

2019 EDITION

COMING HOME

DIRECTORY

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Coming Home Directory 2019 EDITION



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

COMING HOME

DIRECTORY

355 Boylston Street, Boston, MA 02116
Business phone: 617-482-2520 Fax: 617-262-8054
www.crj.org
www.cominghomedirectory.org



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

COMING HOME DIRECTORY

www.cominghomedirectory.org

Dear Reader:

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

This Directory is presented by the Crime and Justice Institute (CJI) at CRJ. For more than 130 years, CRJ has been providing direct care and supportive services to society's most challenged citizens. CRJ's direct service programs range from residential homes for adults with developmental disabilities to programs serving at-risk youth and men and women returning home from incarceration. In support of CRJ's mission, CJI provides nonpartisan consulting, policy analysis, and research services to improve public safety throughout the country. With our creative, collaborative approaches to today's most pressing and complex social and public safety problems, we are committed to improving public safety and human service delivery 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. You can search the Directory in a number of ways, get contact information, and download and/or print the PDF version of the Directory. Due to the costs of producing the printed version, updates will be published in printed form, annually. However, this website will be updated on a rolling basis. Therefore, please visit the site for the most up-to-date information.

For more information about our organization, please visit:

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

Sincerely,



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



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

Introduction

Welcome to the *Coming Home Reentry Resource Directory*.

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

What is the Purpose of the Directory?

The purpose of the Directory is to assist returning citizens – 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. Information on the site is updated on a rolling basis. The hard-copy version of the Directory is printed annually and is available in limited numbers on a first-come, first-served basis from CJI. Due to resource limitations, we are unable to fulfill all individual requests and we strongly encourage users to access the online version of the Directory as it also contains the most up-to-date information.

Directory Limitation

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

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

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

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Administrative Issues

Cambridge Economic Opportunity Committee

See in Category: Other Groups, page 62

City Mission: Homelessness Prevention

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Massachusetts Access to Recovery (ATR)

See in Category: Substance Use, page 80

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

See in Category: Transportation, page 84

Massachusetts Registry of Vital Records and Statistics (RVRS)

150 Mt. Vernon Street, 1st Floor

Dorchester, MA 02125

Main 617-740-2600

vital.recordsrequest@state.ma.us;

<http://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

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

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

Cost: See costs in Services section

ProCon.org: Voting Rights

felonvoting.procon.org

Services: Ex-offender voting restrictions in Massachusetts:

Individuals incarcerated for a felony conviction are ineligible to vote. Voting rights are automatically restored upon release from prison, and people on parole or probation can vote in Massachusetts. For more information, visit: <https://felonvoting.procon.org/>

Ex-offenders should re-register to vote. To register, visit link below.

To check on your voting eligibility and/or register to vote*:

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

Language(s): *Offered in English, Spanish, Chinese, and Khmer

Cost: None

Registry Division, City of Boston

One City Hall Square

Room 213

Boston, MA 02201

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

registry@boston.gov; www.boston.gov/registry

Who to call: Boston Registrar for Birth, Death and Marriage

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

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

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

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

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

Waiting Time: Delivery usually takes about 2 weeks.

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

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

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
elections@sec.state.ma.us; <http://www.sec.state.ma.us/ele/>

Services: Voter Registration Information

Anyone can vote who is:

- 18 years or older on Election Day (and who has met registration deadlines detailed below)
- A resident of Massachusetts
- A U.S. citizen
- Not currently incarcerated for a felony

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

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

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

To register by mail: To obtain a mail-in registration form please call 617-727-2828 or 1-800-462-VOTE and a form will be sent to you. Or, you can download a MA Voter Registration form at:

www.sec.state.ma.us/ele/eleifv/howreg.htm

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

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

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

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

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

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

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

Requirements/Restrictions: See Voter Registration Information in the Services section.

Language(s): English, Spanish, Chinese, Vietnamese

Social Security Administration

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

<http://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.

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

Other Locations: Cambridge/Somerville:

10 Fawcett Street, 1st Floor, 02138
M, T, Th, F: 9am -4pm; Th: 9am -12pm

Downtown Boston:

O'Neill Federal Building, 10 Causeway St., Room 148, 02222 (next to the TD Banknorth Garden)
M, T, Th, F: 9am -4pm; W: 9am -12pm

Dorchester:

115 Freeport St., 02122
M, T, Th, F: 9am -4pm; W: 9am -12pm

Malden:

192 Commercial Street, 02148
M, T, Th, F: 9am -4pm; W: 9am -12pm

Roxbury Office:

10 Malcolm X Blvd, 02119 (at Dudley Square, across from Post Office)
M, T, Th, F: 9am -4pm; W: 9am -12pm

Roslindale:

4238 Washington St. 02131 (next to Municipal Building in Roslindale Square)
M, T, Th, F: 9am -4pm; W: 9am -12pm

Social Security: Benefits after Incarceration

See in Category: Employment, page 30

365DAD INC.

See in Category: Families, page 40

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

See in Category: Families, page 40

U.S. Department of Veterans Affairs, IRIS

See in Category: Veterans, page 85

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

See in Category: Employment, page 31

Clothing

Arlington St. Church Friday Night Supper

See in Category: Food, page 41

Boomerangs

716 Centre Street

Jamaica Plain, MA 02130

Phone (Jamaica Plain location) 617-524-5120

boomerangs@aac.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.

Service Hours:

Jamaica Plain:

Mon. - Wed., Sat. 10am - 7pm

Thur. - Fri. 10am-8pm

Sun. 11am - 6pm

West Roxbury:

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

Central Square:

Mon. - Sat. 10am - 8pm

Sun. 11am - 6pm

South End:

Mon. Closed

Tue. - Wed., Sat. - Sun. 11am - 6pm

Thu. - Fri. 11am - 7pm

Other Locations:

West Roxbury:

1870 Centre St.

617-323-0262

Central Square:

563 Massachusetts Ave

Cambridge

617-758-6128

South End:

1407 Washington St.

Boston

617-456-0996

Brighton Allston Congregational Church: Thrift Shop and Food Pantry

See in Category: Food, page 42

Garment District: Clothing By-The-Pound

200 Broadway

Cambridge, MA 02139

Phone 617-876-5230 Toll Free Phone 888-482-1632

service@garmentdistrict.com; <https://garmentdistrict.com/>

Services: The Garment District is a large retail clothing store stocking all styles of women's and men's new and used clothes, shoes, and accessories. One section of the store is called "By The Pound" where shoppers may buy clothing for \$2 a pound (\$1 a pound on Fridays).

Service Hours: General Store: Sun. - Fri. 11am - 8pm; Sat. 9am - 8pm
By The Pound: Sun. - Thur. 11am-8pm, Fri. 11am-6pm, Sat. 9am-8pm
Closed Thanksgiving and Christmas Day

Goodwill Stores

1010 Harrison Avenue

Boston, MA 02119

Phone (1010 Harrison Ave location) 617-541-1270 Fax (1010

Harrison Ave location) 617-541-1470

<http://www.goodwill.org/>

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

Service Hours: M - Sat: 9am - 7pm; Sun: 12pm - 6pm. Hours vary by location, see Other Locations.

Cost: Low cost

Other Locations: Allston/Brighton

965 Commonwealth Avenue

617-254-0112

Mon. - Sat. 10am - 8pm

Sun. 12pm - 6pm

Cambridge

520 Massachusetts Avenue

617-868-6330

Mon. - Sat. 10am - 7pm

Sun. 12pm - 6pm

Jamaica Plain

678 Centre Street

617-522-1415

Mon. - Sat. 10am - 8pm

Sun. 12pm - 6pm

Somerville

230 Elm Street

617-628-3618

Mon. - Sat. 10am - 8pm

Sun. 11am - 6pm

South Boston

470 W. Broadway

617-307-6367

Mon. - Sat. 10am - 7pm

Sun. 12pm - 6pm

Haley House

See in Category: Food, page 44

Harvest Food Pantry

See in Category: Food, page 8

Hour House Boston, Inc.

See in Category: Employment, page 28

New England Center and Home for Veterans

See in Category: Veterans, page 85

North End/West End Neighborhood Service Center

See in Category: Families, page 38

Pilgrim Church

See in Category: Food, page 45

RESPOND Inc.

See in Category: Domestic Violence, page 15

Rosie's Place

See in Category: Women, page 90

Salvation Army Family Thrift Stores

483 Broadway
Medford, MA 02155
Phone 781-395-9783
<http://satruck.org/>

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

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

Other Locations:

Chelsea:

456 Broadway
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

Solutions at Work

391 Evereteze Way
Cambridge, MA 02141
Phone 617-576-0039 Fax 617-812-5871
<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 or 617-871-1202 for more information.

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

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

Service Hours: Vary by program.

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

St. Francis House

See in Category: Other Groups, page 63

Straight Ahead Ministries

See in Category: Faith-Based Organizations, page 33

Urban Renewals

122 Brighton Avenue
Allston, MA 02134

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

<http://www.familythrift.com/location.html>

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

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

CORI

Boston Workers Alliance

See in Category: Employment, page 27

Committee for Public Counsel Services (CPCS)

See in Category: Legal, page 54

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
<http://www.gbls.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.

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

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

Language(s): Interpreters are available for non-English speakers by phone if not in person at the courthouse.

Waiting Time: Depends on the volume of walk-ins.

Cost: No cost

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

Eastern Regional Legal Intake (ERLI)

See Category: Legal, page 55

Greater Boston Legal Services (GBLS)

See in Category: Legal, page 55

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

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

Who to call: Front Desk

Services: CORI Unit Overview: The Criminal Offender Record Information (CORI) Support Services Unit provides CORI to

registered organizations, 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.

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

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

MassLegalHelp

See in Category: Legal, page 57

New England Center and Home for Veterans

See in Category: Veterans, page 85

Out For Good, Inc.

432 Dudley Street
Boston, MA 02119

Phone (617) 980-8835 Fax (617) 708-0296
outforgoodcc@yahoo.com; www.outforgoodinc.com

Who to call: Christopher E. Conway

Services:

- CORI sealing
- CORI checks
- Substance abuse counseling
- Mental health counseling
- Career counseling
- Notary public

Service Hours: M-F 9am-7pm

Language(s): English

Cost: Notary Public: \$5.00; CORI Check: First CORI check is free, any additional CORI check are \$25.00

Other Locations: 1773 Dorchester Ave Suite 2c Dorchester, MA. 02124

Project Place: Employment, Job Training, and Resource Services

See in Category: Employment, page 29

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

pquirion@gbls.org; <http://www.gbls.org/impact-advocacy/cori-and-re-entry-project>

Who to call: 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.

Service Hours: Roxbury Court holds hearings on petitions to seal records on the 3rd Thursday of the month. There is a CORI table for walk-ins on the 2nd floor of the Roxbury courthouse from 9am-12pm on the 3rd Thursday of the month.

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.

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.

Language(s): Interpreters are available for non-English speakers by phone if not in person at the courthouse.

Other Locations: Greater Boston Legal Services

197 Friend Street
Boston, MA 02114
617-371-1234

Straight Ahead Ministries

See in Category: Faith-Based Organizations, page 82

Union of Minority Neighborhoods

See in Category: Families, page 40

Disability

Boston Center for Independent Living

60 Temple Place, 5th Floor

Boston, MA 02111

Phone 617-338-6665 TTY 617-338-6662 Fax 617-338-6661

chall-herborg@bostoncil.org; <http://bostoncil.org/>

Who to call: Information Referral

Services: Assisting people with a disability to live as full a life as possible through:

- Adult skills training assistance (including areas such as employment, housing, social/recreation, education, and financial issues)
- Assisting with information and referrals (affordable and accessible housing, health insurance, CORI, civil rights for disabled persons, transportation, home modifications, equipment, and other related services)
- Peer mentoring
- Individual advocacy
- Personal Care Assistance Program (PCA) - for people with a disability who need physical care assistance and have MassHealth Standard coverage
- Youth Services Program for individuals ages 14 to 22 that includes Peer Mentoring, Skills Training, Information and Referral, and Advocacy (Individual must still be in high school)

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

Requirements/Restrictions: Any individual/family member with a verifiable disability

Language(s): English, French, Haitian Creole, Spanish, Portuguese, Cape Verdean Creole, ASL, Russian, Luganda, Swahili, Runyankore, other languages accommodated through language line

Waiting Time: Appointments are recommended but walk-ins are not turned away.

Community Legal Services and Counseling Center

See in Category: Legal, page 54

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

mail@dlc-ma.org; <http://www.dlc-ma.org/>

Who to call: 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.

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.

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 2019 are as follows:

Human Rights Issues

- Abuse and Neglect and Serious and systemic violations of human rights of individuals with mental health disabilities residing in facilities and individuals with developmental disabilities.

- Person who is Deaf/Hard of Hearing encounters barriers related to communication access when interacting with law enforcement

Education Issues

- Students with disabilities currently receiving SSI/SSDI and in need of an accommodation within their academic environment

- Abuse and Neglect and Serious and systemic violations of human rights of students with disabilities in school facilities (for example: restraint and seclusion OR allegations of physical, emotional, or sexual abuse of students in educational environments (whether residential or not))

Employment Issues

- Work related overpayment from SSA

- Beneficiaries of SSI/SSDI who are experiencing discrimination based on their disability at work

Housing Issues (within the United Way Service Area)

- Reasonable Accommodations

- Disability-related evictions

- Subsidy termination for disability-related reasons

Health Care Issues

- Access to effective communication in health care setting

Voting Issues

- Voting issues related to disability

Victim of Crime Issues

- Community Inclusion

- Education

- Employment

- Health Care

- Housing

- Human Rights

- Public Accommodation

- Human Rights

- Public Accommodation

Service Hours: Office Hours: M-F: 9am - 5pm; Intakes: M,T,Th,F: 9am - 5pm

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

Language(s): Spanish, Portuguese, Russian, and other languages are provided through interpreter services

Cost: None

Goodwill's Pathway to Employment Initiative: Job Training and Placement Services

See in Category: Employment, page 27

HomeStart, Inc.

See in Category: Housing, page 51

Massachusetts Commission against Discrimination

See in Category: Legal, page 56

Massachusetts Rehabilitation Commission, (MRC)

600 Washington Street

Boston, MA 02111

General 617-204-3600 Voice/TDD 800-245-6543 Fax 617-727-1354

MRC.generalinformation@Massmail.State.MA.US;

<http://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.

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

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

Language(s): English, Spanish, Mandarin and Cantonese, Creole

Other Locations:

Braintree Area Office

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

Roxbury Area Office

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

Somerville Area Office

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

For a statewide listing of MRC area offices, visit the MRC's Vocational Rehabilitation Area Offices Webpage.

New England Index: Information on Disabilities Exchange

55 Lake Avenue North, S3-301

Worcester, MA 06155

Phone 774-455-4056

manager@neindex.org; <http://neindex.org/>

Who to call: Information Specialist

Services: Call or visit the website for information on:

- Disability-related topics including health and mental health resources
- Disability information on specialized training and education programs
- Assistive technology equipment and resources
- Disability-specific questions and concerns
- Referrals

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

Requirements/Restrictions: Referrals are only available within Massachusetts.

Cost: Free

Federation for Children with Special Needs

529 Main Street, Suite 1M3

Boston, MA 02129

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

fcsninfo@fcsn.org; <http://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 outreach programming to culturally and linguistically underserved families). Through a variety of activities, parents can learn about the special education process (including IEP, Basic Rights, Transition Planning, MCAS, etc.) so that they can best support their child.

Family Support Center: Focuses on providing parent to parent support for families who have children with special health care needs or disabilities; women, children, adolescents and young adults infected/affected by HIV/AIDS; families of young children with early childhood mental health issues; and families who have a serious mental health challenges and complex DCF cases with child custody concerns.

Health Advocacy Center: Focuses on providing healthcare information and support to families of children with special needs, and programming that helps build capacity for family partnerships and supports partnership activities between managed care organizations and parents around improved access to services and supports

Family and Community Engagement Center: Offers education improvement services to districts and schools in Massachusetts, partnering with districts and schools to improve student achievement and school performance through strengthening family and community engagement policies. The Center also trains community volunteers to act as "surrogate parents" for educational decision-making for students whose parents are not available.

Parent-Professional Leadership Center: Focuses on activities that help build collaborative relationships among key education stakeholders (parents, educators, other professionals, and community partners) ensuring systemic efforts at improving educational outcomes for all students.

Requirements/Restrictions: The Federation provides information, support, and assistance to parents of children with disabilities.

Cost: Varies by workshop, but many are free. Please call for more information.

Domestic Violence

Asian Task Force Against Domestic Violence

P.O. Box 120108

Boston, MA 02112

Phone 617-338-2355 Fax 617-338-2354

info@atask.org; <http://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.

Service Hours: 24/7

Language(s): English, Vietnamese, Khmer, Thai, Laos, Mandarin, Cantonese, Shanghainese, Taiwanese, Hindi, Nepali, Bangla, Korean, Mien, Punjabi, Tagalog, Bahasa Indonesia, Urdu

Cost: Services are provided free of charge to eligible clients

Other Locations: Lowell, MA

Boston Area Rape Crisis Center (BARCC)

99 Bishop Allen Drive

Cambridge, MA 02139

Phone (24-Hour Hotline) 1-800-841-8371

Phone (Office) (617) 492 8306 Fax (617) 492 3291

<http://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 (ages 12 and older).

Services include:

- Hotline
- Medical advocacy
- Legal advocacy
- Counseling and support groups
- Case management
- Community services
- Professional training

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

Requirements/Restrictions: Anyone 12 years or older welcome.

Language(s): English, all languages made possible through a special language line

Other Locations: Boston

989 Commonwealth Avenue

Boston, MA 02215

Boston Center for Independent Living

See in Category: Disability, page 12

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

info@casamyrna.org; <http://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** listing for more information). Casa Myrna also operates three residential programs (shelters) in Boston for adults and their children made homeless by domestic and dating violence. People of any gender can participate in Casa Myrna's programs.

Services Provided:

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

Supportive Services:

- Legal Advocacy Program: This program seeks to address the unmet legal needs of victims of domestic violence who, due to linguistic, cultural, and financial barriers, would not be able to access representation through normal channels. Lawyers and legal staff assist survivors with abuse prevention orders, child custody and support, divorce, immigration, and housing. The program includes a Legal Helpline (617.521.0146), where callers can leave a message at any time. Call the Legal Helpline or SafeLink for more information.
- Counseling Services: Trained counselors provide individual therapy and support groups for victims of domestic violence, as well as referrals to specialized counseling services in the community. Email counseling@casamyrna.org or call SafeLink for more information.
- Housing Advocacy: Housing Specialists work with survivors who have been made homeless by domestic violence, or who need to find alternative housing options due to ongoing violence in their homes. Participants are helped to assess their housing needs and given guidance in identifying, applying for, and securing permanent, affordable housing. The program also helps secure donations of household items and assistance with moving expenses. Email housing@casamyrna.org or call SafeLink for more information.
- SOAR (Stability, Opportunity, Achievement, Results): A Self-Sufficiency Specialist works with survivors as they set and pursue educational, vocational and employment goals, teaching them to budget, save, and plan for sustainable self-sufficiency. The program provides 5-week workshops and individual counseling sessions that help victims of domestic violence learn to review their credit histories, repair bad credit, open savings or checking accounts and master the realities of budgeting and sound financial planning. Email soar@casamyrna.org or call SafeLink for more information.
- Community Advocacy: Bilingual Spanish/English Community Advocacy Specialists are available at sites throughout Boston, including Dorchester District Court, Roxbury District Court, South End Community Health Center, Upham's Corner Health Center, Brookview House,

and the Family Justice Center Boston. Call 617.521.0116 for current schedule.

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

Language(s): English, Spanish

Community Legal Services and Counseling Center

See in Category: Legal, page 54

EMERGE (Batterer's Intervention)

2464 Massachusetts Avenue, Suite 101
Cambridge, MA 02140

Main Office 617-547-9879 Fax 617-547-0904
info@emergedv.com; www.emergedv.com

Who to call: 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.

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).

Language(s): English, Spanish for Abuser Education, Anger Management, and Fatherhood programs.

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

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

Greater Boston Legal Services (GBLS)

See in Category: Legal, page 55

Massachusetts Department of Transitional Assistance (DTA)

See in Category: Emergency Assistance, page 25

National Domestic Violence Hotline

See in Category: Hotlines, page 48

National Sexual Assault Hotline

See in Category: Hotlines, page 48

On The Rise, Inc.

See in Category: Women, page 89

REACH Beyond Domestic Violence

Phone 1- 800-899-4000

<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.

Service Hours: 24/7

Language(s): English, can accommodate other languages through secure translators

RESPOND, Inc.

PO Box 555

Somerville, MA 02143

Phone 617-623-5900

info@respondinc.org; <http://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 regardless of gender, 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, safety planning, 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, 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.
- 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 Woburn and Malden District Courts and work closely with the victim witness advocate program run by the Middlesex County District Attorney's Office.

- SAFER (Survivors of Abuse Feeling Empowered for Re-Entry) Program designed to provide support and resources to detainees and inmates in the Suffolk County House of Corrections.
- 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, all of which cover a total of 15 municipalities.
- 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 five Police Department. This partnership allows RESPOND to work directly with victims identified through Malden, Melrose, Wakefield, Reading and Woburn PD 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 one of the few domestic violence shelters 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 with teenage boys -a rarity in Massachusetts.

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

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

Language(s): English, Spanish, Amharic, Portuguese, Haitian Creole,

Waiting Time: None

Cost: Free and confidential

Rosie's Place

See in Category: Women, page 90

SafeLink

See in Category: Hotlines, page 49

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

info@tnlr.org; <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. 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. Safehomes are located across the greater Boston area and offer a safe place to get started on the next course of action

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

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

Service Hours: Hotline 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.

Language(s): Spanish, English

The Women's Center

See in Category: Women, page 90

Wilmerhale Legal Services Center of Harvard Law School

See in Category: Legal, page 58

Education

ABCD (Action for Boston Community Development)

See in Category: Other Groups, page 61

Arlington St. Church Friday Night Supper

See in Category: Food, page 41

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

cpcoutreach@asa.org; <http://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.

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

Language(s): English, Chinese, Spanish, Creole, and French

Cost: Free

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

231 Main Street, 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

Charlestown - Charlestown Center for Adult Education

76 Monument Street

Asian American Civic Association

See in Category: Families, page 35

Boston Center for Independent Living

See in Category: Disability, page 12

Boston Centers for Youth & Families

See in Category: Families, page 35

Boston Public Schools: Adult Education Programs

55 Malcolm X Blvd., Building 1

Roxbury, MA 02120

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

<http://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.

The Adult Learning Center also serves as a test location for the HiSET exam (the new GED/high school equivalency exam). Visit the official HiSET website to register and for more information.

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.

Career Pathways Program Culinary Arts Training Program is for individuals looking to begin a career in the culinary arts. This

program offers ESL classes, ServSafe certification, cooking, baking, computer literacy, and job placement.

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.

Career Pathway Program: Culinary Arts Training Program

- Interested in pursuing a career in Culinary Arts
- Eligible to work in the United States
- English Language Learner (Level 3-4 Pre-intermediate to Intermediate)

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.

Bunker Hill Community College

250 New Rutherford Avenue
Boston, MA 02129

Phone (Admissions) 617-228-3398 Fax 617-228-3481
Admissions@bhcc.mass.edu; <http://www.bhcc.mass.edu/>

Who to call: Admissions Office

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

The College also has one of the state's largest course offerings in English as a Second Language. A representative list of the native languages spoken by students includes Arabic, Chinese, Creole,

French, Haitian, Italian, Japanese, Korean, Portuguese, Russian, and Spanish.

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

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

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

Other Locations: Chelsea Campus

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

East Boston Satellite

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

Malden Satellite

Malden High School
77 Salem St., Malden

South End Satellite

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

Cambridge Center for Adult Education

42 Brattle Street
Cambridge, MA 02138
Phone 617-547-6789 Fax 617-497-7532
info@ccae.org; <http://ccae.org/>

Who to call: Registrar, ext. 1

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

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

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

Requirements/Restrictions: Must be 18 or older.

Cost: Yes. Ask about cost of specific course.

Cambridge Public Library

449 Broadway
Cambridge, MA 02138
Phone 617-349-4040
<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, computer classes, childhood community, and tax assistance. 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.

Early Childhood Resource Center: The Cambridge Public Library is the proud home of the Greater Boston ECRC, which includes materials, services, programs and other resources for the early childhood community. It is funded by the Massachusetts Department of Early Education and Care. For more information check our Events page or call the Main Library Children's Room at 617-349-4038.

Tax Assistance: This program is available to people who generally make \$54,000 or less, persons with disabilities, the elderly, and limited English speaking taxpayers. Space is limited. Tickets will be handed out on a first-come first-served basis on the day of the program when the Main Library opens.

To get your taxes done you MUST bring:

- Your social security card or other government issued ID showing your social security number (a W-2 is not sufficient)
- Government issued photo ID (driver's license, passport, etc.)
- Social security cards for all dependents (and spouse if filling a joint return)
- Any tax forms you have received (W-2, 1099-HC, etc.)

Service Hours: Main library is open M - Th: 9am - 9pm; F - Sat: 9am - 5pm; Sun: 1pm - 5pm. See website for other location hours.

Other Locations: Boudreau Branch: 245 Concord Ave. 02138
Central Square Branch: 45 Pearl St.
Collins Branch: 64 Aberdeen Ave. 02138
O'Neill Branch: 70 Rindge Ave. 02140
O'Connell Branch: 48 Sixth St. 02141

Catholic Charities Archdiocese of Boston

See in Category: Faith-Based Organizations, page 32

Catholic Charities Archdiocese of Boston: El Centro del Cardenal

See in Category: Faith-Based Organizations, page 32

Catholic Charities Archdiocese of Boston: Haitian Multi Service Center

See in Category: Faith-Based Organizations, page 32

Charlestown Adult Education Program

76 Monument Street
Charlestown, MA 02129
Phone 617-635-5221

cdae@comcast.net; <http://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
- Job training and employment prep courses in home health aid certification, hospitality, and computer basics
- Please contact our office to join one of the free daytime programs.

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

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

Language(s): Spanish, Chinese, Portuguese, Italian

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

Cost: None

City Mission: Homelessness Prevention

See in Category: Emergency Assistance, page 25

College Bound Dorchester

18 Samoset St
Boston, MA 02124
Phone 617-282-5034

<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

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

Language(s): English, Spanish, Portuguese, Cape Verdean, Creole

Waiting Time: Rolling admissions

Community Learning Center

5 Western Avenue
Cambridge, MA 02139

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

dhsp@cambridgema.gov;

<http://www.cambridgema.gov/DHSP/programsforadults/communitylearningcenter>

Who to call: 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.

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

Requirements/Restrictions: Residents of Cambridge or 6 surrounding cities who are over the age of 16 and no longer attending high school can come to classes at CLC. ESOL only open to Cambridge residents. Other restrictions may apply for specific programs.

Community Servings

See in Category: Food, page 43

Dorchester Bay Economic Development Corporation

See in Category: Other Groups, page 62

Hour House Boston, Inc.

See in Category: Employment, page 28

Jackson-Mann Community Center

500 Cambridge Street
Allston, MA 02135

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

jmccprograms@gmail.com;

<http://www.jacksonmanncc.org/current-programming.html>

Who to call: Administrative Coordinator

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

Service Hours: M - F: 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

Cost: No cost

Jamaica Plain Community Center, Adult Learning Program

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

jpcalp@gmail.com; <http://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 for more information
- Transition to College Evening Program
- Other services include tutoring services for incoming and currently enrolled students and citizenship preparation.

Service Hours: Office is open M - Th: 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.

Language(s): English, Spanish, French, Somali, Haitian Creole, and more.

Cost: No cost

Just-A-Start Corporation

See in Category: Employment, page 28

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

litvolma@aol.com; <http://www.lvm.org/>

Who to call: Boston Coordinator

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

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

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

Cost: Free of charge

MassHire Boston Career Center

See in Category: Employment, page 29

Mothers for Justice and Equality

See in Category: Women, page 88

New England Center and Home for Veterans

See in Category: Veterans, page 85

New England Center for Arts and Technology

23 Bradston Street, 2nd Floor

Boston, MA 02118

Phone (617) 442-3600 Fax (617) 442-3619

info@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.

Service 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 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

Cost: Tuition free- \$200.00 fee for students

Parole Regional Reentry Centers

See in Category: Other Groups, page 62

Prisoner Reentry Institute at John Jay College of Criminal Justice

See in Category: Other Groups, page 63

Project Hope

See in Category: Shelter, page 75

Roca, Inc.

101 Park Street

Chelsea, MA 02150

Phone 617-889-5210 Fax 617-889-2145

chelsea@rocainc.com; <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.

Cost: None

Other Locations: Boston

845 Albany Street

Boston, MA 02119

617-442-3101

boston@rocainc.com

Lynn

52 Andrew Street

Lynn, MA 01901

781-780-9611

lynn@rocainc.com

Springfield

29 School Street

Springfield, MA 01105

413-846-4301

springfield@rocainc.com

Holyoke

384 High Street

Holyoke, MA 01040

413-437-7714

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

<http://www.rcc.mass.edu/>

Who to call: Admissions Office

Services: Offers Associate of Arts, Associate of Science degrees, and certificate programs in a wide range of academic areas including liberal arts, accounting, business, computer science, media technology, criminal justice, engineering, and several health-related occupational areas (medical radiography, nursing, pharmacy technology, medical lab assistant, surgical lab assistant, and diagnostic sonography). Academic programs may change, call or visit website for current listings. Some credits can be transferred to a B.A. degree program at a four-year college or university.

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

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

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

Language(s): English, assistance with Spanish speaking students

Cost: MA Residents: \$623 per 3-credit course, \$799 per 4-credit course. Out of State/International: \$1,122 per 3-credit course, \$1,496 per 4-credit course. Financial Aid is available. Call for more information.

Roxbury Multi Service Center

See in Category: Other Groups, page 63

Somerville Center for Adult Learning Experiences (SCALE)

167 Holland Street

Somerville, MA 02144

Front Office 617-625-6600, x6900

<http://www.somerville.k12.ma.us/adult-learning/scale>

Who to call: 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.

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

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

Language(s): Portuguese, Haitian Creole, Spanish, and French

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

Cost: All classes are free. Students pay for ABE and ADP orientation (\$25).

Straight Ahead Ministries

See in Category: Faith-Based Organizations, page 33

Bridge Program

Community Learning Center
5 Western Avenue
Cambridge, MA
Phone 617-349-6365

pmurphy@cambridgema.gov;

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

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

Service Hours: 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.

365DAD INC.

See in Category: Families, page 40

United South End Settlements

566 Columbus Avenue
Harriet Tubman House
Boston, MA 02118

Phone (Admin) 617-536-8610
info@uses.org; <http://www.uses.org/>

Services: Coaching: Coaching is a supportive partnership that empowers participants with the tools to find solutions and move their families forward. Learn more at <https://www.uses.org/programs/coaching/>

Early Childhood Education: USES Early Childhood Education program prepares each child emotionally, academically, and physically to succeed in kindergarten. Learn more, sign up for waitlist, or view the Parent & Guardian Handbook online.

club48: club48 provides high-quality services with curricula that support school success and promote the social, cognitive, and emotional development of the students.

Camp Hale: Established in 1900, Camp Hale operates on the belief that all youth, particularly those from urban environments, will benefit from challenging opportunities for physical, mental, and social growth and development.

Job Training: USES job training program ensures that our neighbors have the education and opportunities they need to move toward economic self-sufficiency.

Harriet Tubman Gallery: United South End Settlements brings the community together through exhibitions, events, and partnerships, using art as a catalyst for communication and relationship building across different cultural and socio-economic backgrounds.

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

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

Cost: Courses are free of cost.

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

Urban College of Boston

2 Boylston Street, 2nd Floor
Boston, MA 02116

Phone (Admissions) 617-449-7070 Fax (Admissions) 617-423-4758
enrollment@urbancollege.edu; <http://www.urbancollege.edu/>

Who to call: 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.

Service 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

Language(s): English; many courses are also taught in Spanish and Chinese.

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

X-Cel Education

7 Glenvale Terrace, #2
Jamaica Plain, MA 02130
Phone 617-504-6261

x-cel@x-celeducation.org; <http://www.x-celeducation.org/>

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

Services: The X-CEL School offers pre-HiSET, HiSET, and College Prep classes at several locations in and around Boston. 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.

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 attitudes so that they will be successful in securing and keeping employment.

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. Reading and math classes at STRIVE/Codman Square are held on Tuesdays and Thursdays from 2pm - 4pm. Also see the STRIVE Directory Listing.

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

Language(s): English

Waiting Time: Open enrollment (no waiting list)

Cost: None

Other Locations: Mission Main Community Center
39 Smith Street, 2nd Floor
Roxbury, MA 02120

YouthBuild Boston

27 Centre Street
Roxbury, MA 02119
Phone 617-445-8887 Fax 617-427-3950
<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.

Applicants may visit the website and click the “Apply now” button if they are interested in a YouthBuild Boston program.

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

Cost: None

Emergency Assistance

Boston Area Rape Crisis Center (BARCC)

See in Category: Domestic Violence, page 14

Cambridge Economic Opportunity Committee

See in Category: Other Groups, page 62

Child-at-Risk Hotline

See in Category: Hotlines, page 48

City Mission: Homelessness Prevention

185 Columbia Road (Mail)

Boston, MA 02121

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

information@cmsboston.org; <http://citymissionboston.org/what-we-do/homelessness-prevention-programs/>

Who to call: Director of Homelessness Prevention

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

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

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

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

Heading Home

See in Category: Shelters, page 74

Massachusetts Department of Housing and Community Development (DHCD)

See in Category: Housing, page 52

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

<http://www.mass.gov/eohhs/gov/departments/dta/>

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

Food Assistance (www.mass.gov/snap)

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

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

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

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

Emergency Aid to the Elderly, Disabled, and Children (EAEDC): Provides cash assistance to those in need to stabilize their lives. Recipients must meet certain eligibility criteria.

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

Employment Services Program (ESP): 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: 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.

Service Hours: DTA Assistance Line: Mon. - Fri. 8:15am - 4:45pm

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

Other Locations: DTA SSI Centralized Office

245 Commercial Street, Malden, MA 02148 781-388-7300

Serves SSI clients who live alone and receive Supplemental Nutrition Assistance Program (SNAP) benefits through Bay State Cap. SSI clients wanting to apply for additional benefits should contact their local DTA office. If you are unsure of where to call, please call the Application Information Hotline at 1-800-249-2007.

M - F: 8am - 5pm

Roxbury

Dudley Square, 2201 Washington Street, 02119; 617-989-6000
M - F: 8am - 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: 8am - 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

Languages spoken: Spanish, English

F: 9 - 5

Boston DTA SNAP Outreach Center: Codman Square Health Center

637 Washington Street; Dorchester, MA

Languages spoken: English

F: 9 - 4

Quincy DTA SNAP Outreach Center: Quincy QCAP

1509 Hancock Street; Quincy, MA

Every M and every other Th: 8:30am - 4:30pm

Somerville DTA SNAP Outreach Center: Somerville Lift Program

366 Somerville Ave, Somerville, MA

Every Wednesday

National Sexual Assault Hotline

See in Category: Hotlines, page 48

New England Center and Home for Veterans

See in Category: Veterans, page 85

RESPOND Inc.

See in Category: Domestic Violence, page 15

Salvation Army Social Services

See in Category: Families, page 39

Employment

ABCD (Action for Boston Community Development)

See in Category: Other Groups, page 61

Arlington St. Church Friday Night Supper

See in Category: Food, page 41

Asian American Civic Association

See in Category: Families, page 35

Boston Center for Independent Living

See in Category: Disability, page 12

Boston Centers for Youth & Families

See in Category: Families, page 35

Boston Workers Alliance

140 Winthrop Street

Roxbury, MA 02119

Phone 617-606-3580

info@bostonworkersalliance.com;

<http://www.bostonworkersalliance.com/>

Who to call: 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:

BWA's Worker Center: Provides resources and referrals for 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 <http://www.bostonworkersalliance.com/corifriendly-joblist/>

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

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

Cambridge Multi Service Center

See in Category: Other Groups, page 62

Casa Esperanza, Inc.

See in Category: Substance Use, page 78

Community Work Services (CWS)

174 Portland Street, #2

Boston, MA 02114

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

soshea@cwsne.org; <http://cwsnewengland.org/>

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

Job Training:

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

Support Services:

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

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

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

Language(s): English, Spanish

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

Dorchester Bay Economic Development Corporation

See in Category: Other Groups, page 62

Goodwill's Pathway to Employment Initiative: Job Training and Placement Services

1010 Harrison Ave.

Boston, MA 02119

Phone 617-541-1220

pwilliams@goodwillmass.org;

<https://www.goodwillmass.org/programs/job-training-and-placement-services.html>

Services: Through its Pathway to Employment initiative, Goodwill offers a range of job training programs, support services and placement and post-placement services for individuals with barriers to employment. Services are accessible for individuals with disabilities, and are focused on placing them on a path to employment in the workforce and independence.

Participants are recruited on an ongoing basis throughout the year. Many are referred through government agencies such as the Massachusetts Rehabilitation Commission, the Massachusetts Department of Developmental Services, and the Department of Transitional Assistance. Others are referred by one-stop career centers, churches, and community groups. Participants also come to Goodwill through word-of-mouth recommendations of family and other community members.

After an initial screening for skills and interest, individuals are assigned a case manager, who helps them develop an individual training and employment plan, and choose trainings and supports. Case managers meet with participants regularly and participants move through the employment services components at a pace consistent with their individual needs.

First Step is a program designed to help you advance your career, strengthen your family, and achieve financial independence. The 3-4 week job readiness program prepares you to reenter the workforce. For more information about First Step, please contact Precious Williams at 617-541-1220.

Human Services Employment Ladder Program (HELP) is an eight-week training program that prepares students to become entry-level direct career professionals in human services. Many HELP graduates go on to work for one of our employer partners. For more information about HELP, please contact Kathleen Peña at 617-541-1499 (Help Line).

Service Hours: Some training programs are offered in a classroom setting and, in those cases, have structured schedules. For example, the First Step Job Readiness training course runs numerous times throughout the year, for four weeks, Monday-Friday from 9am to 3pm, and then students are enrolled in a 3-5 week internship. The Human Service Employment Ladder Program (HELP) runs quarterly, for eight weeks, Monday-Friday from 9am-3pm.

Haley House Bakery Training Program

12 Dade Street
Roxbury, MA 02119
Phone 617-445-0900

bakery@haleyhouse.org; <http://haleyhouse.org/what-we-do/tep/>

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

Service Hours: Hours vary.

Cost: None

Other Locations: Haley House's administrative office and meal services are located at 23 Dartmouth Street in Boston, MA.

Hope House

See in Category: Substance Use, page 79

Hour House Boston, Inc.

612 Norfolk St
Mattapan, MA 02126
Phone 617-935-1086

hourhouseboston@gmail.com; <http://www.hourhouseboston.org/>

Services: Hour House provides life skills training, re-entry counseling, family reintegration, job placement support, and mentoring. They 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.

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

Just-A-Start Corporation

1035 Cambridge Street, #12
Cambridge, MA 02141

Phone (Main Office) 617-494-0444 Fax 617-494-8348
contact@justastart.org; <http://www.justastart.org/>

Who to call: 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: 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: 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 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: 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: 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: 617-918-7518

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

Other Locations: YouthBuild
1175 Cambridge St. Cambridge, 617-242-1460

La Alianza Hispana

See in Category: Families, page 38

Massachusetts Department of Transitional Assistance (DTA)

See in Category: Emergency Assistance, page 25

Massachusetts Rehabilitation Commission (MRC)

See in Category: Disability, page 13

MassHire Boston Career Center

1010 Harrison Avenue

Boston, MA 02119

Phone 617-541-1400

contact@masshirebostoncareerctr.org;

<http://yourcareersource.com/>

Services: MassHire Boston Career Center offers a number of services to help job seekers, including universal access to a broad range of career counseling services, career resources, workshops, and special programs to connect job seekers with employers. Job seekers learn about current openings, receive assistance with their job searches, learn job search techniques, and receive instruction on how to apply for a job online. MassHire also has a full time veteran's representative dedicated to helping veterans find employment.

In conjunction with Goodwill, MassHire Boston Career Center runs the Clothing Collaborative for Job Trainees. This quarterly event provides interview appropriate clothing and accessories at no charge for job seekers who are MassHire members or who have completed job training at Goodwill or other Boston-area training programs.

MassHire is part of the One Stop Career Center Network, which offers a website focused on job search help for ex-offenders. See links below.

Career One Stop: Job Search Help for Ex-Offenders:

<https://www.careeronestop.org/ExOffender/default.aspx>

Service Hours: Office: Monday, Thursday and Friday 9am - 5pm; Tuesday 9am - 7pm; Wednesday: 9am - 2:30pm. Program hours vary. Call for event and workshop schedule.

Requirements/Restrictions: You must be work-eligible (U.S. citizen or legal resident). When you call or come in, a Customer Service Representative will ask you for information. You will also be asked to fill out a membership form.

Waiting Time: Depends on individual requirements.

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

New England Center and Home for Veterans

See in Category: Veterans, page 85

Out For Good, Inc.

See in Category: CORI, page 10

Parole Regional Reentry Centers

See in Category: Other Groups, page 62

Project Hope

See in Category: Shelter, page 75

Project Place: Employment, Job Training, & Resource Services

1145 Washington Street

Boston, MA 02118

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

phanson@projectplace.org, bcarter@projectplace.org;

<http://projectplace.org/>

Who to call: 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 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, and 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. 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.

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

Service Hours: 9am - 5pm

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

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

Language(s): English, Limited Spanish

Cost: None

Other Locations: Also see listing for Project Place: Housing

Roca, Inc.

See in Category: Education, page 22

Social Security: Benefits After Incarceration

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

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 9

Straight Ahead Ministries

See in Category: Faith-Based Organizations, page 33

STRIVE - Boston Employment Services, Inc.

651 Washington Street

Dorchester, MA 02124

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

epowell@jri.org; <http://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.

Service Hours: 9am - 5pm

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

Successful Release

successfulrelease.com/

Services: The Successful Release team is on a mission to help former offenders lead successful lives after their release. Leveraging the internet and a nationwide network of similarly motivated organizations, Successful Release strives to provide helpful resources to help create a smooth transition from prison.

The website includes a list of companies that employ felons including specific information on the hiring process and each company's policy for hiring those with felony convictions. There are also various employment help guides and reentry resources.

United South End Settlements

See in Category: Education, page 23

United Way's 211 Helpline

See in Category: Hotlines, page 50

Urban League of Eastern Massachusetts

88 Warren Street
Roxbury, MA 02119
Phone 617-442-4519 Fax 617-442-0562
<http://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, and students can work and search for career or job opportunities. This center grants it's members 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 programmers. The MSIMBO training program aims to open the door 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 Department's 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.

DigiU: Urban League Digital Marketing Lab- The 16 week program is full time Monday through Friday from 10AM-4PM in a classroom setting. It is designed to teach you all the fundamentals of graphic design, branding, marketing -both from the print and interactive perspective. At the end of the 16 week program you will have the knowledge to land a job in the field working as a design professional, you will have a professional level portfolio- both print and online that will have been vetted by working professionals in the field and

you will have had some working experience in said field. There is a stipend for our students while in the program and job/internship placement at the end for those who complete the program. This is a stipend eligible program. Section 30 approved.

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

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

wotc@detma.org;

http://www.doleta.gov/business/incentives/opptax/eta_default.cfm

Who to call: 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 s/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.

YMCA Training, Inc.

18 Tremont Street, Suite 400
Boston, MA 02108

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

MMetayer@ymcaboston.org; <http://ymcaboston.org/traininginc>

Who to call: 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.

Service 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 CORIs will preclude some employment options. Acceptance will be affected by funding sources.

Language(s): English

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

Cost: Free

YouthBuild

See in Category: Education, page 24

Faith-Based Organizations

Berea Seventh Day Adventist

See in Category: Food, page 41

Bethel Baptist Church

See in Category: Food, page, 41

Boston Rescue Mission

See in Category: Food, page 41

Brighton Allston Congregational Church: Thrift Shop and Food Pantry

See in Category: Food, page 42

Cathedral Church of St. Paul

See in Category: Food, page 43

Catholic Charities Archdiocese of Boston

Labouré Center

275 West Broadway, South Boston, MA 02127

Phone 617-464-8500

info@ccab.org; <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 the Labouré Center. The Labouré Center provides basic emergency assistance, family intervention, youth mentoring and tutoring programs, and refugee and immigration services. The Center may also provide referrals and advocacy. Open M - F, 10am - 4pm. Take Broadway Bus #9. Please call or visit the CCAB website (or see below in "other locations" for the location and hours of a specific program.

Service Hours: See CCAB website

Other Locations:

Catholic Charities Labouré Center

275 West Broadway, South Boston

617-464-8500

Also home to: Refugee and Immigration Services 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 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

Peabody Child Care Center

13 Pulaski St., Peabody

978-532-6860

Yawkey Child Care Center

185 Columbia Road, Dorchester

617-506-6600

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

lydia_rivera@ccab.org; <http://www.ccab.org/education>

Who to call: Lydia Rivera

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

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

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

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

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

Language(s): French, Spanish, Russian, Haitian Creole, and many other languages. Call for more information

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

Catholic Charities Archdiocese of Boston: Haitian Multi-Service Center

185 Columbia Road

Dorchester, MA 02121

Phone 617-436-2848

www.ccab.org

Who to call: Center Receptionist

Services: The Haitian Multi-Service Center supports newly arrived and long-term resident Haitian immigrants and refugees in educational development and economic self-sufficiency in a

culturally and linguistically familiar environment. Classes are offered in HiSET (GED), ESOL, Basic Math, Computer Literacy, and citizenship programs. Classes are open to all, not only Haitian immigrants or refugees.

Other services include:

- Elder Services (open specifically for Haitian immigrants or refugees)
- Sante Manman se Sante Pitit: Provides comprehensive prenatal, perinatal, and neonatal support to the Haitian community. This program is unique in that it serves pregnant women, new parents, and infants up to two years of age. This program operates Monday through Friday from 9am to 5pm. The program is offered free of charge for low-income, pregnant Haitian and African American women living in Greater Boston. Single and homeless pregnant women who are also assisted through DTA, WIC and other programs are eligible.
- Food Pantry: Open to anyone.

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

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

Common Cathedral (Ecclesia Ministries, Inc.)

15 Newbury Street
Boston, MA 02116
Phone 617-247-4927

info@commoncathedral.org; <http://commoncathedral.org/>

Who to call: 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.

First Church in Cambridge

See in Category: Shelters, page 74

Greater Love Tabernacle, Inc.

101 Nightingale Street
Dorchester, MA 02124
Confidential HIV Helpline 617-379-2443
<http://www.grltabernacle.org/>

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

Additional programs, activities, groups:

- Children's Sunday School: Sunday, 11am - 12:30pm
- Early Morning Prayer Call: Mon. - Fri. from 6am - 7am, 515-604-9300 access code 788663#
- Bible Study: Wednesdays from 6:30pm - 7:45pm
- Ladies of Love (Women's support & mentoring session): Every 3rd Saturday of the month at 10am

Service Hours: Office is open Tues. - Fri. 9:30am - 5:30pm, Sun. 1pm - 2pm

Pilgrim Church

See in Category: Food, page 45

Saint Cecilia Parish

18 Belvidere St.
Boston, MA 02115

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

info@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

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

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

Straight Ahead Ministries

791 Main Street
Worcester, MA 01610

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

connect@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 HiSET 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.

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

Language(s): Spanish, English, Khmer

Cost: None

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

Families

Arlington St. Church Friday Night Supper

See in Category: Food, page 41

Asian American Civic Association

87 Tyler Street, 5th Floor
Boston, MA 02111

Phone 617-426-9492 Fax 617-482-2316 TTY 617-426-9157
info@aacaa-boston.org; <http://aacaa-boston.org/>

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

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

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

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

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

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

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

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

Language(s): English, Chinese

Bay State Community Services

See in Category: Physical and Mental Health, page 65

Boston Centers for Youth & Families

1483 Tremont Street
Boston, MA 02120

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

BCYF@cityofboston.gov;

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

Who to call: 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 Pomaes

GroveHallCC@Boston.gov

M - F: 10am - 6pm

Perkins Community Center

155 Talbot Ave., Dorchester 617-635-5146

Contact Troy Smith or Raymond Heath

PerkinsCC@Boston.gov

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

Hyde Park Community Center

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

Contact Robert Hickey or Winston Lloyd

HydeParkCC@Boston.gov

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

Centers offering HiSET classes:

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

Jackson/Mann Community Center

500 Cambridge St., Allston 617-635-5153

Contact Rosie Hanlon John Vitale

JacksonMannCC@Boston.gov

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

Grove Hall Community Center

51 Geneva Ave., Dorchester 617-635-1484

Contact Aidee Pomaes

GroveHallCC@Boston.gov

M - F: 10am - 6pm

Perkins Community Center

155 Talbot Ave., Dorchester 617-635-5146

Contact: Troy Smith or Raymond Heath

PerkinsCC@Boston.gov

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

Shelburne Community Center

2730 Washington St, Roxbury 617-635-5213

Contact Diane Galloway or Warren Chase

ShelburneCC@Boston.gov

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

Centers offering ESOL classes:

Perkins Community Center

155 Talbot Ave., Dorchester 617-635-5146

Contact: Troy Smith or Raymond Heath

PerkinsCC@Boston.gov

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

Centers offering Computer/Other Classes:

BCYF offers a variety of computer classes and open access hours in Computer Learning Center Labs throughout the City. Access is

available for all ages with a reasonably-priced valid BCYF membership card. Special classes and programs are offered at reasonable rates.

Charlestown Community Center

255 Medford St., Charlestown 617-635-5169

Contact Bob McGann or Maryanne Wren

CharlestownCC@Boston.gov

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

Golden Age Senior Center

382 Main St., Charlestown 617-635-5175

Contact Beverly Gibbons

M - F: 9am - 5pm

Holland Community Center

85 Olney St., Dorchester 617-635-5144

Contact Gloria Moon or Sounja Bynoe

HollandCC@Boston.gov

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

Leahy/Holloran Community Center

1 Worrell St., Dorchester 617-635-5150

Contact Jill LaMonica or Lisa Zinck

LeahyHolloranCC@Boston.gov

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

Perkins Community Center

155 Talbot Ave., Dorchester 617-635-5146

Contact Troy Smith or Raymond Heath

PerkinsCC@Boston.gov

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

Hyde Park Community Center

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

Contact Robert Hickey or Winston Lloyd

HydeParkCC@Boston.gov

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

Curtis Hall Community Center

20 South St., Jamaica Plain 617-635-5193

Contact Noel Torres or Jeanette Ayala

CurtisHallCC@Boston.gov

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

Menino Community Center

125 Brookway Rd, Roslindale 617-635-5256

Contact Cynthia Johnson or Franna Boyce

MeninoCC@Boston.gov

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

Shelburne Community Center

2730 Washington St, Roxbury 617-635-5213

Contact Diane Galloway or Warren Chase

ShelburneCC@Boston.gov

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

Tobin Community Center

1481 Tremont St, Mission Hill 617-635-5216

Contact John Jackson or Kate Hennigan

TobinCC@Boston.gov

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

Condon Community Center

200 D St., S. Boston 617-635-5100

Contact Judy Ryan or John Lydon

CondonCC@Boston.gov

M - F: 2pm - 9pm

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

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

parisstreetc@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

Boston Public Health Commission: Father Friendly Initiative

See in Category: Physical and Mental Health, page 66

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

hbhc@bhpc.org; <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.

Language(s): English, Spanish, Portuguese, Somali, French, Creole

Cost: No cost

Boston Public Health Commission: Mom's Project/Women's Health and Recovery

See in Category: Women, page 88

Casa Esperanza, Inc.

See in Category: Substance Use, page 78

Casa Myrna

See in Category: Domestic Violence, page 14

Community Legal Services and Counseling Center

See in Category: Legal, page 54

Daniel Driscoll-Neponset Health Center

See in Category: Physical and Mental Health, page 67

EMERGE (Batterer's Intervention)

See in Category: Domestic Violence, page 15

Entre Familia

See in Category: Women, page 88

Fathers' Uplift

12 Southern Avenue
Dorchester, MA 02124
Phone 617-708-0870

info@fathersuplift.org; <https://www.fathersuplift.org/>

Services: Fathers' Uplift works to assist fathers in overcoming barriers (financial barriers, addiction barriers, oppressive barriers, emotional barriers and traumatic barriers) that prevent them from remaining engaged in their children's lives. Fathers have a powerful and positive impact upon the development and health of children. Fathers' Uplift is here to help each father reach their potential for themselves and the children in their lives.

Services Available:

- Individual therapy
- Family and couples therapy
- Group therapy

There is a form online for anyone looking to receive or refer services. Once you fill out the form, a staff member will contact you in less than 24 hours.

Geiger Gibson Community Health Center

See in Category: Physical and Mental Health, page 68

Harvard Street Neighborhood Health Center

See in Category: Physical and Mental Health, page 68

Heading Home

See in Category: Shelters, page 74

Hour House Boston, Inc.

See in Category: Employment, page 28

Institute for Health and Recovery – Project Promise

See in Category: Women, page 88

Just-A-Start Corporation

See in Category: Employment, page 28

La Alianza Hispana

1000 Massachusetts Avenue, #101

Boston, MA 02118

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

info@laalianza.org; <http://www.laalianza.org/>

Services: La Alianza Hispana is organized into different service areas:

La Alianza Hispana Aliancianos Eldercare Center: This program is offered to anyone over 60 years old. The program was designed to improve the physical and emotional health of the participants. It also offers services that help to develop work skills.

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.

Work Force: This program provides computer classes and help with resume writing. It is open to all community members.

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

Requirements/Restrictions: None

Language(s): Spanish, English

Cost: No charge for services

Margaret Fuller Neighborhood House

71 Cherry Street

Cambridge, MA 02139

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

info@margaretfullerhouse.org;

<http://www.margaretfullerhouse.org/>

Services: 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. The Food Pantry is open Wed: 5pm - 7:30pm, Thurs: 2pm - 5pm. and Fri/Sat:

9am - 12pm. The majority of the food insecure residents come from The Port community, but the Pantry is open to residents of Middlesex County or to those in dire need of food.

Leaders of Today Peace Academy: Designed to provide activities for children that allow them to develop as leaders in their communities who are continually growing academically, socially, and emotionally. Allows children 13-17 years old to be youth counselors. Open 8am to 6pm during summer vacation (all of July and August) and school vacation weeks (one week in February, April, and December). Open 2pm to 6pm for regular after school programming. Cost is \$195 per week for full days (8am-6pm) and \$105/week for half days (2pm-6pm). Accepts vouchers.

Adult Enrichment: Provides a diverse array of programming for adults who wish to develop skills, find groups, or engage in discussions. If there is a program that is not available, interested adults can submit a proposal to the Adult Enrichment Coordinator to assist with its possible development.

Community Advancement: Aimed at young adults ages 16 to 35, this programming assists Cambridge residents with job searches and career preparation, re-entry, housing placements, and more to help better themselves economically and professionally.

Service Hours: Mon. - Fri., 9:00am - 5:30pm

Emergency Food Pantry:

Wed. 5:00pm - 7:30pm

Thur. 2:00pm - 5:00pm

Fri. 9:00am - 12:00pm

Sat. 9:00am - 12:00pm

See Services Description for hours of other programs.

Language(s): English with translation software assistance if needed.

Mothers for Justice and Equality

See in Category: Women, page 88

North End/West End Neighborhood Service Center (NSC)

1 Michelangelo Street

Boston, MA 02113

Phone 617-523-8125 Fax 617-367-4859

maristella.gulla@bostonabcd.org; <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

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

Language(s): English, Spanish, Italian, Chinese, Turkish

Cost: None

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

Parenting Journey

366 Somerville Avenue
Somerville, MA 02143
Phone 617-628-8815

<https://parentingjourney.org/>

Services: Parenting Journey focuses on partnering with parents to build stronger families by developing their inner strengths, life skills, and networks of resources they need to succeed.

In a Parenting Journey program, a small group of parents and caregivers meet for 2 hours a week for 12 or 14 weeks. The program includes activities, discussions, a family-style meal, and complimentary childcare. During the final session, family and friends are invited to attend a Graduation Ceremony. At this celebration, Parenting Journeys honor the participation, accomplishments, and strengths of each program participant.

Parenting Journey Programs:

- Parenting Journey I
- Parenting Journey for Fathers
- Sober Parenting Journey
- Parenting in America
- Parenting Journey II

Program Features:

Nutritious Meal - Start each session with a family-style meal while connecting with others in the group.

Childcare - Onsite childcare is provided during each session.

Group Participation - Each session will include group activities and discussion. Participants can share their experiences, thoughts, and feelings in an environment of safety, trust, and respect.

Supportive Facilitation - In its non-judgmental program model, facilitators are trained professionals who engage fully, as equals. They strive to create an atmosphere that promotes open and honest discussion.

Requirements/Restrictions: No matter where you are from, no matter what your background, you are welcome at Parenting

Journey. We work with mothers, fathers, and caregivers from all walks of life, raising children of all ages.

Language(s): English, Haitian-Creole, Portuguese, and Spanish

Cost: Free. Complimentary childcare and family-style meal provided.

Other Locations: New York Office

80 Maiden Lane, 11th Floor
New York, NY 10038
(212) 430-5909

Parents Helping Parents/Parental Stress Line

108 Water St.

Watertown, MA 02720

24/7 Hotline 1-800-632-8188

info@parentshelpingparents.org;

<http://www.parentshelpingparents.org/>

Who to call: 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.

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.

All services are confidential, anonymous, and free.

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

Language(s): Translation services available for Parental Stress Line calls.

Waiting Time: Hotline: 2 minutes; Groups: none

Cost: Free

Project Hope

See in Category: Shelter, page 75

RESPOND Inc.

See in Category: Domestic Violence, page 15

Rosie's Place

See in Category: Women, page 90

Roxbury Multi Service Center

See in Category: Other Groups, page 63

Salvation Army Social Services

1500 Washington Street

Boston, MA 02188

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

Myron.Smith@USE.SalvationArmy.org;

http://www.salvationarmyusa.org/usn/plugins/gdosCenterSearch?mode=query_2&lat=42.36&lng=-71.059&code=US&query=boston

Who to call: Captains Myron & Kimberly Smith

Services: Assistance may be given in areas such as: utility assistance, clothing/furniture assistance, food/grocery store vouchers, food pantries, soup kitchens, rental/mortgage assistance, counseling referrals, case management, substance abuse, homelessness (shelters, family housing, transitional housing, and housing for troubled teens), camps for children, and more. Call the appropriate

local office for assistance and information on the services available in that location. A listing of Massachusetts locations can be accessed by visiting the website listed above.

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

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

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

Other Locations:

Boston Ray & Joan Kroc Corps Community Center

650 Dudley Street
Dorchester, MA
617-318-6900

Roxbury

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

Somerville Homeless Coalition

See in Category: Housing, page 53

Straight Ahead Ministries

See in Category: Faith-Based Organizations, page 33

Federation for Children with Special Needs

See in Category: Disability, page 13

365DAD INC.

1 Westinghouse Plaza, Suite A101

Hyde Park, MA 02136

Phone 617-238-7105

info@365dad.life; www.365dad.life

Who to call: Marv Neal

Services: 365DAD's mission is to connect, equip and transform men with positive parenting practices to build better families through education, support, and services:

- Group & meeting facilitation
- Program trainings
- Outing coordination

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

<http://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?
- Applying for Child Support
- Making a Payment
- Changing an Order
- See flyers for your specific state: MA, NH, NY, RI, VT
- International Cases
- Tribal Cases
- How Does Child Support Work?
- What Happens if Child Support Isn't Paid?
- Who Else Do We Help
- Incarcerated Parents
- Military and Veterans

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

Language(s): The OSCE also provides a number of resources in Spanish, visit the website for more information.

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

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

Union of Minority Neighborhoods

42 Seaverns Avenue

Jamaica Plain, MA 02130

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

<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.

Call for information on specific meeting times and places.

Service Hours: M - F, 9am - 5pm

United Way's 211 Helpline

See in Category: Hotlines, page 50

Food

ABCD (Action for Boston Community Development)

See in Category: Other Groups, page 61

AIDS Action Committee

See in Category: Physical and Mental Health, page 65

American Red Cross: Boston Food Pantry

1033 Massachusetts Avenue

Boston, MA 02118

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

david.andre@redcross.org;

<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.

Service Hours: Wed. & Sat. 9am - 12pm

Requirements/Restrictions: Bring photo ID for head of house and any form of ID for other household members.

Other Locations:

Old New Bedford Food Pantry

St. Mary's Home Building Park Lot

593 Kempton Street (Mill Street entrance)

New Bedford, MA 02740

Hours: Every Third Thursday - 10 a.m. to 12 p.m.

Arlington Street Church Friday Night Supper

351 Boylston Street

Boston, MA 02116

Phone 617-536-7050 x22

info@fridaynightsupper.org; <http://www.fridaynightsupper.org/>

Who to call: 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.

Service Hours: Fridays: 5pm - 7pm

Cost: None

Asian American Civic Association

See in Category: Families, page 35

Berea Seventh Day Adventist

108 Seaver Street

Dorchester, MA 02121

Phone 617-427-2201

<http://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

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

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

Bethel Baptist Church

18 Saint James Street

Roxbury, MA 02119

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

bethelbaptistroxbury@gmail.com

<http://bethelbaptistchurchroxbury.org/>

Who to call: 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.

Boston Rescue Mission

39 Kingston Street

Boston, MA 02111

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

info@brm.org; 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 - Every other Wednesday. 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

Service 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.

Cost: Sober Living program: nominal weekly fee

Bridge Over Troubled Waters

See in Category: Shelters, page 73

Brighton Allston Congregational Church: Thrift Shop and Food Pantry

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

brightonucc@verizon.net; <http://brightonucc.org/whatwedo/>

Services: Thrift Shop: Clothing and household goods.

Open Wednesdays 11am-2pm and Saturdays 10am-1pm 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.

Visit Allston Brighton Food Pantry website for information, restrictions, and dates.

All are welcome to the Community Supper, every Wednesday night at 6pm.

Service Hours: 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, the food pantry is open from 10am – 1pm.
- 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.

Brookline Food Pantry

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

brooklinefoodpantry@gmail.com; <http://brooklinefoodpantry.org/>

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.

Service Hours: Tu & Th: 10am - 2pm; W: 3pm - 6pm; Sat: 12pm - 3pm

Requirements/Restrictions:

Brookline residents only (proof of address required)

Non-Brookline Residents who have children in Brookline schools and have letter showing participation in the school subsidy lunch program are eligible to shop at the pantry

- Letter of need/referral from any one of the following:
- Mental Health Agency
- Social worker
- Doctor/Health agency
- Interfaith agency
- Tenant at a Brookline Housing Authority Building (if name is on our master list no need for a letter)
- Brookline School letter showing participation in the school subsidy lunch program

If no referral from those listed above, provide proof of participation in any of the following State and Federal Programs:

- Mass Health (Medicaid) – Commonwealth Care
- SNAP (Formerly Food Stamp Program)
- Department of Transitional Assistance (Child Services)
- EAEDC (Emergency Aid to Elders, Disabled and Children)
- RAFT (Residence Assistance for Families in Transition)
- Unemployment Benefits
- SSI (Supplemental Security Income)
- TAFDC (Transitional Aid to Families with Dependent Children)
- Veterans' Assistance
- TANF (Temporary Assistance for Needy Families)

- WIC (Women, Infants & Children up to age 5 at nutritional risk)

Clients can shop once every two weeks. However, non-registered clients are allowed to shop once and need to bring in required documentation on their next visit in order to shop in the future.

If a client does not meet any of the above or if they have questions, please have them call Elizabeth Boen, Director @ 617-800-5339.

Other Locations: 55A Egmont Street, Brookline 02446

Open Thursday 3pm - 7pm

Cambridge Economic Opportunity Committee

See in Category: Other Groups, page 62

Cambridge Multi Service Center

See in Category: Other Groups, page 62

Cathedral Church of St. Paul

138 Tremont Street

Boston, MA 02111

Phone 617-482-5800

cathedral@diomass.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.

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

Catholic Charities Archdiocese of Boston: Haitian Multi Service Center

See in Category: Faith-Based Organizations, page 32

Christ Church Cambridge: Harvard Square Churches Meal Program

Zero Garden Street

Cambridge, MA 02138

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

hscmpinc@gmail.com; <https://www.harvardsquare.com/harvard-square-churches-meal-program>

Services: The Christ Church of Cambridge operates a weekly community supper; this meal service takes place every Thursday at 5pm.

Community Servings

18 Marbury Terrace

Jamaica Plain, MA 02130

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

<http://www.servings.org/>

Who to call: Michael Morin

Services: Community Servings is a food and nutrition program to individuals and families living with critical and chronic illnesses. 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.

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.

Language(s): English only

Waiting Time: Offers 4 12-week cycles yearly

Cost: No cost to accepted applicants

East End House: Emergency Food Program

105 Spring Street

Cambridge, MA 02141

Phone 617-876-4444

info@eastendhouse.org; <http://eastendhouse.org/programs-and-services/emergency-food-program>

Services: East End House offers a number of programs to the community:

- Workshops- Tax assistance, flu clinics, nutrition classes, financial planning, health screenings, yoga classes, and more.
- Benefit eligibility program- Mass Health, EAEDC, food stamps, fuel assistance, TAFDC, SSDI)
- Infant necessities program- Baby goods provided to families in need, plus referrals and resources to expecting and new parents
- Computer classes- Free classes to community members at varying skill levels
- Food pantry- Fresh fruits and vegetables, canned and dry goods, meats, and dairy products. Community members are welcome to visit the pantry two times per month. Eligibility for food pantry below.

Requirements/Restrictions: Food pantry- 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.

Faith Lutheran Church: Faith Kitchen

Faith Lutheran Church

311 Broadway

Cambridge, MA 02139

Phone 617-945-4395

info@faithcambridge.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!

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

Cost: Free

First Church in Cambridge

See in Category: Shelters, page 74

First Church in Jamaica Plain: Food Pantry

6 Eliot Street

Jamaica Plain, MA 02130

Phone 617-524-1634

firstchurchjpoffice@gmail.com; <http://www.firstchurchjp.org/>

Services: Our Food Pantry serves more than 120 people per month. 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.

Service Hours: First and third Thursday: 11am - 12pm; A schedule is posted on the church's Eliot Street door.

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.

First Parish Church: Tuesday Meals Program

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

office@firstparishcambridge.org;
<http://firstparishcambridge.org/testing/>

Who to call: Carol Lewis

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

Service Hours: Tuesdays, 5:30pm

Requirements/Restrictions: Must be sober.

Food Not Bombs

Central Square
Cambridge, MA 02139

fnbboston@gmail.com; <http://www.fnbboston.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 Sundays 3-5pm and the Park Street T stop every Friday 3-5pm.

Service Hours: Sat: 1pm - 4pm

FoodSource Hotline - Project Bread

145 Border Street
East Boston, MA 02128
Phone (Hotline) 1-800-645-8333 TTY 1-800-377-1292
info@projectbread.org; 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)

Service Hours: M - F: 8am - 7pm; Sat: 10am - 2pm

Requirements/Restrictions: Service available by telephone only. Available to all Massachusetts residents.

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

Language(s): The Hotline has links to 160 languages - specify desired language when calling.

Haley House

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

info@haleyhouse.org; <http://haleyhouse.org/>

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

Breakfast: For men only. Mon. - Fri.: 5:30am - 9am, Sun. 9am - 12pm

Elder Meal: Afternoon meal for men and women aged 55 and older. Tues. & Thur. from 12pm - 2:30pm and Sundays from 1pm - 4pm.

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.

Service Hours: See above for schedule.

Requirements/Restrictions: Men only for breakfast meals.

Elder meals for men and women age 55 and older only.

Food Pantry requires registration. Call or visit website for upcoming registration dates. 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.

Haley House Bakery Training Program

See in Category: Employment, page 28

Harvard Street Neighborhood Health Center

See in Category: Physical and Mental Health, page 68

Harvest Food Pantry

Cambridgeport Baptist Church
459 Putnam Avenue
Cambridge, MA 02139
Phone 617-252-0005 Fax 617-576-6779
theharvestfoodpantry@gmail.com;
<http://www.cambridgeportbaptist.org/harvest-pantry/>

Who to call: 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.

Service 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.

Language(s): English

Waiting Time: Varies, 45 - 90 minutes

Cost: Grocery items are free; clothing is \$1 for large pieces like coats & \$0.25 for smaller items. \$5 limit on clothing per session.

Harvest on Vine by St. Mary-St. Catherine of Siena Parish

49 Vine Street
Charlestown, MA 02129
Phone 617-990-7314
tmacdonald@stmarystcatherine.org;
<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.

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.

Service Hours: The second Saturday of every month at 10 am; the last Tuesday of the month at 7pm

Requirements/Restrictions: 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.

Holy Resurrection Orthodox Church

62 Harvard Ave
Allston, MA 02134
Phone 617-787-7625
<http://hrocoboston.org/>

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

Service Hours: Open Door Dinner: Mondays 6 - 7pm

Loaves and Fishes, First Korean Church

First Korean Church
35 Magazine St

Cambridge, MA 02139

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

Margaret Fuller Neighborhood House

See in Category: Families, page 38

Massachusetts Ave. Baptist Church: Project MANNA

146 Hampshire Street
Cambridge, MA 02139
Church Office 617-868-4853 Fax 617-868-1511
info@massavebaptistchurch.com-;
<http://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.

Requirements/Restrictions: Must bring ID.

Cost: No cost

Massachusetts Department of Transitional Assistance (DTA)

See in Category: Emergency Assistance, page 25

Paulist Center

5 Park Street
Boston, MA 02108
Phone 617-742-4460 Fax 617-720-5756
Info@paulistcenter.org; <http://www.paulistcenter.org/get-involved/social-justice/>

Services: The Wednesday Night Supper Club: Free hot meals served every Wednesday at 6pm.

Emergency Food Pantry: Open every non-holiday Tuesday afternoon, 1:30pm-3pm, for those with an immediate, critical need for food. If there are 5 Tuesdays in a month, the food pantry is closed on the 5th Tuesday. The food pantry is located on the first floor, two doors down from the reception area. One visit for one grocery bag a month is the operating guideline.

Service Hours: See above

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

Pilgrim Church

540 Columbia Road
Dorchester, MA 02125
Phone 617-282-0456
pastor@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 documentation of name and address. You are welcome to visit the pantry once a month. Numbers for getting food are distributed at about 8am

Bible Study: Wednesdays at 6pm

Thrift Shop: open T-F 2pm -6pm, Saturdays "by chance"

Service Hours: See services descriptions

Language(s): English, ASL

Rosie's Place

See in Category: Women, page 90

Salvation Army Social Services

See in Category: Families, page 39

Somerville Homeless Coalition, Food Assistance

165 Broadway

Somerville, MA 02143

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

projectsoup@shcinc.org;

<http://www.somervillehomelesscoalition.org/programs/food-services/>

Who to call: 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.

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

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

Language(s): Spanish, Portuguese, Haitian Creole

Cost: No cost/fees

Other Locations: See Services

St. Bartholomew's Episcopal Church

239 Harvard Street

Cambridge, MA 02139

Phone 617-354-8582

stbartscambridge@gmail.com; <http://www.stbartscambridge.org/>

Services: Community meal: Wednesday nights 6-7pm

St. James Helping Hands Food Pantry

364 Rindge Avenue

Cambridge, MA 02140

foodpantry@stjames-cambridge.org; <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.

Service 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

Cost: None

Union Baptist Church of Cambridge - Project Uplift

874 Main Street

Cambridge, MA 02139

Phone 617-864-6600

churchadmin@ubccambridge.org;

<http://www.ubccambridge.org/ministries/project-uplift/>

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

Service Hours: Thursdays: 5pm - 6pm

Weekend Emergency Food Pantry -Church of the Covenant

67 Newbury Street

Church of the Covenant

Boston, MA 02116

Phone 617-266-7480

<http://www.cotcbos.org/food-cupboard.html>

Who to call: Faith Perry

Services: The Weekend Emergency Food Pantry program offered by Church of the Covenant provides free groceries and other necessities to Boston residents in urgent need. It operates out of the back entry at Church of the Covenant. The building is located at the corner of Berkeley and Newbury Streets in Boston's Back Bay and the food pantry entry is down the alley off of Berkeley Street.

Service Hours: Sat & Sun: 10am - 12pm

Requirements/Restrictions: People seeking assistance should bring photo identification. Visits are limited to once per month.

Women's Lunch Place

See in Category: Women, page 90

Fuel Assistance

ABCD (Action for Boston Community Development)

See in Category: Other Groups, page 61

Asian American Civic Association

See in Category: Families, page 35

Cambridge DHSP Fuel Assistance

51 Inman Street

Cambridge, MA 02139

Phone 617-349-6252

dhspfuel@cambridgema.gov;

<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.

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

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

Cost: Free

Massachusetts Department of Housing and Community Development (DHCD)

See in Category: Housing, page 52

Massachusetts Department of Transitional Assistance (DTA)

See in Category: Emergency Assistance, page 25

Hotlines

Alcoholics Anonymous

See in Category: Support Groups, page 82

Boston Area Rape Crisis Center (BARCC)

See in Category: Domestic Violence, page 14

Casa Myrna

See in Category: Domestic Violence, page 14

Child-at-Risk Hotline

Phone 1-800-792-5200

<http://jbcc.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.

Services are provided by phone only, the Hotline is NOT able to provide services on its website or by email.

Service Hours: 24/7

Eastern Regional Legal Intake (ERLI)

See Category: Legal, page 55

FoodSource Hotline - Project Bread

See in Category: Food, page 44

Gamblers Anonymous

See in Category: Support Groups, page 82

Helpline, MA Substance Abuse Information & Education

Helpline 1-800-327-5050

<https://helplinema.org/>

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

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

Language(s): Language interpreters available

National Domestic Violence Hotline

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

<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.

Service Hours: Hotline and chat are 24/7.

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

Cost: Free

National Sexual Assault Hotline

Phone 1-800-656-HOPE (4673)

<https://rainn.org/>

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.

The National Sexual Assault Hotline is a safe, confidential service. When you call the hotline, only the first six numbers of the phone number are used to route the call, and your complete phone number is never stored in our system. Most states do have laws that require local staff to contact authorities in certain situations, like if there is a child or vulnerable adult who is in danger.

Service Hours: Hotline and online chat available 24/7

Language(s): English, Spanish

Cost: Free

National Suicide Prevention Lifeline

Hotline (Toll-Free) 1-800-LIFE-NET (1-800-273-8255) Hotline (TTY) 1-800-799-4889 Español 1-888-628-9454

<http://suicidepreventionlifeline.org/>

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

Service Hours: 24/7

Language(s): English, Spanish

New England Region of Narcotics Anonymous

See in Category: Support Groups, page 82

Parents Helping Parents/Parental Stress Line

See in Category: Families, page 39

Planned Parenthood League of Massachusetts

See in Category: Physical and Mental Health, page 69

Rape Crisis Hotline - Pathways for Change

588 Main Street

Worcester, MA 01608

24/7 Hotline 1-800-870-5905 TTY (M-F 9am-5pm) 888-887-7130

<https://www.pathwaysforchange.help/pfc/>

Who to call: Counseling Services

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

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

Service Hours: Hotline is available 24/7.

TTY is available 9am-5pm.

Language(s): 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 15

Registrants and Families Support Line

Phone 800-773-4319

hotline@thesupporthotline.org;

<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 hotline 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 through their 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 it 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).

Service Hours: 10am-10pm

RESPOND Inc.

See in Category: Domestic Violence, page 15

SafeLink

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

info@casamyrna.org; <http://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 Directory listing for more services.

Language(s): 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

info@samaritanshope.org; <http://samaritanshope.org/>

Services: This suicide prevention hotline is free, confidential, anonymous and available 24/7. Samaritan volunteers offer support for depressed, lonely and suicidal callers. This program also supports those calling with concerns for others.

In Boston and metrowest communities, Samaritans offers community education and outreach workshops on identifying those at risk for suicide and suicide prevention strategies, SafePlace support groups for those who have lost someone to suicide and a network of survivors who are trained volunteers able to meet personally with those who have recently lost someone to suicide.

Service Hours: 24/7

Social Security: Benefits after Incarceration

See in Category: Employment, page 30

Stop It Now! Helpline

351 Pleasant Street, Suite B-319

Northampton, MA 01060

Helpline 1-888-773-8368

helpline@stopitnow.org; <http://www.stopitnow.org/>

Services: The Resource Guide on the 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.

Service 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.

Language(s): English, some Spanish literature available online

The Network - La Red

See in Category: Domestic Violence, page 16

The Women's Center

See in Category: Women, page 90

U.S. Department of Veterans Affairs, IRIS

See in Category: Veterans, page 85

United Way's 211 Helpline

Phone 211 Phone (Toll-free) 1-877-211-6277 TTY 508-370-4890

<http://mass211.org/>

Services: Free, 24/7 confidential hotline for finding government benefits and services, reentry help, non-profit organizations, support groups, job training programs, volunteer opportunities, legal matters, housing, childcare, health utilities, donation programs, and other local resources. Also available via “chat” on website.

Service Hours: Hotline and chat available 24/7.

Language(s): English, Spanish, Portuguese, and other languages translated through interpreter services.

Housing

ABCD (Action for Boston Community Development)

See in Category: Other Groups, page 61

AIDS Action Committee

See in Category: Physical and Mental Health, page 65

Asian American Civic Association

See in Category: Families, page 35

Boston Center for Independent Living

See in Category: Disability, page 12

Cambridge Economic Opportunity Committee

See in Category: Other Groups, page 62

Cambridge Multi Service Center

See in Category: Other Groups, page 62

Casa Esperanza, Inc.

See in Category: Substance Use, page 78

Catholic Charities Archdiocese of Boston

See in Category: Faith-Based Organizations, page 32

Dorchester Bay Economic Development Corporation

See in Category: Other Groups, page 62

Father Bill's Place

See in Category: Shelters, page 74

Haley House

See in Category: Food, page 44

Heading Home

See in Category: Shelters, page 74

Hearth

1640 Washington Street

Boston, MA 02118

Intake/Resident Placement 617-369-1578

info@hearth-home.org; <http://www.hearth-home.org/>

Who to call: 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 Veterans: Wednesdays 3pm - 5pm
- Barbara McInnis House: Thursdays 10am - 12pm
- Cardinal Medeiros Center: Every Other Thursday from 10am - 12pm

- Kit Clark: Wednesdays 10am - 12am
- South Hampton Shelter: Thursdays 10am - 12am

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.

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

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

Language(s): English, Spanish

Waiting Time: 1 to 3 weeks

Other Locations: Representation at all major shelter locations.

HomeStart, Inc.

105 Chauncy Street, Suite 502

Boston, MA 02111

Phone 617-542-0338 Fax 617-542-1454 Eviction Prevention Hotline 617-542-1454

homestart@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: Advocates work with clients from more than 50 shelters and programs to obtain apartments and subsidized housing. Provides support and compassion to help clients navigate the difficult and complicated process of transitioning from a shelter to permanent housing. 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: 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.

Service Hours: Office Mon. - Fri. 9am - 5pm; Walk-In Hours Wed. 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.

Language(s): English, Spanish

Cost: None

Hope House

See in Category: Substance Use, page 79

Hour House Boston, Inc.

See in Category: Employment, page 28

HousingWorks

P.O. Box 231104

Boston, MA 02123

www.housingworks.net/

Services: HousingWorks is a resource for Housing Advocates and Landlords to search and apply to all subsidized and affordable housing in New England. We do not work with individuals or families; instead, we work with their case managers and advocates. Some ex-offender housing is listed.

Requirements/Restrictions: Online resources only; not available by phone or email.

Just-A-Start Corporation

See in Category: Employment, page 28

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

<http://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 <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)

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)

Provides emergency shelter and emergency assistance to those who are homeless or at risk of becoming homeless through several different programs

Eligible Applicants: Eligibility requirements vary by program. Visit the DHS website for more information or call DHS at 617-573-1370 or toll free at 877-418-3308 (TTY 617-573-1140).

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

Requirements/Restrictions: Income restrictions apply.

Other Locations: Fuel Assistance Offices

Boston: Action for Boston Community Development, Inc. (ABCD)
178 Tremont Street, Boston 02111

(617) 357-6012

Chelsea, Revere, Winthrop:

Community Action Program Intercity, Inc. (CAPIC)

100 Everett Street, Unit 14; Chelsea 02150

(617) 884-6130

Cambridge & Somerville

City of Cambridge, Department of Human Services

51 Inman St. Cambridge, 02139

(617) 349-6200

Quincy: Quincy Community Action

1509 Hancock Street, 3rd Fl. Quincy, 02169

617-479-8181, 1-800-637-2011 - Toll Free

New England Center and Home for Veterans

See in Category: Veterans, page 85

Oxford House for Women

See in Category: Women, page 90

Project Place: Housing

1145 Washington Street

Boston, MA 02118

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

info@projectplace.org; <http://projectplace.org/>

Who to call: 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.

Housing:

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.

Service Hours: 9am - 5pm

Requirements/Restrictions: Transitional Assistance Program: Applicants must be homeless and have six months of sobriety.

For all other programs, there is at least 30 days of sobriety required. Please call to get further details on program requirements.

Individuals must already be living in the community in order to be considered for a place in the programs.

Language(s): English

Waiting Time: Transitional Assistance Program: 1 month or more

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

RESPOND Inc.

See in Category: Domestic Violence, page 15

Salvation Army Social Services

See in Category: Families, page 39

Solutions at Work

See in Category: Clothing, page 9

Somerville Homeless Coalition

Phone 617-623-6111 TTY 617-776-0750 Fax 617-776-7165
ldavidson@shcinc.org;
<http://www.somervillehomelesscoalition.org/>

Who to call: 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.

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

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

Language(s): English, Spanish

St. Francis House

See in Category: Other Groups, page 63

The Women's Center

See in Category: Women, page 90

United Way's 211 Helpline

See in Category: Hotlines, page 50

Victory Programs Inc.

See in Category: Physical and Mental Health, page 70

Wyman Community Reentry Program

See in Category: Substance Use, page 81

Legal

AIDS Action Committee

See in Category: Physical and Mental Health, page 65

American Civil Liberties Union of Massachusetts (ACLU)

211 Congress Street, 3rd Floor
Boston, MA 02110
Phone 617-482-3170 Fax 617-451-0009
info@aclum.org; <http://aclum.org/>

Who to call: Legal Intake x100

Services: The ACLU of Massachusetts works to preserve and protect the civil liberties and civil rights guaranteed by the U.S. Constitution, especially the principles contained in the Bill of Rights.

If you believe your civil liberties have been violated, contact the ACLU by phone, fax, or letter. The ACLU considers complaints involving issues such as freedom of speech and religion; discrimination based on race, gender, sexual orientation or disability; police misconduct; censorship in schools or libraries; fairness in application of school discipline; privacy; access to government documents; and other issues of fair treatment by government.

The ACLU is a law reform, not a legal aid organization. Therefore, we can accept very few cases. We will do our best to provide information or a referral to a more appropriate organization if we cannot help you ourselves.

For prisoner-specific information, visit: www.aclu.org/prisoners-rights

Service Hours: M - F: 9am - 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

See in Category: Disability, page 12

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

<http://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.

Service 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.

Language(s): CASLS has some staff that speak Spanish; language line access and interpreters are available for other languages.

Waiting Time: Varies by complexity of complaint and staff availability

Cambridge Multi Service Center

See in Category: Other Groups, page 62

Casa Myrna

See in Category: Domestic Violence, page 14

Committee for Public Counsel Services (CPCS)

44 Bromfield Street
Boston, MA 02108
Main Office 617-482-6212 Fax 617-988-8495
ac@publiccounsel.net; <https://www.publiccounsel.net/pc/sorb/>

Who to call: 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
<http://www.clsacc.org/>

Who to call: Intake staff

Services: Community Legal Services and Counseling Center (CLSACC) provides free civil legal assistance to low-income clients on:

- Family law (including domestic violence cases involving divorce, separation or visitation, child support for custodial parents)
- Housing and homelessness prevention (limited to Cambridge city residents)
- Disability benefits
- Immigration and refugee rights (including psychological assessments of immigrant trauma victims who seek legal status in the U.S.).

CLSACC also offers a Counseling Program to low-income people who have difficulty gaining access to affordable mental health services. The Center serves individuals and couples who seek help for crises, stress and other problems that affect their ability to function. Counseling focuses on improved coping. Clients work on overcoming the effects of violence, torture, sexual abuse, incest, social isolation, depression, anxiety, or substance abuse.

Approximately 40% of the work at CLSACC is done by volunteers. The telephone cannot always be covered by staff. Leave a message and telephone number on the answering machine. Intake staff or staff psychologist will call back.

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

Requirements/Restrictions: There are income restrictions and, in certain instances, some residency restrictions. Please call to see if you qualify.

Language(s): English, Spanish, French, Farsi

Cost: None for legal services. There is a sliding fee scale for counseling.

Disability Law Center

See in Category: Disability, page 12

Dorchester Community CORI Project

See in Category: CORI, page 10

Eastern Regional Legal Intake (ERLI)

7 Winthrop Square (Mail), 2nd Floor
Boston, MA 02110

Helpline (Under age 60) 1-800-342-5297 Helpline (Over age 60) 1-800-342-5297

bsiegel@vlpnet.org; <http://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.

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

Requirements/Restrictions: To qualify for VLP services, clients must:

- Live in our service area.
- Have incomes under 125% or 200% of the federal poverty guidelines or are age 60 and older.
- Have civil legal issues that meet VLP's priorities.
- Be a US Citizen or Legal Permanent Resident (green card holder) or have another status acceptable under the LSC rules.

VLP refers people they can't assist to organizations that may be able to help.

VLP Service Area: Acton, Arlington, Ashland, Bedford, Bellingham, Belmont, Boston, Braintree, Brookline, Cambridge, Canton, Carlisle, Chelsea, Cohasset, Concord, Dedham, Dover, Everett, Foxborough, Framingham, Franklin, Hingham, Holbrook, Holliston, Hopkinton, Hudson, Hull, Lexington, Lincoln, Malden, Marlborough, Maynard, Medfield, Medford, Medway, Melrose, Millis, Milton, Natick,

Needham, Newton, Norfolk, Norwell, Norwood, Plainville, Quincy, Randolph, Revere, Scituate, Sharon, Sherborn, Somerville, Stoneham, Stow, Sudbury, Wakefield, Walpole, Waltham, Watertown, Wayland, Wellesley, Weston, Westwood, Weymouth, Winchester, Winthrop, Woburn, Wrentham.

Language(s): English, Spanish, Haitian Creole, Mandarin, Portuguese
Cost: No

GLBTQ Legal Advocates and Defenders (GLAD)

See in Category: LGBTQ+, page 60

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
www.gbbs.org/

Who to call: Front Desk Receptionist/Intake Worker

Services: The front desk receptionists transfer calls to LARC for intake screening or to a GBLS advocate to see if GBLS can assist. Intake hours by phone for problems that are not emergencies are Monday to Friday from 9am – 12pm; emergencies are directed to an advocate all day. If there is a very high volume of calls, you may be on hold for a period of time, but someone will eventually answer the call.

GBLS does not handle criminal cases. It provides free legal representation and legal advice to low-income individuals and families in civil cases. GBLS also engages in systemic litigation, class actions, and legislative advocacy on behalf of its clients.

Major areas related to CORI and low income people trying to transition to the workforce include:

CORI & Re-entry Project: GBLS is a statewide leader on legal issues related to CORI and the only legal services program focused on legal representation of clients in court on CORI issues and legal advice on criminal record sealing, expungement, appeals of denials of CORI sealing petitions, juvenile record sealing problems, professional licensing problems, CORI barriers and discrimination related to jobs and other opportunities, including EEOC or other CORI law violations; and CORI systemic initiatives related to implementation of CORI laws or new legislation. The Project provides community legal education focused primarily on Dorchester and Roxbury.

GBLS also runs CORI clinics at Roxbury and Dorchester courts.

Employment Unit: GBLS represents clients in unemployment insurance claims (including extended unemployment benefits to participate in vocational training) and wage and hour violations against employers that exceed \$1,000.

Health & Disability Issues: GBLS helps with termination of benefits related to a criminal warrant; access to government disability benefits.

Housing Unit: GBLS provides eviction help for tenants, home foreclosure prevention, preservation of affordable housing, access to and preservation of shelter for the homeless, and representation of people with children living in a shelter who are denied priority status or who are denied eligibility because of CORI or tenant suitability; housing transfers related to domestic abuse (VAWA).

Other areas of legal practice:

Asian Outreach Unit: Special outreach to Chinese and Vietnamese speaking clients and legal assistance to Asian immigrants in the

areas of employment and family law; representation of client groups in community empowerment initiatives.

Children's Disability Project: Provides representation to children with disabilities wrongfully denied Supplemental Security Income (SSI) benefits.

Consumer Rights Unit: Unfair and deceptive consumer practices, particularly related to home foreclosures and bankruptcies.

Elder Law Issues: Includes housing, elder abuse, nursing home issues; Social Security; MassHealth and access to healthcare; Veterans benefits, Food Stamps, SSI, federal and state disability benefits.

Family Law/Domestic Violence: Provides representation in divorce, restraining order and family law court matters for victims of domestic violence and sexual assault to address safety issues and family and economic stability.

Immigration Unit: Researches asylum claims for people fleeing political, gender-based, and/or LGBT persecution, obtaining legal immigrant status for battered women and minor children.

Welfare Unit: Includes obtaining and retaining TAFDC and EAEDC cash benefits, SNAP/Food Stamp benefits, childcare and education/training benefits, and issues related to any of these benefits.

GBLS also represents community groups and provides community legal education and legislative advocacy for clients.

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

Requirements/Restrictions: Agency serves residents of Boston and 32 surrounding cities and towns, mostly within Route 128. Complete listing of geographic areas served is on the 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.

Language(s): Interpreters are available for non-English speakers.

Other Locations: Cambridge/Somerville Office
60 Gore St., Suite 203, Cambridge, MA 02141, 617-603-2700; TDD: 617-494-1757
Roxbury Courthouse
85 Warren St. Roxbury, MA
On the 3rd Thursday of the month from 9:00am – 12:00pm
Dorchester Courthouse
410 Washington St. Dorchester, MA
2nd and 4th Wednesday of the month from 9:00am – 12:00pm

Health Law Advocates

One Federal Street, 5th Floor
Boston, MA 02110
Phone 617-338-5241 Toll-free 888-211-6168
<http://www.healthlawadvocates.org/>

Who to call: 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.

Service Hours: M - F: 9am - 5pm; no walk-ins

Requirements/Restrictions: Residents of Massachusetts only. Must be at or below 300% of the federal poverty line (about \$36,420 a year for an individual, or \$75,000 for a family of four).

No walk-ins.

Language(s): English, Spanish

Cost: Free

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
lrs@massbar.org; <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. Individuals looking for a lawyer will be able to get the name of a qualified MBA attorney instantly -24 hours a day, seven days a week- after filling out a brief online form. The website's improved capability will benefit legal consumers and LRS panel members by making connections even more accessible. Users will be sent an email listing the name, address, telephone number and email address of the attorney. The attorney will also receive an email containing the user's contact information, including telephone number and email address.

Anyone needing a reduced fee referral will be asked to contact the LRS via telephone to determine their eligibility. The LRS will also continue to provide referrals by phone during normal business hours at (617) 654-0400 or toll-free (866) MASS-LRS/(866) 627-7577.

Dial-a-Lawyer: On the first Wednesday of every month, between 5:30pm - 7:30pm, MBA attorneys will answer legal questions (on any area of the law both criminal and civil) on the telephone; there is no fee. The telephone number for this service is 617-338-0610, 877-686-0711 (toll-free).

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

Language(s): Translator services available for many languages

Cost: The referral does not cost anything.

Massachusetts Commission Against Discrimination

1 Ashburton Place, Suite 601
Boston, MA 02108

Information Line 617-994-6171

assistanttochair@mass.gov; www.mass.gov/mcad

Services: The MCAD investigates and prosecutes Complaints of Discrimination that occur in Employment, Housing, Public Places, Access to Education, Lending, and Credit. We also offer training to help prevent discrimination from occurring.

An individual who lives or works in Massachusetts and feels they have been discriminated against can come to one of the MCAD

offices and file a complaint. It will then be investigated by staff on their behalf. MCAD enforces the state's anti-discrimination laws in these areas: employment, housing, credit, public accommodations, and access to education.

Individuals applying for a job should be aware of what employers may ask a prospective employee prior to hiring. Massachusetts law guarantees that no person shall be denied the right to work because of his or her race, color, religion, national origin, sex, sexual orientation, genetics, active military personnel, gender identity, age (over 40), criminal record (on job application), or mental or physical handicap/disability.

Individuals applying for admission to schools, universities, and other educational institutions in Massachusetts are protected from discrimination based on race, color, religious creed, national origin, sex, criminal record (on application for admission), blindness, deafness and retaliation.

You can file a complaint in person. No appointment is necessary. In-person appointments are required for most non-housing complaints. You can also file a complaint by attorney via mail.

There is no fee to file a complaint. You may decide to seek an attorney to represent you in the process. If so, the attorney will discuss with you what his or her fee will be. However, the Massachusetts Commission Against Discrimination never collects a fee from someone who files a complaint.

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

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

You should bring with you any relevant names, addresses, or telephone numbers, witnesses' names, and any o

Language(s): English, Portuguese, Creole, Chinese

Cost: Free

Other Locations: MCAD Springfield Office

436 Dwight Street, Room 220
Springfield, MA 01103

MCAD Worcester Office

484 Main Street, Room 320
Worcester, MA 01608

MCAD New Bedford Office

128 Union Street, Suite 206
New Bedford, MA 02740

Massachusetts Law Reform Institute (MLRI)

40 Court Street, Suite 800

Boston, MA 02108

Phone 617-357-0700 Fax 617-357-0777

info@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.

Language(s): English, Spanish

MassLegalHelp

<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.

Language(s): 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

(MA only) 1-800-342-9092, 4

MHLAC@mhlac.org; <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.

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

Requirements/Restrictions: No criminal representation

Language(s): Access to many languages via phone interpreters

National Lawyers Guild: Lawyer Referral Service

41 West Street, Suite 700

Boston, MA 02111

Phone 617-227-7335 Fax 617-227-5495

nlgmass-director@igc.org; <http://www.nlgmass.org/>

Who to call: Lawyer Referral Service Coordinator

Services: The National Lawyers Guild Massachusetts Chapter maintains a Lawyer Referral Service geared towards low- or middle-income clients. A staff member will provide the caller with the contact information for an attorney with experience in the area of law where the client's legal problem exists. If calling outside of regular service hours, leave a message with your name and telephone number, and a staff member will return your call.

Alternatively, requests may be submitted via a form on the NLG-Massachusetts website.

Service Hours: M - F: 9am - 4pm. If call is made after hours, leave a message.

Requirements/Restrictions: One referral is placed per phone call at a maximum of three referrals per case. Service is by telephone and e-mail. Walk-ins are not accepted.

Language(s): English only for the referral line. NLG attorneys speak other languages. Please specify what language is your primary language to the Referral Service Coordinator.

ProCon.org: Voting Rights

See in Category: Administrative Issues, page 5

Public Counsel Services, Roxbury Defenders Unit

7 Palmer St., Suite 302

Roxbury, MA 02119

Phone 617-445-7581 Fax 617-445-7587

<http://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 which has staff attorneys who specialize in juvenile cases and with the CPCS Roxbury District office which handles District Court matters.

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

Requirements/Restrictions: Client must not already have an attorney

RESPOND Inc.

See in Category: Domestic Violence, page 15

Rosie's Place

See in Category: Women, page 90

The Women's Center

See in Category: Women, page 90

Transformative Law

14 Beacon St, #718

Boston, MA 02108

Phone 617-720-4200

<http://www.transformativelaw.org/>

Services: Agency staff are three trans and gender non-conforming lawyers in Massachusetts and Maine, providing holistic representation to clients with a focus on issues facing the trans community. They ensure everyone has access to high-quality, affordable legal representation with a focus on transgender legal issues, including:

- Name changes
- Health insurance appeals
- Employment discrimination
- Family law

Visit website to get in touch.

Cost: Legal services provided to clients regardless of ability to pay. Consults are free.

Veterans Legal Services

See in Category: Veterans, page 86

Volunteer Lawyers Project

7 Winthrop Square (Mailing address), 2nd Floor

Boston, MA 02110

Phone 617-423-0648 Fax 617-423-0061

info@vlpnet.org; <http://www.vlpnet.org/>

Services: 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. Click here for the Legal Resource Finder.

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.

Language(s): Interpreters available for many languages.

Waiting Time: Depends on the issue. No emergencies can be taken.

WilmerHale Legal Services Center of Harvard Law School

122 Boylston Street

Jamaica Plain, MA 02130

Phone 617-522-3003 Fax 617-522-0715

<http://www.legalservicescenter.org/>

Who to call: 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

Veterans' Issues: Veterans Benefits (service-connected disability, pension, and other programs from the VA), Veterans' Services benefits (from Massachusetts cities and towns), other public benefit programs, discharge upgrades and designated civil matters

Services are limited due to staff availability.

Service Hours: M - F: 9am - 5pm; Intake hours vary - please call.

Requirements/Restrictions: Suffolk County residents only. No criminal issues are handled.

Language(s): Spanish-speaking interpreter and staff available.

Cost: Free for individuals below the poverty level.

Wyman Community Reentry Program

See in Category: Substance Use, page 81

LGBTQ+

AIDS Action Committee

See in Category: Physical and Mental Health, page 65

Boston Health Care for the Homeless: Jean Yawkey Place

See in Category: Physical and Mental Health, page 66

GLBTQ Legal Advocates and Defenders (GLAD)

18 Tremont Street, Suite 950

Boston, MA 02108

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

Fax 617-426-3594

gladlaw@glad.org; <http://www.glad.org/>

Who to call: 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.

Service 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.

Language(s): GLAD Answers is in English. Additional languages available through interpreter service.

Cost: Free

Greater Boston Legal Services (GBLS)

See in Category: Legal, page 55

International Foundation for Gender Education (IFGE)

14 Felton Street

Waltham, MA 02453

Phone 781-899-2212 Fax 781-899-5703

info@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.

Service Hours: M - F: 10am - 6pm, contact by telephone only

Language(s): English, limited Spanish

Cost: There are charges for the magazine and books purchased at the bookstore.

Rosie's Place

See in Category: Women, page 90

The Network - La Red

See in Category: Domestic Violence, page 16

The Women's Center

See in Category: Women, page 90

Tiffany Club of New England

P.O. Box 540071

Waltham, MA 02454-0071

Phone 781-891-9325 Fax 781-899-3562

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

Service Hours: Call on Tuesdays, from 7pm - 9pm or on Saturdays, from 7pm - 11pm to get a live voice

Requirements/Restrictions: Target population: transgender community.

Cost: There is an annual membership fee. Ask about the current fee. Fee for non-members

Transformative Law

See in Category: Legal, page 58

Whittier Street Health Center

See in Category: Physical and Mental Health, page 70

Other Groups

ABCD (Action for Boston Community Development)

178 Tremont Street
Boston, MA 02111
Phone 617-348-6000 TTY 617-423-9215
<http://bostonabcd.org/>

Who to call: Ask for program or service

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

Call for further information about each program.

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

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

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

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

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

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

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

565 Warren Street
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

11 Dartmouth St
Suite 104
Malden
781-321-2501

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

Back On My Feet Boston

The Comcast Building
426 East 1st Street
Boston, MA 02127
Phone 267-225-2997

bomfboston@gmail.com; <http://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
- Evening Run @ 6:00 pm outside of 8 Farnham Street, Boston - Mondays only

- 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.

Cost: None

Cambridge Economic Opportunity Committee

11 Inman Street
Cambridge, MA 02139
Phone (Reception) 617-868-2900
<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
- Financial Education
- Food Pantry
- Free Tax Preparation
- Health Insurance Assistance
- Housing Assistance
- Public Benefits Assistance
- SNAP/Food Stamp Assistance

Service 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

Language(s): English, Haitian Creole, Spanish

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
dhsp@cambridgema.gov;
<http://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.

Service 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.

Language(s): Spanish, Portuguese, Haitian Creole

City Mission: Homelessness Prevention

See in Category: Emergency Assistance, page 25

Daniel Driscoll-Neponset Health Center

See in Category: Physical and Mental Health, page 67

Dorchester Bay Economic Development Corporation

594 Columbia Road
Dorchester, MA 02125
Phone (General) 617-825-4200 Phone (Referrals) 617-825-4200
x574 Fax 617-825-3522
<http://dbedc.org/>

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

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

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

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

EMERGE (Batterer's Intervention)

See in Category: Domestic Violence, page 15

Institute for Health and Recovery – Project Promise

See in Category: Women, page 88

Margaret Fuller Neighborhood House

See in Category: Families, page 38

Moving Steps Foundation

See in Category: Women, page 89

Parole Regional Reentry Centers

10 McGrath Highway
Quincy, MA 02169
Phone 617-376-6260 Fax 617-376-6267
<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

info@prisonbookprogram.org;

<http://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

We provide books by mail only. No walk-ins. Volunteers welcome.

Service Hours: Phone volunteers: Tuesday and Thursdays, 6:30 to 9pm. Occasional Saturdays. Please leave a message if your call is not answered. A volunteer will get back to you as soon as they can. See our website for details.

Requirements/Restrictions: Does not serve prisons in California, Illinois, Maryland, Michigan, Nevada or Texas. In addition, program is not able to send to many individual prisons due to prison restrictions.

Language(s): English, Spanish

Waiting Time: 2-3 months

Cost: Free

Other Locations: There are dozens of groups like this one across America. See the website for a list.

Prisoner Reentry Institute at John Jay College of Criminal Justice

524 W. 59th Street, Room 600BMW

New York, NY 10019

pri@jjay.cuny.edu; <http://johnjaypri.org/>

Who to call: 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.

ProCon.org: Voting Rights

See in Category: Administrative Issues, page 5

Roxbury Multi Service Center

434 Warren St.

Boston, MA 02121

Phone 617-989-0292 Fax 617-989-0276

<http://www.roxmulti.org/>

Who to call: 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).

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

Requirements/Restrictions: None

Language(s): English, Spanish, French, Cape Verdean, Haitian Creole

Waiting Time: Referrals are responded to within a 24 hour period

Cost: Costs are typically covered through health insurance however, direct pay by a client is also accepted

Other Locations: Health Clinic: 321 Blue Hill Ave. Dorchester, MA 02121

Apartments: 252 Columbia Rd, Dorchester, MA 02121

St. Francis House

39 Boylston Street

Boston, MA 02116

Phone 617-542-4211 Fax 617-542-4705

info@stfranchishouse.org; <http://stfranchishouse.org/>

Who to call: 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 are additional services provided by St. Francis. Contact for more info:

- Medical Clinic
- Counseling
- Women's Center
- Art Therapy
- Music Group and Choir
- Vocational Services
- Housing

Service Hours: Hours vary depending on program. Call or visit website for details.

365DAD INC

See in Category: Families, page 40

Union of Minority Neighborhoods

See in Category: Families, page 40

Physical and Mental Health

AIDS Action Committee

75 Amory Street
Roxbury, MA 02119
Client Services 617-437-6200
info@aac.org; <http://www.aac.org/>

Who to call: 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 & STD prevention, testing, and education.

Provides services and referrals to drug users, transgender people, and homeless youth who are not HIV positive.

All services within the AIDS Action Committee are confidential and free of charge.

TransCEND: Call 617-437-6200 for support and risk reduction services for the transgender community

Service Hours: Office hours: M - F: 9am - 5pm; Walk-ins are OK from 9am - 3pm

Call Client Services for appointments.

Requirements/Restrictions: For case management - living with HIV/AIDS. Must have a doctor's note with diagnosis on doctor's letterhead.

Language(s): Spanish, Portuguese, Haitian Creole, English

Waiting Time: Wait list for some housing services; wait times vary

Other Locations:

Cambridge
359 Green St.
Cambridge, MA 02139
617-437-6200

North Shore
583 Chestnut Street
Suite 6
Lynn, MA 01904
857-313-6785

Arlington St. Church Friday Night Supper

See in Category: Food, page 41

Asian American Civic Association

See in Category: Families, page 35

Back On My Feet Boston

See in Category: Other Groups, page 61

Barbara McInnis House

See in Category: Shelter, page 73

Bay Cove Human Services

66 Canal Street
Boston, MA 02114
Phone 617-371-3000 Fax 617-371-3100

info@baycove.org; <http://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.

Service Hours: M - F: 8:30am - 6pm. There are scheduled dosing hours on weekends.

Requirements/Restrictions: Certain programs may have restrictions. Call 617-371-3000 for more information.

Cost: Bay Cove will accept most insurance plans or MassHealth. Uninsured patients are accepted for some services.

Bay State Community Services

1120 Hancock Street
Quincy, MA 02169
Phone 617-471-8400 TTY 617-749-4534 Fax 617-376-0619
<http://baystatecs.org/>

Who to call: 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.

Service Hours: M - Th: 8am - 7pm; F: 9am - 5pm; Open Access for walk-ins: M-F 9:30am - 11:30 am

Cost: Rates vary by service type. Call for more information.

Other Locations:

Braintree - Family-based services
74 Pond Street
781-843-7010

Norwood - DAE Programs only
19 Central Street
781-762-0060

Walpole - Center for Community Counseling & Education
32 Common Street
508-668-3223

Plymouth
36 Cordage Park Circle, Suites 305 & 305A
508-830-3444

Community Correctional Program: Cambridge
Middlesex Community Counseling Centers
MCSO Cambridge, 40 Thorndike Street, Cambridge
617-494-4125

Community Correctional Program: MCSO Lowell
291 Summer Street
978-458-4973

Boston Area Rape Crisis Center (BARCC)

See in Category: Domestic Violence, page 14

Boston Center for Independent Living

See in Category: Disability, page 12

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

info@bhchp.org; <http://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.

Service Hours: Mon. - Fri. 7am to 4pm; Thur. open until 8pm for Transgender Program

Boston Public Health Commission: Father Friendly Initiative

Finland Building
774 Albany Street
Boston, MA 02118

Phone 617-534-9525 Fax 617-534-5355

fatherfriendly@bphc.org;

<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.

FFI is a case management service designed to support the full integration of dads in the family system, specifically targeting men who have child support, custody/visitation, or court-involved issues. FFI uses a holistic approach and offers a comprehensive case management program designed to accommodate the psychological, physical, and social support needs of men.

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

Service Hours: Program is open M - F: 9am - 5pm. For intake programs, must contact program director.

Requirements/Restrictions: Father Friendly is open to all men but the target population consists of fathers and potential fathers.

Language(s): English, Cape Verdean

Cost: No cost

Boston Public Health Commission: Healthy Baby/Health Child

See in Category: Families, page 36

Boston Public Health Commission: Men's Health and Recovery Program

774 Albany Street, 3rd Fl.
Boston, MA 02118
Phone 617-534-2185

info@bphc.org; <http://www.bphc.org/whatwedo/Recovery-Services/roadmap-to-recovery/Programs-and-Services/Pages/Men's-Health-and-Recovery.aspx>

Who to call: 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, Mens 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.

Service 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.

Language(s): English (counseling & groups) and Spanish (counseling & groups)

Cost: No cost, insurance may be accessed

Bowdoin Street Health Center

230 Bowdoin Street
Beth Israel Deaconess Medical Center
Dorchester, MA 02122

Phone 617-754-0100 Fax 617-754-0230

bowdoinstreethhealth@bidmc.harvard.edu;

<http://www.bidmc.org/locations/bowdoin-street-health-center>

Who to call: 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 (Eye care)
- Physical Therapy
- Mental Health and Counseling
- Nutrition Services
- Podiatry (Foot care)
- Community Health Programs

Service Hours: M - Th 8am - 7pm; F: 8am - 5pm; Most Saturdays: 9am-1pm

Language(s): English, Spanish, Cape Verdean Creole, Haitian Creole, Polish, Portuguese, French, Vietnamese

Waiting Time: New patient appointments within two weeks

Cost: Accepts most health insurance and managed care plans. Will see anyone without insurance, though payment for services is still required

Bridge Over Troubled Waters

See in Category: Shelters, page 73

Cambridge Economic Opportunity Committee

See in Category: Other Groups, page 62

Casa Esperanza, Inc.

See in Category: Substance Use, page 78

Casa Myrna

See in Category: Domestic Violence, page 14

CASPAR, Inc. Emergency Service Center

See in Category: Substance Use, page 78

Catholic Charities Archdiocese of Boston

See in Category: Faith-Based Organizations, page 32

Commonwealth Center for Consultation & Psychotherapy - Psychological Services

403 Highland Avenue, Suite 211
Somerville, MA 02144

Phone 617-666-5800 EXT 2 Fax 617-666-5832
drjfcusack@comcast.net

Who to call: John F. Cusack, Ph.D.

Services: The Center is a private mental health collaborative that provides comprehensive specialized outpatient assessment and treatment services to individuals who have engaged in sexually inappropriate/abusive/aggressive behavior. Weekly phase of the program can be completed in 12 - 24 months, followed by maintenance/check-in phase (monthly to quarterly).

The Center also provides psychological evaluations, psychotherapy/mental health counseling for individuals with no history of inappropriate/abusive/aggressive sexual behavior.

Service Hours: M - F: 9am - 6pm. Some evening appointments are available.

Requirements/Restrictions: Client must sign authorization for ongoing communication with parole or probation officer if on probation or parole.

Cost: Call for fee schedule.

Community Legal Services and Counseling Center

See in Category: Legal, page 54

Daniel Driscoll-Neponset Health Center

398 Neponset Ave
Dorchester, MA 02122

Phone 617-282-3200 Fax 617-533-2294

<http://www.hhsi.us/locations/daniel-driscoll-neponset-health-center/>

Services: Daniel Driscoll-Neponset Health Center (DDNHC) provides comprehensive medical and behavioral health services to residents in Dorchester and the surrounding communities. DDNHC also has an on-site retail pharmacy, laboratory, and WIC Nutrition Program.

Services include family medicine, pediatrics, behavioral health, optometry, cardiology, nutrition counseling, women's health, OB/GYN, family planning, urology podiatry, and substance use disorder treatment. DDNHC also offers extensive HIV services and has a weekly food pantry.

Service Hours: M - F: 8:30am - 9pm; Sat: 9am - 4pm; Sun: 10am - 3pm; Holidays: 10am - 3pm

Language(s): Interpreter services available.

Cost: MassHealth, self-pay, and most insurances accepted.

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.

Disability Law Center

See in Category: Disability, page 12

Entre Familia

See in Category: Women, page 88

Fathers' Uplift

See in Category: Families, page 37

Geiger Gibson Community Health Center

250 Mount Vernon Street

Dorchester, MA 02125

Phone 617-288-1140 Fax 617-288-3190

<http://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.

Service Hours: Health Center: Mon. - Thur. 10:30am - 7pm, Fri. 8:30am - 5pm, Sat. 9am - 4pm, closed on Sundays

Dental: Mon. - Thur. 7:30am - 9pm, Fri. 7:30am - 5pm, Sat. 8:30am - 4pm, closed on Sundays

Pharmacy: Mon. - Thur. 9:30am - 6pm, Fri. 9am - 5pm, Sat. 9:30am -

Language(s): Translator services and language line available: Vietnamese, Mandarin, Portuguese, Spanish, Cape Verdean, Haitian Creole

Cost: Depends on individual requirements. Staff will assist with accessing health insurance. Email enroll@hhsi.us if you have questions about health insurance coverage.

GLBTQ Legal Advocates and Defenders (GLAD)

See in Category: LGBTQ+, page 60

Harvard Street Neighborhood Health Center

632 Blue Hill Avenue

Dorchester, MA 02121

Phone 617-825-3400 Fax 617-282-1450

contact@harvardstreet.org; <http://www.harvardstreet.org/>

Services: Harvard Street Health Center provides the following services:

- Adolescent Clinic
- Adult Medicine
- Behavioral Health
- Dental
- Laboratory
- Nutrition and a Food Pantry
- OB/GYN
- Pediatrics
- Pharmacy
- Veterans Center

Service Hours: M - W: 8:30am - 8pm; Th: 8:30am - 4:30pm; F: 9:30am - 4:30pm; Saturday: 9am - 3pm

Language(s): English, Spanish, French, Haitian Creole, Korean, various West African

Waiting Time: Walk-ins could have a 1-hour wait

Other Locations: Behavioral Health Address & Telephone:

895 Blue Hill Avenue

Dorchester, MA 02124

Phone: 617-822-7129

Hour House Boston, Inc.

See in Category: Employment, page 28

Institute for Sexual Wellness

See in Category: Sex Offenders, page 71

International Foundation for Gender Education (IFGE)

See in Category: LGBTQ+, page 60

La Alianza Hispana

See in Category: Families, page 38

Mental Health Legal Advisors Committee

See in Category: Legal, page 60

Multicultural AIDS Coalition

566 Columbus Avenue

Boston, MA 02118

Phone 617-238-2424

contact@mac-boston.org; <http://www.mac-boston.org/>

Services: The Multicultural AIDS Coalition mission is to mobilize communities of color to end the HIV epidemic. 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:

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.

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

Language(s): Spanish, Some African Languages, English

Waiting Time: Clients can make appointments to received services or drop into our locations.

Cost: Services are provided free of charge.

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

National Suicide Prevention Lifeline

See in Category: Hotlines, page 48

New England Center and Home for Veterans

See in Category: Veterans, page 85

New England Index: Information on Disabilities Exchange

See in Category: Disability, page 13

On The Rise, Inc.

See in Category: Women, page 89

Out For Good, Inc.

See in Category: CORI, page 10

Parole Regional Reentry Centers

See in Category: Other Groups, page 62

Planned Parenthood League of Massachusetts

1055 Commonwealth Ave

Boston, MA 02215

Phone 800-258-4448

customerservice@pplm.org;

<http://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

Service Hours: Hours vary by location. Visit website for more information.

Requirements/Restrictions: Some appointments require parental consent for minors.

Language(s): Translation services are offered for most languages.

Waiting Time: Varies. PPLM offers walk-in appointments or you can call or book an appointment online

Cost: Accepts cash, check, money order, major credit/debit cards, and most private insurance plans including MassHealth. PPLM also offers sliding-scale payment options for most services, for those who qualify. Please inquire 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

Right Turn

See in Category: Substance Use, page 81

Rosie's Place

See in Category: Women, page 90

Roxbury Multi Service Center

See in Category: Other Groups, page 63

Samaritans

See in Category: Hotlines, page 49

Dimock Center

55 Dimock Street

Roxbury, MA 02119

Phone 617-442-8800

info@dimock.org; <http://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.

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

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

Waiting Time: Open-enrollment

Other Locations: Educational Facility: 1800 Columbus Avenue, Roxbury

Federation for Children with Special Needs

See in Category: Disability, page 13

The Women's Center

See in Category: Women, page 90

Therapy Matcher

Phone 617-720-2828 Toll-free 1-800-242-9794

info@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.

Service Hours: Call and leave message, someone will return your call

Cost: Free

Upham's Corner Health Center

415 Columbia Road

Dorchester, MA 02125

Phone 617-287-8000 Fax 617-282-8625

info@uphams.org; <http://uphamscornerhealthcenter.org/>

Who to call: 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 Plan

Service Hours: M - Th: 8:30am - 8pm; F: 10am - 5pm; Sat: 9am - 3:30pm

Requirements/Restrictions: Dorchester residents

Language(s): Spanish, English, Creole, Portuguese, French, Vietnamese, and Arabic

Waiting Time: 7-10 days

Cost: Health Insurance/MassHealth. If you do not have insurance, the amount you pay will depend on your income and the number of people in your family. No one is denied access based on their ability to pay.

Other Locations: Teen Clinic and HIV & Women, Infant and Children's Program

415 Columbia Road, Dorchester MA 02125

Tel: 617-287-0786; Tel: 617-825-8994 (WIC)

Dental & Eye Care

636 Columbia Road, Dorchester MA 02125

Tel: 617-825-9839

Upham's Elder Service Plan (UESP) / PACE

Savin Hill 1140 Dorchester Ave, MA 02125

Dudley Square 36 Dearborn Street MA 02119

Jackson Square 125A Amory St, Boston, MA 02119

UESP/PACE Tel: 617-288-0970

V.A. Boston Healthcare System for Women Veterans

See in Category: Veterans, page 86

Victory Programs Inc.

965 Massachusetts Ave

Boston, MA 02118

Phone 617-541-0222 Fax 617-541-0094

<http://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.

Other Locations: Admin:

29 Stanhope Street

Boston MA 02116

Phone 617-236-1012

Fax 617-236-0334

TTY 617-267-7059

Whittier Street Health Center

1290 Tremont Street

Roxbury, MA 02120

Phone 617-427-1000 Fax 617-989-3247

contact@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.

Service Hours: M-F: 8:30am - 8pm; Sat: 9am - 5pm

Language(s): English, Spanish, Swahili, Arabic, Bosnian, Krio, Portuguese, Yoruba, Russian, Farsi, Somali, Urdu, Haitian Creole

Cost: Will accept any patient regardless of ability to pay.

Women's Lunch Place

See in Category: Women, page 90

Woods-Mullen Shelter

See in Category: Shelters, page 76

Sex Offenders

Boston Release Network

PO Box 51275
Boston, MA 02205
Phone 857-243-7979
BostonReleaseNetwork@gmail.com;
<https://bostonreleasenetwork.org/>

Services: The Boston Release Network (BRN) is dedicated to the successful reintegration into the community of released persons who have committed a sexual offense. BRN is also a resource for information to persons with sex offenses who face problems in their community primarily due to registration issues. Those concerns include housing, employment and compliance with statutory mandates of registration laws.

Programs:

Charlie Card- A monthly Charlie Card is provided upon release.

Cost: \$84.50 per client per month

Fund-A-Phone- An activated -smartphone- is provided to each returning citizen with BRN covering up to the first six (6) months of service. During this period, the client is encouraged to sign-up with other programs help continue to cover the \$30 monthly service bill.

Cost: \$190 - \$240 per client

Compensated Education- Compensation is provided to clients who choose to attend approved reintegration classes provided by organizations with which BRN has developed a working partnership.

Release Pack- A secure, durable, waterproof backpack is provided upon release. Packs contain toiletries, undergarments, shower shoes, and a padlock.

Cost: \$75 per client

Cost: Varies by program. See services description.

Committee for Public Counsel Services (CPCS)

See in Category: Legal, page 54

Institute for Sexual Wellness

53 Winter Street
Weymouth, MA 02188
Phone 617-479-4501 Fax 617-479-8109
info@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.

Service Hours: M-W: 9am-5pm, and flexibility as on a needs-be basis

Language(s): English

Cost: Private pay by cash or check only.

Massachusetts Association for the Treatment of Sexual Abusers (MATSA)

P.O. Box 920811
Needham, MA 02492
Phone (Messages should be left on the answering machine) Cell
phone: 857-244-1413
MSRobin500@aol.com; <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 <http://matsa.info/resource-directory/>

New England Forensic Associates

22 Mill St. #306
Arlington, MA 02476
Phone 781-643-0610 Fax 781-643-1609
nefa@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

Service Hours: Office Hours: M - Th 9am - 5pm

Requirements/Restrictions: Client needs to be accepted to treatment by a clinician

Language(s): English, Spanish

Waiting Time: Less than a month for appointments

Cost: Selected insurances accepted; sliding fee scale

Registrants and Families Support Line

See in Category: Hotlines, page 49

Sex Offender Registry Board (SORB)

P.O. Box 4547
Salem, MA 01970
Main Office (978) 740-6400
www.mass.gov/sorb

Who to call: Registration Unit 978-740-6503, Classification Unit 978-740-65

Services: Website provides Board forms as well as summaries of information on registration requirements and fees, the requirement that sex offenders verify their registration every 30 days if homeless or living in a homeless shelter (registration is required annually in-person at live address, police department for level 2 and 3; by mail if level 1 or unclassified), and penalties for failure to comply with the various requirements. The site also lists recent changes in relevant Massachusetts General Laws and other information and regulations for sex offenders. The site also lists Level 3 and Level 2 (if classified after July 12, 2013) offender information including photos, searchable by last name, community, county, zip code, incarcerated or violators, and provides numerical counts for Level 2 and 3 offenders by city, town, or Boston neighborhoods.

The website provides information on reclassification hearings, as well as information on waiving the registration fee for individuals who qualify as indigent. The website provides an updated sex offender brochure. Staff at SORB can also answer questions and offer support for community based programs.

Service Hours: M - F: 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

<http://www.bhchp.org/about/locations/barbara-mcinnis-house>

Who to call: 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 41

Bridge Over Troubled Waters

47 West Street
Boston, MA 02111

Main 617-423-9575 TTY 617-423-9575 *355 National Runaway
Hotline 1-800-786-2929

bridge@bridgeotw.org; <http://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. During the winter months, Bridge opens up the Warming Center, as an adjunct to the ER, each night to youth who need overnight shelter and survival each day from November through April.

Education and Career Development Program: Classes for youth to attain their HiSet. Takes place M - F from 9am - 12pm and 1pm - 4:00pm. Flexible schedule, rolling admissions, guidance counseling for youth who wish to enter or continue college or vocational program.

Transitional Living Program: Long-term transitional residential program. Residents are required to maintain employment, continue their education, and meet weekly with a counselor.

Single Parent Home: Transitional living program for pregnant and parenting homeless young women and their children. Serves up to 10 families at any given time and may stay for up to 2 years.

Service Hours: 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

Language(s): Spanish, English

Bristol Lodge Men's Shelter

27 Lexington Street
Waltham, MA 02453

Phone 781-893-0108 Fax 781-647-3249

bl@mhsainc.org; <http://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.

The shelter operates on a first-come, first-served basis. If you are in need of a bed, you must go through the screening process by calling 781-893-0108.

Service Hours: 4pm - 7:45am; Call at 9am to reserve bed. No intakes on weekends, no daytime accommodation.

Requirements/Restrictions: Dry facility: Participants must remain sober and free of intoxicating substances of any type
90-day time limit: 90-day maximum stay, plus a 30-day waiting period before readmission

Waiting Time: No wait time, first-come first-served basis

Bristol Lodge Women's Shelter

205 Bacon Street
Waltham, MA 02451

Phone (Registration) 781-893-0108 Phone (After 4pm only) 781-894-1225

BL@MHSAINC.org; <http://www.mhsainc.org/womensshelter>

Services: 12 bed emergency shelter for adult women (18+). Case management services also available.

Call 781-893-0108, Monday through Friday, starting at 9am to request a bed.

Service Hours: 4pm - 7:45am; Call 781-893-0108 at 9am to reserve bed. No intakes on weekends.

Requirements/Restrictions: Participants must remain sober and free of intoxicating substances of any type. 90-day maximum stay, plus a 30-day waiting period before readmission.

Casa Myrna

See in Category: Domestic Violence, page 14

CASPAR, Inc. Emergency Service Center

See in Category: Substance Use, page 78

Entre Familia

See in Category: Women, page 88

Father Bill's Place

38 Broad Street
Quincy, MA 02169
Phone 617-770-3314
<http://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.

Service Hours: Check-In: line up at 4:00pm for 4:30pm; Check-Out: 7:30am

Requirements/Restrictions: Guests must prove tie or connection to the greater Quincy/Brockton/South Shore area; Must speak to assessment specialist; Male or Female, 18+; Sex offenders must register with Quincy/Brockton Police Department.

Language(s): Languages are provided on an at-need basis

Waiting Time: Lottery system. No referrals are taken.

Other Locations: 54 North Main Street
Brockton 02301
508-587-5441

First Church in Cambridge

11 Garden Street
Cambridge, MA 02138
Phone 617-547-2724 Fax 617-354-4185
parishadmin@firstchurchcambridge.org;
www.firstchurchcambridge.org

Who to call: 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 HomeStart (see Directory listing for HomeStart, Inc.). Shelter staff are available to help guests negotiate the frequently difficult and intimidating process of applying for public benefits or subsidized housing. By referral only- no walk ins.

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 from 5-6:30pm.

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.

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.

Requirements/Restrictions: Shelter: Agency referral only, no walk-ins; no registered sex offenders; must be drug and alcohol free.

Harvard Square Homeless Shelter (HSHS)

66 Winthrop Street
University Lutheran Church
Cambridge, MA 02138
Phone 617-547-2841 Toll-free 1-888-285-4038
hshs@pbha.org; <http://hshshelter.org/>

Services: Self-Referral:

Call between 7:30am and 8:00am to enter the lottery for a 14-night 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 14-night 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 11:00pm).

Length of stay: Beds are either 14-night or 1-night beds.

Service Hours: 7:00pm until 8:00am Sunday through Friday, Saturday until 9:00am. HSHS runs between November 1 and April 15.

Requirements/Restrictions: Dry shelter - no drugs, no alcohol

Cost: None

Heading Home

The Schrafft Center
529 Main Street, Suite 100
Charlestown, MA 02129
Phone 617-864-8140 Fax 617-864-2541
info@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.

Service Hours: Varies by program

Requirements/Restrictions: Different programs may have requirements; ask when applying.

Hearth

See in Category: Housing, page 51

New England Center and Home for Veterans

See in Category: Veterans, page 85

Pine Street Inn

444 Harrison Avenue

Boston, MA 02118

General Information 617-892-9100

info@pinestreetinn.org; <http://www.pinestreetinn.org/>

Who to call: 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.

The Pine Street Inn also connects homeless veterans with housing opportunities and benefits that are specially available to those who have served in any branch of the U.S. armed forces.

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.

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.

Language(s): English, Spanish

Waiting Time: Depends on availability

Cost: Depends on program

Other Locations: Women's Inn at Pine Street:

363 Albany Street, Boston

Shattuck Shelter:

170 Morton Street, Jamaica Plain

Project Hope

550 Dudley Street

Roxbury, MA 02119

Phone 617-442-1880 Fax 617-238-0473

info@prohope.org; <http://www.prohope.org/>

Who to call: Main Office

Services: Project Hope provides shelter, education, job training, childcare and housing support services to families. Below is the list of Project Hope programs with enrollment opportunities:

Education

Adult Educational Services (AES): AES offers three levels of full-time Pre-HSE and HSE instruction to women 18 years of age and older who need to improve basic academic skills. The program includes foundation classes in Next Steps Planning and Women of Strength, a variety of electives and opportunities for career exploration and internships. 617-442-1880 X239

English for Speakers of Other Languages (ESOL): ESOL offers part time classes to improve English reading, writing, listening and speaking skills for women 18 years of age and older. 617-442-1880 X251

Higher Education: The program provides support for participating students interested in attending college, including accessing financial support through colleges' financial aid offices and the One Family Scholars program. 617-442-1880 X239

Career Development/Job Training

Workforce Development & Employer Partnerships (WDEP): WDEP was founded to assist women-single mothers-predominantly and other community members in the Dudley neighborhood who found that without adequate training and an accessible path to employers their dreams of living wage jobs were out of reach. WDEP provides the link between community residents and work, supporting them with:

1. Job readiness training
2. Access to career ladder job opportunities, and
3. Ongoing case management support for a full year after job placement

To register for an upcoming open house, click here (www.prohope.org/openhouse_form.htm). For questions about open houses, please visit our frequently asked questions page. If you have additional questions, please call 617-442-1880 ext. 218 to leave a message. A staff member will return your call.

Collaborative Shelter Program

Collaborative Shelter Program is an opportunity for homeless adults who are interested in job readiness training or educational referrals. Referrals to the Collaborative Shelter Program are made by shelter staff. 617-442-1880 x239

Housing Services: *Homelessness Prevention and Housing Search Services:* A team of experienced staff provides housing counseling, landlord negotiation, budgeting advice, and housing search assistance workshops to families who are homeless or at risk of becoming homeless. 617-442-1880 x219

Family & Children's Services

Children's Center: Teachers trained in the field of Early Childhood Education foster the development of the children in a safe and educational environment. The Center is a full-time, year-round program accredited by NAEYC. Hours of care are 7:30am-5:30pm and transportation is provided for families with a Child Care Choices voucher. Open to children ages 2 months to 5 years. 617-442-1880 X280

Home-Based Family Child Care Network: Project Hope's network of licensed child care providers, many whom have national credentials and college degrees, provide high-quality care in Dorchester, Roxbury, South End, Jamaica Plain, Roslindale and Hyde. Multi-lingual (English, Spanish, and Haitian Creole) providers are available for part and full-time child care. We offer help accessing subsidized child care, and transportation services are provided in some cases. 617-442-1880 X216

Service Hours: M - F: 8:30am - 5pm

Requirements/Restrictions: Programs are primarily for homeless, formerly homeless or low-income women with children. The Adult Education program is open to women over the age of 18. The job training programs and housing services are open to all individuals. Shelter requires referral from DTA. Financial assistance is only provided to families with children under the age of 18.

Language(s): Spanish, Haitian Creole, Cape Verdean Creole

Cost: All Project Hope programs are free of charge.

RESPOND Inc.

See in Category: Domestic Violence, page 15

Rosie's Place

See in Category: Women, page 90

Shelter at 112 Southampton Street

112 Southampton St.

Boston, MA 02118

Phone 617-534-2881

<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 are available, transport to another shelter will be provided.

Somerville Homeless Coalition, Shelter Services

Phone (Adult Shelter) 617-623-2546 Phone (Family Shelter) 617-776-6661

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.

Service Hours: Check-in: 4pm; Check-out: 8am

Requirements/Restrictions: No walk-ins please. Storage space is limited. Must be sober and clean. Must place earnings into a savings account. Mandatory drug tests, curfews, and chores.

Language(s): English

Waiting Time: See above.

Cost: No cost.

Other Locations: Adult Shelter

14 Chapel Street, Somerville, MA 02144

Family Shelter

59 Cross Street, Somerville, MA 02145

St. Francis House

See in Category: Other Groups, page 63

The Network - La Red

See in Category: Domestic Violence, page 16

Women's Lunch Place

See in Category: Women, page 90

Woods-Mullen Shelter

794 Massachusetts Avenue

Boston, MA 02118

Phone 617-534-7100 Fax 617-534-9599

homelesservices@bphc.org;

<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 Southamptton Street: A shelter for men, located on Southamptton Street in the Newmarket district of the South End, which opened in June 2015. This shelter serves men only and beds are allotted on a first-come, first-served basis. At full capacity, the shelter holds over 400 guests. Men looking for shelter for the evening should go to Southamptton Street Shelter, where they will be searched, screened and given admission. The shelter is open 24 hours a day on year round basis.

Service Hours: Tickets are given out on a first come first serve basis beginning at 4pm.

Requirements/Restrictions: Must be 18 years or older.

Substance Use

Adcare

14 Beacon Street, Suite 801
Boston, MA 02108

Boston Outpatient Services 617-227-2622
Boston@adcare.com; <http://adcare.com/>

Services: Services include: Outpatient Substance Abuse Treatment, Intensive Outpatient Program (IOP), Individual Counseling, Group Therapy, and Family Counseling. Same day/next day appointments. Call the office to schedule a meeting.

Service Hours: M - F: 8:30am - 8pm

Requirements/Restrictions: Must be 18 or older.

Cost: Cost varies according to the program and date of acceptance into program.

Other Locations: 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

AIDS Action Committee

See in Category: Physical and Mental Health, page 65

Alcoholics Anonymous

See in Category: Support Groups, page 82

Bay Cove Human Services

See in Category: Physical and Mental Health, page 65

Bay State Community Services

See in Category: Physical and Mental Health, page 65

Boston Public Health Commission: Father Friendly Initiative

See in Category: Physical and Mental Health, page 66

Boston Public Health Commission: Men's Health and Recovery Program

See in Category: Families, page 66

Boston Public Health Commission: Mom's Project/Women's Health and Recovery

See in Category: Women, page 88

Boston Rescue Mission

See in Category: Food, page 41

Casa Esperanza, Inc.

302 Eustis Street
Roxbury, MA 02119

For Outpatient 617-445-1123 x300 For Men 617-445-7411 x111 For Women 617-445-1123 x321 Fax (For Men) 617-541-0844 Fax (For Women) 617-541-1882

news@casaesperanza.org; <http://www.casaesperanza.org/>

Who to call: Doly Encarnacion, Behavioral Health Practice Coordinator (For outpatient)

Services: Casa Esperanza offers integrated bilingual/bi-cultural treatment to adult men and women, and women with children, with a history of substance abuse. 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

Service 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:

- Have a history of chemical dependency
- Willing/able to participate in treatment and abide by program rules
- Have interpersonal skills necessary to function in group settings
- For outpatient services, must not have medical impairments or conditions that would prevent utilization of services, or is not stabilized on medications
- Have no severe suicidal, homicidal or acute mood symptoms/thought disorders which require a more intensive level of care

Language(s): Spanish, English

Waiting Time: Varies by program

Cost: Health Benefits Counselors can help you obtain insurance coverage. No one will be denied access to care because of inability of pay.

CASPAR, Inc. Emergency Service Center

240 Albany Street
Cambridge, MA 02139

Phone 617-661-0600 Fax 617-492-3939
<http://www.casparinc.org/>

Services: CASPAR (Cambridge And Somerville Program for Alcoholism and Drug Abuse Rehabilitation) is a community-based

non-profit organization founded in 1970 in response to growing community need for substance abuse treatment.

FirstStep: The FirstStep Street Outreach program offers life-saving alternatives to unsheltered homeless men and women who are affected by substance abuse, mental illness and medical complications associated with life on the streets.

Emergency Service Center: The Emergency Service Center (ESC) is one of three shelters in Massachusetts that accept homeless people who are actively using alcohol and drugs. At the ESC, clients receive medical and mental health care, nutritional food, personal hygiene supplies, clean clothes, counseling, case management, and employment, housing, and treatment referrals in an environment that is welcoming and safe. The ESC provides a 24-hour shelter, 365 days a year to residents of Cambridge and Somerville.

Residential Programs: Our residential programs are designed to help individuals maintain sobriety, while developing skills they'll need when they transition to the "real world"

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.

Language(s): English, Spanish

Waiting Time: First come, first served basis

Catholic Charities Archdiocese of Boston

See in Category: Faith-Based Organizations, page 32

Daniel Driscoll-Neponset Health Center

See in Category: Physical and Mental Health, page 67

Entre Familia

See in Category: Women, page 88

Gavin Foundation

70 Devine Way
Boston, MA 02127
Phone 617-268-5000

<http://www.gavinfoundation.org/>

Who to call: 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

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.

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.

The Graduate Centers provide longer term residential support in the recovery process.

Community Programs

AAWOL is an in-depth study of AA's Twelve Steps to Recovery.

Center for Recovery Services offers assessment and individual and group outpatient treatment for individuals struggling with substance use, abuse and addiction.

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.

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.

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.

Total Immersion Program (TIP) provides an alternative to incarceration with clear limits and expectations on probationers.

Prevention Programs

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

Access to Recovery (ATR) serves individuals in the Boston area involved with the criminal justice system and affected by substance use.

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.

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.

Cost: Program fee when employed

Other Locations: Gavin Foundation

13 North 6th Street
New Bedford, MA 02740

Gavin Foundation
101 Pleasant Street, Suite 101
Worcester, MA 01609

Geiger Gibson Community Health Center

See in Category: Physical and Mental Health, page 68

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

paul@hopehouseboston.org; <http://hopehouseboston.org/>

Who to call: Front Desk

Services: Hope House Residential Treatment Program is a 95-bed recovery home for male alcoholics and substance abusers located in

Bostons 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: Varies by program.

Cost: Varies by program.

Institute for Health and Recovery – Project Promise

See in Category: Women, page 88

Massachusetts Access to Recovery (ATR)

See 'Other Locations'

Toll-free and Confidential Help Line 1-855-491-4567

<http://www.ma-atr.org/Home.aspx>

Who to call: See 'Other Locations'

Services: Access to Recovery (ATR) is a government-funded program in Massachusetts that gives adults in early recovery from substance use disorders (SUDs) wider access to a full range of community services that can help them be successful in their recovery. ATR operates in four cities: Boston, Springfield, Worcester and New Bedford. ATR provides services through vouchers to help participants on the road to recovery. The 6-month program supports recovery with four types of services paid for via vouchers:

1. *Individualized Recovery Coaching*
2. *Basic needs purchases* (e.g. transportation passes, clothing, hygiene products, government ID cards/driver's license, cell phones, gym membership, children's products like stroller, car seat, etc.)
3. *Career Building Initiative (CBI)* to help participants explore careers, become more employable, and to find a job. CBI participants are able to enroll in job readiness programs and occupational training programs focused on CORI (Criminal Offender Record Information)-friendly jobs. Participants can receive Work Study Benefits (WSBs) of \$8 per hour for every session hour they attend during a training program.
4. *Care Coordination* through an ATR Coordinator to tie all the pieces together.

Service Hours: Help Line: Mon. - Thur. 9am - 4pm (excluding holidays)

Requirements/Restrictions: PARTICIPANTS CANNOT REFER THEMSELVES. ATR participants must already be working with a professional in the recovery community before being referred to ATR. Referrals can come from a case manager (or some other staff person) in the recovery community who plans to work with the ATR participant during the 6-month program. Preference is given to authorized referral portals. The types of organizations usually making referrals include: drug courts; recovery homes/ long-term residential treatment programs; medication-assisted treatment (MAT) providers (Suboxone, Vivitrol, Methadone); outpatient treatment providers; and, behavioral health providers.

Other Locations: In Greater Springfield, contact:

IHR (Institute for Health & Recovery)

155 Maple Street, Suite 304

Springfield, MA 01105

Fax: (413) 301-6173

ATR Coordinator: Jackie Segarra (617) 845-6403

ATR Coordinator: Paul Alves (413) 237-0049

For the Downtown Boston Office, contact:

IHR (Institute for Health & Recovery)

105 Chauncy Street, Suite #602

Boston, MA 02111

Fax: (617) 661-7277

ATR Coordinator: Patricia Exilus (617) 645-7668

ATR Coordinator: Raymond Joyner (617) 999-9055

Client Services Coordinator: Stella Stewart (617) 849-6994 (New Intakes Only)

For the South Boston Office, contact:

Gavin Foundation

70 Devine Way

South Boston, MA 02127

Fax: (857) 496-0266

ATR Coordinator: Stephen Steele (857) 496-7339

ATR Coordinator: Rebecca Reilly (857) 496-734

ATR Coordinator: Kathy Curley (857) 496-7343

In New Bedford, contact:

Gavin Foundation

13 North 6th Street

New Bedford, MA 02740

Fax: (774) 328-9075

ATR Coordinator: Jenny Baker (508) 742-6640

In Worcester, contact:

Gavin Foundation

101 Pleasant Street, Suite #101

Worcester, MA 01609

Fax: (508) 459-9112

ATR Coordinator: John Abbott (508) 459-9645

New England Center and Home for Veterans

See in Category: Veterans, page 85

New England Forensic Associates

See in Category: Sex Offenders, page 71

New England Region of Narcotics Anonymous

See in Category: Support Groups, page 82

Oxford House for Women

See in Category: Women, page 90

Parole Regional Reentry Centers

See in Category: Other Groups, page 62

Right Turn

440 Arsenal Street

Watertown, MA 02472

Phone (781) 646 3800 Fax (781) 646 3188

info@right-turn.net; right-turn.net/

Services: Right Turn's mission is to transform lives impacted by addiction with creative arts therapies and proven, evidence-based, comprehensive, and personalized behavioral healthcare. See list of services and therapies below. Brochure available [here](#). Call for more information.

Clinical Services:

- Extended Care Housing Program for Men
- Intensive Outpatient Program
- Intervention
- Medication Assisted Treatment
- Outpatient Services
- Family Services

Complementary Therapies:

- Art Therapy
- Music Therapy
- Journaling
- Wellness
- Drumming
- Right Turn LIVE! Sober Cafe
- Alumni Community
- Del Fuegos Music Room & Studio
- Yoga

Rosie's Place

See in Category: Women, page 90

Salvation Army Social Services

See in Category: Families, page 39

Victory Programs Inc.

See in Category: Physical and Mental Health, page 70

Wyman Community Reentry Program

201 River Street

Mattapan, MA 02126

Phone 617-534-6187

<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.

Service 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

Support Groups

AIDS Action Committee

See in Category: Physical and Mental Health, page 65

Alcoholics Anonymous

Phone (English) 617-426-9444 Phone (Spanish or Portuguese) 617-623-1570

<http://www.aaboston.org/>

Services: Information on alcohol abuse and treatment. Meetings and hotline available.

Service Hours: M - F: 9am - 9pm; Weekends and holidays: 12pm - 9pm

Language(s): English, Spanish, Portuguese

Other Locations: Lowell, MA

Phone: (978) 957-4690

Worcester, MA

Phone: (508) 752-9000

Bay State Community Services

See in Category: Physical and Mental Health, page 65

Boston Area Rape Crisis Center (BARCC)

See in Category: Domestic Violence, page 14

Boston Public Health Commission: Men's Health and Recovery Program

See in Category: Families, page 66

Bridge Over Troubled Waters

See in Category: Shelters, page 73

Cambridge Sharing Circle

Cambridge, MA 02138

Patricia 617-642-1615

office@fmcquaker.org;

<http://fmcquaker.org/community/committees-and-groups/>

Who to call: 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 with subject "attn. Patricia Wild"

Service Hours: W: 6pm - 9pm

Language(s): English

Cost: None

Casa Esperanza, Inc.

See in Category: Substance Use, page 78

Casa Myrna

See in Category: Domestic Violence, page 14

Commonwealth Center for Consultation and Psychotherapy – Psychological Services

See in Category: Physical and Mental Health, page 67

Gamblers Anonymous

Phone 1-855-222-5542

isomain@gamblersanonymous.org;

<http://www.gamblersanonymous.org/ga/>

Services: Hotline for referrals to meetings throughout Massachusetts.

Service Hours: 24/7

Gavin Foundation

See in Category: Substance Use, page 79

Greater Love Tabernacle

See in Category: Faith-Based Organizations, page 33

Hope House

See in Category: Substance Use, page 79

Hour House Boston, Inc.

See in Category: Employment, page 28

International Foundation for Gender Education (IFGE)

See in Category: LGBTQ+, page 60

Mothers for Justice and Equality

See in Category: Women, page 88

Moving Steps Foundation

See in Category: Women, page 89

New England Center and Home for Veterans

See in Category: Veterans, page 85

New England Forensic Associates

See in Category: Sex Offenders, page 71

New England Region of Narcotics Anonymous

Phone 1-866-NA-HELP-U (1-866-624-3578)

<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.

Service Hours: Hotline is 24/7; Meetings as listed on website

Language(s): English, Spanish. Literature is also available upon request in over 60 languages.

Cost: Free

Out For Good, Inc.

See in Category: CORI, page 10

Parents Helping Parents/Parental Stress Line

See in Category: Families, page 39

RESPOND Inc.

See in Category: Domestic Violence, page 15

Roxbury Multi Service Center

See in Category: Other Groups, page 63

The Network - La Red

See in Category: Domestic Violence, page 16

365DAD INC.

See in Category: Families, page 40

Tiffany Club of New England

See in Category: LGBTQ+, page 60

United Way's 211 Helpline

See in Category: Hotlines, page 50

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

<http://www.mbta.com/>

Who to call: Customer Support Services

Services: The MBTA operates the greater Boston public transportation system. The MBTA no longer uses tokens. The system now uses a plastic CharlieCard or paper CharlieTicket.

Information on special rates for Seniors and Disabled/Handicapped, higher fares which may apply to longer distances, Commuter Rail passes or single rides, MBTA Boat tickets and passes, and the purchase of annual passes can be obtained at many subway stations or from the website. At locations where purchasing a ticket is not possible, a commuter may be able to pay on the bus or train; a surcharge may apply.

For travel information, schedules, comments, or complaints:

- Visit the website: www.mbta.com

- Call toll free: 1-800-392-6100 (Deaf or Hard of Hearing: TTY 617-222-5146)

Schedules and maps can also be obtained at many subway stations.

Service Hours: See website for T, bus, and commuter rail hours

Language(s): Website information offered in: Arabic, Chinese, Dutch, French, German, Greek, Italian, Japanese, Korean, Portuguese, Russian, Spanish, Swedish

Cost: \$2.25 (Subway), \$1.70 (Bus) for one way fare on CharlieCard; \$2.75 (Subway), \$2.00 (Bus) for CharlieTicket/Cash

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

<http://www.massrmv.com>

Who to call: 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)

Service 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 85

Straight Ahead Ministries

See in Category: Faith-Based Organizations, page 33

Veterans

Boston Rescue Mission

See in Category: Food, page 41

Daniel Driscoll-Neponset Health Center

See in Category: Physical and Mental Health, page 67

Geiger Gibson Community Health Center

See in Category: Physical and Mental Health, page 68

Harvard St Neighborhood Health Center

See in Category: Physical and Mental Health, page 68

HomeStart, Inc.

See in Category: Housing, page 51

Massachusetts Department of Veterans' Services

600 Washington Street. 7th Floor

Boston, MA 02111

Phone 617-210-5480 Fax 617-210-5755

MDVS@vet.state.ma.us; <http://www.mass.gov/veterans/>

Who to call: 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 website with useful information at www.va.gov. For VA health eligibility, call 1-877-222-8387.

Service Hours: Monday-Friday, 8:45 AM - 5:00 PM. Closed on state holidays

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
info@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

Service Hours: Services open 24/7, Office hours are M - F: 9am - 5pm

Requirements/Restrictions: The Center welcomes any person who has served this county in uniform regardless of military branch, time served, or discharge status.

U.S. Department of Veterans Affairs, IRIS

Phone, VA Benefits 1-800-827-1000 24/7 Crisis Hotline 1-800-273-8255 (Press 1) 24/7 Crisis Hotline (TTY) 1-800-799-4889

<http://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

Carolyn.MasonWholley@va.gov;

<http://www.boston.va.gov/services/women/index.asp>

Who to call: Coordinator

Services: These programs are part of the federal Veterans' Administration Healthcare System:

Women Veterans Call Center and Chat: The WVCC staff is trained to provide women Veterans, their families, and caregivers about VA services and resources. The call is free, and you can call as often as you like until you have the answers to your questions. The Call Center is available Mon. -Fri. 8am -10pm ET, and on Saturdays from 8am -6:30pm ET. There is also a chat function available during the same hours. Contact: 1-855-829-6636

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 (For all mental health and substance abuse services): 800-865-3384 Ext. 61778

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

Hours: Mon. -Fri. 8am -4pm

If VA Boston Healthcare System is unable to provide a needed service, they will assist you to find the care you need elsewhere.

Service Hours: Varies by program

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.

Other Locations: **Soldier On:** House on the Northampton VA campus in Leeds, MA that is especially for women veterans. The program provides resident veterans with treatment and recovery from drug and alcohol addictions along with medical services.

Northampton VA Medical Center

421 North Main Street, Leeds, MA 01053-9764

413-584-4040, Ext. 2288

Veterans Inc.: Two housing programs in Worcester that offer alcohol and drug-free environments coupled with case management.

6 Sheridan Street, Worcester, MA 01610

508-791-3286

www.veteransinc.org

Women's Dorms at Chelsea Soldiers' Home: The Chelsea Soldiers' Home has a private and secure dormitory wing specifically for female veterans who can live in an independent setting and who require minimal assistance with the activities of daily living. For eligibility requirements and to apply, contact the Soldiers' Home.

Chelsea Soldiers' Home

91 Crest Avenue, Chelsea, MA 02150

617-884-5660

www.mass.gov/che

Lt. Pamela D. Donovan Memorial Residence for Women: A newly-renovated dormitory at the New England Shelter for Homeless Veterans. Renovated in 2007, the 16-bed dormitory has new floors, ceilings, tiling, bathroom facilities, and television room.

New England Center for Homeless Veterans

17 Court Street, Boston, MA 02108

(617) 371-1800

info@nechv.org, www.nechv.org

Veterans Legal Services

P.O. Box 8457

Boston, MA 02114

Office Phone 857-317-4474 Fax 844-621-2797

<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, Criminal Law.

Service 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 58

Women

AIDS Action Committee

See in Category: Physical and Mental Health, page 65

Boston Public Health Commission: Healthy Baby/Healthy Child

See in Category: Families, page 36

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

info@bphc.org; <http://www.bphc.org/whatwedo/Recovery-Services/roadmap-to-recovery/Programs-and-Services/Pages/MOM'S-Project.aspx>

Who to call: 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

Service Hours: Walk-ins welcome for enrollment (no appointment needed).

Intakes: Monday - Friday 9am - 3pm (Tuesdays until 12pm).

Programs: Monday - Friday 8am - 4pm (Wednesdays until 1:30pm)

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.

Language(s): Services provided in English and Spanish.

Bristol Lodge Women's Shelter

See in Category: Shelters, page 73

Casa Esperanza, Inc.

See in Category: Substance Use, page 78

Casa Myrna

See in Category: Domestic Violence, page 14

Daniel Driscoll-Neponset Health Center

See in Category: Physical and Mental Health, page 67

Entre Familia

209 River Street

Mattapan, MA 02126

Phone 617-534-2922 Fax 617-534-7971

<http://www.bphc.org/whatwedo/Recovery-Services/roadmap-to-recovery/Programs-and-Services/Pages/Entre-Familia.aspx>

Who to call: Intake coordinator

Services: Residential program for the treatment of substance use disorders.

Service 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.

Cost: No cost

Institute for Health and Recovery - Project Promise

255 River St

Mattapan, MA 02126

Phone 617-414-0504 Fax 617-534-2057

jenniferquintana@healthrecovery.org;

<http://www.healthrecovery.org/projects/project-promise/>

Who to call: Jennifer Quintana

Services: A day treatment program serving pregnant and parenting women and their children, located at the SPARK Center, a model childcare program offering services for children and families whose lives are affected by medical, emotional and/or behavioral challenges. Promise serves pregnant /postpartum women and their children with counseling and recovery services to support parent/child.

Moms and children will receive intensive case management, peer mentoring, and will participate in trauma-informed group, dyadic, and individual treatment supporting recovery, healthy relationships, and parenting. Childcare for children up to age 5 and transportation assistance is available.

Service Hours: The day program will run for four hours a day, three days each week, with an approximate length of stay of 3 - 4 months.

Requirements/Restrictions:

- Women 18 years or older
- Women who are pregnant or parenting a child under 12 months old
- Women who meet criteria for a Substance Use Disorder (DSM-5 Criteria)

Cost: None

La Alianza Hispana

See in Category: Families, page 38

Mothers for Justice and Equality

184 Dudley Street, Suite 109LL
Boston, MA 02119

Phone 617-516-8086 Fax 617-708-1026
info@mothersforjusticeandequality.org;
<http://mothersforjusticeandequality.org/>

Who to call: 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.

Language(s): English

Waiting Time: None

Cost: Programs are free for participating members

Moving Steps Foundation

15 Peckham Hill Rd
 Sherborn, MA 01770
 Phone 617-817-9489
atabet@movingstepsfoundation.org;
<http://www.movingstepsfoundation.org/>

Who to call: Adrienne Tabet, Executive Director

Services: Moving Steps Foundation is a women's dance and performance organization with roots at the South Middlesex Correctional Center in Framingham. Membership is open to formerly incarcerated women and women in addiction recover. Since attaining 501 (c)(3) status, programs have expanded to include a

touring dance/performance group, company member led workshops at prisons, recovery facilities and colleges and universities in the Boston area. We offer dance/theater/story telling training, mentorship and membership in a creative, expressive and artistic community.

Service Hours: Rehearsals are usually at the Dance Complex in Cambridge on Sundays.

Feel free to call for information 9am -7pm on most days.

Requirements/Restrictions:

- Moving Steps is open to women only.
- Dance and performance experience are not required and there are no age restrictions.
- An open spirit and a desire to develop and bring responsibility, collaboration, cooperation and personal agency to all areas of life are important to successful membership.

Language(s): English, Spanish

Waiting Time: None

Cost: None

On The Rise, Inc.

341 Broadway
 Cambridge, MA 02139
 Phone 617-497-7968 Fax 617-492-9814
info@ontherise.org; <http://www.ontherise.org/>

Who to call: Community Advocate

Services: On The Rise provides a Safe Haven for homeless women or women in crisis to access other agencies to address many issues, including:

- Childhood and adult abuse and assault;
- Domestic violence;
- Addiction;
- Housing;
- Address for receiving mail;
- Medical care;
- Mental health care;
- Legal and criminal issues;
- Education and training.

The Safe Haven is a safe place where women may go to attend to personal needs which may have been neglected during years of homelessness. These include a shower, meals, clothing, and some privacy for a nap. Safe Haven will provide connections to other resources as well.

Community advocates will accompany women to appointments in the community to provide support and assistance in navigating services.

On The Rise also sponsors other activities: cultural outings, weekly creative groups such as painting and writing, and activities like massage.

Service Hours: M/T/Th: 8am- 2pm; W/F: 8am - 4pm; Sat: 8am - 2pm (closed first Saturday of every month)

Requirements/Restrictions: Safe Haven is not a drop-in program. Please call 617-497-7968 if interested in scheduling an intake. For homeless women or women in crisis only. There is no formal referral process.

Language(s): English, Spanish, Haitian Creole

Oxford House for Women

22 Laval St.
Hyde Park, MA 02136
Phone 617-276-3251 Fax 617-276-3227
<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.

Cost: Weekly rent \$132 plus \$264 sobriety deposit

RESPOND Inc.

See in Category: Domestic Violence, page 15

Rosie's Place

889 Harrison Avenue
Boston, MA 02118
Phone 617-442-9322 Fax 617-442-7825
info@rosiesplace.org; <http://www.rosiesplace.org/>

Who to call: 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.

Service Hours: Hours vary by program. Call Main Office for details or see above descriptions

Requirements/Restrictions: Women and anyone who self-identifies as a woman.

Target population: homeless and low-income women

Language(s): English, Spanish, Haitian Creole, Portuguese, Cape Verdean Creole, and Korean.

Waiting Time: Varies

The Women's Center

46 Pleasant Street
Cambridge, MA 02139
Office 617-354-6394 Helpline 617-354-8807
info@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.

Service Hours: M - F: 10am - 8pm; Sat 10am - 3pm

Requirements/Restrictions: The Center is for women, and those who identify and live as women, and children (boys up to 14 years accompanied by mother or caretaker).

Language(s): English; volunteers speak other languages as well, and we have a Spanish/English language exchange and an ESL class.

Cost: Free

Women's Lunch Place

67 Newbury Street
Boston, MA 02116
Phone 617-267-0200 Fax 617-267-6803
info@womenslunchplace.org; <http://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, plus an overnight shelter. 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

Shelter: 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. Mon. -Sat. 8:30am -1:30pm.

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

Service Hours: Shelter: M - Sat: 7am - 2pm, Lottery at 7:15am

Requirements/Restrictions: Anyone that identifies as a woman is welcome and their children (though services are for adult women only).

Women's Transition Program, SMOC

7 Bishop Street, 2nd Floor

Framingham, MA 01702

Phone (Opportunity Center) 508-620-2690 Fax 508-620-2310

<http://www.smoc.org/women-transition-program.php>

Who to call: 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.

Woods-Mullen Shelter

See in Category: Shelters, page 76

Acknowledgements

This initiative and the information included in the Directory and on the website would not have been possible without the dedication and vision of the Prisoner Reentry Working Group (PRWG), and the financial support and insight of the Gardiner Howland Shaw Foundation.

The PRWG was established in 2000 out of concern for those leaving prison and facing the formidable challenge of trying to create new lives for themselves in Greater Boston. PRWG developed the project that became the Coming Home Reentry Resource Directory. Over the next several years this group continued to collect, edit, and manage the information in the Directory to ensure that it was accurate and accessible to those in need. The efforts of PRWG have assisted countless returning citizens, their families, and those working with them in the corrections system and in the community to improve reentry success for previously incarcerated individuals.

The Gardiner Howland Shaw Foundation continues to be a strong supporter of this project and maintains its commitment to vital services and policy development to assist marginalized populations and their advocates despite adverse environments.

The editors would also like to acknowledge the invaluable contributions of the following people:

Julie Finn's leadership as project manager and years of expertise working on the Directory were of invaluable help to the newer members of the Directory team. She reliably knows the answer to every question, and provided gentle oversight with the long-term goals of the Directory in mind.

Melinda Czaja became an integral part of the Directory work in 2018 and took on an even greater role in managing the Directory for this 2019 edition. Her enthusiasm for taking on more responsibility this year and persistence in updating the Directory was indispensable. Melinda, you went above and beyond for the Directory and we could not have not it without you!

Christian Schiavone offered outstanding website support with patience and humor. The Directory team is extremely grateful for his assistance in overcoming new challenges.

AGENCY UPDATE / ADDITION FORM

cominghomedirectory@crj.org • www.cominghomedirectory.org

Please complete this form, indicating if information about your agency has changed. Once complete, please email, mail, or fax to the Crime and Justice Institute at Community Resources for Justice (contact information at end of document).

Date: _____

Revised/Updated Information (if applicable):

Agency Name: Revise? <input type="checkbox"/> Yes <input type="checkbox"/> No		
Agency Type: Revise? <input type="checkbox"/> Yes <input type="checkbox"/> No	<i>Please check all that apply:</i> <input type="checkbox"/> Administrative Issues <input type="checkbox"/> Clothing <input type="checkbox"/> CORI <input type="checkbox"/> Disability <input type="checkbox"/> Domestic Violence <input type="checkbox"/> Education <input type="checkbox"/> Emergency Assistance <input type="checkbox"/> Employment <input type="checkbox"/> Faith-Based Organizations <input type="checkbox"/> Families <input type="checkbox"/> Food <input type="checkbox"/> Fuel Assistance	<input type="checkbox"/> Hotline <input type="checkbox"/> Housing <input type="checkbox"/> Legal <input type="checkbox"/> LGBTQ+ <input type="checkbox"/> Other Groups: _____ <input type="checkbox"/> Physical and Mental Health <input type="checkbox"/> Sex Offenders <input type="checkbox"/> Shelters <input type="checkbox"/> Substance Abuse <input type="checkbox"/> Support Groups <input type="checkbox"/> Transportation <input type="checkbox"/> Veterans <input type="checkbox"/> Women
Public Contact Name: (provided for consumers) Revise? <input type="checkbox"/> Yes <input type="checkbox"/> No		
Agency Street Address, City, Zip: Revise? <input type="checkbox"/> Yes <input type="checkbox"/> No		
Telephone #: Revise? <input type="checkbox"/> Yes <input type="checkbox"/> No		
Fax #: Revise? <input type="checkbox"/> Yes <input type="checkbox"/> No		
Website Address: Revise? <input type="checkbox"/> Yes <input type="checkbox"/> No		
Public Email Address: Revise? <input type="checkbox"/> Yes <input type="checkbox"/> No		
Description of Services Provided: Revise? <input type="checkbox"/> Yes <input type="checkbox"/> No		
Service Hours: Revise? <input type="checkbox"/> Yes <input type="checkbox"/> No		
Cost/Fees: Revise? <input type="checkbox"/> Yes <input type="checkbox"/> No		

Revised/Updated Information (if applicable):	
Restrictions/ Requirements: (E.g. residency, length of stay, verification of need, etc.) Revise? <input type="checkbox"/> Yes <input type="checkbox"/> No	
Wait Time: Revise? <input type="checkbox"/> Yes <input type="checkbox"/> No	
Public Transportation: Revise? <input type="checkbox"/> Yes <input type="checkbox"/> No	
Languages: Revise? <input type="checkbox"/> Yes <input type="checkbox"/> No	
Other Locations: Revise? <input type="checkbox"/> Yes <input type="checkbox"/> No	
Private Contact Information (for internal CJI use only)	
Private Contact Name, Title:	
Private Mailing Address, City, Zip:	
Private Contact Email:	
Private Contact Phone #:	

Please email form to cominghomedirectory@crj.org

Or, mail to:

Coming Home Directory
 Crime and Justice Institute at Community Resources for Justice
 355 Boylston Street
 Boston, MA 02116
 Fax 617.262.8054



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