New England Center for Homeless Veterans
17 Court Street, Boston, MA 02108
(617) 371-1800
info@nechv.org, www.nechv.org

Veterans Legal Services

P.O. Box 8457
Boston, MA 02114
Telephone: 857-317-4474 – Fax: 844-621-2797
Email: info@veteranslegalservices.org – Web site:
www.veteranslegalservices.org

Services: Veterans Legal Services is a non-profit organization offering free legal advice and representation to homeless and low-income veterans in the Boston area.

Veterans Legal Services serves over 400 clients per year at legal clinics located in service centers. Legal assistance is provided in the following civil law areas:

- Child Support
- Child Custody
- CORI Issues, Sealing Criminal Records
- Debt Collection
- Divorce
- Evictions and Security Deposits
- Public Benefits
- Unemployment Benefits
- Veterans' Benefits

Intakes are done only at the clinics and times listed for veterans:

New England Center for Homeless Veterans
17 Court Street, Government Center, Boston, 617-371-1800;
Wednesdays, 6pm

Chelsea Soldiers' Home
91 Crest Avenue, Chelsea 617-884-5660; Every other Monday,
10:30am

Requirements / Restrictions: Geographic area covered:
Client must reside in Massachusetts.
Case must be in one of the following jurisdictions: Essex County,
Middlesex County, Norfolk County, Plymouth County, Suffolk County

Cost: None

Women

Aid to Incarcerated Mothers (AIM)

695 Truman Parkway, Suite B101
Hyde Park, MA 02136

Telephone: 617-333-0545 – Fax: 617-333-0310

Email: jfox9@msn.com – Web site: www.aim-ma.org

Services: AIM’s particular focus is on mothers who have had involvement with the criminal justice system. It provides comprehensive clinical, legal advocacy, and other support services to women in and out of prison, including the following:

- Individual one-on-one therapy and counseling;
- Psychological assessments and psychopharmacology;
- Legal training for women ex-offenders on DCF and legal issues around domestic violence/sexual assault and family law;
- Referrals to other agencies for assistance with housing and areas of particular importance to women with children;
- Support services and emergency assistance for basic necessities; and
- Support groups and classes on Parenting, Anger Management, Trauma, Self-esteem Reinforcement, and Relapse Prevention.

AIM provides a continuum of involvement with women prisoners and, often, their children. AIM staff present Legal Workshops on Child Custody and Visitation at MCI-Framingham and South Middlesex Correctional Center. AIM is currently operating a child visitation program at South Middlesex Correctional Center in Framingham.

AIM also presents a Parenting Course at the Suffolk County Women’s Resource Center and, in collaboration with ABCD, a similar course at South Bay that deals with anger management and other issues and includes referrals made to SPAN. Call Jean Fox at 617-536-0058 for more information and requirements for admission.

In collaboration with Educational Development Corporation, AIM recruits, trains and supervises adult mentors for children of mothers in prison. CAMP – Children and Mentors Partnership – matches adult mentors with children of incarcerated parents.

24-hour Hotline for emergencies: 1-888-246-4302.

Service hours: M – F: 9am – 5pm. Intake of new clients on Mondays. Call for appointment.

Requirements / Restrictions: Women who are presently, or have been in the past, involved with DCF, or have been incarcerated.

Cost: No cost/fees

Transportation: Orange line: Forest Hill Station, Bus #32. Red Line: Mattapan Station, Bus #24. Commuter Rail: Fairmount Line/Station.

AIDS Action Committee

See in Category: *Physical and Mental Health*, page 68

Boston Public Health Commission: Healthy Baby/Healthy Child

See in Category: *Families*, page 42

Boston Public Health Commission: Mom’s Project

See in Category: *Substance Abuse*, page 82

Bristol Lodge Women’s Shelter

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Casa Esperanza, Inc.

See in Category: *Substance Abuse*, page 83

Casa Myrna

See in Category: *Domestic Violence*, page 15

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Entre Familia

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Heading Home

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La Alianza Hispana

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Moving Steps Foundation

See in Category: *Other Groups*, page 66

Mothers for Justice and Equality

184 Dudley St
Suite 109LL
Boston, MA 02119

Telephone: 617-516-8086 - Fax: 617-708-1026

Email: info@mothersforjusticeandequality.org - Web site:

www.mothersforjusticeandequality.org

Contact: Monalisa Smith

Services: MJE was founded by mothers who had lost children to community violence. Our founders sought to share their voice and vision to the fight against violence.

- You Matter: Personal Leadership Training, the core of MJE’s educational programming
- Youth Peer Leadership program
- Workforce Readiness Initiative, provides coaching and mentoring (provided by past participants) as well as job search assistance, resume and interview prep. Mothers are expected to secure employment and/or continue education within 12 months of enrolling in the program. Much of our current staff are past program participants and we have strong community relationships allowing us to place both adults and youth in jobs outside of the agency.

- Financial Literacy curriculum involves working with incarcerated individuals at the Suffolk County House of Corrections to expand our impact to address the needs of young adult incarcerated men coming back into the community
- MJE is leading parenting trainings for parents of youth attending The Mildred School as well as offering our Youth programming at The Mildred School and Codman Academy for Education Programs are organized under the Civic Leadership Academy, utilizing MJE's You Matter Curriculum. Classroom education is provided to groups at our main Roxbury location twice annually and at strategic partner organizations monthly throughout the year. You Matter curriculum is also incorporated into our year-round Youth Peer Leadership program.
- MJE responds to emerging needs by designing specific modules for unique populations, such as a new Homeless Teen Mothers program in partnership with area shelter services.
- Empowerment breakfasts, Corner Café Voter Engagement, an annual Mothers of Courage Award Ceremony

MJE provides services at our main location in Roxbury and also within the Suffolk County House of Corrections, in area affordable housing complexes, and at partner sites within our communities.

Service hours: 9am-5pm

Cost: Programs are free for participating members

Waiting time: No wait time

Languages: English

New England Center and Home for Veterans

See in Category: *Veterans*, page 89

On The Rise, Inc.

341 Broadway
Cambridge, MA 02139

Telephone: 617-497-7968; TTY: 617-497-7887 - Fax: 617-492-9814

Email: info@ontherise.org - Web site: www.ontherise.org

Contact: Community Advocate

Services: On The Rise provides a Safe Haven for homeless women or women in crisis to access other agencies to address many issues, including:

- Childhood and adult abuse and assault;
- Domestic violence;
- Addiction;
- Housing;
- Address for receiving mail;
- Medical care;
- Mental health care;
- Legal and criminal issues;
- Education and training.

The Safe Haven is a safe place where women may go to attend to personal needs which may have been neglected during years of homelessness. These include a shower, meals, clothing, and some

privacy for a nap. Safe Haven will provide connections to other resources as well.

Community advocates will accompany women to appointments in the community to provide support and assistance in navigating services.

On The Rise also sponsors other activities: cultural outings, weekly creative groups such as painting and writing, and activities like massage.

Service hours: M/T/Th: 8am- 2pm; W/F: 8am - 4pm; Sat: 8am - 2pm (closed first Saturday of every month)

Requirements / Restrictions: Safe Haven is not a drop-in program. Please call 617-497-7968 if interested in scheduling an intake. For homeless women or women in crisis only. There is no formal referral process.

Waiting time: Telephone for up to date information.

Languages: English, Spanish, Haitian Creole

RESPOND, Inc.

See in Category: *Domestic Violence*, page 16

Rosie's Place

889 Harrison Avenue
Boston, MA 02118

Telephone: 617-442-9322 - Fax: 617-442-7825

Web site: www.rosiesplace.org

Contact: Front Desk

Services: Rosie's Place is a multi-service agency for women providing numerous services. In addition, the staff advocates assist women with numerous problems, from understanding a letter from a government agency, to filling out an application for low income housing.

Food: Breakfast is served M-F from 7:30am-8:15am. Lunch and Dinner served M-F from 11:30am-1pm and from 4:30pm-7:30pm. On weekends, Brunch is served 10:30am-12:00pm and Dinner is served 3:30pm-5:00pm.

Rosie's Place Groceries: A self-select pantry for women. Photo I.D. required. Operates Tue-F 9:00am-12:00am and M-F 4:30pm-6:30pm or when they reach 80 guests in the morning or 40 guests in the evening. Limit: one time per month.

Housing: Emergency overnight shelter is based on a lottery. The lottery occurs at 8am on the dot, M-F. The shelter opens at 7:30am Monday through Friday. On Saturday, Sunday & holidays the shelter opens at 10am and the lottery occurs at 10am. It is recommended that you arrive on time for lotteries.

The Shelter provides access to laundry facilities (must call ahead to schedule a time); showers and shower bags; lockers - there is a locker lottery every Thurs at 1:15pm, you must be in a shelter and come with a letter from the shelter dated that week to use the locker space.

Clothing: See an advocate during hours of operation.

Adult Education: ESOL, computer, pre-GED, and basic literacy classes available at no cost.

Access to other services: Outside agencies provide services at Rosie's. These include

- Mental Health Counselor: Tuesday 8am-12pm and Thursday 8am-4pm
- Legal Services: Monday and Tuesday 9:30am-11:30am, sign up in lobby starting at 9am
- Credit Counseling Services: Thursday 1pm
- Computer and iPad Classes
- AA meetings: Wednesdays 3:30pm, in 2nd floor workspace
- A movie is shown every Friday in the sitting room at 1:30pm

Rosie's also runs a CORI clinic at our Norfolk location 10 John Square at 9am, and Consumer Debt clinic with attorneys from Ropes and Gray at our main location at 9am on Thursday's.

Service hours: Hours vary by program. Call Main Office for details or see above descriptions

Requirements / Restrictions: Women and anyone who self-identifies as a woman (transgender).

Target population: homeless and low-income women.

Waiting time: Varies

Languages: English, Spanish, Haitian Creole, Portuguese, Cape Verdean Creole, and Korean.

Transportation: Silver line (old bus #49); buses #1, CT 1, CT 3, 10 or 47.

The Women's Center

46 Pleasant Street
Cambridge, MA 02139

Telephone: Office: 617-354-6394 -or- Helpline: 617-354-8807

Email: info@cambridgewomenscenter.org - Web site:

www.cambridgewomenscenter.org/

Services: The Women's Center offers extensive FREE services to women. They provide direct services in a number of areas and will help point women to other local programs if needed. They have a wide array of support groups, classes, and workshops; two computer labs; and special offerings for survivors of child sexual abuse. In a comfortable house, women and their children can come in 10am-8pm weekdays and 10am-3pm Saturdays. Visitors can use a phone, the kitchen, which includes food donations, a library, and more. They offer an extensive information, resources, and referral system, as well as provide crisis intervention and peer support counseling for women in crisis through a Helpline and in-person at the Center.

Service hours: M - F: 10am - 8pm; Sat 10am - 3pm

Requirements / Restrictions: The Center is for women, and those who identify and live as women, and children (boys up to 14 years accompanied by mother or caretaker)

Cost: Free

Languages: English; volunteers speak other languages as well, and we have a Spanish/English language exchange and an ESL class.

Transportation: Red Line: Central Square; Buses: 83, 91, 47, 64, 70, 70A

V.A. Boston Healthcare System for Women Veterans

See in Category: *Veterans*, page 90

Women's Lunch Place

67 Newbury Street
Boston, MA 02116

Telephone: Admin: 617-449-7196 -or- Shelter: 617-267-0200 - Fax: 617-267-6803

Email: info@womenslunchplace.org - Web site: www.womenslunchplace.org

Contact: Resource Center Coordinator

Services: The Women's Lunch Place provides a safe, comfortable daytime place, nutritious food and services for women who are homeless or poor. The services are provided in the spirit of respect and friendship, fostering a community committed to meeting women's needs as they themselves define them.

Services provided include:

Food: Breakfast from 8am - 10am; Lunch from 12pm - 2pm from Monday to Saturday

Basic necessities: Personal care items, showers, laundry facilities, nap room

There are 11 beds available, and the lottery for the beds occurs at 7:15 am M-Sat.

Wellness: On-site morning medical care, yoga, cultural outings, arts therapy and celebrations

Resource Center: Resource Center equipped with telephones, internet access, mail, Fax, Xerox, office supplies, and volunteers that can assist with employment

Individual Advocacy Program: Issues include but are not limited to: housing, employment, substance abuse, mental health, custody, immigration, benefits applications, housing stabilization, partner violence, shelter access and referrals to legal assistance

Service hours: Shelter: M - Sat: 7am - 2pm, Lottery at 7:15am

Requirements / Restrictions: Anyone that identifies as a woman is welcome and their children (though services are for adult women only).

Transportation: Green line: Arlington; Orange line: Back Bay. Women's Lunch Place is located in the basement of the Church of the Covenant, at the corner of Newbury and Berkeley Street.

Women's Transition Program, SMOC

7 Bishop Street, 2nd Floor
Framingham, MA 01702

Telephone: 508-620-2472 - Fax: 508-620-2310

Web site: www.smoc.org/women-transition-program.php

Contact: Opportunity Center

Services: Located in the Opportunity Center, the Framingham Women's Transition Program offers a safe and supportive environment where female returning citizens can get the support they need to make a successful transition to life in the community. Program participants are assigned a case manager who will assist them in developing an Individual Service Plan (ISP) designed to meet their personal goals.

Requirements / Restrictions: To be eligible for services, an individual must meet one of the following criteria:

1. Recently released from a Massachusetts Correctional facility (within the past 6 months).
2. Currently incarcerated at a Massachusetts Correctional facility (will be released within the next 6 months).
3. Currently on Probation or Parole.

Cost: None

Transportation: Commuter Rail: Framingham

Woods-Mullen Shelter

See in Category: *Shelters*, page 81

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Acknowledgements

This initiative and the information included in the Directory and on the website would not have been possible without the dedication and vision of the Prisoner Reentry Working Group (PRWG), and the financial support and insight of the Gardiner Howland Shaw Foundation.

The PRWG was established in 2000 out of concern for those leaving prison and facing the formidable challenge of trying to create new lives for themselves in Greater Boston. PRWG developed the project that became the Coming Home Reentry Resource Directory. Over the next several years this group continued to collect, edit, and manage the information in the Directory to ensure that it was accurate and accessible to those in need. The efforts of PRWG have assisted countless returning citizens, their families, and those working with them in the corrections system and in the community to improve reentry success for previously incarcerated individuals.

The Gardiner Howland Shaw Foundation continues to be a strong supporter of this project and maintains its commitment to vital services and policy development to assist marginalized populations and their advocates despite adverse environments.

The editors would also like to acknowledge the invaluable contributions of the following people:

Julie Finn's leadership as project manager and years of expertise working on the Directory were of invaluable help to the newer members of the Directory team. She reliably knows the answer to every question, and provided gentle oversight with the long term goals of the Directory in mind.

Abigail Strait managed the annual review process and was responsible for coordinating the work of the project team. In 2016, Abby also developed and implemented a new mapping component to provide alternative ways for users to explore resources.

Molly Robustelli's exceptional research abilities were indispensable and far exceeded our expectations. Molly worked efficiently and tirelessly to contact and update over 200 agency descriptions, and every day was thinking of ways to improve the Directory. Molly, we truly could not have done this without you!

And as always, many thanks to Sergio Reyes and Jonathan Barbeau, for their willingness to be on call for every IT issue we encountered. We are so thankful for Sergio's expertise, Jonathan's persistence, and the time both gave to the Directory this year!



AGENCY UPDATE / ADDITION FORM

cominghomedirectory@crj.org • www.cominghomedirectory.org

Please complete this form, indicating if information about your agency has changed. Once complete, please email, mail, or fax to the Crime and Justice Institute at Community Resources for Justice (contact information at end of document).

Date: _____

Revised/Updated Information (if applicable):	
Agency Name: Revise? <input type="checkbox"/> Yes <input type="checkbox"/> No	
Agency Type: Revise? <input type="checkbox"/> Yes <input type="checkbox"/> No	Please check all that apply: <input type="checkbox"/> Administrative Issues <input type="checkbox"/> Clothing <input type="checkbox"/> CORI <input type="checkbox"/> Domestic Violence <input type="checkbox"/> Education <input type="checkbox"/> Emergency Assistance <input type="checkbox"/> Employment <input type="checkbox"/> Faith Based Organizations <input type="checkbox"/> Families <input type="checkbox"/> Food <input type="checkbox"/> Fuel Assistance <input type="checkbox"/> Hotline <input type="checkbox"/> Housing <input type="checkbox"/> Legal <input type="checkbox"/> Other Groups: _____ <input type="checkbox"/> Physical and Mental Health <input type="checkbox"/> Sex Offenders <input type="checkbox"/> Shelters <input type="checkbox"/> Substance Abuse <input type="checkbox"/> Support Groups <input type="checkbox"/> Transportation <input type="checkbox"/> Veterans <input type="checkbox"/> Women
Public Contact Name: (provided for consumers) Revise? <input type="checkbox"/> Yes <input type="checkbox"/> No	
Agency Street Address, City, Zip: Revise? <input type="checkbox"/> Yes <input type="checkbox"/> No	
Telephone #: Revise? <input type="checkbox"/> Yes <input type="checkbox"/> No	
Fax #: Revise? <input type="checkbox"/> Yes <input type="checkbox"/> No	
Website Address: Revise? <input type="checkbox"/> Yes <input type="checkbox"/> No	
Public Email Address: Revise? <input type="checkbox"/> Yes <input type="checkbox"/> No	
Description of Services Provided: Revise? <input type="checkbox"/> Yes <input type="checkbox"/> No	

Revised/Updated Information (if applicable):	
Service Hours: <i>Revise?</i> <input type="checkbox"/> Yes <input type="checkbox"/> No	
Cost/Fees: <i>Revise?</i> <input type="checkbox"/> Yes <input type="checkbox"/> No	
Restrictions/ Requirements: (e.g. residency, length of stay, verification of need, etc.) <i>Revise?</i> <input type="checkbox"/> Yes <input type="checkbox"/> No	
Wait Time: <i>Revise?</i> <input type="checkbox"/> Yes <input type="checkbox"/> No	
Public Transportation: <i>Revise?</i> <input type="checkbox"/> Yes <input type="checkbox"/> No	
Languages: <i>Revise?</i> <input type="checkbox"/> Yes <input type="checkbox"/> No	
Other Locations: <i>Revise?</i> <input type="checkbox"/> Yes <input type="checkbox"/> No	
Private Contact Information (for internal CJJ use only)	
Private Contact Name, Title:	
Private Mailing Address, City, Zip:	
Private Contact Email:	
Private Contact Phone #:	

Please email form to cominghomedirectory@crj.org

Or, mail to:

Coming Home Directory
 Crime and Justice Institute at Community Resources for Justice
 355 Boylston Street
 Boston, MA 02116
 Fax 617.262.8054

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