


2018 EDITION

# COMING HOME

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## DIRECTORY

[WWW.COMINGHOMEDIRECTORY.ORG](http://WWW.COMINGHOMEDIRECTORY.ORG)



A Directory of Reentry Services  
Available to People Returning from  
Incarceration to Greater Boston

## COMING HOME DIRECTORY

[www.cominghomedirectory.org](http://www.cominghomedirectory.org)

Dear Reader:

With generous support from the Gardiner Howland Shaw Foundation ([www.shawfoundation.org](http://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 in Massachusetts and nationwide.

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 our communities that provide the assistance that can mean the difference between success and return to prison or jail. This Directory 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](http://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](http://www.crj.org)
- Crime and Justice Institute: [www.crj.org/cji](http://www.crj.org/cji)

Sincerely,



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



Christine Cole  
Vice President and Executive Director, Crime and Justice Institute  
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## 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 – as well as their families, service providers and local agencies – improve their chances of success in the community by connecting them to services important for stability and success.

The transition from incarceration back into the community is a difficult time, and affects returning citizens as well as their families and communities. 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 our communities that provide the type of assistance that can mean the difference between success and return to incarceration. This Directory 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](http://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.

You may also call us to request a hard copy of the Directory at 617-482-2520 x2139 or at [cominghomedirectory@crj.org](mailto:cominghomedirectory@crj.org).

### 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**

### **Cambridge Economic Opportunity Committee**

See in Category: Other Groups, page 74

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

See in Category: Transportation, page 97

### **Massachusetts Registry of Vital Records and Statistics (RVRS)**

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

Email: [vital.recordsrequest@state.ma.us](mailto:vital.recordsrequest@state.ma.us) – Website:

<https://www.mass.gov/orgs/registry-of-vital-records-and-statistics>

**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](http://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

**Hours:** M - F: 8:45am - 4:45pm (RVRS Office)

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

### **Registry Division, City of Boston**

One City Hall Square  
Room 213  
Boston, MA 02201

Phone: 617-635-4175 - Fax: 617-635-3775

Email: [registry@cityofboston.gov](mailto:registry@cityofboston.gov) – Website:

<https://www.boston.gov/departments/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.

**Hours:** M - F: 9am - 4pm

**Other Locations:** See Massachusetts Registry of Vital Records and Statistics listing.

**Waiting time:** Delivery usually takes about 2 weeks.

**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

Toll-Free: 1-800-462-VOTE (8683) - Phone: 617-727-2828

Email: [elections@sec.state.ma.us](mailto:elections@sec.state.ma.us) - Website:

<https://www.sec.state.ma.us/e/e/>

**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](http://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.

**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

#### **Social Security Administration**

Phone: 1-800-772-1213

TTY: 1-800-325-0778

<https://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 Other Locations

**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

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

#### **Social Security: Benefits After Incarceration**

See in Category: Employment, page 39

#### **U.S. Department of Health and Human Services: Office of Child Support Enforcement**

See in Category: Families, page 49

#### **U.S. Department of Veterans Affairs, IRIS**

See in Category: Veterans, page 98

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

See in Category: Employment, page 40

## **Clothing**

### **AFSC Materials Assistance Center**

5 Longfellow Park  
Cambridge, MA 02138

Phone: 617-876-5312

Email: [churd@afsc.org](mailto:churd@afsc.org) - Website: [afsc.org/program/cambridge-material-aid-advocacy-program](http://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.

**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.

### **Arlington Street Church Friday Night Supper**

See in Category: Food, page 51

### **Boomerangs**

716 Centre Street  
Jamaica Plain, MA 02130

Phone: 617-524-5120

Email: [boomerangs@aac.org](mailto:boomerangs@aac.org) - Website: [www.shopboomerangs.org/](http://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.

**Hours:** Jamaica Plain: Mon. - Wed., Sat. 10am - 7pm; Thur. - Fri. 10am-8pm; Sun. 11am - 6pm

#### **Other Locations:**

##### West Roxbury:

1870 Centre St.  
617-323-0262

Mon. - Sat. 10am - 7pm; closed Sun.

#### Central Square:

563 Massachusetts Ave

Cambridge

617-758-6128

Mon. - Sat. 10am - 8pm; Sun. 11am - 6pm

#### South End:

1407 Washington St.

Boston

617-456-0996

Mon. Closed; Tue. - Wed., Sat.-Sun. 11am - 6pm; Thu. - Fri. 11am - 7pm

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

### **Brighton Allston Congregational Church: Thrift Shop and Food Pantry**

See in Category: Food, page 52

### **Garment District: Clothing By-The-Pound**

200 Broadway  
Cambridge, MA 02139

Phone: 617-876-5230

Website: [garmentdistrict.com/departments/](http://garmentdistrict.com/departments/)

**Services:** Clothing and shoes are all \$2 a pound (\$1 a pound on Fridays).

**Hours:** Sun - Thu 11am - 8pm; F: 11am - 6pm; Sat: 9am - 8pm  
Closed Thanksgiving and Christmas Day.

**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

Phone: 617-541-1270 - Fax: 617-541-1470

Website: [www.goodwill.org/](http://www.goodwill.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.

**Hours:** M - Sat: 9am - 6:30pm; Sun: 12pm - 6pm. Hours vary by location.

#### **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 - 7pm; 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.

**Haley House**

See in Category: Food, page 54

**Harvest Food Pantry**

See in Category: Food, page 55

**Hope House**

See in Category: Substance Abuse, page 93

**New England Center and Home for Veterans**

See in Category: Veterans, page 98

**North End/West End Neighborhood Service Center (NSC)**

See in Category: Families, page 48

**Pilgrim Church**

See in Category: Food, page 56

**Project Care and Concern Thrift Shop – Pilgrim Trinitarian  
Congregational Church**

22 Beechwood Street #2000

Dorchester, MA 02121

Phone: 617-288-2372

Email: [pastor@pilgrimchurch1862.org](mailto:pastor@pilgrimchurch1862.org) - Website:

[www.pilgrimchurch1862.org/projectcareconcern.html](http://www.pilgrimchurch1862.org/projectcareconcern.html)

**Who to 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.

**Hours:** M - Th: 11am - 3pm

**Languages:** English

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

**RESPOND, Inc.**

See in Category: Domestic Violence, page 23

**Rosie's Place**

See in Category: Women, page 103

**Salvation Army Family Thrift Stores**

483 Broadway

Medford, MA 02155

Phone: 781-395-9783

Website: <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.

**Hours:** M - Sat. 9am - 5:30pm

**Other Locations:**

Chelsea:

456 Broadway

617-884-9323

M – Sun: 9am – 3pm

Dorchester:

Children's Learning Center

26 Wales Street

617-436-2480

Wilmington:

625 Main St

978-988-9488

**Transportation:** Bus #89

**Solutions at Work**

391 Evereteze Way

Cambridge, MA 02141

Phone: 617-576-0039 - Fax: 617-812-5871

Email: [info@solutionsatwork.org](mailto:info@solutionsatwork.org) – Website: [solutionsatwork.org/](http://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](mailto: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](mailto: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](mailto:afrost@solutionsatwork.org) or 617-325-9526 for more information.

**Hours:** Vary by program.

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

**Transportation:** Red line: Central Square; Bus #69, 85, CT2

**St. Francis House**

See in Category: Other Groups, page 76

**Straight Ahead Ministries**

See in Category: Faith-Based Organizations, page 43

**Urban Renewals**

122 Brighton Avenue

Allston, MA 02134

Phone: 617-783-8387 - Fax: 617-254-7760



Website: [www.familythrift.com/location.html](http://www.familythrift.com/location.html)

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

**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 35

### **Committee for Public Counsel Services (CPCS)**

See in Category: Legal, page 66

### **Dorchester Community CORI Project**

Dorchester Court  
510 Washington Street  
Dorchester, MA 02124

Phone: 617-371-1234 – Toll-Free: 800-323-3205 - TDD: 617-371-1228 - Fax: 617-371-1222

Website: <https://www.gbbs.org/>

**Services:** 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.

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.

Also see the Directory listings for **Greater Boston Legal Services** and **Roxbury Community CORI Project**.

**Hours:** 2nd & 4th Wednesdays of the month, 9am - 12pm (except for 4th Wed. in December)

**Other Locations:** Greater Boston Legal Services; 197 Friend Street, Boston

**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.

**Waiting time:** Depends on the volume of walk-ins.

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

**Transportation:** Red line: Shawmut

### **Eastern Regional Legal Intake (ERLI)**

See in Category: Legal, page 67

### **Greater Boston Legal Services (GBLS)**

See in Category: Legal, page 67

### **JVS Career Solutions (Formerly The Work Place and JobNet)**

See in Category: Employment, page 37

### **Massachusetts Commission Against Discrimination**

See in Category: Legal, page 69

### **Massachusetts Department of Criminal Justice Information Services-CORI Unit**

200 Arlington Street, Suite 2200  
Chelsea, MA 02150

Phone: 617-660-4640 - Fax: 617-660-4613

Website: <https://www.mass.gov/criminal-record-check-services>

**Who to 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.

**Hours:** M - F: 8am - 6pm

### **MassLegalHelp**

See in Category: Legal, page 69

### **New England Center and Home for Veterans**

See in Category: Veterans, page 98

### **Project Place: Employment, Job Training, & Resource Services**

See in Category: Employment, page 38

### **Roxbury Community CORI Project**

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

Phone: 617-371-1234 - TDD: 617-371-1228 – Toll-Free: 800-323-3205 - Fax: 617-371-1222

Email: [pquirion@gbbs.org](mailto:pquirion@gbbs.org) - Website: <https://www.gbbs.org/impact-advocacy/cori-and-re-entry-project>

**Who to 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, Dorchester, and Mattapan residents.

**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.

Dorchester Court, 510 Washington St., Dorchester (1st floor near Clerk's office) on the 2nd and 4th Wednesdays of the month from 9am-12pm, but not the 4th Wednesday in December or on holidays. 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.

**Other Locations:**

Greater Boston Legal Services  
197 Friend Street  
Boston, MA 02114  
617-371-1234

**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.

**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 43

**Union of Minority Neighborhoods**

See in Category: Families, page 50

## **Disability**

### **Boston Center for Independent Living, Inc.**

60 Temple Place  
5th Floor  
Boston, MA 02111

Phone: 617-338-6665 - TTY: 617-338-6662 - Fax: 617-338-6661  
Email: [chall-herborg@bostoncil.org](mailto:chall-herborg@bostoncil.org) - Website: <https://bostoncil.org/>

**Who to 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)

**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, 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.

### **Community Legal Services & Counseling Center**

See in Category: Legal, page 66

### **Disability Law Center**

11 Beacon Street  
Suite 925  
Boston, MA 02108

Phone: 617-723-8455 – Toll-Free: 1-800-872-9992 – Fax: 617-723-9125

Email: [mail@dlc-ma.org](mailto:mail@dlc-ma.org) – Website: [www.dlc-ma.org/](http://www.dlc-ma.org/)

**Who to Contact:** Intake staff

**Services:** DLC is the federally mandated protection and advocacy (P&A) system in Massachusetts. We receive most of our funding from the federal government. The majority of our funding must be devoted to our core functions of monitoring and investigating abuse and neglect in places where people with disabilities live and receive services. The work we do with any other resources we have must be

prioritized to guide the work of our legal staff and provide the structure required by these other funding sources.

DLC advocates for the interests of people with disabilities mostly through systemic reform in the courts and other legal forums. This is the work that is tied to our priorities that is not included in our core function of addressing abuse and neglect, which is our primary priority. The work described below includes the cases we take to represent a limited number of individuals as well lawsuits we file to address widespread legal violations. Each year the DLC publishes a list of priorities to focus on. The priorities for the types of cases we will take for 2018 are as follows:

- Human Rights/Abuse and Neglect
- Education
- Ensure students with disabilities remain in the classroom
- Ensure that students with disabilities attend school free from abuse, including abusive interventions
- Transition from higher education to work
- Access to Employment
- People with Disabilities will Retain Housing in the Community
- Health Care
- Community Inclusion
- Self-determination
- Voting
- Supported Decision Making
- Community Legal Aid for Victims of Crimes
- Policy and Communication
- Build Policy Expertise
- Build Partnerships
- Build Positive Images of People with Disabilities
- Empower People to be their Own Advocates

We provide information, referral, technical assistance and representation regarding legal rights and services for people with disabilities.

We provide legal services to eligible people and groups whose cases meet DLC's priorities. (See list above)

We seek to strike a balance between systemic advocacy and individual representation.

Our experienced lawyers and paralegals conduct trainings for community groups and other advocacy organizations.

**Hours:** Intakes: M - F: 9am - 5pm

**Requirements & Restrictions:** Issue must be disability related and client must have a disability.

**Languages:** Spanish, Portuguese, Russian, and other languages are provided through interpreter services

**Transportation:** Red Line: Park St. or Orange Line: State St.

### **HomeStart, Inc.**

See in Category: Housing, page 62

### **INDEX (Formerly "New England Information on Disabilities Exchange (INDEX)")**

55 Lake Avenue North  
S3-301  
Worcester, MA 06155

Phone: 774-455-4056

Email: [manager@neindex.org](mailto:manager@neindex.org) - Website: <https://neindex.org/>

**Who to 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

**Hours:** M - F: 8am - 3pm

**Requirements & Restrictions:** Referrals are only available within Massachusetts.

### **Massachusetts Bay Transportation Authority (MBTA)**

See in Category: Transportation, page 97

### **Massachusetts Commission Against Discrimination**

One Ashburton Place, Suite 601  
McCormack Building  
Boston, MA 02108

Phone: 617-994-6000 - TTY: 617-994-6196 - Fax: 617-994-6024

Email: [assistanttochairman@massmail.state.ma.us](mailto:assistanttochairman@massmail.state.ma.us) - Website:  
<https://www.mass.gov/orgs/massachusetts-commission-against-discrimination>

**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.

**Hours:** Complaints can be filed M - F 9am - 5pm

#### **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

**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>)

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.

**Waiting time:** 1 hour wait time typical, 1.5 - 2 hours to process complaint.

**Languages:** English, Portuguese, Creole, Chinese

**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.

### **Massachusetts Rehabilitation Commission, (MRC)**

600 Washington Street  
Boston, MA 02111

Phone: 617-204-3600 - Fax: 617-727-1354

Website: <https://www.mass.gov/orgs/massachusetts-rehabilitation-commission>

**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: Back 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.

**Hours:** M - F: 8:45am - 5pm

**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.

**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

**Transportation:** Green line: Boylston; Red line: Park Street

**The Federation for Children with Special Needs**

529 Main Street  
Suite 1M3  
Boston, MA 02129

Phone: 617-236-7210 - Fax: 617-241-0330

Email: [fcsninfo@fcsn.org](mailto:fcsninfo@fcsn.org) – Website: <https://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.

**Transportation:** Orange line: Sullivan Square; Buses: 86, 91, 93, CT2.

## **Domestic Violence**

### **Aid to Incarcerated Mothers (AIM)**

See in Category: Families, page 44

### **Asian Task Force Against Domestic Violence**

P.O. Box 120108  
Boston, MA 02112

Phone: 617-338-2355

Website: <https://www.atask.org/site/>

**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.

**Hours:** 24/7

**Languages:** English, Vietnamese, Khmer, Thai, Laos, Mandarin, Cantonese, Shanghainese, Taiwanese, Hindi, Nepali

### **Boston Area Rape Crisis Center (BARCC)**

99 Bishop Allen Drive  
Cambridge, MA 02139

Phone: 1-800-841-8371

Website: <https://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.

**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

### **Boston Center for Independent Living, Inc.**

See in Category: Disability, page 19

### **Casa Myrna**

38 Wareham Street  
2nd Floor  
Boston, MA 02118

Phone: 617-521-0100 - Fax: 617-521-0105 – Safelink 24/7 Hotline: 1-877-785-2020

Email: [info@casamyrna.org](mailto:info@casamyrna.org) - Website: <https://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](mailto: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](mailto: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](mailto: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.

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

**Languages:** English, Spanish

**Transportation:** Silver line 5: Washington St @ Union Park; Bus #9, 10, 43

## Community Legal Services & Counseling Center

See in Category: Legal, page 66

### EMERGE (Batterer's Intervention)

2464 Massachusetts Avenue  
Suite 101  
Cambridge, MA 02140

Main Office: 617-547-9879 - Fax: 617-547-0904

Email: [info@emergedv.com](mailto:info@emergedv.com) – Website: [www.emergedv.com](http://www.emergedv.com)

**Who to 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 including a list of resources for survivors.

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

**Other Locations:** Spanish groups are held at Curtis Hall Community Center, 20 South St, Jamaica Plain, MA 02130

**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).

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

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

### Greater Boston Legal Services (GBLS)

See in Category: Legal, page 67

### Massachusetts Department of Transitional Assistance (DTA)

See in Category: Emergency Assistance, page 33

### National Domestic Violence Hotline

See in Category: Hotline, page 59

### On The Rise, Inc.

See in Category: Women, page 102

### REACH Beyond Domestic Violence

Phone: 1- 800-899-4000

Website: [reachma.org/](http://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.

**Hours:** 24/7

**Languages:** English, can accommodate other languages through secure translators

### RESPOND, Inc.

PO Box 55  
Somerville, MA 02143  
Phone: 617-623-4377

Email: [info@respondinc.org](mailto:info@respondinc.org) – Website:  
<https://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.

**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

**Waiting time:** None

**Languages:** English, Spanish, Amharic, Portuguese, Haitian Creole,

#### **Rosie's Place**

See in Category: Women, page 103

#### **SafeLink**

See in Category: Hotline, page 60

#### **The Network – La Red**

P.O. Box 6011  
Boston, MA 02114

Main Office: 617-695-0877 – Hotline (Voice): 617-742-4911 –  
Hotline (Toll-Free): 800-832-1901 – Hotline (TTY): 617-227-4911

Email: [info@tnlr.org](mailto:info@tnlr.org) – Website: [tnlr.org/en/](http://tnlr.org/en/)

**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.

**Hours:** Hotline is 24/7

**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

#### **The Women's Center**

See in Category: Women, page 103

#### **WilmerHale Legal Services Center of Harvard Law School**

See in Category: Legal, page 71

## **Education**

### **ABCD (Action for Boston Community Development)**

See in Category: Other Groups, page 73

### **Arlington Street Church Friday Night Supper**

See in Category: Food, page 51

### **ASA College Planning Center**

700 Boylston Street  
Boston Public Library  
Boston, MA 02116

Phone: 617-536-0200 – Toll-free: 877-332-4348 (877-ED-AID-4U) -  
Fax: 617-536-4737

Email: [rcharge@asa.org](mailto:rcharge@asa.org) - Website: <https://www.asa.org/college-planning-centers/>

**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.

**Hours:** Main location: M - Th: 9am - 7:30pm (last client at 6:30pm); F & Sat: 9am - 5pm (last client 3:30pm)

**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

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

**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 Task Force Against Domestic Violence**

See in Category: Domestic Violence, page 22

### **Boston Center for Independent Living, Inc.**

See in Category: Disability, page 19

### **Boston Centers for Youth & Families**

See in Category: Families, page 44

### **Boston Public Schools: Adult Education Programs**

55 Malcolm X Blvd.  
Building 1  
Roxbury, MA 02120

Phone: 617-635-9300 - Fax: 617-635-9045

Website: <https://www.bostonpublicschools.org/Page/4480>

**Services:** Boston Public Schools (BPS) has for over 140 years responded to adults in need of education and has recognized that critical to the success of every child's education is parent and family involvement. In order to improve learning for all children, educational opportunities are made available for parents and other adults in the community.

We provide basic skills that prepare parents to enter the workforce, higher education and job training. Our adult students represent the Boston community: native-born Americans and immigrants who need educational credentials, English language skills and/or math proficiency to compete in the workforce.

Call to sign up and find out program specific information; see brief program descriptions below.

The Family Literacy Program at the Adult Learning Center is a day-time program offering adult basic education, all levels of English for adult language learners, HiSET preparation, and computer literacy classes. Our program is free and parents of Boston Public Schools children are prioritized for enrollment.

The Family Literacy Program helps parents and children learn together. A Parenting Skills Curriculum provides parents the opportunity to strengthen their parenting skills.

Boston Central Adult High School is an evening program that offers a 16-unit program (College Preparatory and General), eventually leading to a diploma comparable to the one offered by accredited day high schools in the City of 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.

Counseling is available to all students who would like to take advantage of the student support services. If you are a high school graduate who needs special courses to gain admission to college or to an institution of higher learning, Boston Central Adult High School may provide the courses you need to meet admission requirements.

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.

#### **Requirements & Restrictions:**

The Family Literacy Program at Adult Learning Center: Prospective students must attend an information and registration session, take a placement test to assess reading/writing and speaking/listening skills. Remember, there is no good or bad score. The test results are used to determine the best class for the student.

Boston Central Adult High School: To become a student you must:

- Be a resident of Boston
  - Have completed school through Grade 8
  - Be over 16 years of age
  - Not be enrolled in a day high school
  - Pay a registration fee of \$5.00 plus cost of books
- OR**
- Be a nonresident of Boston who meets the admission requirements and pays full tuition in advance.

Adult Diploma Program (ADP): Candidates must be 23 years or older. Students register with a community-based agency and complete the diagnostic and assessment phases. All entering adults take math, reading, and writing assessments. Those who need to review or to strengthen basic skills are referred to existing educational resources in the community. The high school diploma is awarded when students demonstrate competencies in the five areas listed above, plus one individualized competency. The graduation ceremony is held in June.

Note: Students are also required to obtain a passing score on the MCAS in Mathematics, Science and English Language Arts or complete the state Alternative Portfolio Assessment.

**Waiting time:** Family Literacy Program at the Adult Learning Center: The current wait time is usually six months. It's best to add your name to our wait list since we fill any open slots from the wait list.

**Transportation:** Orange line: Roxbury Crossing; Bus #22, 29, 66

### **Bunker Hill Community College**

250 New Rutherford Avenue  
Boston, MA 02129

Phone (General): 617-228-2000 - TTY: 617-242-2365 - Admissions:  
617-228-3398 - Fax: 617-228-3481

Email: [onlineadvising@bhcc.mass.edu](mailto:onlineadvising@bhcc.mass.edu), [commed@bhcc.mass.edu](mailto:commed@bhcc.mass.edu)  
Website: [www.bhcc.mass.edu/](http://www.bhcc.mass.edu/)

**Who to 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.

**Hours:** Admissions Office: M - TH: 8:30am - 5:30pm; F: 11am - 4pm

### **Other Locations:**

#### Chelsea Campus

175 Hawthorne St., Bellingham Square, Chelsea  
617-228-2101  
[chelsea@bhcc.mass.edu](mailto:chelsea@bhcc.mass.edu)

#### East Boston Satellite

E. Boston Neighborhood Health Center Education and Training Institute  
155 Addison St.  
617-228-3340  
[fdcristoforo@bhcc.mass.edu](mailto:fdcristoforo@bhcc.mass.edu)

#### Malden Satellite

Malden High School  
77 Salem St., Malden

#### South End Satellite

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

**Transportation:** Orange line: Community College

### **Cambridge Center for Adult Education**

42 Brattle Street  
Cambridge, MA 02138

Phone: 617-547-6789 - Fax: 617-497-7532

Email: [info@ccae.org](mailto:info@ccae.org) - Website: <https://ccae.org/>

**Who to 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.

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

**Requirements & Restrictions:** Must be 18 or older.

**Transportation:** Red line: Harvard Square

### **Cambridge Public Library**

449 Broadway  
Cambridge, MA 02138  
Phone: 617-349-4040

Website: [www.cambridgema.gov/cpl](http://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.

**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

**Career One Stop: Job Search Help For Ex-Offenders**

See in Category: Employment, page 35

**Career Source**

See in Category: Employment, page 35

**Catholic Charities Archdiocese of Boston: El Centro del Cardenal**

See in Category: Faith-Based Organizations, page 41

**Catholic Charities Archdiocese of Boston: Haitian Multi-Service Center**

See in Category: Faith-Based Organizations, page 42

**Charlestown Adult Education Program**

76 Monument Street  
Charlestown, MA 02129

Phone: 617-635-5221

Email: ccae@comcast.net – Website:  
<https://bhacharlestownadulthood.weebly.com/>

**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.

**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.

**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

Phone: 617-506-5960 - Fax: 617-474-1230

Website: [collegebounddorchester.org/](http://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

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

**Other Locations:** 18 Samoset St, Dorchester, MA 02124

**Waiting time:** Rolling admissions

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

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

**Community Learning Center**

5 Western Avenue  
Cambridge, MA 02139

Phone: 617-349-6363 - Fax: 617-349-6339 - TDD: 617-349-6330

Email: [dhsp@cambridgema.gov](mailto:dhsp@cambridgema.gov) - Website:  
<https://www.cambridgema.gov/DHSP/programsforadults/communitylearningcenter>

**Who to Contact:** Receptionist

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

- English as a Second Language (ESOL)
- Preparation for the U.S. Citizenship Test
- Basic reading, writing, or math skills
- Preparation for high school diploma and college
- Home Health Aide (HHA) training
- Certified Nursing Assistant (CNA) training
- Workplace education at MIT.

Please call to get class days and times.

**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

### Community Servings

See in Category: Food, page 53

### Dorchester Bay Economic Development Corporation

See in Category: Other Groups, page 75

### Hour House Boston, Incorporated

See in Category: Employment, page 36

### Jackson-Mann Community Center

500 Cambridge Street  
Allston, MA 02135

Phone: 617-635-5153 - Fax: 617-635-5275

Email: [jmccprograms@gmail.com](mailto:jmccprograms@gmail.com) - Website:  
<https://www.jacksonmanncc.org/current-programming.html>

**Who to Contact:** Administrative Coordinator

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

**Hours:** M - F: 7am - 10pm, Sat. 9am - 5pm; 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).

**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

Phone: 617-635-5201

Email: [jpcalp@gmail.com](mailto:jpcalp@gmail.com) - Website:  
<https://jpcalp.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@jpcalp.org](mailto:m.mccaffrey@jpcalp.org) for more information
- Transition to College Evening Program

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

**Hours:** Office is open M - Th: 10am - 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.

**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 36

### Literacy Volunteers of Massachusetts – Boston

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

Phone: 617-367-1313 – Toll-Free: 888-466-1313 - Fax: 617-367-8894

Website: [www.lvm.org/](http://www.lvm.org/)

**Who to 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.

**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.

**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 101

### New England Center and Home for Veterans

See in Category: Veterans, page 98

### New England Center for Arts and Technology

23 Bradston Street  
2nd Floor  
Boston, MA 02118

Phone: 617-442-3600 - Fax: 617-442-3619

Email: [info@ne-cat.org](mailto:info@ne-cat.org) – Website: [ne-cat.org/](http://ne-cat.org/)

**Services:** Culinary Arts job training 16 week program. Job placement assistance at completion of program. To learn more and to begin the application process, please attend one of the required information sessions, held every Tuesday morning at the Center. No RSVP required. You can also fill out the below Interest Form to receive more information.

**Hours:** M-F: 9am-3pm

**Requirements & Restrictions:** NECAT's program is free of tuition cost to students and is designed for individuals who are:

- Unemployed or underemployed (earning a low income) with limited access to training opportunities
- Dedicated to working hard and securing a permanent job after the program
- Interested in a career in the hospitality or food services industries
- Able to commit to the 16-week program, Monday-Friday, 9 am – 3 pm
- At least 17 years old
- Legally able to work in the state of Massachusetts
- Able to show proof of a high school diploma or GED / HiSet
- Committed to staying in touch with NECAT for at least two years after the program

**Waiting time:** Depending on number of applications, could be 1 week to 8 weeks

**Transportation:** Bus #1, 10, CT1

### Parole Regional Reentry Centers

See in Category: Other Groups, page 75

### Prisoner Reentry Institute at John Jay College of Criminal Justice

See in Category: Other Groups, page 76

### Project Hope

See in Category: Shelters, page 88

### Roca, Inc.

845 Albany Street  
Boston, MA 02119

Phone: 617-442-3101 - Fax: 617-442-3121

Email: [boston@rocainc.com](mailto:boston@rocainc.com) – Website: [rocainc.org/](http://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.

See website for Roca's programming, focused in education, life skills, and employment.

**Other Locations:**

### Chelsea

101 Park Street  
Chelsea, MA 02150  
617-889-5210  
[chelsea@rocainc.com](mailto:chelsea@rocainc.com)

### Lynn

52 Andrew Street  
Lynn, MA 01901  
781-780-9611  
[lynn@rocainc.com](mailto:lynn@rocainc.com)

### Springfield

29 School Street  
Springfield, MA 01105  
413-846-4301  
[springfield@rocainc.com](mailto:springfield@rocainc.com)

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

### Roxbury Community College

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

Main Line: 617-427-0060 - Admissions: 617-541-5310

Website: [www.rcc.mass.edu/](http://www.rcc.mass.edu/)

**Who to 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.

**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

**Languages:** English, assistance with Spanish speaking students

**Transportation:** Orange line: Roxbury Crossing.

### Roxbury Multi-Service Center

See in Category: Other Groups, page 76

### Somerville Center for Adult Learning Experiences (SCALE)

167 Holland Street  
Somerville, MA 02144

Front Office: 617-625-6600, x6900

Website: [www.somerville.k12.ma.us/adult-learning/scale](http://www.somerville.k12.ma.us/adult-learning/scale)

**Who to Contact:** Front Office

**Services:** This program offers ELL (English Language Learning), Adult Basic Education classes to prepare for a high school credential, ADP (Adult Learning Program), and is a HiSET testing site. Visit website or call main office for more information.

**Hours:** Office: M - TH 8am - 8pm, F 8am - 4pm

**Requirements & Restrictions:** All students must be residents of Massachusetts. For all classes, students must be 16yrs of age or above. If under 18, must have letter of withdrawal from high school.

**Waiting time:** For ELL classes, students may wait between 12-18 months for class placement.

**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 43

### **The Bridge Program**

Community Learning Center  
5 Western Avenue  
Cambridge, MA

Phone: 617-349-6365

Email: [pmurphy@cambridgema.gov](mailto:pmurphy@cambridgema.gov) – Website:

[www.cambridgema.gov/DHSP/programsforadults/communitylearningcenter.aspx](http://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.

See flyer for The Bridge Program here:

<https://www.cambridgema.gov/~media/Files/DHSP/CLC/BridgeFlyer.pdf>

**Hours:** Classes meet: T/Th: 6:15pm - 9:15pm and one Wednesday per month: 6:15pm - 9:15pm

**Requirements & Restrictions:** You must have a GED, HiSET or a high school diploma. (Foreign high school diplomas must be translated into English)

Cambridge residents have priority

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

### **United South End Settlements**

566 Columbus Avenue  
Harriet Tubman House  
Boston, MA 02118

Phone: 617-536-8610 - Fax: 617-375-8110

Email: [info@uses.org](mailto:info@uses.org) – Website: [www.uses.org/](http://www.uses.org/)

**Who to 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](mailto:pgaquin@uses.org) for information on ABE and ESOL programs or Leah Samura at [Isamura@uses.org](mailto:Isamura@uses.org) for information on Technology Education.

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

### **Other Locations:**

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

**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.

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

### **Urban College of Boston**

2 Boylston Street  
2nd Floor  
Boston, MA 02116

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

Email: [enrollment@urbancollege.edu](mailto:enrollment@urbancollege.edu) – Website:  
[www.urbancollege.edu/](http://www.urbancollege.edu/)

**Who to 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.

Staff can also help prospective students who may need Financial Aid. Call for more information.

**Hours:** Call M - F: 9am - 6pm or walk-in M - F 1pm - 7pm to get help signing up for classes, securing an internship, or landing a job.

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

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

**Transportation:** Red line: Park Street; Green line: Boylston

#### **WAITT House, Inc.**

117 Mount Pleasant Avenue  
Roxbury, MA 02119

Phone: 617-445-5510 - Fax: 617-445-5989

Email: waitthouse@aol.com – Website: [www.waitthouseinc.org/](http://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. Call to learn more and register.

**Hours:** Office Hours: M - F: 9am - 3:30pm

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

**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.

**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

Phone: 617-522-2590 - Fax: 617-522-2590

Email: [x-cel@x-celeducation.org](mailto:x-cel@x-celeducation.org) – Website: [www.x-celeducation.org/](http://www.x-celeducation.org/)

**Who to Contact:** Telephone for 617-522-2590 registration information.

**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.

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**.

See above for directions to different programs.



**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.

**Languages:** English

**Transportation:** See Services section for directions to different programs.

**YouthBuild Boston**

27 Centre Street  
Roxbury, MA 02119

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

Website: [www.youthbuildboston.org/](http://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.

**Hours:** M - F: 8am - 3pm

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

## **Emergency Assistance**

### **Aid to Incarcerated Mothers (AIM)**

See in Category: Families, page 44

### **Cambridge Economic Opportunity Committee**

See in Category: Other Groups, page 74

### **Catholic Charities Archdiocese of Boston**

See in Category: Faith-Based Organizations, page 41

### **City Mission: Emergency Needs Network**

14 Beacon Street  
Suite 203  
Boston, MA 02108

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

Email: [information@cmsboston.org](mailto:information@cmsboston.org)

Website: <https://citymissionboston.org/what-we-do/homelessness-prevention-programs/enn/>

**Who to 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.

**Hours:** M - F: 9am - 5pm

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

### **Heading Home**

See in Category: Shelters, page 87

### **Massachusetts Department of Housing and Community Development (DHCD)**

See in Category: Housing, page 63

### **Massachusetts Department of Transitional Assistance (DTA)**

600 Washington Street  
Boston, MA 02111

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

Website: [www.mass.gov/eohhs/gov/departments/dta/](http://www.mass.gov/eohhs/gov/departments/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](http://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](http://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](http://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](http://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.

### **Other Locations:**

DTA SSI Centralized Office:

246 Commercial Street, Malden, 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

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

**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.

**New England Center and Home for Veterans**

See in Category: Veterans, page 98

**Salvation Army Social Services**

See in Category: Families, page 49

## **Employment**

### **ABCD (Action for Boston Community Development)**

See in Category: Other Groups, page 73

### **Arlington Street Church Friday Night Supper**

See in Category: Food, page 51

### **Asian-American Civic Association**

See in Category: Families, page 44

### **Boston Career Link**

1010 Harrison Avenue  
Boston, MA 02119

Phone (for job seekers): 617-541-1484 – Fax: 617-427-8657

Email: [BostonCareerLink@bostoncareerlink.org](mailto:BostonCareerLink@bostoncareerlink.org) - Website:  
<https://www.bostoncareerlink.org/>

**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, Veterans programs, 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. Orientation is scheduled by appointment and can be facilitated at Boston Career Link or another site. For more information, please contact Monica Jones, Manager of Intensive Services. (617-541-1476, [mjones@bostoncareerlink.org](mailto:mjones@bostoncareerlink.org)) 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.

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

**Languages:** Boston Career Link has a multi-lingual staff.

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

### **Boston Center for Independent Living, Inc.**

See in Category: Disability, page 19

### **Boston Centers for Youth & Families**

See in Category: Families, page 44

### **Boston Workers Alliance**

140 Winthrop Street  
Roxbury, MA 02119

Phone: 617-606-3580

Email: [info@bostonworkersalliance.com](mailto:info@bostonworkersalliance.com) - Website:  
[www.bostonworkersalliance.com/](http://www.bostonworkersalliance.com/)

**Who to 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.

BWA also provides an extensive CORI-Friendly Job List at the following link: <http://www.bostonworkersalliance.com/corifriendly-joblist/>

**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: Other Groups, page 74

### **Career One Stop: Job Search Help For Ex-Offenders**

Phone: 1-877-US2-JOBS (1-877-872-5627) - TTY: 1-877-US2-JOBS (1-877-872-5627)

Email: [info@careeronestop.org](mailto:info@careeronestop.org) - Website:  
<https://www.careeronestop.org/exoffender/default.aspx?&frd=true>

**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.

**Hours:** Hotline: M - F: 8am - 8pm

**Languages:** English, Spanish

### **Career Source**

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

Phone: 617-661-7867 - Fax: 617-661-7571

Website: <https://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.

**Hours:** Varies by program. Call for event and workshop schedule.

**Other Locations:**

Career Source in Chelsea:

4 Gerrish Avenue  
Chelsea, MA 02150  
617-884-4333  
M – F: 8:30am – 4:30pm

**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.

**Waiting time:** Depends on individual requirements.

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

**Casa Esperanza, Inc.**

See in Category: Substance Abuse, page 91

**Community Work Services (CWS)**

174 Portland Street  
Boston, MA 02114

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

Email: [oshea@cwsne.org](mailto:oshea@cwsne.org) – Website: [cwsnewengland.org/](http://cwsnewengland.org/)

**Who to 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

**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.

**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**

See in Category: Other Groups, page 75

**Haley House Bakery Training Program**

12 Dade Street  
Roxbury, MA 02119

Phone: 617-445-0900

Email: [bakery@haleyhouse.org](mailto:bakery@haleyhouse.org)

Website: [haleyhouse.org/what-we-do/bakery-cafe/](http://haleyhouse.org/what-we-do/bakery-cafe/)

**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.

**Hours:** Hours vary.

**Other Locations:** Haley House's administrative office and meal services 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.

**Hope House**

See in Category: Substance Abuse, page 93

**Hour House Boston, Incorporated**

612 Norfolk St  
Mattapan, MA 02126

Phone: 617-935-1086

Email: [hourhouseboston@gmail.com](mailto:hourhouseboston@gmail.com)

Website: [www.hourhouseboston.org/](http://www.hourhouseboston.org/)

**Services:** We provide life skills training, re-entry counseling, family reintegration, job placement support, and mentoring. We also provide support services for family and community members who have been impacted by incarceration, including a women's support group and a monthly community conversation on trauma, therapy and re-entry.

**Hours:** M - F 8:30AM - 4:30PM

**Transportation:** Bus #28, 29, 31

**Just-A-Start Corporation**

1035 Cambridge Street #12  
Cambridge, MA 02141

Phone (Main Office): 617-494-0444 - Fax: 617-494-8348

Email: [contact@justastart.org](mailto:contact@justastart.org) - Website:  
<https://www.justastart.org/>

**Who to 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.

**Information Technology Careers Program:** The JAS IT Career Program is a FREE educational and career skills training program that prepares individuals for Computer User Support Specialist positions in any business environment. The program is ideal for people who are looking for a new career or are entering the job market for the first time.

Through this training module students are able to obtain stackable industry recognized credentials and certificates (i.e. CompTIA, CompTIA A+, etc.)

Contact: Holly Waite, 617-341-8126

**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: [youthbuild@justastart.org](mailto:youthbuild@justastart.org) or 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

#### **Other Locations:**

##### YouthBuild

1175 Cambridge St. Cambridge  
617-242-1460

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

**Transportation:** Green line: Lechmere; Red line; Central Square; Bus #69, 85, CT2

#### **JVS Career Solutions (Formerly The Work Place and JobNet)**

75 Federal Street, 3rd Fl.  
Boston, MA 02110

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

Website: <https://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.

Contact for more information and access to services.

**Hours:** M, T, F: 9am - 5pm; W: 9am - 7pm; Th: 10am - 5pm

**Languages:** Spanish, Chinese, French

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

#### **La Alianza Hispana**

See in Category: Families, page 47

#### **Massachusetts Department of Transitional Assistance (DTA)**

See in Category: Emergency Assistance, page 33

#### **Massachusetts Rehabilitation Commission, (MRC)**

See in Category: Disability, page 20

#### **New England Center and Home for Veterans**

See in Category: Veterans, page 98

#### **One Stop Career Centers**

Website: [www.mass.gov/lwd/employment-services/one-stop-career-centers/about-career](http://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.

#### **Other Locations:**

##### 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

**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.

#### **Parole Regional Reentry Centers**

See in Category: Other Groups, page 75

#### **Project Hope**

See in Category: Shelter, page 88

#### **Project Place: Employment, Job Training, & Resource Services**

1145 Washington Street

Boston, MA 02118

Phone: 617-542-3740 x273 – Alt. Phone: 617-542-3740 x434

Email: [phanson@projectplace.org](mailto:phanson@projectplace.org), [bcarter@projectplace.org](mailto:bcarter@projectplace.org) –

Website: [projectplace.org/](http://projectplace.org/)

**Who to Contact:** Polly Hanson, Associate Director and Beth Carter, Director of Reentry & Community Partners

#### **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 three months. Starting pay is \$11/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 three months. Starting pay is \$11/hour, with potential for performance-based increases.

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 three months. Starting pay is \$11/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 3 months at starting pay of \$11/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.

**Hours:** 9am - 5pm

**Other Locations:** Also see listing for **Project Place: Housing**

**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.

**Languages:** English, Limited Spanish

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

#### **Roca, Inc.**

See in Category: Education, page 29

#### **Social Security: Benefits After Incarceration**

Phone: 1-800-772-1213 - TTY: - 1-800-325-0778

Website: [www.ssa.gov/reentry/](http://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.

#### **Solutions at Work**

See in Category: Clothing, page 15

#### **Straight Ahead Ministries**

See in Category: Faith-Based Organizations, page 43

#### **STRIVE – Boston Employment Services, Inc.**

651 Washington Street  
Dorchester, MA 02124

Phone: 617-825-1800 - Fax: 617-825-1896

Email: [contact@bostonstrive.org](mailto:contact@bostonstrive.org) – Website:  
<https://jri.org/services/community/strive>

**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 work-place, 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.

STRIVE is affiliated with the X-CEL School, see the **X-CEL School Directory Listing** for more information.

**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

#### **United South End Settlements**

See in Category: Education, page 30

#### **United Way's 211 Helpline**

See in Category: Hotline, page 61

#### **Urban League of Eastern Massachusetts**

88 Warren Street  
Roxbury, MA 02119

Phone: 617-442-4519 - Fax: 617-427-1302

Website: <https://ulem.org/>

**Services:** Customer Service & Sales Training (CSST) – This training prepares participants for work through classroom learning and meaningful service Activities. It is designed for people who are currently unemployed, have limited work experience, and want to be job ready. The CSST program gives graduates the work experience they need to build their resumes and promote their skills effectively. This is a Stipend eligible program.

Mature Worker Skills Program (MWSP) – The MWSP program is for individuals 45 years or older who are currently unemployed and seeking a way to utilize their skills and re-enter the job market. Trainees receive extensive hands on training at the Urban League and community partners to become a CNA, PCA, Dental Assistant, or Home Health Aide. Learn about healthy living and a stress free life.

Computer Literacy and Internet Knowledge (CLIK)- The CLIK curriculum is designed to help students learn how to become successful in an online learning environment. This program is for individuals who have some but limited computer skills and want to become computer savvy.

Employment Resource Center (ERC) – The ERC is a drop in career center where trainees, job seekers, entrepreneurs, students, can work & search for career or job opportunities. This center grants its member access to computers, internet, printer and copy machine. Individuals that are serious about finding work come to the Employment Resource Center.

MSIMBO Urban League Coding Academy – MSIMBO means “code” in Swahili, is the Urban League of Eastern MA (ULEM) Coding Boot



Camp Training program. The Program is a 20-week full stack training for adults looking to become computer programmer. The MSIMBO training program aims to open the window of opportunity for women and people of color to begin careers in the IT industry, and in so doing address the IT industries' need for ethnically diverse, skilled workers. Funded by Google.org, BNY Mellon and Bank of America. This is a stipend eligible program.

The Domestic and Sexual Violence Project for the Urban League of Eastern MA- This project is sponsored by the Office on Violence Against Women (OVW)- 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 cultural 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.

**Requirements & Restrictions:** Must be 18 years or older with a valid ID and must have a GED or High School Equivalency

**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

Phone: 617-626-5353 - Fax: 617-727-8671

Email: [wotc@detma.org](mailto:wotc@detma.org) – Website:

[https://www.doleta.gov/business/incentives/opptax/eta\\_default.cfm](https://www.doleta.gov/business/incentives/opptax/eta_default.cfm)

**Who to 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, members of a family receiving food stamps or TANF benefits, SSI recipients and veterans.

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

**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

Phone: 617-542-1800 - Fax: 617-542-1811

Email: [MMetayer@ymcaboston.org](mailto:MMetayer@ymcaboston.org) – Website:  
[ymcaboston.org/traininginc](http://ymcaboston.org/traininginc)

**Who to 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.

To apply, call 617.542.1800 to schedule an Information Session. At the Information Session, you will learn more about the program, complete an application, take an assessment, and interview with staff. If accepted, staff will work with you on the next steps.

**Hours:** M - F: 8:30am - 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.

**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**

See in Category: Education, page 32

## **Faith-Based Organizations**

### **Berea Seventh Day Adventist**

See in Category: Food, page 51

### **Bethel Baptist Church**

See in Category: Food, page 51

### **Boston Rescue Mission**

See in Category: Food, page 51

### **Cathedral Church of St. Paul**

See in Category: Food, page 53

### **Catholic Charities Archdiocese of Boston**

51 Sleeper Street  
Boston, MA 02210

Phone: 617-482-5440 - Fax: 617-451-0337

Email: [info@ccab.org](mailto:info@ccab.org) – Website: [www.ccab.org/location-boston](http://www.ccab.org/location-boston)

**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.

Also see Directory listings for **Catholic Charities Archdiocese of Boston: El Centro del Cardenal** and **Catholic Charities Archdiocese of Boston: Haitian Multi-Service Center**.

**Hours:** See CCAB website

#### **Other Locations:**

##### Catholic Charities Labouré Center

275 West Broadway, South Boston  
617-268-9670

Also home to: Refugee and Immigration Services and Community Interpreter Services

##### Catholic Charities North

117 North Common Street, Lynn  
781-593-2312

##### Catholic Charities South

169 Court Street, Brockton  
508-587-0815

##### Catholic Charities Yawkey Center

185 Columbia Road, Dorchester  
617-506-6600

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

##### Merrimack Valley Catholic Charities

70 Lawrence Street, Lowell  
978-452-1421

##### Catholic Charities Child Care Locations:

###### Labouré Child Care Center

275 West Broadway, So. Boston  
617-464-8500

###### Lynn Child Care Center

37 North Federal Street, Lynn  
781-598-2759

###### Malden Child Care Center

77 Salem Street, Malden  
781-397-1556

###### Nazareth Child Care Center

19 St. Joseph Street, Jamaica Plain  
617-522-4040

###### North Cambridge Child Care Center

21C Walden Square Road, North Cambridge  
617-876-0503

###### Peabody Child Care Center

13 Pulaski St., Peabody  
978-532-6860

###### Yawkey Child Care Center

185 Columbia Road, Dorchester  
617-506-6600

**Transportation:** To Sleeper Street location: Silver line 2: Drydock;  
Red line: South Station; Bus #7

### **Catholic Charities Archdiocese of Boston: El Centro del Cardenal**

19 Saint Joseph Street  
Jamaica Plain, MA 02130

Phone: 617-522-4040 x611 - Fax: 617-983-0460

Email: [lydia\\_rivera@ccab.org](mailto:lydia_rivera@ccab.org) – Website: [www.ccab.org/education](http://www.ccab.org/education)

#### **Who to 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.

**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; Bus #39

**Catholic Charities Archdiocese of Boston: Haitian Multi-Service Center**

185 Columbia Road  
Dorchester, MA 02121

Phone: 617-506-6600 - Fax: 617-474-1009

Email: sara\_jorgesen@ccab.org - Website: [www.ccab.org](http://www.ccab.org)

**Who to 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.

**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.

**Common Cathedral (Ecclesia Ministries, Inc.)**

15 Newbury Street  
Boston, MA 02116

Phone: 617-247-4927

Email: [info@commoncathedral.org](mailto:info@commoncathedral.org) - Website: [commoncathedral.org/](http://commoncathedral.org/)

**Who to Contact:** Amanda Grant-Rose

**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:** Green line: Arlington

**First Church in Cambridge**

See in Category: Shelter, page 87

**Greater Love Tabernacle, Inc.**

101 Nightingale Street  
Dorchester, MA 02124

Social Services: 617-533-7954 - HIV Helpline: 617-379-2443 - Mentoring: 617-740-9482 - Fax: 617-740-9484

Email: [greaterlovetab@aol.com](mailto:greaterlovetab@aol.com) – Website: <https://www.grltabernacle.org/>

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

Additional programs, activities, groups:

- Early 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 Friday of the month at 6:00 pm
  - Ladies of Love (Woman's support & mentoring session): Every 3rd 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 Directory listing for **Future Home Apprenticeship Program.**

**Hours:** Office is open T - F: 9:30am - 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 02125

Phone: 617-445-8070 - Fax: 617-445-1139

Email: [masjidalquran@verizon.net](mailto:masjidalquran@verizon.net) - Website: [www.masjidalquran.org/homePage.html](http://www.masjidalquran.org/homePage.html)

**Who to 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  
Phone: 617-298-0278

Email: [info@msbc-bos.org](mailto:info@msbc-bos.org) – Website: [www.msbc-bos.org/](http://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.

#### **Pilgrim Church**

See in Category: Food, page 56

#### **Project Care and Concern Thrift Shop – Pilgrim Trinitarian Congregational Church**

See in Category: Clothing, page 15

#### **Saint Cecilia Parish**

18 Belvidere St.  
Boston, MA 02115

Phone: 617-536-4548 - Fax: 617-536-1781

Email: [info@stceciliaboston.org](mailto:info@stceciliaboston.org) – Website: [stceciliaboston.org/](http://stceciliaboston.org/)

**Services:** A Catholic parish where all are welcome.

Mass times below.

**Prison & After Ministry:** A support group is followed by a meal and fellowship. Mon at 6:00pm

**Hours:** Mass times:

W-F: 8:00am

Sat: 5:00am

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

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

#### **Straight Ahead Ministries**

791 Main Street  
Worcester, MA 01610

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

Email: [connect@straightahead.org](mailto:connect@straightahead.org) – Website: [straightahead.org/](http://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. Contact for more information on how to utilize resources.

#### **Other Locations:**

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

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

**Languages:** Spanish, English, Khmer

## **Families**

### **Aid to Incarcerated Mothers (AIM)**

434 Massachusetts Ave #503  
Boston, MA 02118

Phone: 617-536-0058

Email: jfox9@msn.com

**Service:** 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.

**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.

**Transportation:** Orange line: Massachusetts Ave; Bus # 1, 170, or CT1

### **Arlington Street Church Friday Night Supper**

See in Category: Food, page 51

### **Asian Task Force Against Domestic Violence**

See in Category: Domestic Violence, page 22

### **Asian-American Civic Association**

87 Tyler Street  
5th Floor  
Boston, MA 02111

Phone: 617-426-9492 - Fax: 617-482-2316 - TTY: 617-426-9157

Email: [info@aaca-boston.org](mailto:info@aaca-boston.org) - Website: [aaca-boston.org/](http://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.

**Hours:** M - F: 9am - 5pm

**Languages:** English, Chinese

**Transportation:** Orange Line: Tufts Medical Center

### **Bay State Community Services**

See in Category: Physical and Mental Health, page 78

### **Boston Centers for Youth & Families**

1483 Tremont Street  
Boston, MA 02120

Phone: 617-635-4920 - Fax: 617-635-4524

Email: [BCYF@cityofboston.gov](mailto:BCYF@cityofboston.gov)

Website: <https://www.boston.gov/departments/boston-centers-youth-families>

**Who to Contact:** Varies by center, see Services description 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. BCYF offers affordable programs for residents of all ages across the City. Their goal is to provide quality programs

that enrich the lives of residents and meet the needs of the community.

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 Pomales

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 Pomales

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

**Hours:** Central Office: M - F: 9am - 5pm. Community Center schedules vary.

**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  
parisstretcc@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:** Tremont St location: Orange line: Roxbury Crossing;  
Bus #22, 29, 66

**Boston Public Health Commission: Father Friendly Initiative**

See in Category: Physical and Mental Health, page 79

**Boston Public Health Commission: Healthy Baby/Healthy Child**

774 Albany Street  
Boston, MA 02118

Phone: 617-534-5832 – Toll-Free: 1-800-711-1180 - Fax: 617-534-5355

Email: HBHC@bhpc.org - Website:  
[www.bphc.org/whatwedo/childrens-health/healthy-baby-healthy-child/Pages/Healthy-Baby-Healthy-Child.aspx](http://www.bphc.org/whatwedo/childrens-health/healthy-baby-healthy-child/Pages/Healthy-Baby-Healthy-Child.aspx)

**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. Call, email, or write for more information (contact information above).

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.

**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.

**Languages:** English, Spanish, Portuguese, Somali, French, Creole

**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: Mom's Project/Women's Health & Recovery**

See in Category: Women, page 101

**Casa Esperanza, Inc.**

See in Category: Substance Abuse, page 91

**Casa Myrna**

See in Category: Domestic Violence, page 22

**Community Legal Services & Counseling Center**

See in Category: Legal, page 66

**Daniel Driscoll-Neponset Health Center**

See in Category: Physical and Mental Health, page 81

**EMERGE (Batterer's Intervention)**

See in Category: Domestic Violence, page 23

**Entre Familia**

See in Category: Women, page 101

**Geiger Gibson Community Health Center**

See in Category: Physical and Mental Health, page 81

**Harvard Street Neighborhood Health Center**

See in Category: Physical and Mental Health, page 81

**Heading Home**

See in Category: Shelter, page 87

**Hour House Boston, Incorporated**

See in Category: Employment, page 36

**Just-A-Start Corporation**

See in Category: Employment, page 36

**La Alianza Hispana**

1000 Massachusetts Avenue  
#101

Boston, MA 02118

Phone: 617-427-7175 - Fax: 617-442-2259

Email: [info@laalianza.org](mailto:info@laalianza.org) – Website: [www.laalianza.org/](http://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.

**Hours:** M - F: 9am - 5pm

**Requirements & Restrictions:** None

**Languages:** Spanish, English

**Transportation:** Bus #1, 10, CT3

**Margaret Fuller Neighborhood House**

71 Cherry Street  
Cambridge, MA 02139

Phone: 617-547-4680 - Fax: 617-497-0166

Email: [info@margaretfullerhouse.org](mailto:info@margaretfullerhouse.org) - Website: [www.margaretfullerhouse.org/](http://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.

**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 101

### North End/West End Neighborhood Service Center (NSC)

1 Michelangelo Street  
Boston, MA 02113

Phone: 617-523-8125 - Phone: 617-367-4859

Email: [mariastella.gulla@bostonabcd.org](mailto:mariastella.gulla@bostonabcd.org) – Website:  
[bostonabcd.org/north-endwest-end-nsc.aspx](http://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.

**Hours:** North End Pantry: T - TH 11:30am - 3pm; West End Pantry: M & W 11:30am - 1:30pm

### Other Locations:

Boston Public Library, West End Branch  
151 Cambridge St.  
Boston, MA 02114  
617-523-8125

**Requirements & Restrictions:** Low income residents of Boston for most programs. Bring I.D. and proof of income for your first visit.

**Languages:** English, Spanish, Italian, Chinese, Turkish

**Transportation:** Green line or Orange line: Haymarket, North Station.

### Parents Helping Parents/Parental Stress Line

Phone: 1-800-6328188

Email: [info@parentshelpingparents.org](mailto:info@parentshelpingparents.org) – Website:  
<https://www.parentshelpingparents.org/>

**Who to 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/](http://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 and MCI Norfolk and MCI Framingham.

This organization also runs the Parental Stress Line – 1-800-632-8188, a 24 hour helpline for parents  
[www.parentshelpingparents.org/parental-stress-line/](http://www.parentshelpingparents.org/parental-stress-line/)

All services are confidential, anonymous, and free.

**Hours:** Hotline: 24 hours; Support Groups: Weekly

**Waiting time:** Hotline: 2 minutes; Groups: none

**Languages:** Translation services available for Parental Stress Line calls.

### **Project Hope**

See in Category: Shelters, page 88

### **RESPOND, Inc.**

See in Category: Domestic Violence, page 23

### **Rosie's Place**

See in Category: Women, page 103

### **Roxbury Multi-Service Center**

See in Category: Other Groups, page 76

### **Salvation Army Social Services**

1500 Washington Street  
Boston, MA 02188

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

Email: Myron.Smith@USE.SalvationArmy.org – Website:  
[https://www.salvationarmyusa.org/usn/plugins/gdosCenterSearch?mode=query\\_2&lat=42.36&lng=-71.059&code=US&query=boston](https://www.salvationarmyusa.org/usn/plugins/gdosCenterSearch?mode=query_2&lat=42.36&lng=-71.059&code=US&query=boston)

**Who to 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).

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

#### **Other Locations:**

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

Roxbury  
23 Vernon Street  
Roxbury, MA 02119  
617-427-6700

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

**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.

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

### **Somerville Homeless Coalition**

See in Category: Housing, page 64

### **Straight Ahead Ministries**

See in Category: Faith-Based Organizations, page 43

### **The Federation for Children with Special Needs**

See in Category: Disability, page 21

### **U.S. Department of Health and Human Services: Office of Child Support Enforcement**

Child Support Enforcement Division, Department of Revenue  
PO Box 9561  
Boston, MA 02114-9561

Phone: (800) 332-2733 - Phone (For local callers in the Boston area):  
(617) 660-1234 – Fax (MA): (617) 887-7570

Website: <https://www.acf.hhs.gov/css/parents>

**Services:** The federal Office of Child Support Enforcement partners with federal, state, tribal, and local governments and others to promote parental responsibility so that children receive reliable support from both of their parents as they grow to adulthood. The OSCE provides resources for parents, grandparents, and children including the following help pages:

- How Do You Get Child Support? (<https://www.acf.hhs.gov/css/parents/how-do-you-get-child-support>)
  - Applying for Child Support (<https://www.acf.hhs.gov/css/parents/how-do-you-get-child-support/applying-for-child-support>)
  - Making a Payment (<https://www.acf.hhs.gov/css/parents/how-do-you-get-child-support/making-a-payment>)
  - Changing an Order- Flyers for specific states available online. (<https://www.acf.hhs.gov/css/parents/how-do-you-get-child-support/changing-an-order>)
  - International Cases (<https://www.acf.hhs.gov/css/parents/how-do-you-get-child-support/international-cases>)
  - Tribal Cases (<https://www.acf.hhs.gov/css/parents/how-do-you-get-child-support/tribal-cases>)

- How Does Child Support Work?  
(<https://www.acf.hhs.gov/css/parents/how-does-child-support-work>)
- What Happens if Child Support Isn't Paid?  
(<https://www.acf.hhs.gov/css/parents/what-happens-if-child-support-isnt-paid>)
- Who Else Do We Help  
(<https://www.acf.hhs.gov/css/parents/who-else-do-we-help>)
  - Incarcerated Parents  
(<https://www.acf.hhs.gov/css/parents/who-else-do-we-help/incarcerated-parents>)
  - Military and Veterans  
(<https://www.acf.hhs.gov/css/parents/who-else-do-we-help/military-veterans>)

**Other Locations:** PO Box listed above is for mailing inquiries and requested documentation only.

A list of all OSCE offices across the country is available at their website.

**Requirements & Restrictions:** The webpages listed here are online resources, the OSCE does not provide services directly to families.

**Languages:** The OSCE also provides a number of resources in Spanish, visit the website for more information.

### **Union of Minority Neighborhoods**

42 Seaverns Avenue  
Jamaica Plain, MA 02130

Phone: 617-942-7577 - Fax: 617-522-3351

Email: [umnunity@gmail.org](mailto:umnunity@gmail.org) – Website:  
[unionofminorityneighborhoods.org/](http://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.

**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.

### **United Way's 211 Helpline**

See in Category: Hotlines, page 61

## Food

### **ABCD (Action for Boston Community Development)**

See in Category: Other Groups, page 73

### **AFSC Materials Assistance Center**

See in Category: Clothing, page 14

### **AIDS Action Committee**

See in Category: Physical and Mental Health, page 78

### **American Red Cross: Boston Food Pantry**

1033 Massachusetts Avenue  
Boston, MA 02118

Phone: 617-375-0735 - Fax: 617-236-1289

Email: david.andre@redcross.org

Website: [www.redcross.org/local/massachusetts/food-nutrition](http://www.redcross.org/local/massachusetts/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.

**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

Phone: 617-536-7050 x22

Email: [web@ascboston.org](mailto:web@ascboston.org) - Web: [www.fridaynightsupper.org/](http://www.fridaynightsupper.org/)

**Who to Contact:** Rachel Caldwell

**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.

**Hours:** Fridays: 5pm - 7pm

**Transportation:** Green line: Arlington Street

### **Asian-American Civic Association**

See in Category: Families, page 44

### **Berea Seventh Day Adventist**

108 Seaver Street  
Dorchester, MA 02121  
Phone: 617-427-2201

Email: [contact@bereaboston.org](mailto:contact@bereaboston.org) - Website:  
<https://www.bereaboston.org/>

**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

**Hours:** Office hours: M-F: 9am - 1pm

**Requirements & Restrictions:** Bring photo ID for food pantry, as well as bags for food.

**Transportation:** Bus #22, 29, 44.

### **Bethel Baptist Church**

18 Saint James Street  
Roxbury, MA 02119

Phone: 617-445-0584 - Fax: 617-445-0052

Email: [bethelbaptistroxbury@gmail.com](mailto:bethelbaptistroxbury@gmail.com)

Website: [bethelbaptistchurchroxbury.org/](http://bethelbaptistchurchroxbury.org/)

**Who to 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**

39 Kingston Street  
Boston, MA 02111

Phone: 617-338-9000 - Fax: 617-482-6623

Email: [info@brm.org](mailto:info@brm.org) – Website: [www.brm.org/](http://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. No matter what the

weather is like outside, the team brings food, coffee, water, and fellowship to the hungry.

**Safe & Healthy Program:** An emergency shelter providing hot meals, showers, and refuge from the street 365 nights per year.

**Emergency Overflow Shelter (Winter months only):** During the chilly winter months, our emergency shelter hosts people who don't have a place to sleep. Participants arrive in the evening, are screened for safety, and receive meals, shower facilities, and safe beds out of the cold. Guests leave in the morning, but may return the next evening if needed. This program generally runs from December into April.

**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:** A 10-room short-term transitional housing program for veterans with current substance abuse and mental health issues located in Dorchester, MA. The Safe Haven program targets chronically homeless veterans who have had difficulty with traditional housing programs.

**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

**Hours:** Open 24 hours a day, 365 days a year offering residential, shelter and meal programs. Shelter check-in time: 5pm

**Requirements & Restrictions:** Length of stay is night to night; Storage space: only for those enrolled in programs.

**Transportation:** T-stop/bus: Silver, Orange, or Red Line: Downtown Crossing

### Bridge Over Troubled Waters

See in Category: Shelters, page 86

### Brighton Allston Congregational Church: Thrift Shop and Food Pantry

404 Washington Street  
Brighton, MA 02135  
Phone: 617-254-4046

Email: [brightonucc@verizon.net](mailto:brightonucc@verizon.net)  
Website: [brightonucc.org/whatwedo/](http://brightonucc.org/whatwedo/)

**Services:** **Thrift Shop:** Clothing and household goods. Open Wednesdays and Saturdays only.

**Food Pantry:** Baskets and Community Supper

The Allston Brighton Food Pantry provides food baskets for eligible Allston Brighton residents. Distribution occurs at the church at 404 Washington Street, Brighton Center, on the second and fourth Saturdays of the month between 10:00 a.m. and 1:00 p.m.

In November, there is only one distribution, the Saturday before Thanksgiving. There is no need to call in advance or register for these baskets which contain everything you need for a festive Thanksgiving meal.

In December, baskets are distributed on the second Saturday only.

You're always welcome at the Community Supper, every Wednesday night at 6:00pm.

Visit Allston Brighton Food Pantry website (<http://abfoodpantry.com>) for information, restrictions, and dates.

**Hours:** W: 11am - 2pm; Sat: 10am - 1pm

**Other Locations:** Thrift Shop: Wed. 11am – 2pm, Sat. 10am- 1pm  
Food Baskets: Second and fourth Saturdays of the month, 10am – 1pm

Community Supper: Every Wednesday 6pm

**Requirements & Restrictions:** Food Basket Distribution Policies

- One food basket per household per month
- Food baskets are provided only to residents of Allston and Brighton, MA.
- Distribution is the 2nd and 4th Saturdays of each month, except November and December
- On distribution days, we are open from 10:00am – 1:00pm Each basket contains approximately a 3 to 4 day supply of food
- Proper ID and proof of need (see below) is required to receive a food basket

Required Documents

1. Photo ID
2. Current phone, gas or electric bill with your name & address (only one of these is needed)
3. One of the following: welfare (EBT) card, MassHealth card, SSI papers, unemployment papers, or a referral/letter from either a social worker, medical doctor, registered nurse, the Red Cross, Pastor, Priest, Rabbi, or Project Bread's Hunger Hotline.

**Transportation:** Bus #57 from Kenmore Square

### Brookline Food Pantry

15 Saint Paul St  
St. Paul's Episcopal Church  
Brookline, MA 02446  
Phone: 617-800-5339

Email: [brooklinefoodpantry@gmail.com](mailto:brooklinefoodpantry@gmail.com) - Website: [brooklinefoodpantry.org/](http://brooklinefoodpantry.org/)

**Who to Contact:** Rene Feuerman, Director

**Services:** The food pantry is open Tuesday-Thursday and Saturdays; see hours below. The Brookline Food Pantry follows the Brookline Public Schools calendar for emergency closings. When the schools are closed, the pantries are also closed.

**Hours:** Tu & Th: 10am - 2pm; W: 3pm - 6pm; Sat: 1pm - 4pm

**Other Locations:** 55A Egmont Street, Brookline 02446; open Thursday 3pm – 7pm

**Requirements & Restrictions:** Brookline residents only. Clients can shop once every two weeks.

**Transportation:** Green line: Brookline Village; Bus #66

### Cambridge Economic Opportunity Committee

See in Category: Other Groups, page 74

### Cambridge Multi-Service Center

See in Category: Other Groups, page 74

### **Cathedral Church of St. Paul**

138 Tremont Street  
Boston, MA 02111

Phone: 617-482-5800

Email: [cathedral@diomass.org](mailto:cathedral@diomass.org) - Website: [www.stpaulboston.org/](http://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.

**Hours:** Mondays, 11:30am - 12:45pm

**Transportation:** Red line or Green line: Park Street

### **Catholic Charities Archdiocese of Boston**

See in Category: Faith-Based Organizations, page 41

### **Christ Church Cambridge: Harvard Square Churches Meal Program**

Zero Garden Street  
Cambridge, MA 02138

Phone: 617-876-0200 - Fax: 617-876-0201

Email: [info@cccbridge.org](mailto:info@cccbridge.org)

Website: [www.firstchurchcambridge.org/first-church-in-the-world/harvard-square-meals](http://www.firstchurchcambridge.org/first-church-in-the-world/harvard-square-meals)

**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

Phone: 617-523-2377

Email: [office@theadventboston.org](mailto:office@theadventboston.org) - Website: <https://www.theadventboston.org/>

**Services:** Church of Advent operates a Community Supper Program every Tuesday night at 6:00pm.

**Hours:** Office: M - F: 9am - 4:30pm

**Transportation:** Red line: Charles Street/MGH

### **Community Servings**

18 Marbury Terrace  
Jamaica Plain, MA 02130

Phone: 617-522-7777 - Fax: 617-522-7770

Website: <https://www.servings.org/>

**Who to 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.

**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.

**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

Phone: 617-876-4444

Website: [eastendhouse.org/programs-and-services/emergency-food-program](http://eastendhouse.org/programs-and-services/emergency-food-program)

**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-12:30pm.

**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 pay stubs, 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

### **Faith Lutheran Church: Faith Kitchen**

Faith Lutheran Church  
311 Broadway  
Cambridge, MA 02139

Phone: 617-945-4395

Email: [info@faithcambridge.org](mailto:info@faithcambridge.org) – Website: [www.faithkitchen.org/](http://www.faithkitchen.org/)

**Services:** In partnership with Temple Beth Shalom, Faith Lutheran Church serves meals at 6:30 p.m. on the second and last Tuesdays of each month. Cooking starts around 5:30, and anyone can help. You don't have to sign up ahead of time. Feel free to bring in your own containers for leftovers!

**Hours:** Second and last Tuesdays each month, 6:30pm.

**Transportation:** Red line: Central Square

### **First Church in Cambridge**

See in Category: Shelters, 87

### **First Church in Jamaica Plain: Food Pantry**

6 Eliot Street  
Jamaica Plain, MA 02130

Phone: 617-524-1634

Email: [firstchjp@aol.com](mailto:firstchjp@aol.com) – Website: [www.firstchurchjp.org/](http://www.firstchurchjp.org/)

**Services:** Our Food Pantry serves more than 120 people per month. It is open the first and third Thursday of each month from 11:00 a.m. - 12:00 noon. The Food Pantry does not operate during July and August. (A schedule is posted on the church's Eliot Street door.) People of all ages, races, and circumstances come to the Food Pantry. The pantry provides basic staples like pasta and canned

goods, fresh produce when available, bakery bread, and a few personal items.

**Hours:** First and third Thursday: 11am - 12pm

**Requirements & Restrictions:** People of all ages, races, and circumstances come to the Food Pantry. We do not ask for identification of documentation of any kind. The Food Pantry is closed during July and August.

**Transportation:** Orange line: Green Street; Bus #38, 39

#### **First Parish Church**

3 Church Street  
Cambridge, MA 02138  
Phone: 617-876-7772

Email: [office@firstparishcambridge.org](mailto:office@firstparishcambridge.org) -  
Website: [firstparishcambridge.org/testing/](http://firstparishcambridge.org/testing/)

**Who to Contact:** Carol Lewis

**Services:** Dinner is provided on Tuesdays, both on site and to go.

**Hours:** Tuesdays, 5:30pm

**Requirements & Restrictions:** Must be sober.

**Transportation:** Red line: Harvard Square; Bus #66

#### **Food Not Bombs**

Central Square  
Cambridge, MA 02139  
Email: [BostonFoodNotBombs@gmail.com](mailto:BostonFoodNotBombs@gmail.com)  
Website: [www.fnboston.org/](http://www.fnboston.org/)

**Services:** Food Not Bombs recovers food that would have been discarded and share it as a way of protesting war and poverty. FNB serves free and healthy vegetarian or vegan meals at the Central Square T stop every Saturday 1pm-4pm.

**Hours:** Sat: 1pm - 4pm

**Transportation:** Red line: Central Square

#### **Foodsource Hotline – Project Bread**

145 Border Street  
East Boston, MA 02128  
Phone: 1-800-645-8333 - TTY: 1-800-377-1292 - Fax: 617-T-8877  
Email: [info@projectbread.org](mailto:info@projectbread.org)  
Website: [www.projectbread.org/get-help/foodsource-hotline.html](http://www.projectbread.org/get-help/foodsource-hotline.html)

**Services:** Project Bread toll-free FoodSource Hotline is the only comprehensive statewide information and referral service in Massachusetts for people facing hunger.

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)

**Hours:** M - F: 8am - 7pm; Sat: 10am - 2pm; Service available by telephone only.

**Requirements & Restrictions:** These services are available to all Massachusetts residents.

Having a criminal record and/or being homeless does NOT disqualify anyone from being eligible for Food Stamps.

**Languages:** The Hotline has links to 160 languages – specify desired language when calling.

#### **Haley House**

23 Dartmouth Street  
Boston, MA 02116  
Phone: 617-236-8132

Email: [info@haleyhouse.org](mailto:info@haleyhouse.org) – Website: [haleyhouse.org/](http://haleyhouse.org/)

**Services:** Meal services: (All located at 23 Dartmouth Street)

- Breakfast: For men only. M – F: 5:30am – 9am, Sun. 9am – 12pm; the meal is usually served after 7am.
- Elder Meal: Afternoon meal for men and women aged 55 and older. Tuesdays and Thursdays from 12pm – 2:30pm and Sundays from 1pm – 4pm. 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.

Housing: Haley House owns and/or manages 109 affordable housing units throughout Boston's South End. The majority are supported by project-based Section 8 subsidies, which enable people with low income to live securely in their own homes, without fear of being displaced.

24 single-room-occupancy (SRO) units are reserved for individuals who are living in shelters or transitional programs and are ready to move into permanent housing. Individuals must be on or eligible for the Boston Housing Authority (BHA) waitlist and meet certain other requirements. An additional two unsubsidized units are reserved for Resident Managers. To apply for the subsidized units, individuals should call 617-236-8132 and ask to speak with the Housing Director to schedule an appointment.

Five SRO units are reserved for individuals who manage our direct service programs and accept the challenge to participate in the Haley House Live-In program.

Nine additional family units are not supported by formal subsidies. Rents are established on a sliding scale for the purpose of creating a small community of individuals who represent a cross-section of economies.

69 subsidized family units, collectively known as Interfaith Apartments, are owned jointly with Madison Park Development Corporation and are managed by Maloney Properties. To apply for these units, please call the management company at 617-927-0002 and ask to speak with the Property Manager.

Also see Directory listing for **Haley House Bakery Training Program**.

**Hours:** See above for schedule.

**Other Locations:**

Haley House Bakery Training Program  
12 Dade Street  
Roxbury, MA 02119  
617-445-0900

**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. Those who wish to register need to present a valid photo ID with a permanent address and are eligible to come every other week. We accept registrations on a rolling basis as our supply permits, but do not take drop-ins.

**Transportation:** Orange line: Back Bay

#### **Haley House Bakery Training Program**

See in Category: Employment, page 36

#### **Harvard Street Neighborhood Health Center**

See in Category: Physical and Mental Health, page 81

#### **Harvest Food Pantry**

Cambridgeport Baptist Church  
459 Putnam Avenue  
Cambridge, MA 02139

Phone: 617-252-0005 - Fax: 617-576-6779

Email: [theharvestfoodpantry@gmail.com](mailto:theharvestfoodpantry@gmail.com) - Website:  
<https://www.cambridgeportbaptist.org/harvest-pantry/>

**Who to Contact:** Cambridgeport Baptist Church

**Services:** Food Pantry: free grocery items including: dry goods, canned goods, bread, and fresh produce

Clothes: Gently used clothing in good condition for minimal cost. See Cost description below.

**Hours:** First & Third Saturdays, Monthly, 9am - 11am (closed only for major holidays or severe weather)

**Requirements & Restrictions:** There are no income restrictions to visit the pantry, but a personal identification card is required at the time of check-in.

**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 Street  
Charlestown, MA 02129  
Phone: 617-990-7314

Email: [tmacdonald@stmarystcatherine.org](mailto:tmacdonald@stmarystcatherine.org)

Website: [stmarystcatherine.org/harvest-on-vine/food-pantry/](http://stmarystcatherine.org/harvest-on-vine/food-pantry/)

**Services:** Food Pantry: Each family receives approximately one week's worth of food (e.g. pasta, rice, cereal, canned fruit, vegetables, soup, milk and meat and basic toiletries (e.g. toilet paper, tissue paper, soap). Each family may shop according to personal preference (e.g. Cheerios vs. Raisin Bran). Shopping allows families to select the food they want, so that no food is wasted. 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.

**Hours:** The second Saturday of every month at 10 AM; The last Tuesday of the month at 7PM

**Requirements & Restrictions:** Charlestown residents only. Registration required.

**Transportation:** Bus #93

#### **Holy Resurrection Orthodox Church**

62 Harvard Ave  
Allston, MA 02134

Phone: 617-787-7625

Website: [hrocboston.org/ourchurch/32.html#opendoor](http://hrocboston.org/ourchurch/32.html#opendoor)

**Services:** Monday 6:00 – 7:00pm dinner and take-out available from Open Door Soup Kitchen/St. Bridget's Food Pantry.

**Transportation:** Green line: Harvard Ave; Bus #57, 66

#### **Loaves and Fishes, First Korean Church**

First Korean Church  
35 Magazine St  
Cambridge, MA 02139

**Services:** Serves a buffet dinner every Saturday at 5:30pm. Food pantry also available.

**Transportation:** Red line: Central Square

#### **Margaret Fuller Neighborhood House**

See in Category: Families, page 47

#### **Massachusetts Ave. Baptist Church: Project MANNA**

146 Hampshire Street  
Cambridge, MA 02139

Church Office: 617-868-4853 - Fax: 617-868-1511

Email: [info@massavebaptistchurch.com](mailto:info@massavebaptistchurch.com) - Website:  
<https://www.massavebaptistchurch.com/>

**Services:** A food pantry is available on the third Saturday of each month (fourth Saturday of November). Please call for summer hours. 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.

**Hours:** Dinners: M & F at 5:30pm; Pantry: 3rd Sat. of month at 7am

**Requirements & Restrictions:** Must bring ID.

**Transportation:** Red line: Central Square; Bus #1, 85, CT1

#### **Massachusetts Department of Transitional Assistance (DTA)**

See in Category: Emergency Assistance, page 33

#### **New England Center and Home for Veterans**

See in Category: Veterans, page 98

#### **North End/West End Neighborhood Service Center (NSC)**

See in Category: Families, page 48

#### **Paulist Center**

5 Park Street  
Boston, MA 02108

Phone: 617-742-4460 - Fax: 617-720-5756

Email: [Info@paulistcenter.org](mailto:Info@paulistcenter.org) – Website:  
[www.paulistcenter.org/get-involved/social-justice/](http://www.paulistcenter.org/get-involved/social-justice/)



**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.

**Hours:** See above

**Requirements & Restrictions:** Photo ID with a Boston-vicinity area address. One visit for one grocery bag a month is the operating guideline.

**Transportation:** Red line or Green line: Park Street

#### **Pilgrim Church**

540 Columbia Road  
Dorchester, MA 02125

Phone: 617-282-0456

Email: [pastor@pilgrimchurch1862.org](mailto:pastor@pilgrimchurch1862.org) – Website:  
[www.pilgrimchurch1862.org/](http://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

**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 103

#### **Salvation Army Social Services**

See in Category: Families, page 50

#### **Somerville Homeless Coalition, Food Assistance**

165 Broadway  
Somerville, MA 02143

Phone: 617-776-7687 - Fax: 617-776-6640

Email: [projectsoup@shcinc.org](mailto:projectsoup@shcinc.org) – Website:  
<https://www.somervillehomelesscoalition.org/programs/food-services/>

**Who to Contact:** Nina Siciliano, Manager

**Services:** A free community supper program is held on Mondays at 4:30pm 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

165 Broadway (corner of Cross Street; same building as Senior Center) Somerville, MA 02145

M: closed, T: 12pm – 4pm, W: 9am – 3pm, Th: 2pm – 7pm, F: 9am – 3pm, Sat. & Sun.: closed.

#### Emergency Food Pantry

Somerville Homeless Coalition Offices

1 Davis Square, Somerville 02145

M-F: 9am – 5pm

Monthly groceries delivered to eligible elderly and disabled individuals in Somerville. By application only.

Project SOUP staff also provide assistance filling out stamp applications, give referrals to other agencies, and provide health and nutrition outreach.

**Hours:** Mon. 10 am - 2pm, Tues. 12pm - 4pm, Wed. 9am - 3pm, Thurs. 12pm - 4pm, Fri. 9am - 3pm, Sat-Sun CLOSED

**Other Locations:** See Services.

**Requirements & Restrictions:** Must be a resident of Somerville and have a photo ID. A person can only access the pantry once per month.

**Languages:** Spanish, Portuguese, Haitian Creole

#### **St Bartholomew's Episcopal Church**

239 Harvard Street  
Cambridge, MA 02139

Phone: 617-354-8582

Email: [stbartscambridge@gmail.com](mailto:stbartscambridge@gmail.com) – Website:  
[www.stbartscambridge.org/](http://www.stbartscambridge.org/)

**Services:** Community meal: Wednesday nights 6-7pm

**Transportation:** Red line: Central Square

#### **St. Francis House**

See in Category: Other Groups, page 76

#### **St. James Helping Hands Food Pantry**

364 Rindge Avenue  
Cambridge, MA 02140

Email: [foodpantry@stjames-cambridge.org](mailto:foodpantry@stjames-cambridge.org) – Website:  
[www.stjames-cambridge.org/helping-hand-food-pantry/](http://www.stjames-cambridge.org/helping-hand-food-pantry/)

**Services:** Helping Hand Food Pantry is an all-volunteer operation that provides groceries on the second Saturday of every month to individuals in need of assistance.

During St. James's redevelopment, the Food Pantry will be held at Fresh Pond Apartments, 364 Rindge Avenue, Cambridge.

**Hours:** Sat: 11am-12:30pm (Second Saturday of the month, only!)

**Requirements & Restrictions:** Helping Hand serves all in need. It has no identification or residency requirements.

**Waiting time:** 45 minutes

**Transportation:** Red line: Alewife; Buses: 83

#### **Union Baptist Church of Cambridge – Project Uplift**

874 Main Street  
Cambridge, MA 02139

Phone: 617-864-6600

Email: [churchadmin@ubccambridge.org](mailto:churchadmin@ubccambridge.org) – Website:  
[www.ubccambridge.org/ministries/project-uplift/](http://www.ubccambridge.org/ministries/project-uplift/)

**Services:** Project Uplift is a weekly dinner program for the homeless and needy families every Thursday evening.

**Hours:** Thursdays: 5pm - 6pm

**Transportation:** Red Line: Central Square

#### **Weekend Emergency Food Pantry – Church of the Covenant**

67 Newbury Street  
Church of the Covenant  
Boston, MA 02116

Phone: 617-266-7480

Website: [www.cotcbos.org/food-cupboard.html](http://www.cotcbos.org/food-cupboard.html)

**Who to 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.

**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 104

## **Fuel Assistance**

### **ABCD (Action for Boston Community Development)**

See in Category: Other Groups, page 74

### **Asian-American Civic Association**

See in Category: Families, page 45

### **Cambridge DHSP Fuel Assistance**

51 Inman Street  
Cambridge, MA 02139

Phone: 617-349-6252

Email: [dhspfuel@cambridgema.gov](mailto:dhspfuel@cambridgema.gov) - Website:

[www.cambridgema.gov/DHSP/programsforadults/fuelassistance](http://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.

**Hours:** M - F: 8:30am - 5pm from November 1 - April 30

**Requirements & Restrictions:** Must meet certain household income guidelines to be eligible.

**Transportation:** Red Line: Central Square; Bus #1, 83, or 91

### **Massachusetts Department of Housing and Community Development (DHCD)**

See in Category: Housing, page 64

### **Massachusetts Department of Transitional Assistance (DTA)**

See in Category: Emergency Assistance, page 34

### **North End/West End Neighborhood Service Center (NSC)**

See in Category: Families, page 49

## **Hotlines**

### **Aid to Incarcerated Mothers (AIM)**

See in Category: Families, page 44

### **Alcoholics Anonymous**

See in Category: Support Groups, page 96

### **Asian Task Force Against Domestic Violence**

See in Category: Domestic Violence, page 23

### **Boston Area Rape Crisis Center (BARCC)**

See in Category: Domestic Violence, page 23

### **Casa Myrna**

See in Category: Domestic Violence, page 23

### **Child-at-Risk Hotline**

Phone: 1-800-792-5200

Website: <https://bcc.harvard.edu/child-risk-hotline>

**Services:** 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.

A 30-member staff is trained to assess the urgency of each call, elicit critical information, and provide a sympathetic ear. In situations where children are at imminent risk, an emergency response is initiated, with DCF field staff launching the investigations.

**Hours:** 24/7

### **Eastern Regional Legal Intake (ERLI)**

See in Category: Legal, page 68

### **Foodsource Hotline – Project Bread**

See in Category: Food, page 55

### **Gamblers Anonymous**

See in Category: Support Groups, page 96

### **Helpline, MA Substance Abuse Information & Education**

Phone: 1-800-327-5050

Website: <https://helplinema.org/>

**Services:** Free and confidential referrals for alcohol and other drug abuse problems and related concerns.

**Hours:** M - F 8am- 10pm, S&S 8am-6pm

**Languages:** Language interpreters available

### **National Domestic Violence Hotline**

Phone (Toll-Free): 1-800-799-SAFE (7233) - TTY: 1-800-787-3224

Website: [www.thehotline.org/](http://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. Anyone can call.

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.

**Hours:** Hotline and chat are 24/7.

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

### **National Sexual Assault Hotline**

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

Website: <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.

**Hours:** Hotline and online chat available 24/7

**Languages:** English, Spanish

### **National Suicide Prevention Lifeline**

Phone (Toll-Free): 1-800-LIFE-NET (1-800-273-8255) - TTY: 1-800-799-4889 - Spanish: 1-888-628-9454

Website: <https://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.

**Hours:** 24/7

**Languages:** English, Spanish

### **New England Region of Narcotics Anonymous**

See in Category: Support Groups, page 96

### **Planned Parenthood League of Massachusetts**

See in Category: Physical and Mental Health, page 83

### **Rape Crisis Hotline – Pathways for Change**

588 Main Street  
Worcester, MA 01608

Phone: 1-800-870-5905 – Phone (Spanish): 1-800-223-5001 - TTY: 888-887-7130 - Fax: 508-852-7870

Online: [info@centralmasspfc.org](mailto:info@centralmasspfc.org) – Website: <https://www.centralmasspfc.org/>

**Who to 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.

**Hours:** Hotline is available 24/7.

TTY is available 9am-5pm.

**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**

See in Category: Domestic Violence, page 24

### **Registrants and Families Support Line**

Phone: 800-773-4319

Online: [hotline@thesupporthotline.org](mailto:hotline@thesupporthotline.org) – Website: [www.womenagainstry.org/page-1730789](http://www.womenagainstry.org/page-1730789)

**Services:** This support hotline or helpline is here to provide hope and encouragement to registrants and family members, women, mothers, grandmothers, sisters, daughters, children, friends, and others that are suffering collateral damage because a family member, friend, or loved one is on the sex offender registry. The support hot line is open to everyone that is suffering from the collateral damage of the sex offender registry. This is a service provided by Women Against Registry in collaboration with RSOL, and SOSEN and paid for by donations and membership fees paid to this web site.

The Support Line is not a substitute for professional counseling, treatment or consultation with an attorney. Any actions or lack of actions by the recipient after contacting the Support Line is the sole responsibility of the recipient. Neither RSOL, SOSEN nor Women Against Registry will be held responsible or liable in any regard. The Support Line DOES NOT support nor can we provide service to any person who is engaging in illegal activities and ask those calls be directed to: Childhelp National Child Abuse Hotline 1-800-4-A-CHILD (1-800-422-4453).

**Hours:** 10am-10pm

### **RESPOND, Inc.**

See in Category: Domestic Violence, page 24

### **SafeLink**

SafeLink 24/7 Hotline: 1-877-785-2020 - TTY: 1-877-521-2601

Email: [info@casamyrna.org](mailto:info@casamyrna.org) - Website: <https://www.casamyrna.org/get-support/safelink/>

**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 Street

4th Floor

Boston, MA 02111

Hotline: 877-870-4673 – Office Phone: 617-536-2460

Email: [info@samaritanshope.org](mailto:info@samaritanshope.org) – Website: <https://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.

**Hours:** 24/7

**Transportation:** Green or Red line: Park Street

### **Social Security: Benefits After Incarceration**

See in Category: Employment, page 40

### **Stop It Now! Helpline**

351 Pleasant Street

Suite B-319

Northampton, MA 01060

Phone: 1-888-773-8368

Email: [helpline@stopitnow.org](mailto:helpline@stopitnow.org) – Website: [www.stopitnow.org/](http://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. The Helpline also offers an email service to answer individuals' questions and provide guidance and resources.

Chat option available on website.

**Hours:** Helpline is available M-F 12pm - 6pm, online resources and email available 24/7.

**Requirements & Restrictions:** All direct services are done by telephone and email.

**Languages:** English, some Spanish literature available online.

#### **The Network – La Red**

See in Category: Domestic Violence, page 25

#### **Social Security: Benefits After Incarceration**

See in Category: Employment, page 40

#### **The Women’s Center**

See in Category: Women, page 104

#### **U.S. Department of Veterans Affairs, IRIS**

See in Category: Veterans, page 99

#### **United Way’s 211 Helpline**

Phone: 1-877-211-6277 - TTY: 617-536-5872

Website: [mass211.org/](http://mass211.org/)

**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.

**Hours:** Hotline and chat available 24/7.

**Languages:** English, Spanish, Portuguese, and other languages translated through interpreter services.

## **Housing**

### **ABCD (Action for Boston Community Development)**

See in Category: Other Groups, page 73

#### **Aid to Incarcerated Mothers (AIM)**

See in Category: Families, page 44

#### **AIDS Action Committee**

See in Category: Physical and Mental Health, page 78

#### **Asian-American Civic Association**

See in Category: Families, page 44

#### **Boston Center for Independent Living, Inc.**

See in Category: Disability, page 19

#### **Cambridge Economic Opportunity Committee**

See in Category: Other Groups, page 74

#### **Cambridge Multi-Service Center**

See in Category: Other Groups, page 74

#### **Casa Esperanza, Inc.**

See in Category: Substance Abuse, page 91

#### **Catholic Charities Archdiocese of Boston**

See in Category: Faith-Based Organizations, page 41

#### **Dorchester Bay Economic Development Corporation**

See in Category: Other Groups, page 75

#### **Father Bill's Place**

See in Category: Shelters, page 87

#### **Haley House**

See in Category: Food, page 54

#### **Heading Home**

See in Category: Shelters, page 87

#### **Hearth**

1640 Washington Street  
Boston, MA 02118

Phone: (617) 369-1578

Email: [info@hearth-home.org](mailto:info@hearth-home.org) – Website: [www.hearth-home.org/](http://www.hearth-home.org/)

**Who to Contact:** Intake/Resident Placement

**Services:** Hearth provides an array of supportive services for the elderly and homeless. Specific services include housing operated directly by Hearth, external housing search services, and stabilization case management for homeless and at risk adults who are 55 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

Call or visit website for information and application.

**Hours:** M - F: 9am - 5pm

**Other Locations:** Representation at all major shelter locations.

**Requirements & Restrictions:** Must be 50+ years old and homeless or at risk of homelessness.

**Waiting time:** 1 to 3 weeks

**Languages:** English, Spanish

**Transportation:** Silver line 5: Washington Street @ Worcester Street; Green line: Prudential; Bus #1, 10, CT 1

#### **HomeStart, Inc.**

105 Chauncy Street  
Suite 502  
Boston, MA 02111

Phone: 617-542-0338 - Fax: 617-542-1454

Email: [homestart@homestart.org](mailto:homestart@homestart.org) – Website: [www.homestart.org/](http://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.

**Veteran Housing:** In partnerships with the New England Center for Homeless Veterans, U.S. Department of Veterans Affairs, and the Boston Housing Authority, HomeStart's advocates assist homeless military veterans and veteran families throughout the Greater Boston area in the housing search process and then provide them with upfront financial costs upon move-in.

**Hours:** M - F: 9am - 5pm; Walk-In Hours: W: 3pm - 4:45pm

**Requirements & Restrictions:** To enter 105 Chauncy Street, you must present a valid form of ID at the front desk.

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.

**Languages:** English, Spanish

**Transportation:** Near the Chinatown, Downtown Crossing and Boylston T stops.

### Hope House

See in Category: Substance Abuse, page 33

### Hour House Boston, Incorporated

See in Category: Employment, page 36

### HousingWorks

P.O. Box 231104  
Boston, MA 02123

Website: <https://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 36

### Massachusetts Department of Housing and Community Development (DHCD)

100 Cambridge St., Suite 300  
Boston, MA 02114

Phone: 617-573-1100 - Toll-Free: 877-418-3308 - TTY: 617-573-1140 - Fax: 617-573-1120

Website: <https://www.mass.gov/orgs/housing-and-community-development>

**Services:** The DHCD website contains a number of resources on general Housing and Community Development issues. Visit this link (<https://www.mass.gov/service-details/dhcd-a-to-z-search-index>) for an extensive list of DHCD programs. See descriptions of Fuel Assistance and Emergency Assistance programs below.

**Low Income Home Energy Assistance (LIHEAP):**  
(<https://www.mass.gov/service-details/low-income-home-energy-assistance-program-liheap>)

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):**  
(<https://www.mass.gov/emergency-housing-assistance-programs>) 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).

**Hours:** Office hours vary depending on location. DCHD General Office Hours: M - F 8:45am - 5pm

### 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

**Requirements & Restrictions:** Income restrictions apply.

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

**New England Center and Home for Veterans**

See in Category: Veterans, page 98

**Oxford House for Women**

See in Category: Women, page 102

**Project Place: Housing**

1145 Washington Street  
Boston, MA 02118

Phone: 617-542-3740 - Fax: 617-542-3860

Email: [info@projectplace.org](mailto:info@projectplace.org) – Website: [projectplace.org/](http://projectplace.org/)

**Who to Contact:** Intake Coordinator

**Services:** Project Place provides essential resources to clients who want to find meaningful work and a place to call home. The organization offers a coordinated plan of services toward clients' goals of employment, shelter, and hope for the future. See Directory listing for **Project Place: Employment, Job Training, & Resource Services** for more information on employment 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.

**Hours:** 9am - 5pm

**Other Locations:** Also see Directory Listing for **Project Place: Employment, Job Training, & Resource Services**

**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

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

**RESPOND, Inc.**

See in Category: Domestic Violence, page 23

**Salvation Army Social Services**

See in Category: Families, 49

**Solutions at Work**

See in Category: Clothing, page 15

**Somerville Homeless Coalition**

Phone: 617-623-6111 - TTY: 617-776-0750 - Fax: 617-776-7165

Website: <https://www.somervillehomelesscoalition.org/>

**Who to 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:** The Somerville Homeless Coalition's innovative prevention and re-housing program prevents families and individuals from becoming homeless, or rapidly re-houses them with emergency assistance. Rapid Response offers case management support for those in crisis and provides financial assistance with back rent, start-up costs, and utility payments, all of which could keep families and individuals in their homes and off the streets.

\*Most of these funds have restrictions. Please check with a staff member for eligibility and application process.

The Somerville Homeless Coalition also runs two temporary shelters and multiple food assistance programs. See the Directory listings for **Somerville Homeless Coalition: Shelter Services** and **Somerville Homeless Coalition, Food Assistance**.

**Hours:** M - F: 9am - 5pm

**Requirements & Restrictions:** Passages Case Management: must be homeless in Somerville or Arlington

**Languages:** English, Spanish

**Somerville Homeless Coalition, Shelter Services**

See in Category: Shelters, page 89

**St. Francis House**

See in Category: Other Groups, page 76

**The Women's Center**

See in Category: Women, page 103

**United Way's 211 Helpline**

See in Category: Hotlines, page 61

**Victory Programs Inc.**

See in Category: Physical and Mental Health, page 84

**Wyman Community Reentry Program**

See in Category: Substance Abuse, page 94

## Legal

### **Aid to Incarcerated Mothers (AIM)**

See in Category: Families, page 44

### **AIDS Action Committee**

See in Category: Physical and Mental Health, page 78

### **American Civil Liberties Union of Massachusetts (ACLU)**

211 Congress Street

3rd Floor

Boston, MA 02110

Phone: 617-482-3170 - Fax: 617-451-0009

Email: [info@aclum.org](mailto:info@aclum.org) – Website: <https://aclum.org/>

**Who to 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 offender-specific information, visit: [www.aclu.org/prisoners-rights](http://www.aclu.org/prisoners-rights)

**Hours:** M - F: 9am - 5pm

**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: Disability, page 19

### **Cambridge and Somerville Legal Services**

60 Gore Street

Suite 203

Cambridge, MA 02141

Phone (CASLS): 617-603-2700 – Phone (ERLI): 617-603-1700 – Fax (CASLS): 617-494-8222 – Fax (ERLI): 617-371-1188

Website: <https://www.gbls.org/our-work/cambridge-somerville-legal-services>

**Services:** While criminal cases are not accepted, free legal advice and representation is offered in the following general areas:

- 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- housing, nursing home issues, Social Security, SSI, elder abuse;

Access to CSLS is through ERLI (Eastern Region Legal Intake). See ERLI listing. If ERLI determines that a referral should be made to CSLS, the assigned attorney will contact the client.

**Hours:** M - F: 9am - 5pm. No walk-ins are accepted.

**Requirements & Restrictions:** Residency in Cambridge, Somerville, Arlington, Belmont, Woburn, or Winchester.

Residency in Cambridge and Somerville for elders.

Income limitations may apply.

**Waiting time:** Varies by complexity of complaint and staff availability

**Transportation:** Accessible by public transportation. Telephone first and intake worker will provide directions.

### **Cambridge Multi-Service Center**

See in Category: Other Groups, page 74

### **Casa Myrna**

See in Category: Domestic Violence, page 22

### **Committee for Public Counsel Services (CPCS)**

44 Bromfield Street

Boston, MA 02108

Phone: 617-482-6212 – Fax: 617-988-8495

Email: [ac@publiccounsel.net](mailto:ac@publiccounsel.net)

Website: <https://www.publiccounsel.net/pc/alternative-commitment-and-registration-support-unit/>

**Who to 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.

### **Community Legal Services & Counseling Center**

47 Thorndike Street

Suite SB-LL-1

Cambridge, MA 02141

Phone: 617-661-1010 - Fax: 617-661-1011

Website: [www.clsacc.org/](http://www.clsacc.org/)

**Who to 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.

**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.

**Languages:** English, Spanish, French, Farsi

**Transportation:** Green line: Lechmere; Bus #69

#### **Disability Law Center**

See in Category: Disability, page 19

#### **Dorchester Community CORI Project**

See in Category: CORI, page 17

#### **Eastern Regional Legal Intake (ERLI)**

197 Friend Street  
9th Floor  
Boston, MA 02114

Phone: 617-603-1700 – Toll-Free: 1-800-342-5297 - Fax: 617-371-1188

Website: <https://www.vlpnet.org/need-legal-help/>

**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](http://www.vlpnet.org).

**Hours:** M - F: 9am - 12pm

**Requirements & Restrictions:** Low-income residents of Massachusetts only.

**Languages:** English, Spanish, Haitian Creole, Mandarin, Portuguese

#### **GLBTQ Legal Advocates and Defenders (GLAD)**

Phone: 617-426-1350 - Phone (GLAD Answers): 800-455-GLAD (4523) - Fax: 617-426-3594

Email: [gladanswers@glad.org](mailto:gladanswers@glad.org) – Website: <https://www.glad.org/>

**Who to Contact:** Public Information Manager

**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. You can call, email, or chat online to get more information.

GLAD may also make referrals to attorneys who are knowledgeable about and sympathetic to issues facing LGBT individuals and those living with HIV.

**Hours:** M - F: 1:30pm - 4:30pm for GLAD Answers (Call and chat)

**Requirements & Restrictions:** Target population: gay, lesbian, bisexual, transgender, and people with HIV.

**Languages:** GLAD Answers is in English. Additional languages available through interpreter service.

#### **Greater Boston Legal Services (GBLS)**

197 Friend Street  
Boston, MA 02114

Phone: 617-371-1234 - TDD: 617-371-1228 - Toll-Free: 800-323-3205 - Fax: 617-371-1222

Website: [www.gbbs.org/](http://www.gbbs.org/)

**Who to 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.

**Hours:** M - F: 9am - 5pm

**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

**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.

**Transportation:** Green line: Haymarket

### Health Law Advocates

One Federal Street  
Boston, MA 02110

Phone: 617-338-5241 - Toll-free: 888-211-6168

Website: <https://www.healthlawadvocates.org/>

**Who to Contact:** Paralegal/Intake Coordinator

**Services:** Health Law Advocate (HLA) is a non-profit law firm that provides free advice and representation to low-income Massachusetts residents experiencing difficulty accessing or paying for needed medical services. HLA is committed to ensuring universal access to quality health care in Massachusetts, particularly for those who are most at risk due to such factors as race, gender, disability, age, or geographic location.

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.

**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 \$36,420 a year for an individual, or \$75,000 for a family of four). No walk-ins.

**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

Phone: 617-654-0400 – Toll-Free: 1-866-627-7577 - Fax: 617-338-0503

Email: [lrs@massbar.org](mailto:lrs@massbar.org) – Website: [www.masslawhelp.com/](http://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](http://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).

**Hours:** M - F: 9am - 4:45pm. No walk-ins please.

**Languages:** Translator services available for many languages

### **Massachusetts Commission Against Discrimination**

One Ashburton Place, Suite 601  
McCormack Building  
Boston, MA 02108

Phone: 617-994-6000 - TTY: 617-994-6196 - Fax: 617-994-6024

Email: [assistanttochairman@massmail.state.ma.us](mailto:assistanttochairman@massmail.state.ma.us) – Website:  
<https://www.mass.gov/orgs/massachusetts-commission-against-discrimination>

**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.

**Hours:** Complaints can be filed M - F 9am - 5pm

#### **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

**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>)

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.

**Waiting time:** 1 hour wait time typical, 1.5 - 2 hours to process complaint.

**Languages:** English, Portuguese, Creole, Chinese

**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.

### **Massachusetts Law Reform Institute (MLRI)**

40 Court Street  
Suite 800  
Boston, MA 02108

Phone: 617-357-0700 - Fax: 617-357-0777

Email: [info@mlri.org](mailto:info@mlri.org) – Website: [www.mlri.org/](http://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**

Website: [www.masslegalhelp.org/](http://www.masslegalhelp.org/)

**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.

**Languages:** English, Spanish, Vietnamese, Russian, Portuguese, Haitian Creole, Traditional Chinese

#### **Mental Health Legal Advisors Committee**

24 School Street, Suite 804  
Boston, MA 02108

General Phone: 617-338-2345 – Toll-Free (MA only): 1-800-342-9092 – Fax: 617-338-2347 – Intake Phone: 617-338-2345, 4 – Intake (Toll-Free): 1-800-342-9092, 4

Email: MHLAC@mhlac.org – Website: [www.mhlac.org/index.htm](http://www.mhlac.org/index.htm)

**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.

**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

Phone: 617-227-7335 - Fax: 617-227-5495

Email: [nlgmass-lrs@igc.org](mailto:nlgmass-lrs@igc.org) - Website: [www.nlgmass.org/](http://www.nlgmass.org/)

**Who to 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 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 listed above. Service is by telephone and e-mail. Walk-ins are not accepted.

**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.

**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.  
Suite 302

Roxbury, MA 02119

Phone: 617-445-7581 - Fax: 617-445-7587

Website: <https://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 discretion of the Roxbury District Court.

The Roxbury Defenders can help remove warrants and works in conjunction with the Youth Advocacy Division (<https://www.publiccounsel.net/ya/>) which has staff attorneys who specialize in juvenile cases and with the CPCS Roxbury District office which handles District Court matters.

**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 23

#### **Rosie’s Place**

See in Category: Women, page 103

#### **The Women’s Center**

See in Category: Women, page 103

#### **Transformative Law**

14 Beacon St  
#718

Boston, MA 02108

Phone: 617-720-4200

Website: <https://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

Visit website to get in touch.

#### **Veterans Legal Services**

See in Category: Veterans, page 99

#### **Volunteer Lawyers Project**

99 Chauncy Street, Suite 400\*  
Boston, MA 02111

Phone: 617-423-0648 - Fax: 617-423-0061

Email: [info@vlpnet.org](mailto:info@vlpnet.org) – Website: <https://www.vlpnet.org/>

**Services:** \*99 Chauncy Street is mailing address.

Free legal assistance to low-income residents of Greater Boston. Only civil cases in following areas: landlord/tenant, family law, guardianship, probate (wills and estates), bankruptcy, unemployment insurance, consumer debt, employment wage and hour violations, home ownership, and foreclosure prevention.

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. Legal resource finder: <https://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.

#### **WilmerHale Legal Services Center of Harvard Law School**

122 Boylston Street  
Jamaica Plain, MA 02130

Phone: 617-522-3003 - Fax: 617-522-0715

Website: [www.legalservicescenter.org/](http://www.legalservicescenter.org/)

**Who to 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.

Family Law: Divorce, Domestic Violence, Paternity, Child & Spousal Support, Adoption, Guardianship, Guardian ad Litem court appointments and English/Spanish Pro Se Divorce Clinics

Federal Tax Unit: The Federal Tax Unit provides free legal representation to clients in tax controversies with the IRS. The Unit works on a wide variety of matters, including family tax issues (e.g., earned income tax credit, child tax credit, and dependency

exemptions), tax debt/collection cases (offers in compromise and installment payment agreements), injured and innocent spouse claims, and audit reconsiderations. Our work on behalf of taxpayers involves, among other things, requesting audit reconsideration, representing clients at IRS Appeals conferences, drafting and submitting advocacy letters to IRS Appeals, preparing and submitting innocent and injured spouse claims and offers in compromise, and representing clients before the U.S. Tax Court.

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.

**Hours:** M - F: 9am - 5pm; Intake hours vary - please call.

**Requirements & Restrictions:** Suffolk County residents only. No criminal issues are handled.

**Languages:** Spanish-speaking interpreter and staff available.

**Transportation:** Orange line: Stoney Brook

#### **Wyman Community Reentry Program**

See in Category: Substance Abuse, page 94



## **LGBTQ+**

### **AIDS Action Committee**

See in Category: Physical and Mental Health, page 78

### **Boston Health Care for the Homeless; Jean Yawkey Place**

See in Category: Physical and Mental Health, page 79

### **GLBTQ Legal Advocates and Defenders (GLAD)**

Phone: 617-426-1350 - Phone (GLAD Answers): 800-455-GLAD (4523) - Fax: 617-426-3594

Email: gladanswers@glad.org – Website: <https://www.glad.org/>

**Who to Contact:** Public Information Manager

**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. You can call, email, or chat online to get more information.

GLAD may also make referrals to attorneys who are knowledgeable about and sympathetic to issues facing LGBT individuals and those living with HIV.

**Hours:** M - F: 1:30pm - 4:30pm for GLAD Answers (Call and chat)

**Requirements & Restrictions:** Target population: gay, lesbian, bisexual, transgender, and people with HIV.

**Languages:** GLAD Answers is in English. Additional languages available through interpreter service.

### **Greater Boston Legal Services (GBLS)**

See in Category: Legal, page 67

### **International Foundation for Gender Education (IFGE)**

14 Felton Street  
Waltham, MA 02453

Phone: 781-899-2212 - Fax: 781-899-5703

Email: [info@ifge.org](mailto:info@ifge.org) - Website: [www.ifge.org/](http://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.

**Hours:** M – F: 10am – 6pm, contact by telephone only

**Languages:** English, limited Spanish

### **Rosie's Place**

See in Category: Women, page 103

### **The Network – La Red**

See in Category: Domestic Violence, page 24

### **The Women's Center**

See in Category: Women, page 103

### **Tiffany Club of New England**

P.O. Box 540071

Waltham, MA 02454-0071

Phone: 781-891-9325 - Fax: 781-899-3562

Email: [info@tcne.org](mailto:info@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, transsexual and related issues
- Connection to other social and support organizations helping to support transgender persons in New England and throughout the United States

**Hours:** Call on Tuesdays, from 7pm – 9pm or on Saturdays, from 7pm – 11pm to get a live voice

**Requirements & Restrictions:** Target population: transgender community.

### **Transformative Law**

See in Category: Legal, page 70

### **Whittier Street Health Center**

See in Category: Physical and Mental Health, page 84

## **Other Groups**

### **ABCD (Action for Boston Community Development)**

178 Tremont Street  
Boston, MA 02111

Phone: 617-348-6000 - TTY: 617-423-9215

Website: <https://bostonabcd.org/>

**Who to 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.

**Hours:** Downtown office: M - F: 9am - 5pm

#### **Other Locations:**

##### Allston-Brighton Neighborhood Opportunity Center (NOC)

640 Washington Street, Suite 203  
Brighton  
617-903-3640

##### Asian American Civic Association

87 Tyler St. 5th Floor,  
Chinatown, Boston  
617-426-9492

##### City-wide Boston Hispanic Center

Located within the Jamaica Plain APAC at 30 Bickford St. Jamaica Plain  
617-522-4839

##### Dorchester Neighborhood Service Center

110 Claybourne St.  
Dorchester  
617-288-2700

##### East Boston Area Planning Action Council (APAC)

21 Meridian St.  
East Boston  
617-567-8857

##### Roxbury/N. Dorchester NOC

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

##### Jamaica Plain APAC

30 Bickford St. Jamaica Plain (in the Bromley Health Housing Development)  
617-522-4250

##### JFK Family Service Center

23A Moulton St.  
Charlestown  
617-241-8866

##### Mattapan Family Service Center

535 River St.  
Mattapan  
617-298-2045

##### Mystic Valley Opportunity Center

110 Pleasant St. 3rd Floor

Malden

781-321-3431

##### North End/West End Neighborhood Service Center

1 Michelangelo St.  
Boston  
617-523-8125

##### Parker Hill/Fenway Neighborhood Service Center

714 Parker St.  
Roxbury  
617-445-6000

##### South Boston APAC

424 W. Broadway St.  
South Boston  
617-269-5160

##### South End Neighborhood Service Center

554 Columbus Ave. Boston  
617-267-7400

South End NSC has a program specifically for ex-offenders

##### ABCD South Side

19 Corinth St.  
Roslindale  
617-327-1152

##### South Boston Head Start – Old Colony

125 Mercer St.  
South Boston  
617-752-4449

**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.

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

**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)

#### **And Still We Rise**

72 Wyman St. #2  
Jamaica Plain, MA 02130

Phone: 857-719-3884

Email: [andstillwerise@gmail.com](mailto:andstillwerise@gmail.com)

**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.

**Hours:** Weekly rehearsals

**Other Locations:** Rehearsals are held at Project Place, 1145 Washington Street, South End.

**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.

**Languages:** English, Spanish, French

**Transportation:** Rehearsals are held at Project Place, 1145 Washington Street, South End. Accessible by the Silver Line and the Orange Line: Tufts Medical Center.

### **Back On My Feet Boston**

The Comcast Building  
426 East 1st Street  
Boston, MA 02127

Phone: 267-225-2997

Email: bomfboston@gmail.com - Website:  
<https://www.backonmyfeet.org/>

**Services:** Members commit to running/walking with one of our six teams in the Boston area Monday, Wednesday and Friday mornings. After 3 mornings of participation they are able to receive team gear, including a pair of running shoes. After 30 days in the program, members with 90% attendance earn the opportunity to move into the second phase of the program called Next Steps, which provides educational support, job training programs, employment partnership referrals and housing resources. Members can earn financial assistance to remove barriers to employment and housing such as work supplies, transportation and security deposits.

All our group runs meet every Monday, Wednesday, and Friday. New members and volunteers are always welcome!

- Team Hope @ 5:45 am outside of 8 Farnham Street, Boston
- Team Common Ground/Vets @ 5:45 am near the Park Street MBTA Station at Park / Tremont Streets, Boston
- Team Quincy @ 5:45 am outside of 38 Broad Street, Quincy
- Team Somerville @ 5:45 am outside of 1 Davis Square, Somerville
- Team Rosie's Place – @ 6:30 am outside of 889 Harrison Avenue, Boston
- Team McInnis – @ 6:30 am outside of 780 Albany Street, Boston

**Requirements & Restrictions:** After 3 days of participation members are eligible to receive team gear. After 30 days participation they are able to enter our Next Steps Program to be eligible for financial aid.

**Transportation:** Red line: Broadway; Bus #5, 9, or 10

### **Cambridge Economic Opportunity Committee**

11 Inman Street  
Cambridge, MA 02139  
Phone: 617-868-2900

Website: [ceoccambridge.org/](http://ceoccambridge.org/)

**Services:** Cambridge Economic Opportunity Committee (CEOC) is an anti-poverty agency fighting to empower people and mobilize resources to fight poverty's causes and impacts. See specific services below:

- College Assistance (<http://ceoccambridge.org/college-assistance/>)
- Financial Education (<http://ceoccambridge.org/financial-education/>)
- Community Food Pantry (<http://ceoccambridge.org/food-pantry/>)
- Free Tax Preparation (<http://ceoccambridge.org/free-tax-preparation/>)
- Health Insurance Assistance (<http://ceoccambridge.org/health-insurance-assistance/>)
- Housing Assistance (<http://ceoccambridge.org/housing-assistance/>)
- Public Benefits Assistance (<http://ceoccambridge.org/public-benefits-assistance/>)
- SNAP/Food Stamp Assistance (<http://ceoccambridge.org/snapfood-stamp-assistance/>)

**Hours:** Food Pantry: Mon. & Wed. 4pm - 6pm, Tues. 12pm - 2pm, Thur. 11am - 1pm.

**Requirements & Restrictions:** Annual income must be \$75,000 or less in order to be eligible for tax services. Bring photo ID and bags.

Some services only available for Cambridge residents. See website or call Reception for more details

**Languages:** English, Haitian Creole, Spanish

**Transportation:** Red Line: Central Square (behind City Hall)

### **Cambridge Multi-Service Center**

362 Green Street  
Alice K. Wolf Center, 1st Fl.  
Cambridge, MA 02139

Phone: 617-349-6340 - TDD: 617-349-6330 - Fax: 617-349-6333

Email: [dhsp@cambridgema.gov](mailto:dhsp@cambridgema.gov)

Website:

<https://www.cambridgema.gov/DHSP/programsforadults/cambridge-multiservicecenter/mscprograms>

**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

The Department of Human Services publishes an online Resource Guide of services available to homeless people in Cambridge, visit website for more information:  
<https://www.cambridgema.gov/DHSP/programsforadults/cambridge-multiservicecenter/mscprograms>

**Hours:** M: 8:30am - 8pm; T-Th: 8:30am - 5pm; F: 8:30am - 12pm  
New client walk-in hours: M - F 9am - 10:30am and 3:30pm - 5pm

**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

#### **Dorchester Bay Economic Development Corporation**

594 Columbia Road  
Suite 302  
Dorchester, MA 02125  
Phone: 617-825-4200 - Fax: 617-825-3522  
Website: <https://dbedc.org/>

**Services:** Dorchester Bay runs a number of programs including a Reentry Program (<https://dbedc.org/community-engagement/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.

**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.

#### **EMERGE (Batterer's Intervention)**

See in Category: Domestic Violence, page 23

#### **Margaret Fuller Neighborhood House**

See in Category: Families, page 47

#### **Moving Steps Foundation**

See in Category: Women, page 102

#### **Parole Regional Reentry Centers**

10 McGrath Highway  
Quincy, MA 02169  
Phone: 617-376-6260 - Fax: 617-376-6267  
Website: [www.mass.gov/eopss/agencies/parole-board/regional-reentry-centers-overview.html](http://www.mass.gov/eopss/agencies/parole-board/regional-reentry-centers-overview.html)

**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.

**Other Locations:** 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  
Phone: 617-423-3298

Email: [info@prisonbookprogram.org](mailto:info@prisonbookprogram.org) – Website:  
<https://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 prisoners, 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. We provide books by mail only. No walk-ins. Volunteers welcome.

**Hours:** Volunteer hours: Tuesday and Thursdays, 6:30 to 9pm. Occasional Saturdays. See our website for details.

**Other Locations:** There are dozens of groups like ours across America. See our website for a list.  
<http://prisonbookprogram.org/resources/other-books-to-prisoners-programs/>

**Requirements & Restrictions:** 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.

**Waiting time:** 2-3 months

**Languages:** English, Spanish

#### **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](mailto:pri@jjay.cuny.edu) – Website: [johnjaypri.org/](http://johnjaypri.org/)

**Who to 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.

#### **Roxbury Multi-Service Center**

434 Warren St.  
Boston, MA 02121

Phone: 617-989-0292 - Fax: 617-989-0276

Website: [www.roxmulti.org/](http://www.roxmulti.org/)

**Who to Contact:** Carole Montgomery, Executive Director and Dr. Margaret Jackson, Clinical Director

**Services:** Roxbury Multi Service Center (RMSC) offers behavioral health and family stabilization and support services to families in the Greater Boston Area.

Our office is on the Orange Line; Bus #45 stop immediately in front of our office (Corner of Gaston and Blue Hill Avenue).

**Hours:** M, W, Th, F- 9 am-5 pm  
T- 9 am-7 pm

**Other Locations:**

Health Clinic: 321 Blue Hill Ave. Dorchester, MA 02121  
Apartments: 252 Columbia Rd, Dorchester, MA 02121

**Requirements & Restrictions:** None

**Waiting time:** Referrals are responded to within a 24 hour period

**Languages:** English, Spanish, French, Cape Verdean, Haitian Creole

**Transportation:** Bus #14, 19, 23, 28

#### **St. Francis House**

39 Boylston Street  
Boston, MA 02116

Phone: 617-542-4211 - Fax: 617-542-4705

Email: [info@stfrancishouse.org](mailto:info@stfrancishouse.org) – Website:  
<https://stfrancishouse.org/>

**Who to 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 daily

Lunch: 11:30am – 1pm daily

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:

- Medical Clinic (<https://stfrancishouse.org/programs/medical-clinic/>)
- Counseling (<https://stfrancishouse.org/programs/counseling-mental-health/>)
- Women's Center (<https://stfrancishouse.org/programs/womens-center/>)
- Art Therapy (<https://stfrancishouse.org/programs/art-therapy/>)
- Music Group and Choir (<https://stfrancishouse.org/programs/creative-innovations/>)
- Vocational Services (<https://stfrancishouse.org/programs/creative-innovations/>)
- Housing (<https://stfrancishouse.org/programs/housing/>)
- And more (<https://stfrancishouse.org/programs/basic-services/>)

**Hours:** Hours vary depending on program. Call or visit website for details.

**Requirements & Restrictions:** Daytime Shelter and Resource Center: For guests who are new to St. Francis House, the Hospitality Desk in the Resource Center should be their first stop. There, guests get a St. Francis House ID, which will help them access many of our services, including case management or mental health counseling.

No pets. Service animals are allowed.

**Languages:** English, Spanish

**Transportation:** Green Line: Boylston St; Orange Line: Chinatown

**Union of Minority Neighborhoods**

42 Seaverns Avenue  
Jamaica Plain, MA 02130

Phone: 617-942-7577 - Fax: 617-522-3351

Email: [umnunity@gmail.org](mailto:umnunity@gmail.org) – Website:  
[unionofminorityneighborhoods.org/](http://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.

**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**

### **Aid to Incarcerated Mothers (AIM)**

See in Category: Families, page 44

### **AIDS Action Committee**

75 Amory Street  
Roxbury, MA 02119

Client Services: 617-437-6200

Email: [info@aac.org](mailto:info@aac.org) - Website: [www.aac.org/](http://www.aac.org/)

**Who to 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

**Hours:** Office hours: M - F: 9am - 5pm; Walk-ins are OK from 9am - 3pm. Call Client Services for appointments.

#### **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

**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

**Transportation:** Orange Line: Jackson Square

### **Alcoholics Anonymous**

See in Category: Support Groups, page 95

### **Arlington Street Church Friday Night Supper**

See in Category: Food, page 51

### **Asian-American Civic Association**

See in Category: Families, page 44

### **Back On My Feet Boston**

See in Category: Other Groups, page 74

### **Barbara McInnis House (BHCHP)**

See in Category: Shelters, page 86

### **Bay Cove Human Services**

66 Canal Street  
Boston, MA 02114

Phone: 617-371-3000 - Fax: 617-371-3100

Email: [info@baycove.org](mailto:info@baycove.org) - Website: <https://www.baycove.org/>

**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.

**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.

**Transportation:** Contact Bay Cove or specific programs by telephone.

### **Bay State Community Services**

1120 Hancock Street  
Quincy, MA 02169

Phone: 617-471-8400 - TTY: 617-749-4534 - Fax: 617-376-0619

Website: [baystatecs.org/](http://baystatecs.org/)

**Who to 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.

**Hours:** M - Th: 8am - 7pm; F: 9am - 5pm; Open Access for walk-ins: M-F 9:30am - 11:30 am

#### **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.**

See in Category: Disability, page 19

**Boston Health Care for the Homeless; Jean Yawkey Place**

Jean Yawkey Place  
780 Albany Street  
Boston, MA 02118

Phone: 857-654-1600 - Fax: 857-654-1107

Email: [info@bhchp.org](mailto:info@bhchp.org)

Website: <https://www.bhchp.org/jean-yawkey-place>

**Services:** BHCHP 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.

Patient services at Jean Yawkey Place include primary care, dental services, family services, HIV care, pharmacy, podiatry, optometry, behavioral health, transgender program and substance abuse treatment.

Some services are provided at special times, call for more information.

**Hours:** Mon. - Fri. 7am to 4pm; Thur. open until 8pm for Transgender Program

**Transportation:** Orange line: Back Bay; Green line: Copley Square.  
Bus: #9 to Berkeley St @ Columbus Ave

**Boston Living Center**

29 Stanhope Street  
Boston, MA 02116

Phone: 617-236-1012 - TTY: 617-267-7059 - Fax: 617-236-0334

Website: <https://www.vpi.org/boston/>

**Who to 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
- Housing assistance
- Arts program
- Haircuts
- 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.

**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.

**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**

Finland Building  
774 Albany Street  
Boston, MA 02118

Phone: 617-534-9525 - Fax: 617-534-5355

Email: [fatherfriendly@bphc.org](mailto:fatherfriendly@bphc.org) – Website:

[www.bphc.org/whatwedo/childrens-health/father-friendly/Pages/Father-Friendly.aspx](http://www.bphc.org/whatwedo/childrens-health/father-friendly/Pages/Father-Friendly.aspx)

**Services:** 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.

Additionally, FFI clients can participate in a 13-lesson culturally sensitive curriculum

**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.

**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**

See in Category: Families, page 46

**Men's Health and Recovery Program**

774 Albany Street  
3rd Fl.  
Boston, MA 02118  
Phone: 617-534-2185



Website: [www.bphc.org/whatwedo/Recovery-Services/roadmap-to-recovery/Programs-and-Services/Pages/Men's-Health-and-Recovery.aspx](http://www.bphc.org/whatwedo/Recovery-Services/roadmap-to-recovery/Programs-and-Services/Pages/Men's-Health-and-Recovery.aspx)

**Who to Contact:** Intake, 617-534-2185

**Services:** Men's Health and Recovery is an outpatient treatment program that provides recovery services (individual therapy, group therapy, and case management) for self-identified men who have substance use disorders in Boston. Staff offer expertise in the treatment needs of those with substance use disorders in a caring, diverse, culturally sensitive, and non-judgmental environment.

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.

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.

**Hours:** Walk-ins are welcome for enrollment (no appointment needed)

Intakes: Mon. – Fri., 9am – 3pm (note: Wednesdays until 1pm).

Programs: Mon. – Fri., 8am – 4pm (note: Wednesdays until 2pm).

**Requirements & Restrictions:** Must be a self-identifying 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.

**Languages:** English (counseling & groups) and Spanish (counseling & groups)

**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: Mom's Project/Women's Health & Recovery**

See in Category: Women, page 101

#### **Bowdoin Street Health Center**

230 Bowdoin Street  
Beth Israel Deaconess Medical Center  
Dorchester, MA 02122

Phone: 617-754-0100 - Fax: 617-754-0230

Email: [bowdoinstreethealth@bidmc.harvard.edu](mailto:bowdoinstreethealth@bidmc.harvard.edu) - Website: [www.bidmc.org/CentersandDepartments/Departments/CommunityHealthCenters/BowdoinStreetHealthCenter.aspx](http://www.bidmc.org/CentersandDepartments/Departments/CommunityHealthCenters/BowdoinStreetHealthCenter.aspx)

**Who to Contact:** Call the main number

**Services:** Bowdoin Street Health Center offers comprehensive primary and specialty care with specialized expertise in the careful management of chronic disease, especially diabetes. The Center is also an innovator in transforming its practice into a Patient-Centered Medical Home, improving patient outcomes through stronger provider-patient partnerships in co-managing one's health. Bowdoin's approach includes a self-care program, a multidisciplinary care team, group medical visits, screenings for depression and home visits.

Services include:

- Adolescent Case Management

- Adult Medicine
- 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

**Hours:** M - Th 8am - 7pm; F: 8am - 5pm; Most Saturdays: 9am-1pm

**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**

See in Category: Shelters, page 86

#### **Cambridge Economic Opportunity Committee**

See in Category: Other Groups, page 74

#### **Casa Esperanza, Inc.**

See in Category: Substance Abuse, page 91

#### **Casa Myrna**

See in Category: Domestic Violence, page 22

#### **CASPAR, Inc. Emergency Service Center**

See in Category: Substance Abuse, page 92

#### **Catholic Charities Archdiocese of Boston**

See in Category: Faith-Based Organizations, page 41

#### **Commonwealth Center for Consultation & Psychotherapy – Psychological Services**

403 Highland Avenue  
Suite 211  
Somerville, MA 02144

Phone: 617-666-5800 - Fax: 617-666-5832

Email: [drjfcusack@comcast.net](mailto:drjfcusack@comcast.net)

**Who to 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.

**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.

**Transportation:** Red line: Davis Square

### **Community Legal Services & Counseling Center**

See in Category: Legal, page 66

### **Daniel Driscoll-Neponset Health Center**

398 Neponset Ave  
Dorchester, MA 02122

Phone: 617-282-3200 - Fax: 617-533-2294

Website: <https://www.hhsi.us/locations/daniel-driscoll-neponset-health-center/>

**Who to Contact:** Rachael 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.

**Hours:** M - F: 8:30am - 9pm; Sat: 9am - 4pm; Sun: 10am - 3pm;  
Holidays: 10am - 3pm

#### **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.

**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.

### **Disability Law Center**

See in Category: Disability, page 19

### **Entre Familia**

See in Category: Women, page 101

### **Geiger Gibson Community Health Center**

250 Mount Vernon Street  
Dorchester, MA 02125

Phone: 617-288-1140 – Fax: 617-288-3190

Website: <https://www.hhsi.us/locations/geiger-gibson-community-health-center/>

**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, sexual health access and counseling, laboratory services, podiatry, optometry, social services, HIV services, Suboxone treatment, financial counseling, health insurance enrollment assistance, clinical and retail pharmacy. Geiger Gibson Community Health Center is a Veteran's Choice Program Partner.

**Hours:** Health Center: M - Th 10:30am - 7pm, F 8:30am - 5:00pm, Sat. 9am - 4pm, closed on Sundays.  
Dental: M - F 7:30am - 9pm, Sat. 8am - 4pm, Sun. 10am - 3pm.  
Pharmacy: M - Th 9:30am - 6pm, F 9am - 5pm, Sat. 11am - 3pm, closed on Sundays.

**Languages:** Translator services and language line available: Vietnamese, Mandarin, Portuguese, Spanish, Cape Verdean, Haitian Creole

**Transportation:** Red line: JFK/UMass; Bus #16

### **GLBTQ Legal Advocates and Defenders (GLAD)**

See in Category: LGBTQ+, page 72

### **Harvard Street Neighborhood Health Center**

632 Blue Hill Avenue  
Dorchester, MA 02121

Phone: 617-825-3400 - Fax: 617-282-1450

Website: [www.harvardstreet.org/](http://www.harvardstreet.org/)

**Who to Contact:** Customer service

**Services:** Harvard Street Health Center provides the following services:

- Adolescent Clinic
- Adult Medicine
- Behavioral Health
- WIC
- Dental
- Laboratory
- Nutrition and a Food Pantry
- OB/GYN
- Orthopedics
- Pediatrics
- Pharmacy
- Veterans Center

**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

**Transportation:** Bus #16, 22, 28, 29

#### **Hour House Boston, Incorporated**

See in Category: Employment, 36

#### **INDEX (Formerly "New England Information on Disabilities Exchange (INDEX)")**

See in Category: Disability, page 19

#### **Institute for Sexual Wellness**

See in Category: Sex Offenders, page 85

#### **International Foundation for Gender Education (IFGE)**

See in Category: LGBTQ+, page 72

#### **La Alianza Hispana**

See in Category: Families, page 47

#### **Mental Health Legal Advisors Committee**

See in Category: Legal, page 70

#### **Multicultural AIDS Coalition**

566 Columbus Avenue  
Boston, MA 02118

Phone: 617-442-1622

Website: [www.mac-boston.org/](http://www.mac-boston.org/)

**Services:** Multicultural AIDS Coalition provides integrated HIV/STI testing – includes one-on-one counseling, screening for HIV,

hepatitis C, syphilis, Chlamydia, and gonorrhea. Follow-up support services and navigation to treatment is provided.

Specific Programs Include:

Africans for Improved Access – HIV/AIDS prevention services to immigrant communities including a special targeted to the African immigrant and refugee community.

CONNECTED Boston – Comprehensive prevention, screening, and care services for gay, bisexual, and other men who have sex with men. A Drop-In Center provides a variety of HIV and other health services as well as a safe space for the LGBT persons of color.

Women Connecting Affecting Change – A women led program that addresses needs of Black, Latina, and other women at high risk for infection. Services are provided at a Drop-In Center on Blue Hill Avenue in Dorchester. HIV/STI screening, one-on-one counseling, group counseling, peer-support is provided, and risk reduction services including access to syringe services are provided.

Casa Iris – A peer support, Drop-In Center for Latinos/Latinas offers support groups for Latinx individuals living with HIV, referrals to other health and social services, and individual peer support designed to help clients manage their health and thrive.

**Hours:** M - F: 9am - 5pm

#### **Other Locations:**

##### Multicultural AIDS Coalition

566 Columbus Avenue  
Boston, MA 02118

##### MAC/Women Connecting Affecting Change

409 Blue Hill Avenue  
Dorchester, MA 02121  
617-541-1050

**Waiting time:** Clients can make appointments to received services or drop into our locations.

**Languages:** Spanish, some African Languages, English

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

#### **National Suicide Prevention Lifeline**

See in Category: Hotlines, page 59

#### **New England Center and Home for Veterans**

See in Category: Veterans, page 98

#### **New England Forensic Associates**

See in Category: Sex Offenders, page 85

#### **On The Rise, Inc.**

See in Category: Women, page 102

#### **Parole Regional Reentry Centers**

See in Category: Other Groups, page 75

#### **Planned Parenthood League of Massachusetts**

1055 Commonwealth Ave  
Boston, MA 02215

Phone: 800-258-4448

Email: [customerservice@pplm.org](mailto:customerservice@pplm.org) – Website:  
<https://www.plannedparenthood.org/planned-parenthood-massachusetts>

**Services:**

- Routine gynecological care
- Abnormal Pap Test Management
- Birth Control Options
- Essure
- Emergency Contraception
- Pregnancy Testing
- Abortion
- Sexually Transmitted Infections Testing and Treatment
- HIV Testing
- PrEP
- HPV Vaccinations
- Free condoms at all our health centers
- A sexual health counseling and referral hotline

**Hours:** Hours vary by location. Visit website for more information.

**Other Locations:**

Central MA Health Center:  
470 Pleasant Street  
Worcester MA 01609

Western MA Health Center:  
3550 Main Street  
Springfield MA 01107

North Central MA Health Center:  
391 Main Street  
Fitchburg MA 01420

Metro West Health Center:  
91 Main Street  
Marlborough MA 01752

**Requirements & Restrictions:** Some appointments require parental consent for minors.

**Waiting time:** Varies. PPLM offers walk-in appointments or you can call or book an appointment online

**Languages:** Translation services are offered for most languages.

**Transportation:** Green line: Babcock Street; Bus #57

**Rosie's Place**

See in Category: Women, page 103

**Roxbury Multi-Service Center**

See in Category: Other Groups, page 76

**Samaritans**

See in Category: Hotlines, page 60

**Social Work Therapy Referral Service**

Phone: 617-720-2828 – Toll-Free: 1-800-242-9794

Email: [info@therapymatcher.org](mailto:info@therapymatcher.org) – Website:  
[www.therapymatcher.org/](http://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.

**Hours:** Call and leave message, someone will return your call

**St. Francis House**

See in Category: Other Groups, page 76

**The Federation for Children with Special Needs**

See in Category: Disability, page 21

**The Dimock Center**

55 Dimock Street  
Roxbury, MA 02119

Phone: 617-442-8800

Email: [info@dimock.org](mailto:info@dimock.org) – Website: <https://www.dimock.org/>

**Services:** The Dimock Center provides the residents of Boston with convenient access to high quality, low cost health care and human services.

**Health Center:** Here, patients have a team of doctors, medical personnel and staff working in coordination to help them become and remain healthy and strong. Doctors and nurses, nurse practitioners and case managers, eye care specialists and dentists – our highly qualified experts all work together to ensure that patients and families have the resources they need, from birth through life. Healthcare services include: adult medicine, community care, dental, eye care, OB/GYN, pediatric services, patient info, and pharmacy. Hours vary by service.

**Behavioral Health:** Acute Treatment Services (ATS), Residential Services, Outpatient Services, Emergency Shelter

**Child and Family 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).

Other programs include:

- **Early Head Start** – center-based and home-based services to expectant families and children birth to 3 years
- **Head Start** – center-based services for children ages 3-5 years
- **School Readiness** – center-based child care for children ages 4 months to 5 years
- **Early Intervention** – services for children birth to 3 years with disabilities and/or developmental delays

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

**Hours:** For Adult Education: Class Times M - F: 9:30am - 1:30pm, classes are given in 13-week cycles

**Other Locations:**

Educational Facility:  
1800 Columbus Avenue, Roxbury

**Requirements & Restrictions:** For Adult Education: Applicants must be at least 18 years old.

**Waiting time:** Open-enrollment

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

**The Women's Center**

See in Category: Women, page 103

**United Homes Adult Shelter – Pilgrim Church**

See in Category: Shelters, page 90

**Upham's Corner Health Center**

415 Columbia Road  
Dorchester, MA 02125

Phone: 617-287-8000 - Fax: 617-282-8625

Email: [uphamsctr@msn.com](mailto:uphamsctr@msn.com) - Website:  
[uphamscornerhealthcenter.org/](http://uphamscornerhealthcenter.org/)

**Who to 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
- Elder Service Plain

**Hours:** M – Th: 8:30am – 8pm; F: 10am – 5pm; Sat: 9am – 3:30pm

**Other Locations:**

Teen Clinic and HIV & Women, Infant and Children's Program  
415 Columbia Road, Dorchester MA 02125

Phone: 617-287-0786

Phone: 617-825-8994 (WIC)

Dental & Eye Care

636 Columbia Road, Dorchester MA 02125

Phone: 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 Phone: 617-288-0970

**Requirements & Restrictions:** Dorchester residents

**Waiting time:** 7-10 days

**Languages:** Spanish, English, Creole, Portuguese, French, Vietnamese, and Arabic

**Transportation:** Bus #16, 17

**V.A. Boston Healthcare System for Women Veterans**

See in Category: Veterans, page 99

**Victory Programs Inc.**

965 Massachusetts Ave  
Boston, MA 02118

Phone: 617-541-0222 - Fax: 617-541-0094

Website: <https://www.vpi.org/>

**Services:** Victory Programs opens doors to recovery, hope and community for individuals and families facing homelessness, addiction or other chronic illnesses like HIV/AIDS. Services include short and long-term residential treatment programs for individuals and families, affordable housing opportunities for eligible individuals, HIV/AIDS case management and housing opportunities. Multiple sites located throughout Boston.

**Transportation:** Bus #1, 8, 10

**Whittier Street Health Center**

1290 Tremont Street  
Roxbury, MA 02120

Phone: 617-427-1000 - Fax: 617-989-3247

Email: [contact@wshc.org](mailto:contact@wshc.org) – Website: [www.wshc.org/](http://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.

**Hours:** M-F: 8:30am – 8pm; Sat: 9am – 5pm

**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 103

**Woods-Mullen Shelter**

See in Category: Shelters, page 90

## **Sex Offenders**

### **Committee for Public Counsel Services (CPCS)**

See in Category: Legal, page 66

#### **Institute for Sexual Wellness**

53 Winter Street  
Weymouth, MA 02188

Phone: 617-479-4501 - Fax: 617-479-8109

Email: [info@instituteforsexualwellness.org](mailto:info@instituteforsexualwellness.org) -  
Website: [instituteforsexualwellness.org/](http://instituteforsexualwellness.org/)

**Services:** The Institute for Sexual Wellness provides evidence-based comprehensive assessment, psycho-pharmacological and psycho-therapeutic 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 and treatment needs evaluation, interim evaluation, forensic evaluation and consultation, group and individual therapy, as well as psycho-pharmacological therapy.

Call the Institute for Sexual Wellness at (617) 479-4501 to schedule an initial appointment.

**Hours:** M-W: 9am-5pm, and flexibility as on a needs-be basis

**Languages:** English

#### **Massachusetts Association for the Treatment of Sexual Abusers (MATSA)**

P.O. Box 975  
Montague, MA 01351

Phone: 413-427-6903

Website: [matsa.info/](http://matsa.info/)

**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 at the following link: <http://matsa.info/resource-directory/>

#### **New England Center and Home for Veterans**

See in Category: Veterans, page 98

#### **New England Forensic Associates**

22 Mill St. #306  
Arlington, MA 02476

Phone: 781-643-0610 - Fax: 781-643-1609

Email: [nefa@nefacorp.com](mailto:nefa@nefacorp.com) - Website: [www.nefacorp.com/](http://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

**Hours:** Office Hours: M – Th 9am – 5pm

**Requirements & Restrictions:** Client needs to be accepted to treatment by a clinician

**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.

#### **Registrants and Families Support Line**

See in Category: Hotlines, page 60

#### **Sex Offender Registry Board (SORB)**

Main Office: (978) 740-6400

Website: [www.mass.gov/sorb](http://www.mass.gov/sorb)

**Who to 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.

**Hours:** M – F: 8am – 5pm

**Requirements & Restrictions:** Homeless sex offenders must verify registration every 30 days. Non-homeless sex offenders must verify registration annually.

## **Shelters**

### **Barbara McInnis House (BHCHP)**

Jean Yawkey Place  
780 Albany Street  
Boston, MA 02118

Walk-In Phone: 857-654-1605 - Fax: 857-654-1112

Website: <https://www.bhchp.org/about/locations/barbara-mcinnis-house>

**Who to Contact:** Walk-in clinic

**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. If you do not have a referral, you may call/walk-in the Jean Yawkey Place to obtain one. See **Jean Yawkey Place** listing for more information.

**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. Can be given through walk-in clinic.

### **Boston Rescue Mission**

See in Category: Food, page 51

### **Bridge Over Troubled Waters**

47 West Street  
Boston, MA 02111

Main Phone: 617-423-9575 - TTY: 617-423-9575 \*355 - Fax: 617-482-5459

Email: [bridge@bridgeotw.org](mailto:bridge@bridgeotw.org) - Website:  
<https://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. See specific hours below. 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.

**Hours:** Intake: Mon. - Fri. 9am - 4:30pm

Mobile Medical Van Hours: Mon. - Fri., 5pm-6:30pm @ Boston Common, 7pm - 8:30pm @ Harvard Square

**Requirements & Restrictions:** Youth only, ages 14 to 24

**Languages:** Spanish, English

**Transportation:** Red or Green line: Park Street

### **Bristol Lodge Men's Shelter**

27 Lexington Street  
Waltham, MA 02453

Phone: 781-893-0108 - Fax: 781-647-3249

Email: [bl@mhsainc.org](mailto:bl@mhsainc.org) - Website:  
<https://www.mhsainc.org/mensshelter>

**Services:** 45 bed emergency shelter for homeless men (18+). Maximum stay is 90 days, plus a 30-day waiting period before readmission. Small lockers available for storage space. Case management services are also available

**Hours:** 4pm – 7:45am; Call at 9am to reserve bed. No intakes on weekends, no daytime accommodation.

**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

### **Bristol Lodge Women's Shelter**

205 Bacon Street  
Waltham, MA 02451

Phone (Registration): 781-893-0108 - Phone (After 4pm only): 781-894-1225

Email [BL@MHSAINC.org](mailto:BL@MHSAINC.org) - Website:  
<https://www.mhsainc.org/womensshelter>

**Services:** 12 bed emergency shelter for adult women (18+). Case management services also available.

**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. 90-day maximum stay, plus a 30-day waiting period before readmission.

**Transportation:** Waltham bus from Central Sq., Buses: #70, #554, #556 or commuter rail.

#### **Casa Myrna**

See in Category: Domestic Violence, page 22

#### **CASPAR, Inc. Emergency Service Center**

See in Category: Substance Abuse, page 92

#### **Entre Familia**

See in Category: Women, page 101

#### **Father Bill's Place**

38 Broad Street  
Quincy, MA 02169

Phone: 617-770-3314

Website: <https://helpfbms.org/help/>

**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.

**Hours:** Check-In: line up at 4:00pm for 4:30pm; Check-Out: 7:30am

#### **Other Locations:**

54 North Main Street  
Brockton 02301  
508-587-5441

**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

**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 in Cambridge**

11 Garden Street  
Cambridge, MA 02138

Phone: 617-547-2724 - Fax: 617-354-4185

Email: [dsmith6@firstchurchcambridge.org](mailto:dsmith6@firstchurchcambridge.org)

Website: [www.firstchurchcambridge.org](http://www.firstchurchcambridge.org)

**Who to Contact:** Senior Minister

**Services:** Shelter: 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 Directory 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.

**Food:** Saturday Night/Sunday Morning sandwiches: On the first Saturday and Sunday of every month, volunteers and church school students prepare sandwiches. On Saturdays, food is distributed to the Cambridge common at 1pm. On Sundays, food, juice, and new socks are distributed in Harvard and Central Squares.

**Friday Café:** Fridays 1pm-5pm, September through June, the Friday Café is a neighborhood gathering place where housed and unhoused neighbors can mingle and get acquainted in a low-key, judgment-free setting. The Café features hot coffee, nourishing food, music, art materials, and a community library. Check website for more information.

**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.

**Hours:** Friday Cafe: September through June, Fridays 1pm-5pm.

**Requirements & Restrictions:** Shelter: Agency referral only, no walk-ins; no registered sex offenders; must be drug and alcohol free.

**Transportation:** Red line: Harvard Square

#### **Harvard Square Homeless Shelter (HSHS)**

66 Winthrop Street  
University Lutheran Church  
Cambridge, MA 02138

Phone: 617-547-2841 – Toll-Free: 1-888-285-4038

Email: [hshs.info@gmail.com](mailto:hshs.info@gmail.com) – Website: [hshshelter.org/](http://hshshelter.org/)

**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.

**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

**Transportation:** Red line: Harvard Square

#### **Heading Home**

The Schrafft Center  
529 Main Street, Suite 100  
Charlestown, MA 02129

Phone: 617-864-8140 - Fax: 617-864-2541

Email: [info@headinghomeinc.org](mailto:info@headinghomeinc.org) –

Website: [www.headinghomeinc.org/](http://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.

**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.

If you are a homeless individual looking for housing, please contact Dana Mendes, Individual Services Intake Coordinator at 617.864.8140, ext. 119 or download a copy of our application for permanent housing online.

**Hours:** Varies by program

**Other Locations:**

**Cambridge Shelter**

103-109 School St.  
Cambridge 02139  
617-547-1885

**Requirements & Restrictions:** Different programs may have requirements; ask when applying.

**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

**Hearth**

See in Category: Housing, page 62

**New England Center and Home for Veterans**

See in Category: Veterans, page 98

**Pine Street Inn**

444 Harrison Avenue  
Boston, MA 02118

Phone: 617-892-9100

Email: [info@pinestreetinn.org](mailto:info@pinestreetinn.org) – Website: [www.pinestreetinn.org/](http://www.pinestreetinn.org/)

**Who to Contact:** Contact Triage as hours change depending on weather and locations

**Services:** Pine Street Inn provides street outreach, emergency services, supportive housing, job training, and connections to employment. Service descriptions below, contact for help and information.

**Permanent Supportive Housing:** More than 900 tenants live in affordable housing across Boston and in Brookline, developed by Pine Street Inn since 1984. Twenty-four hour on-site staff provides support services to prevent a return to homelessness.

Contact: 617.892.8708 or 82 Green Street, Jamaica Plain, MA, M – F 8:30am – 4pm.

**Emergency and Transitional Shelter:**

**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.

**Street Outreach:** 115 unsheltered homeless men and women are served daily by workers on foot and by van. Pine Street is the only organization that provides nighttime outreach in Boston.

**Job Training and Placement:** 200 men and women annually complete training programs in food services and housekeeping or work with case managers who provide assessment, counseling, placement and job retention services for job-seeking homeless men and women.

**Stabilization:** A 50 bed post-detox program providing intensive treatment and support for homeless men with histories of chronic substance abuse.

**Other Locations:**

Women's Inn at Pine Street:

363 Albany Street, Boston

Shattuck Shelter:

170 Morton Street, Jamaica Plain

**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.

**Waiting time:** Depends on availability

**Languages:** English, Spanish

**Transportation:** Silver line: East Berkeley; Orange line: Tufts Medical Center; Red line: Broadway.

**Project Hope**

550 Dudley Street  
Roxbury, MA 02119

Phone: 617-442-1880 - Fax: 617-238-0473

Email: [info@prohope.org](mailto:info@prohope.org) – Website: [www.prohope.org/](http://www.prohope.org/)

**Who to 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:

- Job readiness training
- Access to career ladder job opportunities, and
- Ongoing case management support for a full year after job placement

To register for an upcoming open house, visit the following link: [www.prohope.org/openhouse\\_form.htm](http://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

**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.

**Languages:** Spanish, Haitian Creole, Cape Verdean 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 23

**Rosie's Place**

See in Category: Women, page 103

**Shelter at 112 Southampton Street**

112 Southampton St.

Boston, MA 02118

Phone: 617-534-2881

Website: [www.bphc.org/whatwedo/homelessness/homeless-services/Pages/locations.aspx](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, all year round. If no beds available, transport to another shelter will be provided.

**Transportation:** Red line: Andrew; Bus #1, 10, CT1

**Somerville Homeless Coalition**

See in Category: Housing, page 64

**Somerville Homeless Coalition, Shelter Services**

Phone (Adult Shelter): 617-623-2546 - Phone (Family Shelter): 617-776-6661

Website: [www.somervillehomelesscoalition.org/programs/shelters/](http://www.somervillehomelesscoalition.org/programs/shelters/)

**Services: Adult Shelter:** The adult shelter has 16 beds for individuals (12 male, 4 female), set up dormitory-style with four beds per room. It is a "dry" shelter, meaning guests may not use drugs or alcohol while staying there. Guests are assigned to a case worker to assist them with accessing and obtaining permanent housing.

People may self-refer to the shelter by calling the shelter, 617-623-2546, to get on the waiting list, leaving a message that they are looking for a bed and provide their name, phone number. You must call every day to stay on the waiting list.

Guests may stay until they get into permanent housing, as long as they follow the rules of the shelter and work with their case manager.

**Family Shelter:** Opened in 1987 in East Somerville, our shelter serves five families at a time. Case management, housing search, referrals to community resources, and child-care activities are among the many services we offer.

Access to the Family Shelter is ONLY through the Department of Housing and Community Development (DHCD). Call 617-551-1700 or visit DHCD at 80 Everett Ave. in Chelsea to apply for Emergency Assistance (EA) Shelter Benefits.

**Hours:** Check-in: 4pm; Check-out: 8am

**Other Locations:**

Adult Shelter  
14 Chapel Street, Somerville, MA 02144

Family Shelter  
59 Cross Street, Somerville, MA 02145

**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.

**Waiting time:** See above.

**Languages:** English

**St. Francis House**

See in Category: Other Groups, page 76

**The Network – La Red**

See in Category: Domestic Violence, page 24

**United Homes Adult Shelter – Pilgrim Church**

540 Columbia Road  
Dorchester, MA 02125  
Phone: 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

**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.

Length of stay: Indefinite, but only 12 hours/night unless in the 24-hour program.

Storage space: None.

**Transportation:** Red Line: Andrew Sq.; call for directions

**Women's Lunch Place**

See in Category: Women, page 103

**Woods-Mullen Shelter**

794 Massachusetts Avenue  
Boston, MA 02118

Phone: 617-534-7100 - Fax: 617-534-9599

Email: [homelesssservices@bphc.org](mailto:homelesssservices@bphc.org) – Website:  
[www.bphc.org/whatwedo/homelessness/homeless-services/Pages/locations.aspx](http://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 Southampton Street:** A shelter for men, located on Southampton 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 Southampton Street Shelter, where they will be searched, screened and given admission. The shelter is open 24 hours a day on year round basis.

**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

Outpatient Services: 617-227-2622

Email: [Boston@adcare.com](mailto:Boston@adcare.com)

Website: [adcare.com/](http://adcare.com/)

**Services:** 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.

**Hours:** M – F: 8:30am – 8pm

### **Other Locations:**

Outpatient Services:

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

**Requirements & Restrictions:** Must be 18 or older.

**Transportation:** For main location: Red line or Green line: Park Street; Orange line: Downtown Crossing

### **AIDS Action Committee**

See in Category: Physical and Mental Health, page 78

### **Alcoholics Anonymous**

See in Category: Support Groups, page 95

### **Bay Cove Human Services**

See in Category: Physical and Mental Health, page 78

### **Bay State Community Services**

See in Category: Physical and Mental Health, page 78

### **Boston Public Health Commission: Father Friendly Initiative**

See in Category: Physical and Mental Health, page 79

### **Boston Public Health Commission: Men's Health and Recovery Program**

774 Albany Street

3rd Fl.

Boston, MA 02118

Phone: 617-534-2185

Website: [www.bphc.org/whatwedo/Recovery-Services/roadmap-to-recovery/Programs-and-Services/Pages/Men's-Health-and-Recovery.aspx](http://www.bphc.org/whatwedo/Recovery-Services/roadmap-to-recovery/Programs-and-Services/Pages/Men's-Health-and-Recovery.aspx)

**Who to Contact:** Intake, 617-534-2185

**Services:** Men's Health and Recovery is an outpatient treatment program that provides recovery services (individual therapy, group therapy, and case management) for self-identified men who have substance use disorders in Boston. Staff offer expertise in the treatment needs of those with substance use disorders in a caring, diverse, culturally sensitive, and non-judgmental environment.

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.

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.

**Hours:** Walk-ins are welcome for enrollment (no appointment needed)

Intakes: Mon. – Fri., 9am – 3pm (note: Wednesdays until 1pm).

Programs: Mon. – Fri., 8am – 4pm (note: Wednesdays until 2pm).

**Requirements & Restrictions:** Must be a self-identifying 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.

**Languages:** English (counseling & groups) and Spanish (counseling & groups)

**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: Mom's Project/Women's Health & Recovery**

See in Category: Women, page 101

### **Boston Rescue Mission**

See in Category: Food, page 51

### **Casa Esperanza, Inc.**

245 Eustis Street

392 Eustis Street (mail only)

Roxbury, MA 02119

Phone (For Outpatient): 617-445-1104 x300 – Phone (For Men): 617-445-7411 x111 – Phone (For Women): 617-445-1123 x321 – Fax (For Men): 617-541-0844 – Fax (For Women): 617-541-1882

Email: [ncastillo@casaesperanza.org](mailto:ncastillo@casaesperanza.org)

Website: <https://www.casaesperanza.org/>

**Who to 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](mailto:rchorres@casaesperanza.org) or Kathleen at [kpena@casaesperanza.org](mailto:kpena@casaesperanza.org)

**Hours:** Residential: 24 hours

Outpatient Services: Mon. – Fri., and Sat.: 8:30am – 8:30pm, by appointment only. Mon. - Fri. 9am - 12pm, walk-ins welcome.

**Requirements & Restrictions:** Must meet the following criteria:

1. Have a history of chemical dependency
2. Willing/able to participate in treatment and abide by program rules
3. Have interpersonal skills necessary to function in group settings
4. For outpatient services, must not have medical impairments or conditions that would prevent utilization of services, or is not stabilized on medications
5. Have no severe suicidal, homicidal or acute mood symptoms/thought disorders which require a more intensive level of care

**Waiting time:** Varies by program

**Languages:** Spanish, English

**Transportation:** Accessible on bus line, walking distance from Orange line

#### **CASPAR, Inc. Emergency Service Center**

240 Albany Street  
Cambridge, MA 02139

Phone: 617-661-0600 - Fax: 617-492-3939

Website: [www.casparinc.org/](http://www.casparinc.org/)

**Services:** CASPAR's Emergency Service Center (ESC, <http://casparinc.org/emergency-services-center-and-shelter.html>) 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.

#### **Catholic Charities Archdiocese of Boston**

See in Category: Faith Based Organizations, page 41

#### **Daniel Driscoll-Neponset Health Center**

See in Category: Physical and Mental Health, page 81

#### **Entre Familia**

See in Category: Women, page 101

#### **Gavin Foundation**

675 East 4th St  
P.O. Box E-15  
South Boston, MA 02127  
Phone: 617-268-5500

Email: [barbarasamek@gavinfoundation.org](mailto:barbarasamek@gavinfoundation.org)

Website: [www.gavinfoundation.org/](http://www.gavinfoundation.org/)

**Who to Contact:** Barbara Samek, Clinical Vice President

**Services:** The Gavin Foundation operates more than a dozen adult and youth programs independently or in collaboration with other agencies. See more information below and on the website.

#### Residential Programs:

1. The Charlestown Recovery House, Gavin House and Hamilton House are residential treatment programs for adult men seeking to recover from effects of alcohol and drug abuse.
2. The Cushing House provides stabilizing residential treatment for substance abusing young men and women age 16-20 who can function in the community and who have family or guardians engaged in their care.
3. The Graduate Centers provide longer term residential support in the recovery process.

#### Community Programs

1. AAWOL is an in-depth study of AA's Twelve Steps to Recovery.
2. Center for Recovery Services offers assessment and individual and group outpatient treatment for individuals struggling with substance use, abuse and addiction.
3. Devine Recovery Center is a peer-to-peer community center for individuals in recovery, age 18 and up. The center's mission is to provide a place of support and recreation for persons in recovery from various types of addiction.
4. Acute Treatment and Clinical Stabilization Services in Quincy (ATS/CSS) is a 64-bed healthcare facility that provides Acute Treatment Services (Detox) and Clinical Stabilization Services to adults struggling with alcohol and/or drugs, including heroin and prescription drugs.

5. Re-Entry Program provides re-entry substance abuse screening, assessment, referrals and treatment for men and women leaving prisons and jails and on parole in the Boston and Greater Boston area.
6. Total Immersion Program (TIP) provides an alternative to incarceration with clear limits and expectations on probationers.

**Prevention Programs:**

1. The Walsh Center is a community center and gym that serves as a safe environment for kids and teens in the community to play sports, do homework, and be informed about avoiding substance abuse and peer pressure.

**Collaboration Programs:**

1. Access to Recovery (ATR) serves individuals in the Boston area involved with the criminal justice system and affected by substance use.
2. Substance Abuse Program at the Boston Public Schools was established in partnership with the Counseling Intervention Center, Ostiguy High and Ed Options to provide critical counseling services to Boston Public School students.
3. William J. Ostiguy High School provides a safe, sober and supportive school environment in which youth in recovery can develop skills and strengths needed for personal, academic, vocational and community success.

**Hours:** 24/7

**Transportation:** Bus #9, 10

**Geiger Gibson Community Health Center**

See in Category: Physical and Mental Health, page 81

**Helpline, MA Substance Abuse Information & Education**

See in Category: Hotlines, page 59

**Hope House**

8 Farnham Street  
Boston, MA 02119

Phone (Addiction Services): 617-971-9360 - Fax (Addiction Services): 617-971-9366 - Phone (Outpatient Services): 617-971-9370 - Fax (Outpatient Services): 617-971-9366

Email: paul@hopehouseboston.org - Website: [hopehouseboston.org/](http://hopehouseboston.org/)

**Who to 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

**New England Center and Home for Veterans**

See in Category: Veterans, page 98

**New England Forensic Associates**

See in Category: Sex Offenders, page 85

**New England Region of Narcotics Anonymous**

Phone: 1-866-NA-HELP-U (1-866-624-3578)

Email: [info@nerna.org](mailto:info@nerna.org) - Website: [www.nerna.org/](http://www.nerna.org/)

**Services:** This website and hotline contain information about Narcotics Anonymous in New England for those struggling with an addition 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.

**Hours:** Hotline is 24/7; Meetings as listed on website

**Languages:** English, Spanish. Literature is also available upon request in over 60 languages.

**Oxford House for Women**

See in Category: Women, page 102

**Parole Regional Reentry Centers**

See in Category: Other Groups, page 75

**Rosie's Place**

See in Category: Women, page 103

**Salvation Army Social Services**

See in Category: Families, page 49

**Victory Programs Inc.**

See in Category: Physical and Mental Health, page 84

**Wyman Community Reentry Program**

201 River Street  
Mattapan, MA 02126  
Phone: 617-534-6187

Website: [www.bphc.org/whatwedo/Recovery-Services/roadmap-to-recovery/Programs-and-Services/Pages/Wyman-Community-Reentry-Program-.aspx](http://www.bphc.org/whatwedo/Recovery-Services/roadmap-to-recovery/Programs-and-Services/Pages/Wyman-Community-Reentry-Program-.aspx)

**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.

**Hours:** Open 24 hours a day, 7 days a week.

**Requirements & Restrictions:**

- Male
- Seeking a safe and sober environment upon release from court or incarceration
- 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

## **Support Groups**

### **Aid to Incarcerated Mothers (AIM)**

See in Category: Families, page 44

### **AIDS Action Committee**

See in Category: Physical and Mental Health, page 78

### **Alcoholics Anonymous**

Phone (English): 617-426-9444 - Phone (Spanish): 617-623-1570

Website: [www.aaboston.org/](http://www.aaboston.org/)

**Services:** Information on alcohol abuse and treatment.

**Hours:** M - F: 9am - 9pm; Weekends and holidays: 12pm - 9p

**Languages:** English, Spanish, Portuguese

### **Bay State Community Services**

See in Category: Physical and Mental Health, page 78

### **Boston Public Health Commission: Father Friendly Initiative**

See in Category: Physical and Mental Health, page 79

### **Bridge Over Troubled Waters**

See in Category: Shelters, page 86

### **Cambridge Sharing Circle**

Phone: 617-642-1615

Email: [office@fmcquaker.org](mailto:office@fmcquaker.org) - Website:

[fmcquaker.org/community/committees-and-groups/](http://fmcquaker.org/community/committees-and-groups/)

**Who to Contact:** Patricia Wild

**Services:** Every Wednesday at 6:00 pm the formerly incarcerated and those who care about them meet for dinner and sharing. For more information contact [office@fmcquaker.org](mailto:office@fmcquaker.org) with subject "attn. Patricia Wild".

**Hours:** W: 6pm – 9pm

**Languages:** English

### **Casa Esperanza, Inc.**

See in Category: Substance Abuse, page 91

### **Casa Myrna**

See in Category: Domestic Violence, page 22

### **Commonwealth Center for Consultation & Psychotherapy – Psychological Services**

See in Category: Physical and Mental Health, page 80

### **EMERGE (Batterer's Intervention)**

See in Category: Domestic Violence, page 23

### **Gamblers Anonymous**

Phone: 1-855-222-5542

Email: [isomain@gamblersanonymous.org](mailto:isomain@gamblersanonymous.org) - Website: [www.gamblersanonymous.org/ga/](http://www.gamblersanonymous.org/ga/)

**Services:** Hotline for referrals to meetings throughout Massachusetts.

**Hours:** 24/7

### **Gavin Foundation**

See in Category: Substance Abuse, page 92

### **Greater Love Tabernacle, Inc.**

See in Category: Faith-Based Organizations, page 42

### **Hope House**

See in Category: Substance Abuse, page 93

### **Hour House Boston, Incorporated**

See in Category: Employment, page 36

### **International Foundation for Gender Education (IFGE)**

See in Category: LGBTQ+, page 72

### **Mothers for Justice and Equality**

See in Category: Women, page 101

### **Moving Steps Foundation**

See in Category: Women, page 102

### **New England Center and Home for Veterans**

See in Category: Veterans, page 98

### **New England Forensic Associates**

See in Category: Sex Offenders, page 85

### **New England Region of Narcotics Anonymous**

Phone: 1-866-NA-HELP-U (1-866-624-3578)

Email: [info@nerna.org](mailto:info@nerna.org) - Website: [www.nerna.org/](http://www.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.

**Hours:** Hotline is 24/7; Meetings as listed on website



**Languages:** English, Spanish. Literature is also available upon request in over 60 languages.

**Parents Helping Parents/Parental Stress Line**

See in Category: Families, page 48

**RESPOND, Inc.**

See in Category: Domestic Violence, page 23

**Roxbury Multi-Service Center**

See in Category: Other Groups, page 76

**The Network – La Red**

See in Category: Domestic Violence, page 24

**Tiffany Club of New England**

See in Category: LGBTQ+, page 72

**United Way's 211 Helpline**

See in Category: Hotline, page 61

## **Transportation**

### **Massachusetts Bay Transportation Authority (MBTA)**

10 Park Plaza  
Suite 3910  
Boston, MA 02116

Phone: 617-222-3200 – Toll-Free: 1-800-392-6100 - TTY: 617-222-5146

Website: <https://www.mbtta.com/>

**Who to 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.

– 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.

**Hours:** See website for T, bus, and commuter rail hours

**Languages:** Website information offered in: Arabic, Chinese, Dutch, French, German, Greek, Italian, Japanese, Korean, Portuguese, Russian, Spanish, Swedish

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

136 Blackstone Street (Main Office)  
Boston, MA 02109

Phone (From area codes 339, 617, 781, and 857, or from outside Massachusetts): 857-368-8000 - Phone (From all other Massachusetts area codes): 800-858-3926 - TTY: 800-858-3926

Website: [www.massrmv.com](http://www.massrmv.com)

**Who to 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:

- A valid Social Security card or a valid passport.
- 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>) 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)

**Hours:** M - F: 9am - 5pm

#### **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

### **New England Center and Home for Veterans**

See in Category: Veterans, page 98

### **Straight Ahead Ministries**

See in Category: Faith-Based Organization, page 43

## **Veterans**

### **Boston Rescue Mission**

See in Category: Food, page 51

### **Daniel Driscoll-Neponset Health Center**

See in Category: Physical and Mental Health, page 81

### **Geiger Gibson Community Health Center**

See in Category: Physical and Mental Health, page 81

### **Harvard Street Neighborhood Health Center**

See in Category: Physical and Mental Health, page 81

### **HomeStart, Inc.**

See in Category: Housing, page 62

### **Massachusetts Department of Veterans' Services**

600 Washington Street. 7th Floor  
Boston, MA 02111

Phone: 617-210-5480 - Fax: 617-210-5755

Email: MDVS@vet.state.ma.us – Website: [www.mass.gov/veterans/](http://www.mass.gov/veterans/)

**Who to Contact:** Local Veterans' Services Officer

**Services:** Financial and Medical Assistance- 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- 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- Mission Direct Vet is a jail diversion program that provides services and treatment to veterans as an alternative to incarceration.

Tax and Motor Vehicles- Veterans are allowed certain tax exemptions and motor vehicle benefits such as license plates, excise tax exemptions, and vehicle registration exemptions.

Pension Program- 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- State and federal veterans' benefits are available to the dependents (spouse, children, parents) of eligible veterans.

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- The federal government offers benefits, services, and programs for veterans and their families, as well as members of the Reserve Component.

Financial Education Resources- 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](http://www.va.gov). Visit website or call for more

information about the programs listed above. For VA health eligibility, call 1-877-222-8387.

**Hours:** Monday-Friday, 8:45 AM - 5:00 PM. Closed on state holidays

**Transportation:** Green line: Government Center

### **New England Center and Home for Veterans**

17 Court Street  
Boston, MA 02108

Phone (Services): 617-371-1800 - Fax (Services): 617-371-1771 -  
Phone (Case Management): 617-371-1824

Email: [info@nechv.org](mailto:info@nechv.org) – Website: [nechv.org/](http://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

**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.

### **U.S. Department of Veterans Affairs, IRIS**

Phone, VA Benefits: 1-800-827-1000 - Crisis Hotline: 1-800-273-8255

Website: <https://iris.custhelp.com/>

**Services:** The Inquiry Routing & Information System (IRIS), maintained by the U.S. 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**

150 South Huntington Avenue  
Boston, MA 02130

Phone: 857-364-4027 - Fax: 857-364-4427

Website: <https://www.boston.va.gov/services/women/index.asp>

**Who to 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. Contact: 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. Contact: 857-364-4149.

**Women's Comprehensive Primary Care and Gynecology:** High quality and convenient health care for women veterans all throughout the greater Boston area. Services include:

- care for acute and chronic illness
- gender-specific primary care (based on your stage of life):
- birth control counseling and prescriptions
- routine breast exams and pap smears
- menopause management and counseling
- preventive services
- coordination of care including referral to: specialty clinics , mammography, bone density, ultrasound , menopause treatment

Contact: 800-865-3384

If VA Boston Healthcare System is unable to provide a needed service, they will assist you to find the care you need elsewhere.

#### **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](http://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](http://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](mailto:info@nechv.org), [www.nechv.org](http://www.nechv.org)

**Requirements & Restrictions:** For female veterans, V.A. eligible. If unsure of V.A. status, call for information. Walk-ins are not encouraged. Call for more information and directions.

#### **Veterans Legal Services**

P.O. Box 8457  
Boston, MA 02114

Office: 857-317-4474 - Fax: 844-621-2797

Website: [veteranslegalservices.org/](http://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 500 clients per year at legal clinics located in service centers. Legal issues handled are primarily in the following areas: Family Law/Domestic Relations, Landlord/Tenant, Public Housing, CORI/Criminal Records, Consumer Debt, Public Benefits, State and Federal Veterans' Benefits. Veterans Legal Services does not handle the following: Labor, Dept. of Children & Families Cases, Fee Generating Matters, and Criminal Law.

**Hours:** M - F 9am - 5pm

**Other Locations:** Services are available through the following legal clinics for low-income veterans only. Please call our office for eligibility screening and to check clinic dates and times.

**Bedford Veterans Affairs Medical Center-** By appointment only. Approximately every 6 weeks. 200 Springs Road, Building 80, Bedford, MA.

**Chelsea Soldiers' Home-** Walk-in. Most alternating Mondays, 10:30 a.m., 91 Crest Avenue, Chelsea, MA.

**New England Center & Home for Veterans-** Walk-in. Most Wednesdays at 6:00 p.m. 17 Court Street (Government Center), Boston, MA.

**Norfolk County Veterans Treatment Court-** For veterans participating in the Veterans Treatment Court only. Usually the first Tuesday of each month. 631 High Street, Dedham, MA.

Weather Cancellation Policy- Clinics are not held if Boston Public Schools are closed due to inclement weather.

**WilmerHale Legal Services Center of Harvard Law School**

See in Category: Legal, page 71

## Women

### **Aid to Incarcerated Mothers (AIM)**

See in Category: Families, page 44

### **AIDS Action Committee**

See in Category: Physical and Mental Health, page 78

### **Boston Public Health Commission: Healthy Baby/Healthy Child**

See in Category: Families, page 46

### **Boston Public Health Commission: Mom's Project/Women's Health & Recovery**

774 Albany Street  
4th Fl.  
Boston, MA 02118

Phone: 617-534-7411 - Fax: 617-534-3491

Website: [www.bphc.org/whatwedo/Recovery-Services/roadmap-to-recovery/Programs-and-Services/Pages/MOM'S-Project.aspx](http://www.bphc.org/whatwedo/Recovery-Services/roadmap-to-recovery/Programs-and-Services/Pages/MOM'S-Project.aspx)

**Who to Contact:** Intake staff, 617-534-7411

**Services:** The Mom's Project is an outpatient treatment program that provides recovery services (individual therapy, group therapy, and case management) for self-identified women who have substance use disorders in Boston. Staff offer expertise in the treatment needs of those with substance use disorders provided in a caring, diverse, culturally-sensitive, and non-judgmental environment.

Services provided:

- Individual substance abuse disorder counseling
- Treatment planning
- Psychotherapeutic groups, including:
- Relapse Prevention, Mindfulness, Anger Management, Neurobiology of Addiction, Spirituality & Recovery, Family Nurturing, Pathways to Reunification, Self-Esteem and Early Recovery Evening Group (Wednesday evenings 6:00 – 7:30pm).
- Case management services
- On-site primary care services
- On-site HIV and STI testing
- Drug screening if requested by outside providers
- Care-coordination
- Transportation assistance for eligible clients
- Services provided in both English and Spanish
- Light lunch and refreshments

**Hours:** M – F: 8am – 5pm

**Requirements & Restrictions:** Must be a self-identifying 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:** Services provided in English and Spanish.

**Transportation:** Silver line from Dudley Sq. or Temple Place downtown; Orange Line: Mass Ave.; or Bus #1, #CT1, #10, or #47.

### **Bristol Lodge Women's Shelter**

See in Category: Shelters, page 86

### **Casa Esperanza, Inc.**

See in Category: Substance Abuse, page 91

### **Casa Myrna**

See in Category: Domestic Violence, page 22

### **Entre Familia**

209 River Street  
Mattapan, MA 02126

Phone: 617-534-2922 - Fax: 617-534-7976

Website: [www.bphc.org/whatwedo/Recovery-Services/roadmap-to-recovery/Programs-and-Services/Pages/Entre-Familia.aspx](http://www.bphc.org/whatwedo/Recovery-Services/roadmap-to-recovery/Programs-and-Services/Pages/Entre-Familia.aspx)

**Who to Contact:** Intake coordinator

**Services:** Residential program for the treatment of substance use disorders.

**Hours:** 24/7

**Requirements & Restrictions:** Women who are interested in entering Entre Familia Program must be pregnant, post-partum, have custody of their children or in the process of gaining custody if child(ren)'s in the custody of the department of children and families.

**Transportation:** Red line: Mattapan Trolley to Central Ave Station; Bus #12, 27

### **La Alianza Hispana**

See in Category: Families, page 47

### **Mothers for Justice and Equality**

184 Dudley Street  
Suite 109LL  
Boston, MA 02119

Phone: 617-516-8086 - Fax: 617-708-1026

Email: [info@mothersforjusticeandequality.org](mailto:info@mothersforjusticeandequality.org) - Website: [mothersforjusticeandequality.org/](http://mothersforjusticeandequality.org/)

**Who to 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.

**Hours:** 9am-5pm

**Waiting time:** None

**Languages:** English

**Transportation:** Silver line 4 or 5: Dudley Station; Bus #8, 19, 28, 47

### **Moving Steps Foundation**

Phone: 617-817-9489

Email: [adrienne.tabet@comcast.net](mailto:adrienne.tabet@comcast.net) – Website: [www.movingstepsfoundation.org/](http://www.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:** Women only. Some prior dance experience preferred, but interest a must!

### **New England Center and Home for Veterans**

See in Category: Veterans, page 98

### **On The Rise, Inc.**

341 Broadway  
Cambridge, MA 02139

Phone: 617-497-7968 - TTY: 617-497-7887 - Fax: 617-492-9814

Email: [info@ontherise.org](mailto:info@ontherise.org) - Website: [www.ontherise.org/](http://www.ontherise.org/)

**Who to 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.

**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.

**Languages:** English, Spanish, Haitian Creole

**Transportation:** Red line: Central Square

### **Oxford House for Women**

22 Laval St.  
Hyde Park, MA 02136

Phone: 617-276-3251 - Fax: 617-276-3227

Website: [www.oxfordhouse.org/userfiles/file/](http://www.oxfordhouse.org/userfiles/file/)

**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 four months clean/sober time.
- Must have income (work, SSI, unemployment, other).
- Medications considered addictive or narcotic are not allowed.

**Waiting time:** Varies depending on vacancies.

**Transportation:** Bus #24, 32, 33

### **Planned Parenthood League of Massachusetts**

See in Category: Physical and Mental Health, page 82

## RESPOND, Inc.

See in Category: Domestic Violence, page 23

### Rosie's Place

889 Harrison Avenue  
Boston, MA 02118

Phone: 617-442-9322 - Fax: 617-442-7825

Email: [info@rosiesplace.org](mailto:info@rosiesplace.org) - Website: [www.rosiesplace.org/](http://www.rosiesplace.org/)

**Who to Contact:** Front Desk

**Services:** Rosie's Place is a multi-service agency for women, and a sanctuary for poor and homeless women. 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 Thursdays.

**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.

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

Office: 617-354-6394 - Helpline: 617-354-8807

Email: [info@cambridgewomenscenter.org](mailto:info@cambridgewomenscenter.org) – Website: [www.cambridgewomenscenter.org/](http://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.

**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).

**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 99

### Women's Lunch Place

67 Newbury Street  
Boston, MA 02116

Phone: 617-267-0200 - Fax: 617-267-6803

Email: [info@womenslunchplace.org](mailto:info@womenslunchplace.org) – Website: <https://womenslunchplace.org/>

**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, 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: reading room, housing, employment, substance abuse, mental health, custody, immigration, benefits applications, housing stabilization, partner violence, shelter access, mail services, and referrals to legal assistance

**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

Phone: 508-620-2690 - Fax: 508-620-2310

Website: [www.smoc.org/women-transition-program.php](http://www.smoc.org/women-transition-program.php)

**Who to 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. For more information call the Opportunity Center at 508-620-2690.

**Requirements & Restrictions:** To be eligible for services, an individual must meet one of the following criteria:

- Recently released from a Massachusetts Correctional facility (within the past 6 months).
- Currently incarcerated at a Massachusetts Correctional facility (will be released within the next 6 months).
- Currently on Probation or Parole.

**Transportation:** Commuter Rail: Framingham

### **Woods-Mullen Shelter**

See in Category: Shelters, page 90

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Adcare (**Substance Abuse**)

AFSC Materials Assistance Center (**Clothing**, Food)

Aid to Incarcerated Mothers (AIM) (Domestic Violence, Emergency Assistance, **Families**, Hotlines, Housing, Legal, Physical and Mental Health, Support Groups, Women)

AIDS Action Committee (Food, Housing, Legal, LGBTQ+, **Physical and Mental Health**, Substance Abuse, Support Groups, Women)

Alcoholics Anonymous (Hotlines, Physical and Mental Health, Substance Abuse, **Support Groups**)

American Civil Liberties Union of Massachusetts (ACLU) (**Legal**)

American Red Cross: Boston Food Pantry (**Food**)

And Still We Rise (**Other Groups**)

Arlington Street Church Friday Night Supper (Clothing, Education, Employment, Families, **Food**, Physical and Mental Health)

ASA College Planning Center (**Education**)

Asian Task Force Against Domestic Violence (**Domestic Violence**, Families, Hotlines)

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Berea Seventh Day Adventist (Faith-Based Organizations, **Food**)

Bethel Baptist Church (Faith-Based Organizations, **Food**)

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Boston Area Rape Crisis Center (BARCC) (**Domestic Violence**, Hotlines)

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Boston Center for Independent Living, Inc. (**Disability**, Domestic Violence, Education, Employment, Housing, Legal, Physical and Mental Health)

Boston Centers for Youth & Families (Education, Employment, **Families**)

Boston Health Care for the Homeless; Jean Yawkey Place (LGBTQ+, **Physical and Mental Health**)

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Boston Public Health Commission: Father Friendly Initiative (Families, **Physical and Mental Health**, Substance Abuse)

Boston Public Health Commission: Healthy Baby/Healthy Child (Families, **Physical and Mental Health**, Women)

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Cathedral Church of St. Paul (Faith-Based Organizations, **Food**)

Catholic Charities Archdiocese of Boston (Education, Emergency Assistance, **Faith-Based Organizations**, Housing, Physical and Mental Health, Substance Abuse)

Catholic Charities Archdiocese of Boston: El Centro del Cardenal (Education, **Faith-Based Organizations**)

Catholic Charities Archdiocese of Boston: Haitian Multi-Service Center (Education, **Faith-Based Organizations**, Food)

Charlestown Adult Education Program (**Education**)

Child-at-Risk Hotline (**Hotlines**)

Christ Church Cambridge: Harvard Square Churches Meal Program (**Food**)

Church of Advent (**Food**)

City Mission: Emergency Needs Network (**Emergency Assistance**)

College Bound Dorchester (**Education**)

Committee for Public Counsel Services (CPCS) (CORI, **Legal**, Sex Offenders)

Common Cathedral (Ecclesia Ministries, Inc.) (**Faith-Based Organizations**)

Commonwealth Center for Consultation & Psychotherapy – Psychological Services (**Physical and Mental Health**, Support Groups)

Community Learning Center (**Education**)

Community Legal Services & Counseling Center (Disability, Domestic Violence, Families, **Legal**, Physical and Mental Health)

Community Servings (Education, **Food**)

Community Work Services (CWS) (**Employment**)

Daniel Driscoll-Neponset Health Center (Families, **Physical and Mental Health**, Substance Abuse, Veterans)

Disability Law Center (**Disability**, Legal, Physical and Mental Health)

Dorchester Bay Economic Development Corporation (Education, Employment, Housing, **Other Groups**)

Dorchester Community CORI Project (**CORI**, Legal)

East End House: Emergency Food Program (**Food**)

Eastern Regional Legal Intake (ERLI) (CORI, Hotlines, **Legal**)

EMERGE (Batterer’s Intervention) (**Domestic Violence**, Families, Other Groups, Support Groups)

Entre Familia (Families, Physical and Mental Health, Shelters, Substance Abuse, **Women**)

Faith Lutheran Church: Faith Kitchen (**Food**)

Father Bill’s Place (Housing, **Shelters**)

First Church in Cambridge (Faith-Based Organizations, Food, **Shelters**)

First Church in Jamaica Plain: Food Pantry (**Food**)

First Parish Church (**Food**)

Food Not Bombs (**Food**)

Foodsource Hotline – Project Bread (**Food**, Hotlines)

Gamblers Anonymous (Hotlines, **Support Groups**)

Garment District: Clothing By-The-Pound (**Clothing**)

Gavin Foundation (**Substance Abuse**, Support Groups)

Geiger Gibson Community Health Center (Families, **Physical and Mental Health**, Substance Abuse, Veterans)

GLBTQ Legal Advocates and Defenders (GLAD) (Legal, LGBTQ+, Physical and Mental Health)

Goodwill Stores (Clothing)

Greater Boston Legal Services (GBLS) (CORI, Domestic Violence, Legal, **LGBTQ+**)

Greater Love Tabernacle, Inc. (**Faith-Based Organizations**, Support Groups)

Haley House (Clothing, **Food**, Housing)

Haley House Bakery Training Program (**Employment**, Food)  
 Harvard Square Homeless Shelter (HSHS) (**Shelters**)  
 Harvard Street Neighborhood Health Center (Families, Food, **Physical and Mental Health**, Veterans)  
 Harvest Food Pantry (Clothing, **Food**)  
 Harvest on Vine by St. Mary-St. Catherine of Siena Parish (**Food**)  
 Heading Home (Emergency Assistance, Families, Housing, **Shelters**)  
 Health Law Advocates (**Legal**)  
 Hearth (**Housing**, Shelters)  
 Helpline, MA Substance Abuse Information & Education (**Hotlines**, Substance Abuse)  
 Holy Resurrection Orthodox Church (**Food**)  
 HomeStart, Inc. (Disability, **Housing**, Veterans)  
 Hope House (Employment, Housing, **Substance Abuse**, Support Groups)  
 Hour House Boston, Incorporated (Clothing, Education, **Employment**, Families, Housing, Physical and Mental Health, Support Groups)  
 HousingWorks (**Housing**)  
 INDEX (Formerly "New England Information on Disabilities Exchange (INDEX)") (**Disability**, Physical and Mental Health)  
 Institute for Sexual Wellness (Physical and Mental Health, **Sex Offenders**)  
 International Foundation for Gender Education (IFGE) (**LGBTQ+**, Physical and Mental Health, Support Groups)  
 Jackson-Mann Community Center (**Education**)  
 Jamaica Plain Community Center, Adult Learning Program (**Education**)  
 Just-A-Start Corporation (Education, **Employment**, Families, Housing)  
 JVS Career Solutions (Formerly The Work Place and JobNet) (CORI, **Employment**)  
 La Alianza Hispana (Employment, **Families**, Physical and Mental Health, Women)  
 Literacy Volunteers of Massachusetts – Boston (**Education**)  
 Loaves and Fishes, First Korean Church (**Food**)  
 Margaret Fuller Neighborhood House (**Families**, Food, Other Groups)  
 Masjid Al Qur-an (**Faith-Based Organizations**)  
 Massachusetts Association for the Treatment of Sexual Abusers (MATSA) (**Sex Offenders**)  
 Massachusetts Ave. Baptist Church: Project MANNA (**Food**)  
 Massachusetts Bar Association Lawyer Referral Service (**Legal**)  
 Massachusetts Bay Transportation Authority (MBTA) (Disability, **Transportation**)  
 Massachusetts Commission Against Discrimination (CORI, Disability, **Legal**)  
 Massachusetts Department of Criminal Justice Information Services-CORI Unit (**CORI**)  
 Massachusetts Department of Housing and Community Development (DHCD) (Emergency Assistance, Fuel Assistance, **Housing**)  
 Massachusetts Department of Transitional Assistance (DTA) (Domestic Violence, **Emergency Assistance**, Employment, Food, Fuel, Assistance)  
 Massachusetts Department of Veterans' Services (**Veterans**)  
 Massachusetts Dept. of Transportation, Registry of Motor Vehicles Division (RMV) (Administrative Issues, **Transportation**)  
 Massachusetts Law Reform Institute (MLRI) (**Legal**)  
 Massachusetts Registry of Vital Records and Statistics (RVRS) (**Administrative Issues**)  
 Massachusetts Rehabilitation Commission, (MRC) (**Disability**, Employment)  
 MassLegalHelp (CORI, **Legal**)  
 Mental Health Legal Advisors Committee (**Legal**, Physical and Mental Health)  
 Morning Star Baptist Church (**Faith-Based Organizations**)  
 Mothers for Justice and Equality (Education, Families, Support Groups, **Women**)  
 Moving Steps Foundation (Other Groups, Support Groups, **Women**)  
 Multicultural AIDS Coalition (**Physical and Mental Health**)  
 National Domestic Violence Hotline (Domestic Violence, **Hotlines**)  
 National Lawyers Guild: Lawyer Referral Service (**Legal**)  
 National Sexual Assault Hotline (Domestic Violence, **Hotlines**)  
 National Suicide Prevention Lifeline (**Hotlines**, Physical and Mental Health)

New England Center and Home for Veterans (Clothing, CORI, Education, Emergency Assistance, Employment, Food, Housing, Physical and Mental Health, Sex Offenders, Shelters, Substance Abuse, Support Groups, Transportation, **Veterans**, Women)

New England Center for Arts and Technology (**Education**)

New England Forensic Associates (Physical and Mental Health, **Sex Offenders**, Substance Abuse, Support Groups)

New England Region of Narcotics Anonymous (Hotlines, Substance Abuse, **Support Groups**)

North End/West End Neighborhood Service Center (NSC) (Clothing, **Families**, Food, Fuel Assistance)

On The Rise, Inc. (Domestic Violence, Physical and Mental Health, **Women**)

One Stop Career Centers (**Employment**)

Oxford House for Women (Housing, Substance Abuse, **Women**)

Parents Helping Parents/Parental Stress Line (**Families**, Hotlines, Support Groups)

Parole Regional Reentry Centers (Education, Employment, **Other Groups**, Physical and Mental Health, Substance Abuse)

Paulist Center (**Food**)

Pilgrim Church (Clothing, Faith-Based Organizations, **Food**)

Pine Street Inn (**Shelters**)

Planned Parenthood League of Massachusetts (Hotlines, **Physical and Mental Health**, **Women**)

Prison Book Program (**Other Groups**)

Prisoner Reentry Institute at John Jay College of Criminal Justice (Education, **Other Groups**)

Project Care and Concern Thrift Shop – Pilgrim Trinitarian Congregational Church (**Clothing**, Faith-Based Organizations)

Project Hope (Education, Employment, Families, **Shelters**)

Project Place: Employment, Job Training, & Resource Services (CORI, **Employment**)

Project Place: Housing (**Housing**)

Public Counsel Services, Roxbury Defenders Unit (**Legal**)

Rape Crisis Hotline – Pathways for Change (**Hotlines**)

REACH Beyond Domestic Violence (**Domestic Violence**, Hotlines)

Registrants and Families Support Line (**Hotlines**, Sex Offenders)

Registry Division, City of Boston (**Administrative Issues**)

RESPOND, Inc. (Clothing, **Domestic Violence**, Families, Hotlines, Housing, Legal, Shelters, Support Groups, Women)

Roca, Inc. (**Education**, Employment)

Rosie's Place (Clothing, Domestic Violence, Families, Food, Legal, LGBTQ+, Physical and Mental Health Shelters, Substance Abuse, **Women**)

Roxbury Community College (**Education**)

Roxbury Community CORI Project (**CORI**)

Roxbury Multi-Service Center (Education, Families, **Other Groups**, Physical and Mental Health, Support Groups)

SafeLink (Domestic Violence, **Hotlines**)

Saint Cecilia Parish (**Faith-Based Organizations**)

Salvation Army Family Thrift Stores (**Clothing**)

Salvation Army Social Services (Emergency Assistance, **Families**, Food, Housing, Substance Abuse)

Samaritans (**Hotlines**, Physical and Mental Health)

Secretary of the Commonwealth, Elections Division (**Administrative Issues**)

Sex Offender Registry Board (SORB) (**Sex Offenders**)

Shelter at 112 Southamptton Street (**Shelters**)

Social Security Administration (**Administrative Issues**)

Social Security: Benefits After Incarceration (Administrative Issues, **Employment**, Hotlines)

Social Work Therapy Referral Service (**Physical and Mental Health**)

Solutions at Work (**Clothing**, Employment, Housing)

Somerville Center for Adult Learning Experiences (SCALE) (**Education**)

Somerville Homeless Coalition (Families, **Housing**, Shelters)

Somerville Homeless Coalition, Food Assistance (**Food**)

Somerville Homeless Coalition, Shelter Services (**Shelters**)

St Bartholomew's Episcopal Church (**Food**)

St. Francis House (Clothing, Food, Housing, **Other Groups**, Physical and Mental Health, Shelters)

St. James Helping Hands Food Pantry (**Food**)

Stop It Now! Helpline (**Hotlines**)

Straight Ahead Ministries (Clothing, CORI, Education, Employment, **Faith-Based Organizations**, Families, Transportation)

STRIVE – Boston Employment Services, Inc. (**Employment**)

The Bridge Program (**Education**)

The Dimock Center (**Physical and Mental Health**)

The Federation for Children with Special Needs (**Disability**, Families, Physical and Mental Health)

The Network – La Red (**Domestic Violence**, Hotlines, LGBTQ+, Shelters, Support Groups)

The Women’s Center (Domestic Violence, Hotlines, Housing, Legal, LGBTQ+, Physical and Mental Health, **Women**)

Tiffany Club of New England (**LGBTQ+**, Support Groups)

Transformative Law (**Legal**, LGBTQ+)

U.S. Department of Health and Human Services: Office of Child Support Enforcement (Administrative Issues, **Families**)

U.S. Department of Veterans Affairs, IRIS (Administrative Issues, Hotlines, **Veterans**)

Union Baptist Church of Cambridge – Project Uplift (**Food**)

Union of Minority Neighborhoods (CORI, **Families**, Other Groups)

United Homes Adult Shelter – Pilgrim Church (Physical and Mental Health, **Shelters**)

United South End Settlements (**Education**, Employment)

United Way’s 211 Helpline (Employment, Families, **Hotlines**, Housing, Support Groups)

Upham’s Corner Health Center (**Physical and Mental Health**)

Urban College of Boston (**Education**)

Urban League of Eastern Massachusetts (**Employment**)

Urban Renewals (**Clothing**)

V.A. Boston Healthcare System for Women Veterans (Physical and Mental Health, **Veterans**, Women)

Veterans Legal Services (Legal, **Veterans**)

Victory Programs Inc. (Housing, **Physical and Mental Health**, Substance Abuse)

Volunteer Lawyers Project (**Legal**)

WAITT House, Inc. (**Education**)

Weekend Emergency Food Pantry – Church of the Covenant (**Food**)

Whittier Street Health Center (LGBTQ+, **Physical and Mental Health**)

WilmerHale Legal Services Center of Harvard Law School (Domestic Violence, **Legal**, Veterans)

Women’s Lunch Place (Food, Physical and Mental Health, Shelters, **Women**)

Women’s Transition Program, SMOC (**Women**)

Woods-Mullen Shelter (Physical and Mental Health, **Shelters**, Women)

Work Opportunity Tax Credit, U.S. Department of Labor (Administrative Issues, **Employment**)

Wyman Community Reentry Program (Housing, Legal, **Substance Abuse**)

X-CEL, Inc. (**Education**)

YMCA Training, Inc. (**Employment**)

YouthBuild Boston (**Education**, Employment)

## Acknowledgements

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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.

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