

2021 EDITION

COMING HOME

DIRECTORY

WWW.COMINGHOMEDIRECTORY.ORG

WWW.COMINGHOMEDIRECTORY.ORG

Coming Home Directory 2021 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, a division of 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.

COVID-19 Alert: Please be aware that agency information may have changed due to COVID-19. Please contact individual agencies to double-check their information.



Scan QR code
to visit the Coming Home
Directory website

Table of Contents

Some agencies may fall in multiple categories. The page numbers here indicate the primary category and the location of the full agency listing.

Administrative Issues	5
Massachusetts Registry of Vital Records and Statistics (RVRS)	5
ProCon.org: Voting Rights.....	5
Registry Division, City of Boston	6
Secretary of the Commonwealth, Elections Division	6
Social Security Administration (SSA).....	7
Social Security: Benefits After Incarceration.....	8
The Mayor's Office of Returning Citizens.....	8
U.S. Department of Health and Human Services: Office of Child Support Enforcement	8
Upsolve	9
Work Opportunity Tax Credit, U.S. Department of Labor	9
Clothing.....	10
Boomerangs.....	10
Dress for Success Boston	10
Garment District	10
Goodwill	10
Salvation Army Family Thrift Stores.....	11
Solutions at Work	11
Urban Renewals.....	12
CORI	13
CORI & Re-Entry Project: Greater Boston Legal Services	13
Legal Services Center CORI Sealing Initiative	14
Massachusetts Department of Criminal Justice Information Services-CORI Unit	14
MassLegalHelp.....	14
Out For Good, Inc.	15
Disability	16
Boston Center for Independent Living, Inc.	16
Disability Law Center	16
Massachusetts Rehabilitation Commission (MRC).....	17
New England Index: Information on Disabilities Exchange.....	17
The Federation for Children with Special Needs.....	17
Domestic Violence	19
Beth Israel Deaconess Medical Center's (BIDMC) Center for Violence Prevention and Recovery (CVPR).....	19
Casa Myrna	19
Domestic Violence Ended (DOVE).....	20

EMERGE (Batterer's Intervention)	20
REACH Beyond Domestic Violence	21
RESPOND, Inc.....	21
Education	23
ABCD (Action for Boston Community Development) ...	23
Annuity.org	23
ASA College Planning Center.....	24
Asian-American Civic Association	24
Boston Centers for Youth & Families (BCYF) Adult Education	25
Boston Public Schools: Adult Education Programs.....	26
Bunker Hill Community College (BHCC)	27
Cambridge Center for Adult Education	27
Cambridge Public Library	28
Charlestown Adult Education Program	28
College Bound Dorchester	29
Community Learning Center	29
Jamaica Plain Community Center, Adult Learning Program	29
John Jay College Institute For Justice And Opportunity	30
Literacy Volunteers of Massachusetts – Boston	30
On with Living and Learning, Inc. (OWLL)	31
Prison Book Program	31
Roxbury Community College.....	32
Somerville Center for Adult Learning Experiences (SCALE).....	32
Suffolk County Community Corrections Center (CCC)..	32
The Bridge Program	32
United South End Settlements.....	33
Urban College of Boston	33
X-Cel Education.....	34
YouthBuild Boston	34
YW Boston	35
Emergency Assistance	36
Cambridge Economic Opportunity Committee	36
City Mission: Homelessness Prevention.....	36
Massachusetts Department of Transitional Assistance (DTA).....	36
North End/West End Neighborhood Service Center (NSC)	38
St. Francis House.....	38
The Salvation Army – Boston South End Corps Community Center.....	39
Employment	41
Community Work Services (CWS)	41
Dorchester Bay Economic Development Corporation .	41
Haley House Transitional Employment Program	42
InnerCity Weightlifting (ICW).....	42

Just-A-Start Corporation	42
MassHire Boston Career Center	44
New England Culinary Arts Training.....	44
Project Place	45
SNAP Path to Work	46
Straight Ahead Ministries	47
STRIVE – Boston Employment Services, Inc.	47
Successful Release	47
Urban League of Eastern Massachusetts	48
YMCA Training, Inc.....	49
Youth Options Unlimited (YOU) Boston	49
Faith-Based Organizations	50
Arlington Street Church Friday Night Supper.....	50
Berea Seventh Day Adventist.....	50
Bethel Baptist Church	50
Brighton Allston Congregational Church: Thrift Shop and Food Pantry	50
Cathedral Church of St. Paul	51
Catholic Charities Archdiocese of Boston	51
Centro Comunitário Vida Nova	52
Common Cathedral (Ecclesia Ministries, Inc.).....	52
Faith Lutheran Church: Faith Kitchen	53
First Church in Cambridge	53
First Parish Church: Tuesday Meals Program.....	53
Greater Love Tabernacle, Inc.	53
Harvard Square Churches Meal Program.....	54
Harvest on Vine by St. Mary-St. Catherine of Siena Parish.....	54
Holy Resurrection Orthodox Church.....	54
Loaves and Fishes, First Korean Church	54
Massachusetts Ave. Baptist Church: Project MANNA..	55
Paulist Center	55
Pilgrim Church	55
Saint Cecilia Parish.....	55
St. James Helping Hands Food Pantry.....	56
Weekend Emergency Food Pantry – Church of the Covenant	56
Families	57
365Dad Inc.....	57
FamilyAid Boston	57
Fathers’ Uplift Inc.	57
Institute for Health and Recovery – Project Promise...	58
John F. Kennedy Family Services Center	58
Margaret Fuller Neighborhood House	59
Massachusetts Society for the Prevention of Cruelty to Children (MSPCC).....	59
Parenting Journey.....	60
Project Hope	60

Roxbury Multi-Service Center	61
Roxbury Youthworks, Inc.	62
The Home for Little Wanderers	62
Food	64
American Red Cross: Boston Food Pantry.....	64
Brookline Food Pantry	64
Community Servings	65
East End House: Emergency Food Program	65
Food Not Bombs	65
Fuel Assistance	67
City of Cambridge Fuel Assistance Program/DHSP	67
Hotlines	68
Asian Task Force Against Domestic Violence	68
Foodsource Hotline – Project Bread	68
Massachusetts Child Abuse Emergency Line	68
Massachusetts Substance Use Helpline	69
National Domestic Violence Hotline	69
National Sexual Assault Hotline	69
National Suicide Prevention Lifeline	69
Rape Crisis Hotline – Pathways for Change.....	69
Registrants and Families Support Line	70
SafeLink.....	70
Samaritans	70
Stop It Now! Helpline.....	71
United Way’s 211 Helpline.....	71
Housing	72
Brooke House	72
Foundation House.....	72
Haley House	72
Hearth.....	73
HomeStart, Inc.	73
House of Hope, Inc. – Lowell.....	74
HousingWorks.....	74
Massachusetts Department of Housing and Community Development (DHCD).....	75
McGrath House.....	76
Nuestra Comunidad Development Corporation	76
Somerville Homeless Coalition.....	76
Victory Programs Inc.....	77
Legal	78
American Civil Liberties Union of Massachusetts (ACLU).....	78
Cambridge and Somerville Legal Services	78
De Novo: Center for Justice and Healing.....	79
Eastern Regional Legal Intake (ERLI)	80
Greater Boston Legal Services (GBLS)	80
Health Law Advocates.....	82
Lawyers Clearinghouse	82

Massachusetts Bar Association Lawyer Referral Service	83
Massachusetts Commission Against Discrimination (MCAD)	83
Massachusetts Law Reform Institute (MLRI)	84
Mental Health Legal Advisors Committee	84
National Lawyers Guild: Lawyer Referral Service (Mass. Chapter)	84
Public Counsel Services, Roxbury Defenders Unit	85
Volunteer Lawyers Project	85
WilmerHale Legal Services Center of Harvard Law School	85
Women's Prison and Re-Entry Project	86
LGBTQ+	87
GLBTQ Legal Advocates and Defenders (GLAD)	87
The Network – La Red	87
Tiffany Club of New England	88
Older Adults	89
Age Strong Commission	89
Boston ElderINFO	89
Boston Senior Home Care	89
Ecumenical Social Action Committee (ESAC)	90
Executive Office of Elder Affairs (EOEA)	90
Senior Centers & Council on Aging (COA)	90
South Boston Neighborhood House & Senior Center ..	91
Veronica B. Smith Senior Center	91
Other Groups	92
Back On My Feet Boston	92
Boston Project Rebound Reentry Services	92
Boston Rescue Mission	92
Bridge Over Troubled Waters	93
Cambridge Multi-Service Center	94
Massachusetts Suffolk County Sheriff's Department...	94
Parole Regional Reentry Centers	95
Roca, Inc.	95
Union of Minority Neighborhoods	96
Physical and Mental Health	97
AIDS Action Committee	97
Barbara McInnis House (BHCHP)	97
Bay Cove Human Services	97
Bay State Community Services	98
Boston Area Rape Crisis Center (BARCC)	99
Boston Health Care for the Homeless; Jean Yawkey Place	99
Boston Public Health Commission (BPHC)	99
Bowdoin Street Health Center	100
Department of Mental Health and Forensic Services	101
Elizabeth Stone House	101

Fenway Health	101
Harbor Health	102
Harvard Street Neighborhood Health Center	102
Justice Resource Institute (JRI)	103
La Alianza Hispana	103
Lamour Clinic Health Institute	103
Louis D. Brown Peace Institute	103
Multicultural AIDS Coalition	104
Network of Care (Massachusetts)	104
Planned Parenthood League of Massachusetts	105
Spectrum Health Systems	105
The Dimock Center	106
Therapy Matcher	106
Upham's Corner Health Center	107
Whittier Street Health Center	107
Sex Offenders	109
Boston Release Network	109
CPCS-Alternative Commitment & Registration Support Unit	109
Institution for Sexual Wellness	109
Massachusetts Association for the Treatment of Sexual Abusers (MATSA)	109
New England Forensic Associates	109
Sex Offender Registry Board (SORB)	110
Shelters	111
Bristol Lodge Men's Shelter	111
Bristol Lodge Women's Shelter	111
Father Bill's Place	111
Harvard Square Homeless Shelter (HSHS)	112
Heading Home	112
Pine Street Inn	112
Substance Use	114
Adcare Treatment Centers	114
Alcoholics Anonymous	114
Boston Health Care for the Homeless Program Office Based Addiction Treatment (OBAT)	114
Casa Esperanza, Inc.	115
CASPAR, Inc.	115
Gavin Foundation	116
Hope House	116
Massachusetts Access to Recovery (ATR)	116
New England Region of Narcotics Anonymous	118
Right Turn	118
Steppingstone Incorporated	118
Support Groups	120
Cambridge Sharing Circle	120
Gamblers Anonymous	120
Parents Helping Parents of Massachusetts	120

Transportation 122

Massachusetts Bay Transportation Authority (MBTA)
..... 122

Massachusetts Dept. of Transportation, Registry of
Motor Vehicles Division (RMV) 122

Veterans..... 124

Massachusetts Department of Veterans' Services..... 124

New England Center and Home for Veterans 124

U.S. Department of Veterans Affairs, IRIS..... 125

V.A. Boston Healthcare System for Women Veterans 125

Veterans Legal Services 127

Women 128

Cambridge Commission on the Status of Women
(CCSW)..... 128

Mothers for Justice and Equality 128

New Beginnings Re-Entry Services (NBRS)..... 129

On The Rise, Inc. 129

Rosie's Place 130

St. Mary's Center for Women and Children..... 130

The Cambridge Women's Center 131

The Women's Center 131

Women's Lunch Place..... 132

Women's Transition Program, SMOC 132

Administrative Issues

365DAD INC.

See in Category: Families

Cambridge Economic Opportunity Committee

See in Category: Emergency Assistance

City Mission: Homelessness Prevention

See in Category: Emergency Assistance

Legal Services Center CORI Sealing Initiative

See in Category: CORI

Massachusetts Access to Recovery (ATR)

See in Category: Substance Use

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

See in Category: Transportation

Massachusetts Registry of Vital Records and Statistics (RVRS)

150 Mt. Vernon Street, 1st Floor

Dorchester, MA 02125

Phone: 617-740-2600

vital.recordsrequest@state.ma.us;

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)

Massachusetts Suffolk County Sheriff's Department

See in Category: Other Groups

North End/West End Neighborhood Service Center (NSC)

See Category: Emergency Assistance

ProCon.org: Voting Rights

procon@eb.com;

<https://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/>

Languages: 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 Contact: Boston Registrar for Birth, Death and Marriage

Services: COVID-19 Instructions: During COVID-19 the Registry Division does not have in-person options – Online and by Mail only. Please see the website for updates. Also the Registry Division has online options for Boston birth, death and marriage records \$14.56 with a credit card.

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

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

Waiting time: Delivery usually takes about 2 weeks

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; Fax : 617-742-3238

elections@sec.state.ma.us; www.sec.state.ma.us/election

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/election/election/howreg.htm

Mail the completed form to your local city or town hall. You should receive a confirmation notice in 2 to 3

weeks. If you do not, please contact your local election office to verify your voting status.

If you are registering to vote for the first time in Massachusetts you will need to send in a copy of your identification with your voter registration form.

Acceptable identification must include your name and the address at which you are registered to vote, for example: a current and valid driver's license, photo identification, current utility bill, bank statement, paycheck, government check, or other government document showing your name and address.

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

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

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

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

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

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

Languages: English, Spanish, Chinese, Vietnamese

Social Security Administration (SSA)

Phone: 1-800-772-1213

TTY: 1-800-325-0778

www.ssa.gov/

Services: Top Services include:

- 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 website. 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 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 website listed above.

Service hours: Office hours vary on location; see Other Locations

Other Locations:

Cambridge/Somerville:

10 Fawcett Street, 1st Floor, 02138

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

Downtown Boston:

O'Neill Federal Building, 10 Causeway St., Room 148, 02222 (next to the TD Banknorth Garden)

M, T, Th, F: 9am – 4pm; W: 9am – 12pm

Dorchester:

115 Freeport St., 02122

M, T, Th, F: 9am – 4pm; W: 9am – 12pm

Malden:

192 Commercial Street, 02148

M, T, Th, F: 9am – 4pm; W: 9am – 12pm

Roxbury Office:

10 Malcolm X Blvd, 02119 (at Dudley Square, across from Post Office)

M, T, Th, F: 9am – 4pm; W: 9am – 12pm

Roslindale:

4238 Washington St. 02131 (next to Municipal Building in Roslindale Square)

M, T, Th, F: 9am – 4pm; W: 9am – 12pm

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

Social Security: Benefits After Incarceration

Phone: 1-800-772-1213

TTY: 1-800-325-0778

www.ssa.gov/reentry/benefits.htm

Services: The website is designed to help incarcerated individuals successfully transition back into the community. As part of the Federal Interagency Reentry Council, they work with other Federal agencies to provide information about available services such as help finding a job or applying for possible benefits such as cash benefits, health care, food, and housing.

Service hours: Mon-Fri: 7am - 7pm

St. Francis House

See in Category: Emergency Assistance

The Mayor's Office of Returning Citizens

22 Drydock Avenue

Suite 301

Boston, MA 02210

Phone: 617-635-5333

ORC@boston.gov; Boston.gov/returningcitizens

Services: The Office of Returning Citizens offers support to those who return to Boston after being released from state, federal, and county facilities each year. They connect returning citizens to the following resources and services:

- Birth certificates
- Driver's license and ID cards
- Employment
- Food resources
- Health services
- Housing
- Internet access
- Legal services
- Recovery services
- Senior resources
- Transportation

- Voter registration

They also provide assistance with Transitional Housing (Sober Living), Workforce Development & Employment, Education, and Healthcare.

Service hours: The Mayor's Office of Returning Citizens can be reached at anytime via email

Requirements & Restrictions: Must be releasing from incarceration and returning to Boston

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

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 They Help
 - Incarcerated Parents
 - Military and Veterans

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.

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

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

Upsolve

rohan@upsolve.org; upsolve.org/ma

Who to Contact: Rohan Pavuluri

Services: Upsolve is a nonprofit tool that helps individuals file for bankruptcy protection for free. Think TurboTax for bankruptcy protection. Use Upsolve to wipe away crushing debts from credit cards, job loss, and medical bills.

Requirements & Restrictions: Upsolve users must have more than \$10,000 in debt

Waiting time: No wait time

Languages: English

U.S Department of Veterans Affairs, IRIS

See in Category: Veterans

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

19 Staniford Street, 1st Fl.

Boston, MA 02114

Phone: 617-626-5353

wotc@detma.org; wotc.dcs.eol.mass.gov/wotc

Who to Contact: WOTC Information Line

Services: The Work Opportunity Tax Credit is a federal program designed to encourage employers to hire individuals who might not otherwise find employment. Employers who agree to hire individuals from a “target group” may qualify for a tax credit.

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

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

Clothing

Arlington Street Church Friday Night Supper

See in Category: Faith-Based Organizations

Boomerangs

716 Centre Street

Jamaica Plain, MA 02130

Phone (Jamaica Plain location): 617-524-5120

boomerangs@aac.org; 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:

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: Faith-Based Organizations

Centro Comunitário Vida Nova

See in Category: Faith-Based Organizations

Dress for Success Boston

989 Commonwealth Avenue

Boston, MA 02215

Phone: 617-779-2177

boston@dressforsuccess.org;

boston.dressforsuccess.org

Services: Dress for Success Boston works to offer solutions that enable women to break the cycle of poverty. In addition to providing each client with professional attire to obtain employment, their programs help women build confidence and knowledge to achieve financial independence. Client services and programs include: suiting, career advancement, leadership development, job training, a career center, and more.

(Due to the COVID-19 pandemic, Dress for Success Boston is not accepting pre-worn clothing or accessories at this time)

Service hours: Monday - Friday 9:30 AM to 4 PM

Garment District

200 Broadway

Cambridge, MA 02139

Phone: 617-876-5230

Toll Free Phone: 888-482-1632

Fax: 617-426-5509

service@garmentdistrict.com; garmentdistrict.com/

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

Service hours: They are only available to answer phone calls and respond to emails during their regular operating hours (Eastern Time): Saturday through Thursday: 11am - 7pm & Friday: 11am - 8pm

By the Pound is closed until further notice.

Goodwill

1010 Harrison Avenue

Boston, MA 02119

Phone: 617-541-1270

www.goodwillmass.org/

Services:

Stores

Goodwill opened the stores in compliance with the state reopening guidelines and continues to follow stringent protocols for staff and customers. See website for more information.

All the stores will be open Monday - Saturday and closed on Sundays.

Goodwill attended donation centers are all open.

Programs

Goodwill's mission services focus on helping people secure employment, which is critical for economic self-sufficiency and mobility. Program participants are typically individuals with significant barriers including developmental and physical disabilities, reliance on government benefits, histories of domestic violence and incarceration, limited English, and more. Almost all participants are very low income and the majority are from communities of color. Goodwill offers programs at its Roxbury headquarters and at job training centers in Salem and Springfield.

- **First Step:** a program designed to help you advance your career, strengthen your family, and achieve financial independence. The 3-week job readiness program prepares you to reenter the workforce.
 - For more information, please contact Larry Elgart at 617-541-1276 or lelgart@goodwillmass.org.
- **Human Services Employment Ladder Program (HELP):** This eight-week training program prepares students to become entry-level direct career professionals in human services. Many HELP graduates go on to work for one of their employer partners.
 - For more information, please contact Martha Pires at 617-541-1499 (Help Line)

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

Other Locations:

Allston/Brighton

965 Commonwealth Avenue
617-254-0112
Mon-Sat: 10am – 6pm
Sun: closed

Cambridge

520 Massachusetts Avenue
617-868-6330
Mon-Sat: 10am – 6pm
Sun: closed

Hyde Park

892 River St.
617-752-8500
Mon-Sat: 10am – 5pm
Sun: closed

Jamaica Plain

678 Centre Street
617-522-1415
Mon-Sat: 10am – 5pm
Sun: closed

Quincy

625 Southern Artery
617-745-4144
Mon-Sat: 10am – 5pm
Sun: closed

Somerville

230 Elm Street
617-628-3618
Mon-Sat: 10am – 5pm
Sun: closed

South Boston

470 W. Broadway
617-307-6367
Mon-Sat: 10am – 5pm
Sun: closed

Haley House

See in Category: Housing

Massachusetts Access to Recovery (ATR)

See in Category: Substance Use

Pilgrim Church

See in Category: Faith-Based Organizations

Salvation Army Family Thrift Stores

483 Broadway
Somerville, MA 02155
Phone: 781-395-9783
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. 10:00am - 5:00pm

Other Locations:

Dorchester:

Children's Learning Center
26 Wales Street
617-436-2480

Solutions at Work

1151 Massachusetts Avenue
Cambridge, MA 02138
Phone: 617-576-0039
solutionsatwork.org/

Services: Solutions at Work is dedicated to breaking the cycle of poverty and homelessness by providing individuals and families with resources and opportunities to strengthen their self-confidence, achieve self-sufficiency, and participate in helping others.

Programs:

- The homeless and low-income parents who participate in their Children's Clothing Exchange trade their children's outgrown items for age-appropriate clothing, books, and toys
- SolutionsWear program provides interview-appropriate clothing and accessories to men and women who are enrolled in area job-training programs

St. Francis House

See in Category: Emergency Assistance

Urban Renewals

630 American Legion Highway

Roslindale, MA 02131

Phone: 617-522-7383

www.familythrift.com/boston-ma

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 Center for Independent Living, Inc.

See in Category: Disability

CORI & Re-Entry Project: Greater Boston Legal Services

Dorchester Court (1st floor)

510 Washington Street

Dorchester, MA 02124

Phone: 617-603-1797

cori@gbls.org; www.gbls.org/our-work/cori-and-re-entry-project

Services: Greater Boston Legal Services assists individuals with CORI (Criminal Offender Record Information) who are shut out of the economy, rejected for housing, and denied other opportunities because of their criminal records.

The Project focuses on Roxbury, Dorchester and Mattapan due to very high rates of unemployment and extreme poverty in these parts of Boston.

The project represents individual clients and engages in systemic law reform advocacy. Cases accepted include:

- Legal advice on CORI issues and representation of clients at criminal record sealing hearings (<https://www.gbls.org/self-help/cori>)
- Appeal of denials of criminal record and juvenile sealing petitions
- Fixing mistakes on CORI reports and problems with juvenile court youthful offender records being listed on adult CORI reports in violation of the law
- Denial of the right to seal all of one's Boston Municipal Court (BMC) cases from all divisions of the BMC in a single division of the court under BMC Standing Order 1-09
- Cases where a judge ordered sealing or expungement, but the Commissioner of Probation will not seal or expunge the CORI as ordered
- Violations of the BAN the BOX law where a job application asked about criminal records
- People who were denied or may be denied a trade or professional license (barbers, driving for Uber or other transportation companies, real estate appraiser, etc.) by an agency because of their CORI especially where: (1) the application asks about arrests and/or non-convictions; or (2) the application does not warn people not to list sealed records

- Rejections for housing, training or education programs, jobs or other opportunities based on CORI
- Other CORI problems that arise

Their walk-in sites at the Roxbury Court and Dorchester Court have stopped due to COVID, but will return in the future.

In the meantime, you can get help on the 2nd and 4th Wednesdays of the month, 2pm to 4pm by ZOOM. Visit <https://www.surveymonkey.com/r/XZHQCMM> to register. You can also email your name, address and phone number to cori@gbls.org or leave a message at 617-603-1797.

Other Locations:

Greater Boston Legal Services

197 Friend Street, Boston

Boston, MA 02114

Roxbury Court:

Roxbury Division, Boston Municipal Court

85 Warren Street

Roxbury, MA 02119

Boston Municipal Court

Boston Municipal Court, 2nd floor, Ed Brooke Courthouse

24 New Chardon Street,

Boston, MA 02114

Requirements & Restrictions: Services are limited to low-income people with income less than 200% of federal poverty guidelines, but elders (age 60 or over) or people on Medicare are eligible regardless of income. Some of their pro bono volunteer attorneys also may represent clients who are not significantly above the poverty guidelines, and they make referrals to bar association pro bono and reduced-fee panels

Waiting time: Usually none

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

CPCS-Alternative Commitment & Registration Support Unit

See in Category: Sex Offenders

Eastern Regional Legal Intake (ERLI)

See in Category: Legal

Greater Boston Legal Services (GBLS)

See in Category: Legal

Legal Services Center CORI Sealing Initiative

122 Boylston Street
Jamaica Plain, MA 02130

Phone: 617-522-3003

Intake line: 617-390-2524

safetynetproject@law.harvard.edu;

www.legalservicescenter.org/get-legal-help/safety-net-project/lsc-cori-sealing-initiative/

Services: The Legal Services Center of Harvard Law School has created a CORI Sealing Initiative to serve those who face severe obstacles in finding housing and employment due to their criminal record. The Legal Services Center of Harvard Law School hold CORI workshops at the center, which is next to the Stony Brook T stop, every month, but they also are available during regular business hours every weekday.

Workshops: Every third Tuesday of the month from 4:00 PM – 6:00 PM, they hold a CORI sealing workshop during which volunteers, advocates, and lawyers consult anyone who comes in to access their record and to help potential clients understand and navigate the sealing process. Sign up at this link: <http://bit.ly/lsc-cori-sealing>

The Safety Net Project at LSC has expanded its work representing people with denials of Social Security disability benefits, SNAP assistance, and other public benefits to include representation of individuals seeking to seal or expunge information of their MA criminal record (also known as CORI).

Service hours: The Legal Services Center is currently closed to in-person interactions due to COVID-19 restrictions. All activities are being conducted offsite/remotely. At your convenience, please leave a message with your name and the best phone number and time to reach you on the Safety Net Project intake line (617 390 2524) and they will call you back as soon as possible to set up an in-person phone or video conference (zoom/FaceTime/Skype) interview. You can also reach them by emailing safetynetproject@law.harvard.edu.

Requirements & Restrictions: Low and moderate-income residents of Greater Boston, veterans, and military family members from anywhere in MA.

Waiting time: No waitlist. Call back times are being impacted by COVID-19 restrictions with delays of 2-5 days.

Languages: English and Spanish speakers on staff, all other languages including American Sign Language available as needed

Massachusetts Commission Against Discrimination (MCAD)

See in Category: Legal

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

ICORI.INFO@state.ma.us; www.mass.gov/criminal-record-check-services

Who to Contact: Front Desk

Services: CORI Unit Overview: The Criminal Offender Record Information (CORI) Support Services Unit provides CORI to 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 (does not offer walk-in service)

MassLegalHelp

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.

Massachusetts legal aid programs are still helping clients during the COVID-19 emergency. But offices are not open for the public to walk in. If you need help phone or contact your local legal aid program online.

Contact info: For answers to your own, personal legal questions, try the new [Mass Legal Answers](https://mass.freelegalanswers.org/)

Online website: <https://mass.freelegalanswers.org/>.

1. After you set up an account, the website sends your legal questions to a lawyer who will answer them privately.
2. The lawyers only answer questions about non-criminal legal issues, the same kinds of topics they have on MassLegalHelp.
3. You can ask as many questions as you want, but you cannot ask about more than 3 different legal issues in a year.

Languages: English, Spanish, Vietnamese, Russian, Portuguese, Haitian Creole, Traditional Chinese

Massachusetts Suffolk County Sheriff's Department

See in Category: Other Groups

Out For Good, Inc.

432 Dudley Street

Boston, MA 02119

Phone: (617) 980-8835

Fax: (617) 708-0296

Info@outforgoodinc.com; www.outforgoodinc.com

Who to Contact: Christopher E. Conway

Services:

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

Service hours: M-F 9am-7pm

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

Languages: English

Project Place

See Category: Employment

Women's Prison and Re-Entry Project

See Category: Legal

Disability

Boston Center for Independent Living, Inc.

60 Temple Place
Boston, MA 02111
Phone: 617-338-6665
TTY: 617-338-6662
Fax: 617-338-6661

contactBCIL@bostoncil.org; bostoncil.org/

Who to Contact: Information and Referral Specialist

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

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

Requirements & Restrictions: Any individual/family member who self identifies with a disability

Waiting time: Due to the pandemic, BCIL'S office is closed to walk-ins. All appointments are being done via phone or teleconference. Post pandemic, appointments are recommended but walk-ins are not turned away, and assisted based on staff availability

Languages: English, French, Haitian Creole, Spanish, Portuguese, Cape Verdean Creole, ASL, Luganda, Swahili, Runyankore, other languages accommodated through language line

De Novo: Center for Justice and Healing

See Category: Legal

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; www.dlc-ma.org/

Who to Contact: Intake staff

Services: DLC is committed to promoting the civil and human rights of all persons with disabilities.

DLC's Core Function is to keep people with disabilities safe from abuse and neglect wherever they live and where they receive services. DLC does this primarily by monitoring for abuse and neglect as well as investigating suspicious deaths and allegations of abuse and neglect.

Client services:

- They provide information, referral, technical assistance and representation regarding legal rights and services for people with disabilities
- They provide legal services to eligible people and groups whose cases meet DLC's priorities. Click here <https://www.dlc-ma.org/priorities/> for the priorities that DLC will be focusing on in Fiscal Year 2021
- They seek to strike a balance between systemic advocacy and individual representation
- Their experienced lawyers and paralegals conduct trainings for community groups and other advocacy organization

Please note that due to COVID-19 staff are working remotely. They are therefore not taking any walk-in visitors to help slow down the spread of COVID-19.

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

Requirements & Restrictions:

Who They Serve:

- People with disabilities
- People with disability-related problems
- People with disabilities whose legal problem falls within a priority
- People with disabilities whose case has merit and DLC has the staff time and resources necessary to resolve the issue

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

HomeStart, Inc.

See in Category: Housing

Massachusetts Bay Transportation Authority (MBTA)

See in Category: Transportation

Massachusetts Commission Against Discrimination (MCAD)

See in Category: Legal

Massachusetts Rehabilitation Commission (MRC)

600 Washington Street

Boston, MA 02111

Main: 617-204-3600

Voice/TDD: 800-245-6543

Fax: 617-727-1354

commissioner@mrc.state.ma.us;

www.mass.gov/orgs/massachusetts-rehabilitation-commission

Services: The Massachusetts Rehabilitation Commission (MRC) helps individuals with disabilities to live and work independently. MRC is responsible for Vocational Rehabilitation, Community Living, and Disability Determination for federal benefit programs.

The Vocational Rehabilitation Program helps job seekers with disabilities obtain and maintain a job. Vocational rehabilitation helps people with physical, cognitive, intellectual or mental health conditions manage the modern workplace.

To consider utilizing MRC's vocational rehabilitation services, you must:

- Have a physical, cognitive, intellectual or mental health condition that creates or results in a major obstacle to employment; and
- Require VR services to prepare for, secure, maintain, advance, or regain employment

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

Other Locations:

Braintree Area Office

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

Roxbury Area Office

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

Somerville Area Office

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

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

Requirements & Restrictions: Programs are for persons with disabilities. Some services may have other eligibility

requirements. Must be a Massachusetts resident and eligible to work in the U.S.

Languages: English, Spanish, Mandarin and Cantonese, Creole

New England Index: Information on Disabilities

Exchange

55 Lake Avenue North

S3-301

Worcester, MA 06155

Phone: 774-455-0454

Derek.Chaves@umassmed.edu; neindex.org/

Services: Disability information and referral: They maintain comprehensive information about programs, services, doctors, dentists, and other professionals who serve people with disabilities in Massachusetts. They are also a resource on issues related to medical insurance for autism treatment within Massachusetts.

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

Requirements & Restrictions: Referrals are only available within Massachusetts

The Federation for Children with Special Needs

529 Main Street

Suite 1M3

Boston, MA 02129

Phone: 617-236-7210

Phone (in MA): 800-331-0688

Fax: 617-241-0330

info@fcsn.org, fcsninfo@fcsn.org; fcsn.org/

Services: The Federation currently oversees over 15 projects related to supporting families whose children have special educational needs and special healthcare needs, as well as families of culturally and economically underserved populations by promoting family engagement within general education. The projects are organized into five "Centers" by the primary type of service offered to families and are described below. Programs

- Special Education Parent Center: Focuses on providing support, information, training and workshops related to special education to families of children with special needs (includes their 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.

Domestic Violence

Asian Task Force Against Domestic Violence

See in Category: Hotlines

Beth Israel Deaconess Medical Center's (BIDMC) Center for Violence Prevention and Recovery (CVPR)

330 Brookline Avenue

Boston, MA 02215

Phone: 617-667-8141

www.bidmc.org/centers-and-departments/social-work/center-for-violence-prevention-and-recovery

Services: The CVPR works to improve the health and well-being of people impacted by multiple forms of violence, including domestic violence, sexual assault, community violence, and homicide by providing trauma-informed services and programs.

Programs

- Sexual Assault: Visit
<https://www.bidmc.org/centers-and-departments/social-work/center-for-violence-prevention-and-recovery/sexual-assault> for more information
- Domestic Violence: visit
<https://www.bidmc.org/centers-and-departments/social-work/center-for-violence-prevention-and-recovery/domestic-violence> for more information
- Community Violence: visit
<https://www.bidmc.org/centers-and-departments/social-work/center-for-violence-prevention-and-recovery/community-violence> for more information

All of CVPR's direct service programs are:

- Available to everyone of any culture, gender, age, sexual orientation, gender identity, and religion
- Available in multiple languages through BIDMC interpreters
- Primarily offered in-person at sites in Boston, and can be accessed by telephone

Languages: Available in multiple languages through BIDMC interpreters

Boston Area Rape Crisis Center (BARCC)

See in Category: Physical and Mental Health

Casa Myrna

451 Blue Hill Avenue

Boston, MA 02121

Phone: 617-521-0100

Fax: 617-521-0105

SafeLink 24/7 Hotline: 1-877-785-2020

info@casamyrna.org; 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 – they 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@casamrma.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. Hotline is 24/7.

Languages: English, Spanish

De Novo: Center for Justice and Healing

See in Category: Legal

Domestic Violence Ended (DOVE)

P.O. Box 690267

Quincy, MA 02269

Phone: 617-770-4065

development@dovema.org; www.dovema.org/

Services: DOVE is a multi-service organization providing comprehensive direct services and support for victims of

dating and domestic violence, as well as their children. DOVE's services include crisis intervention, danger assessment and safety planning, supportive counseling, emergency shelter, legal advocacy and representation, and community outreach, education, and training.

Programs & Services Include:

- 24-Hour Crisis Hotline (617-471-1234 or 888-314-3683)
- Emergency Shelter (617-471-1234 or 888-314-3683) (SAFELINK: 877-785-2020)
- Community Based Advocacy & Counseling (617-770-4065 x 300)
- Legal Advocacy program (617-770-4065 x 400)
- Prevention & Education (617-770-4065 x 500)
- Support Groups (617-770-4065 x 300)
- Civilian Domestic Violence Advocacy (617-653-4226)
- Children's Services (617-770-4065 x 320)
- LGBTQ/T Services (617-770-4065 x 300)
- Chinese Advocacy Program (617-770-4065 x 304)

EMERGE (Batterer's Intervention)

388 Pleasant Street

Suite 204

Malden, MA 02148

Main Office: 617-547-9879

Fax: 617-547-0904

info@emergedv.com; www.emergedv.com

Who to Contact: Intake staff

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

The Emerge website provides up-to-date information on other domestic violence programs and resources including a list of resources for survivors.

Due to COVID-19 Emerge is currently conducting all groups via Zoom, which will continue indefinitely into 2021.

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

Requirements & Restrictions: Group members must admit to having been physically, emotionally, verbally,

economically, or sexually abusive to a partner in an intimate relationship for the Abuser Intervention Program. For the Anger Management Program, the incident(s) must be non-intimate partner related (e.g. involving coworkers, strangers, friends, or other family members).

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

Greater Boston Legal Services (GBLS)

See in Category: Legal

Massachusetts Department of Transitional Assistance (DTA)

See in Category: Emergency Assistance

National Domestic Violence Hotline

See in Category: Hotlines

On The Rise, Inc.

See in Category: Women

REACH Beyond Domestic Violence

PO Box 540024

Waltham, MA 02454

Office: 781-891-0724 Ext. 101

Phone: 1- 800-899-4000

info@reachma.org; reachma.org/

Services: REACH Beyond Domestic Violence is a comprehensive domestic violence service agency serving 7,000 people a year through a combination of intervention and prevention services. REACH provides safety and support for 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. REACH prevention programs engage the community, generate conversations, and create locally-based solutions to end domestic violence.

Service hours: 24/7

Waiting time: The hotline is 24/7 and individual advocacy services are available by appointment during business hours (M-F, 9-5)

Languages: Most services can be provided in English and Spanish. The Language Line is used when someone speaks another language than those two

RESPOND, Inc.

PO Box 555

Somerville, MA 02143

Office: 617-625-5996

Support Line: 617-623-5900

info@respondinc.org; www.respondinc.org/

Services: 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.

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

- Support Line 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
- 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
- Legal Support: court accompaniment, assistance accessing legal aid services, and help with diverse legal issues including restraining orders, child custody, and immigration
- Survivors of Abuse Feeling Empowered for Re-Entry (SAFER) 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 needs
- Outreach and Education Activities through which RESPOND addresses the root causes of domestic violence

- Civilian Certified Domestic Violence Counselors embedded in six Police Departments: Malden, Melrose, Wakefield, Reading, Woburn, and Wilmington PD

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 shelter 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: Monday- Friday, 9am-5pm Support Line: Monday-Friday, 8am-8pm

Waiting time: None

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

SafeLink

See in Category: Hotlines

The Cambridge Women's Center

See in Category: Women

The Network – La Red

See in Category: LGBTQ+

The Women's Center

See in Category: Women

WilmerHale Legal Services Center of Harvard Law School

See in Category: Legal

Education

365Dad Inc.

See in Category: Families

ABCD (Action for Boston Community Development)

178 Tremont Street

Boston, MA 02111

Phone: 617-348-6329

TTY: 617-423-9215

abcdconnect@bostonabcd.org; bostonabcd.org/

Who to Contact: Ask for program or service

Services: Programs include adult education, GED preparation, English for Speakers of Other Languages (ESOL), employment and training, 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.

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

Other Locations:

Allston-Brighton Neighborhood Opportunity Center (NOC)

640 Washington Street, Suite 203

Brighton

617-903-3640

Asian American Civic Association

87 Tyler St. 5th Floor,

Chinatown, Boston

617-426-9492

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

Requirements & Restrictions: All services are available to residents of Boston, Malden, Medford, and Everett.

Fuel assistance, Head Start, and some workforce development/job training and senior programs are available to additional suburbs. Suburban residents from towns other than those listed above should call for eligibility.

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

Annuity.org

Phone: 855-972-5895

contact@annuity.org;

www.annuity.org/annuities/types/income/

Who to Contact: Financial assistants are always on call

Services: Annuity's mission is to protect and educate consumers on a variety of financial topics such as annuities, retirement planning, financial literacy, and more.

Service hours: 24/7

Arlington Street Church Friday Night Supper

See in Category: Faith-Based Organizations

ASA College Planning Center

33 Arch St. #2100

Boston, MA 02110

Phone: 800-999-9080

askasa@asa.org;

www.asa.org/planning/#in_person_programming

Services: American Student Assistance (ASA) is committed to helping students know themselves, know their options, and make informed decisions to achieve their education and career goals. ASA fulfills this mission by providing tools and resources to students online, in classrooms, and through community-based organizations. They help students, as early as middle school, discover their own interests, passions, and talents, and draw connections between those abilities and potential careers for the future.

Programs

- Digital Programming
 - videos specifically for 13-18-year-olds to get them thinking about career options and education pathways beyond high school
- At-Home Resources
- In-School Programs
 - Their in-school programs cater to middle and high school students during and after school, offering activities to explore interests and skills, career exploration, tutoring, peer mentoring, college visits, and career and college workshops
 - To learn more, contact Liliana Ornelas, Manager of Programs and Curriculum, at Lornelas@asa.org
 - Programs include: Gear Up, Educational Talent Search (Boston & Brockton) & Upward Bound
- In-Person Programming
 - Effective, September 1, 2020, ASA has transferred the management of both the Boston Public Library Center and

the Brockton Center to MassEdCO, a nonprofit college and career access network that operates postsecondary planning services and Educational Opportunity Centers throughout Massachusetts

- Due to COVID-19, the Mass EdCo walk-in centers are currently closed, but their Advisors are still available for support. Mass EdCo advisors are available to answer calls at 617.536.0200 for Boston and 508.586.3100 for Brockton.
- Call Center: ASA has a Boston-based call center focused on providing students and families with information on planning for a post-secondary education
 - Mon-Thu: 8:00am – 8:00 pm ET
 - Fri: 8:00am – 5:00pm ET

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

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@aaca-boston.org; aaca-boston.org/

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

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

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

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

Sampan is a bi-weekly newspaper that provides news about community concerns and development, health,

arts and entertainment to the greater Boston Asian American community.

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

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

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

Languages: English, Chinese

Boston Center for Independent Living, Inc.

See in Category: Disability

Boston Centers for Youth & Families (BCYF) Adult Education

1483 Tremont Street

Boston, MA 02120

Phone: 617-635-4920

BCYF@boston.gov; www.boston.gov/health-and-human-services/bcyf-adult-education

Services: Boston Centers for Youth & Families (BCYF) Adult Education programming builds invaluable skills for life and work.

They offer a flexible and supportive approach focused on their students. Programs take place at many BCYF community centers in Boston. Each year, thousands of adults take part in BCYF education programs, including:

- studying for and taking the HiSET or GED high school equivalency exams to expand career prospects
- taking English as a Second or Other Language (ESOL) classes
- taking citizenship classes to become empowered community members

English As A Second Language or Other Language: They offer English as a Second or Other Language (ESOL) classes at all levels. This includes those with little or no knowledge of English, to those able to conduct simple conversations. They make these courses available at five BCYF community centers:

- BCYF Marshall
- BCYF Quincy
- BCYF Jackson/Mann
- BCYF Blackstone
- BCYF Perkins

They also offer ESOL classes at English High School and the Mario Umana Middle School Academy. BCYF Jackson/Mann Community Center offers a unique family literacy program. Parents and children can take part in classes at the same time.

High School Equivalency

Get Prepared

They offer High School Equivalency (HSE) preparation classes to adult learners at all grade levels. These classes help prepare you to take the HiSET or GED high school equivalency exams. They prepare you to understand the concepts stressed in the exam and build on your knowledge. The goal is to give you the ability to earn scores that exceed passing requirements.

Online learning

Their courses are becoming more focused on online learning and testing. This will help you build the computer skills to succeed in higher education and the modern workforce. Online learning also provides flexibility for students to access a quality education from their local community center or home.

Lots of Options

They are proud that BCYF was one of the first agencies approved to offer HiSET neighborhood testing sites in the state. They administer the HiSET exam to more than 800 candidates each year. You can take the HiSET or GED exams at a number of different times and locations. They are also the only GED testing site in Boston and the only HiSET paper testing site in Boston.

BCYF Adult Education and Testing Locations

- BCYF Blackstone
- BCYF Marshall
- BCYF Curtis Hall
- BCYF Hyde Park (closed for renovations)
- BCYF Jackson/Mann
- BCYF Mattahunt (closed for renovations)
- BCYF Mildred Avenue
- BCYF Paris Street
- BCYF Perkins
- BCYF Roslindale (closed for renovations)
- BCYF Shelburne

- BCYF Vine Street

COVID-19 current status:

Programs and classes: BCYF community centers are offering a limited many of programs and classes for pre-registered participants. They continue to expand the many of offerings as they are able to in accordance with public health guidelines.

Meal distribution: select BCYF locations are meal pick-up sites. You can learn more and find a location online.

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

Boston Public Schools: Adult Education Programs

55 Malcolm X Blvd.

Building 1

Roxbury, MA 02120

Phone: 617-635-9300

Fax: 617-635-9045

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.

They provide basic skills that prepare parents to enter the workforce, higher education and job training. Their 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. Their 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 their wait list since they fill any open slots from the wait list.

Bunker Hill Community College (BHCC)

250 New Rutherford Avenue

Boston, MA 02129

Phone (Admissions): 617-228-3398

Admissions@bhcc.mass.edu; www.bhcc.mass.edu/

Who to Contact: Admissions

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.

For updates concerning COVID-19, please visit <https://www.bhcc.edu/coronavirus-info/>.

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

Other Locations:

Chelsea Campus

70 Everett Avenue

Chelsea, MA 02150

617-228-2101

TTY: 617-884-3293

chelsea@bhcc.mass.edu

Malden Satellite

Malden High School

77 Salem Street

Malden, MA 02148

South End Satellite

630 Tremont Street

Boston, MA 02118

Cambridge Center for Adult Education

42 Brattle Street

Cambridge, MA 02138

Phone: 617-547-6789

Fax: 617-497-7532

info@ccae.org; ccae.org/

Who to Contact: Registrar, ext. 1

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

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

COVID-19 UPDATE: At the moment, classes are happening online but CCAE hopes to offer in-person classes at some point in 2021

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

Requirements & Restrictions: Must be 18 or older.

Cambridge Public Library

449 Broadway

Cambridge, MA 02138

Phone: 617-349-4040

library@cambridgema.gov; www.cambridgema.gov/cpl

Services: COVID-19 update: Not offering any in-building services or programs at this time. They are doing curbside pickup of library books and materials, and offering programs and ESOL classes virtually via Zoom. The best place to look for the latest up-to-date information about what's happening at the library is on their website.

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

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: COVID-19 update: Phone hours are Mon-Wed 1:00pm - 7:30pm & Thurs-Sat 10:00am-4:30pm 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

Valente Branch (previously closed for renovations): 826 Cambridge St. 02141

Catholic Charities Archdiocese of Boston

See in Category: Faith-Based Organizations

Charlestown Adult Education Program

76 Monument Street

Charlestown, MA 02129

Phone: 617-635-5221

ccae@comcast.net;

bhacharlestownadulted.weebly.com/

Services: The primary mission of Boston Housing Authority (BHA) Charlestown Adult Education is to provide services that meet the needs of the people in the community, with first priority given to BHA and Boston residents.

Programs and services:

- Test Prep
 - Pre-HiSET
 - HiSET
 - Fast Track

- ESOL
 - level 1, 2, and 3
- Jobs and More
 - Home Health Aide Certification
 - Hospitality Training
 - Computer and Word Basics
 - HUD's Jobs-Plus Pilot Program
- Child Care
- Student Services

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

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

Languages: Spanish, Chinese, Portuguese, Italian

College Bound Dorchester

275 E Cottage Street

Dorchester, MA 02125

Phone: 617-944-1083

info@collegebounddorchester.org;

collegebounddorchester.org/

Services: College Bound Dorchester was built by, and for, the community and individuals who believe in the transformative power of education, and currently operates as Boston Uncornered. The organization's Uncornered model scaffolds the best practices of mentorship with the proven success of high expectations and provides financial support to ensure that young adults are able to progress from a past of incarceration to a future of higher education and employability with a goal of unlocking the brilliance and power of Core Influencers as positive agents of peace to drive community change.

They focus on young adults aged 18 to 30 to support reentry and success with services for:

- HiSET preparation to complete a high school credential
- College readiness to enroll in a credentialed post-secondary pathway
- 'On campus' support to ensure success of a college degree
- Connection to a community-based mentor for access to additional services such as mental health, housing, and other needs

COVID-19 Update: Their physical buildings are currently closed due to the pandemic but they are providing services virtually.

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

Waiting time: Rolling admissions

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

Community Learning Center

5 Western Avenue

Cambridge, MA 02139

Phone: 617-349-6363

Fax: 617-349-6339

TDD: 617-349-6330

dhsp@cambridgema.gov;

www.cambridgema.gov/DHSP/programsforadults/communitylearningcenter

Who to Contact: Receptionist

Services:

COVID-19 Update: Open to the public, but their doors are locked. They welcome drop-ins and scheduled appointments between 8:30am and 5pm, Monday through Thursday. Please ring the bell to the left of the door or call 617-349-6363 to be let in.

The Cambridge Community Learning Center empowers a diverse community of adult learners to transform their lives and realize their potential through education, skills development, and community participation.

- English classes
- Citizenship classes
- Basic reading, writing, and math classes
- Preparation for the HiSET and GED tests
- Preparation for college
- Workplace Education at MIT

Preparation for careers in Certified Nursing Assisting (CNA), Biomedical Careers Program and Information Technology

The Community Learning Center also offers free educational and career counseling, tutoring, and basic computer instruction.

Service hours: Mon-Thurs: 8:30am - 5pm

Requirements & Restrictions: Varies by program.

Domestic Violence Ended (DOVE)

See in Category: Domestic Violence

Dorchester Bay Economic Development Corporation

See in Category: Employment

Jamaica Plain Community Center, Adult Learning Program

144 McBride Street

Jamaica Plain, MA 02130

Phone: 617-635-5201

jpccalp@gmail.com; jpccalp.wordpress.com/

Services: The Jamaica Plain Community Centers Adult Learning Program (JPCCALP) is the ideal way to develop your skills in English, math, reading, and writing, and make progress towards your goals. They offer free day, evening, and online classes convenient for busy adults. ALP is a full-service program where students can begin at any level and advance through the highest levels.

Life-long learners gain the basic skills they need to receive their General Educational Development (GED), enter job training programs, and apply for higher education and employment opportunities. You can:

- take core classes
- take computer classes
- get career and college counseling
- get tutoring
- take citizenship classes
- prepare to get the GED

Programs

- High School Diploma:
<https://jpccalp.wordpress.com/2015/07/22/high-school-diploma-classes/>
- English Classes:
<https://jpccalp.wordpress.com/2015/07/22/english-classes/>

Service hours: Office is open M - Th: 10am - 7pm

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

John F. Kennedy Family Services Center

See in Category: Families

John Jay College Institute for Justice And Opportunity

555 West 58th Street

Suite 603

New York, NY 10019

mbond@jjay.cuny.edu; justiceandopportunity.org/

Services: The mission of the Institute is to open doors and eliminate barriers to success for people who have been involved in the criminal legal system. The Institute creates access to higher education and pathways to satisfying careers. They also advocate for the right to housing, employment, healthcare, and other human rights for individuals with criminal convictions.

Programs:

The Institute's Educational Pathways allow students who have been involved with the criminal legal system to pursue higher education

The Pathways:

- *Prison-to-College Pipeline (P2CP)* is a college-in-prison program that allows students to begin their studies at Otisville Correctional Facility and continue working toward a degree in their communities after release.
- *College Initiative (CI)* is a college preparation program and community that helps students with past criminal legal system involvement pursue associate's, bachelor's, and graduate degrees.
- *College Pathways* offers credit-bearing courses at New York City correctional facilities, creating a pathway from city jails to higher education.
- *HSE (High School Equivalency) Connect* supports individuals ages 25+ criminal legal system involvement in earning their HSE.

Bridging the worlds of workforce development, higher education, and criminal justice reform, Career Pathways prepare people for successful careers in human services and community justice

The Pathways:

- *Tech 101:* Technology fundamentals for previously incarcerated students
- *Navigator Certificate:* Unlocking the value of lived experience in the criminal legal system
- *Supervisor Training Certificate:* Supervisory practices that support employees and nurture growth
- *Fellowships:* Training the next generation of leaders in juvenile justice, policy advocacy, and philanthropy

Other Locations:

College Initiative

555 West 58th Street, Suite 609B

New York, New York 10019

Just-A-Start Corporation

See in Category: Employment

Justice Resource Institute (JRI)

See in Category: Physical and Mental Health

Literacy Volunteers of Massachusetts – Boston

10 Post Office Square

Suite 800

Boston, MA 02109

Phone: 617-367-1313

Toll-free: 888-466-1313

ellen@lvm.org; www.lvm.org/

Who to Contact: Ellen Blaney, LVM-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.

Depending on health restrictions in place at any given time due to COVID-19, tutor/students may be restricted to remote tutoring only.

Service hours: Office hours are M - F: 9am - 5pm. Please call for an appointment. Tutoring is flexibly scheduled between the volunteer tutor and the adult student for mutually convenient times.

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.

Waiting time: Their waiting list varies. The average wait time is 6 to 12 months.

MassHire Boston Career Center

See in Category: Employment

Mothers for Justice and Equality

See in Category: Women

New Beginnings Re-Entry Services (NBRS)

See in Category: Women

New England Culinary Arts Training

See in Category: Employment

North End/West End Neighborhood Service Center (NSC)

See in Category: Emergency Assistance

Nuestra Comunidad Development Corporation

See in Category: Housing

On The Rise, Inc.

See in Category: Women

On with Living and Learning, Inc. (OWLL)

onwithlivingandlearning.org/

Services: OWLL is a collective of artists who use art to bring about social change. OWLL brings together underrepresented women and at risk youth with community elders and teaching artists in leadership workshops that culminate in culturally specific theater productions focusing on the social justice issues most relevant to the participants.

Parole Regional Reentry Centers

See in Category: Other Groups

Prison Book Program

1306 Hancock Street

Suite 100

Quincy, MA 02169

617-423-3298

info@prisonbookprogram.org;

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

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

Service hours: Only answer the phone during their office hours (Tuesday & Thursday from 6:30-9:00). Otherwise please leave a message and a volunteer will get back to you as soon as their schedule allows.

Other Locations: There are dozens of groups like this one across America. See the website for a list. <http://prisonbookprogram.org/resources/other-books-to-prisoners-programs/>

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.

Waiting time: 2-3 months

Languages: English, Spanish

Project Hope

See in Category: Families

Roca, Inc.

See in Category: Other Groups

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

enrollment.management@rcc.mass.edu;

www.rcc.mass.edu/

Who to Contact: Admissions Office

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

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

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

Languages: English, assistance with Spanish speaking students

Roxbury Multi-Service Center

See in Category: Families

Roxbury Youthworks, Inc.

See in Category: Families

SNAP Path to Work

See in Category: Employment

Somerville Center for Adult Learning Experiences (SCALE)

167 Holland Street

Somerville, MA 02144

SSantiago@k12.somerville.ma.us;

www.somerville.k12.ma.us/adult-learning/scale

Who to Contact: Front Office: Annette Goodrich, 617-843-5406

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 16yrs of age or above. If under 18, must have letter of withdrawal from high school.

Waiting time: No wait time for ELL classes or adult basic education classes

Languages: Portuguese, Haitian Creole, Spanish, and French

St. Mary's Center for Women and Children

See in Category: Housing

Straight Ahead Ministries

See in Category: Employment

Suffolk County Community Corrections Center (CCC)

Suffolk County Courthouse

3 Pemberton Square, Room 114

Boston, MA 02108

Phone: 617-788-6100

kimberly.albin@jud.state.ma.us;

www.mass.gov/orgs/office-of-community-corrections

Who to Contact: Kimberly Albin

Services: The programs offered at the CCC include:

1. Manualized cognitive-behavioral treatment groups designed to address decision making and/or substance use disorder
2. Education groups such as Adult Basic Ed, HiSET/GED prep, and post-secondary prep
3. Career counseling groups such as job club, job readiness, and job search

Service hours: Mon, Wed & Fri: 8am - 4pm; Tues & Thurs: 11:30am - 7pm

Waiting time: Usually able to assist on that same day

Languages: Spanish

The Bridge Program

Community Learning Center

5 Western Avenue

Cambridge, MA 02139

Phone: 857-285-3217

eleanor@cambridgeclc.org;
www.cambridgema.gov/DHSP/programsforadults/communitylearningcenter.aspx

Services: The Bridge Program offers free classes that prepare program participants for college or other post-secondary training. The Bridge Program helps participants improve their reading, writing, and math skills and provides students with ongoing advising around the college application process, career paths, programs of study, and college funding sources. Participants in the Bridge Program are co-enrolled at Bunker Hill Community College and earn three free college credits.

See flyer for the 2020-2021 Bridge Program at <https://www.cambridgema.gov/~media/Files/DHSP/CLC/BridgeFlyer.pdf>.

Service hours: Classes meet: Wed/Th: 6:15pm - 9:15pm and every other Tuesday from 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

The Home for Little Wanderers

See in Category: Families

The Women's Center

See in Category: Women

United South End Settlements

48 Rutland Street

Boston, MA 02118

Phone (Admin): 617-375-8150

info@uses.org; 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/familymobility/>.

Early Childhood Education: USES' Early Childhood Education program prepares each child emotionally, academically, and physically to succeed in kindergarten. Learn more at <https://www.uses.org/programs/ece/>, sign up for waitlist at <https://www.tfaforms.com/4674742>, or view the Parent & Guardian Handbook at https://www.uses.org/wp-content/uploads/2019/11/club48-ECE-handbook_2020.pdf.

club48: club48 provides high-quality services with curricula that support school success and promote the social, cognitive, and emotional development of the students. Learn more at <https://www.uses.org/programs/club48/>, sign up for waitlist at <https://www.tfaforms.com/4674742>, or view the Parent & Guardian Handbook at https://www.uses.org/wp-content/uploads/2019/11/club48-ECE-handbook_2020.pdf.

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. Learn more at <https://www.uses.org/programs/camphale/>.

Job Training: USES' job training program ensures that their neighbors have the education and opportunities they need to move toward economic self-sufficiency. Learn more at <https://www.uses.org/programs/job-training/> or submit an interest form at <https://www.tfaforms.com/4674742>.

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. Learn more at <https://www.uses.org/programs/harriet-tubman-gallery/>.

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

Other Locations:

Headquarters: Children's Art Centre/South End House

36 & 48 Rutland Street

Boston, MA 02118

617-375-8150

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

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; www.urbancollege.edu

Services: Urban College of Boston offers specific programs with real-world value. Whether or not you enroll as a degree student, certificate student, or professional studies student, UCB's classes can help you enhance your career!

Students can take classes at their own pace during their Fall, Spring, and Summer semesters. If students enroll full-time, a Certificate can be completed in one academic year, an Associate Degree in two years.

Classes are flexible and typically offered at the Downtown Location. Students may take day, evening and weekend classes!

Tutorial assistance is available and free for Urban College students.

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.

All services are available and remotely during the Covid19 pandemic

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

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

X-Cel Education

7 Glenvale Terrace, #2
Jamaica Plain, MA 02130
Phone: 617-522-2590

x-cel@x-celeducation.org; www.x-celeducation.org/

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

Services: The X-CEL School offers pre HiSET, HiSET, and College Prep classes at several four locations in 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 attitude so that they will be successful in securing employment and keeping it.

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

Service hours: Morning classes Mon-Thurs. 10:am-12:30pm; Evening classes Mon.-Wed. 6-9:30PM

No walk ins. Must make appointment for intake.

Other Locations:

Mission Main Community Center

39 Smith Street, 2nd Floor
Roxbury, MA 02120

Log School

222 Bowdoin Street
Dorchester, MA 02122

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.

Waiting time: Open enrollment (no waiting list)

Languages: English

Youth Options Unlimited (YOU) Boston

See in Category: Employment

YouthBuild Boston

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

info@ybboston.org; 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

YW Boston

140 Clarendon Street, Suite 403

Boston, MA 02116

Phone: 617-585-5400

Fax: 617-585-5499

info@ywboston.org; www.ywboston.org/

Services: As the first YWCA in the nation, YW Boston helps individuals and organizations change policies, practices, attitudes, and behaviors with the goal of creating more inclusive environments where women, people of color, and especially women of color can succeed.

The F.Y.R.E. Initiative is YW Boston’s leadership and empowerment program for middle school girls in the Greater Boston area. The program’s curriculum incorporates social justice education, positive identity development, and civic engagement. Each weekly session is designed to promote dialogue and experiential learning to cultivate empathy and increase social-emotional learning.

Emergency Assistance

Boston Area Rape Crisis Center (BARCC)

See in Category: Physical and Mental Health

Boston Public Health Commission (BPHC)

See in Category: Physical and Mental Health

Cambridge Economic Opportunity Committee

11 Inman Street
Cambridge, MA 02139
Phone (Reception): 617-868-2900
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. 4pm – 7pm Tues. 12pm - 2pm, Wed. 4pm – 6pm Thur. 11am - 1pm.

Pandemic food pantry hours: Tues. 12pm – 2pm, Thur. 11am – 1pm

Requirements & Restrictions: Annual income must be \$75,000 or less in order to be eligible for tax services.

Some services only available for Cambridge residents. See website or call Reception for more details.

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

Catholic Charities Archdiocese of Boston

See in Category: Faith-Based Organizations

Centro Comunitário Vida Nova

See in Category: Faith-Based Organizations

City Mission: Homelessness Prevention

185 Columbia Road (Mail)
Suite 317
Boston, MA 02121
Phone: 617-742-6830 x212
Fax: 617-742-8470

pmiranda@citymissionboston.org;

citymissionboston.org/homelessness-prevention

Who to Contact: Director of Homelessness Prevention

Services: To provide families with relief, City Mission has four programs dedicated to homelessness prevention:

- Emergency Needs Network
- A Lift Up
- Public Voice
- A Path to Employment
- Food Assistance

For more information, please contact the Director of Homelessness Prevention Programs, Paola Miranda, at pmiranda@citymissionboston.org

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

Domestic Violence Ended (DOVE)

See in Category: Domestic Violence

Elizabeth Stone House

See in Category: Physical and Mental Health

Father Bill's Place

See in Category: Shelters

Heading Home

See in Category: Shelters

House of Hope, Inc. – Lowell

See in Category: Housing

Massachusetts Child Abuse Emergency Line

See in Category: Hotlines

Massachusetts Department of Housing and Community Development (DHCD)

See in Category: Housing

Massachusetts Department of Transitional Assistance (DTA)

600 Washington Street
Boston, MA 02111

DTA Assistance Line: 1-877-382-2363

Fax: 617-348-5479

www.mass.gov/eohhs/gov/departments/dta/

Services: The Massachusetts Department of Transitional Assistance, or DTA, is the state agency that administers direct economic assistance (cash benefits) and food assistance (SNAP benefits), as well as provides workforce training opportunities.

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 Partners: DTA partners with over 90 organizations across the state to offer SNAP application assistance. Outreach partners can help households complete a SNAP application, interim report and recertification, understand the application process, gather and submit required verifications and remain eligible for SNAP by helping with the recertification process. Find a partner at www.mass.gov/snap-outreach

Economic (Cash) Assistance

(www.mass.gov/dta/assistance)

Transitional Aid to Families with Dependent Children

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

Emergency Aid to the Elderly, Disabled, and Children

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

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

Employment Services Program (ESP)

(www.mass.gov/dta/work)

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

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

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

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

The DTA Domestic Violence Unit has domestic violence specialists to help households address safety concerns and address barriers to program participation. The DV unit bridges DTA to other domestic violence service providers. 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

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

Nubian Square, 2201 Washington Street, 02119; 617-989-6000

Any of numerous buses going to Nubian Square.

M – F: 8am – 5pm

Boston, Newmarket Square

1010 Massachusetts Ave. 02118; 617-989-2200

Bus: #8 from Nubian 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

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.

National Sexual Assault Hotline

See in Category: Hotlines

New England Center and Home for Veterans

See in Category: Veterans

North End/West End Neighborhood Service Center (NSC)

1 Michelangelo Street

Boston, MA 02113

Phone: 617-523-8125

Fax: 617-367-4859

mariastella.gulla@bostonabcd.org;

bostonabcd.org/location/north-end-west-end-nsc/

Services:

- Utility Bill Advocacy
- Food Stamps/SNAP
- SummerWorks

- Food Pantries
- Fuel Assistance
- Weatherization

In addition, Seniors enjoy a number of programs including a drop-in senior center, health, exercise, and wellness classes, social activities, discounted taxi vouchers, and a supermarket shuttle.

They provide hot meals on Mondays and Fridays, as well as snacks 3 times a week, primarily for seniors, people who are disabled or homeless.

Additionally, they offer a range of educational presentations; job readiness programs; assistance with your search for affordable housing; assistance with your health insurance application (Medicare Part B); translation and interpretation services in Italian, Mandarin, and Turkish, and notary services.

During the holidays, they can provide holiday meals, gifts, and participation in their Adopt-a-Family program.

Service hours: Mon-Fri 9am - 5pm

Other Locations:

Boston Public Library, West End Branch

151 Cambridge St.

Boston, MA 02114

617-523-8125

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

Languages: English, Spanish, Italian, Chinese, Turkish

On The Rise, Inc.

See in Category: Women

Rape Crisis Hotline – Pathways for Change

See in Category: Hotlines

RESPOND, Inc.

See in Category: Domestic Violence

Rosie's Place

See in Category: Women

St. Francis House

39 Boylston Street

Boston, MA 02116

Phone: 617-542-4211

Fax: 617-542-4705

info@stfrancishouse.org; stfrancishouse.org/

Services: Since 1984, St. Francis House has offered basic care and services that make the difference between hope and despair, and often between life and death.

Programs

- Art Therapy
- Basic Services
 - Meals
 - Daytime Shelter and resource center
 - Clothing
 - Showers and Toiletries
 - Mail and ID services
- Clinical and Recovery Services
 - Case management
 - Mental health care
 - Substance abuse assistance
 - Expressive Therapy
 - Legal aid
 - Whole health care clinic
- Creative Innovations
- Housing
 - Next step housing
 - The union at 48 Boylston
- Medical clinic
- Moving ahead program
- Next step program
- Carolyn Connors Women's Center
- Workforce development

COVID-19 Updates: <https://stfrancishouse.org/covid19/>

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

Requirements & Restrictions: Daytime Shelter and Resource Center: For guests who are new to St. Francis House, the Hospitality Desk in the Resource Center should be their first stop. There, guests get a St. Francis House ID, which will help them access many of their services, including case management or mental health counseling.

No pets. Service animals are allowed.

Languages: English, Spanish

The Salvation Army – Boston South End Corps Community Center

1500 Washington Street
Boston, MA 02118-2015

Phone: 617-536-5260

Fax: 617-236-0799

Myron.Smith@use.salvationarmy.org,

Kimberly.Smith@use.salvationarmy.org;

massachusetts.salvationarmy.org/MA/BostonSouthEnd?openDocument&charset=utf-8

Who to Contact: Captains Myron & Kimberly Smith

Services:

Food distribution

Tuesday and Thursday 10:00am – 2:00pm

Serving residents in the following zip code areas:

- Back Bay/Beacon Hill: 02108, 02114, 02116, 02117
- Fenway/Kenmore: 02123, 02115, 02215
- Central: 02109, 02210, 02111, 02112, 02113, 02123, 02134, 02135, 02163
- South End: 02118

If you are in need of food assistance, please visit The Salvation Army Corps below that serves your zip code area. Due to increased demand, food is available on a first come, first served basis. Certain guidelines may apply.

Emergency Assistance Programs

- Emergency Utilities Assistance/Good Neighbor Energy Fund
- Emergency Furniture Assistance
- Emergency Clothing Assistance
- Emergency Rent/Mortgage Assistance
- Emergency Food Pantry Assistance
- Energy Efficiency Funds Assistance

For more information on these services, please contact the South End Corps at 617-536-5260 or visit them at 1500 Washington Street, Boston, MA 02118

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

Other Locations:

Boston Kroc Center

650 Dudley Street

Dorchester, MA

Food distribution: Tuesday, Wednesday, Thursday at 10:00 am

Food delivery for seniors: Tuesday-Friday 1:00pm (while supplies last)

Serving residents in Dorchester zip codes: 02121, 02125, 02127

Jubilee House at Children's Learning Center

26 Wales Street

Dorchester, MA

Food distribution: Monday-Thursday 10:00am – 12:00pm

Children's Meals: Monday-Friday 10:00am – 12:00pm

Serving residents in the following zip code areas:

Dorchester: 02122, 02124

Mattapan: 02126

Hyde Park 02133

Chelsea/East Boston

258 Chestnut Street

Chelsea, MA

Food pantry: Tuesday, Wednesday, Thursday 10:00am – 12:00pm

Hot meals/children's meals: Monday-Friday 11:30am (while supplies last)

Serving residents in the following zip code areas:

East Boston: 02128

Charlestown: 02129

Boston Central

23 Vernon St

Roxbury MA

Food pantry and children's meals: Monday-Friday 9:00am – 1:00pm

Serving residents in the following zip code areas:

Roxbury: 02119, 02120

Roslindale: 02131

Hyde Park: 02133, 02136, 02137

West Roxbury: 02132

Jamaica Plain: 02130

Upsolve

See in Category: Administrative Issues

Employment

ABCD (Action for Boston Community Development)

See in Category: Education

Arlington Street Church Friday Night Supper

See in Category: Faith-Based Organizations

Asian-American Civic Association

See in Category: Education

Boston Center for Independent Living, Inc.

See in Category: Disability

Boston Project Rebound Reentry Services

See in Category: Other Groups

Cambridge Multi-Service Center

See in Category: Other Groups

Casa Esperanza, Inc.

See in Category: Substance Use

City Mission: Homelessness Prevention

See in Category: Emergency Assistance

Community Servings

See in Category: Food

Community Work Services (CWS)

174 Portland Street #2

Boston, MA 02114

Phone: 617-720-2233

Fax: 617-367-4759

cwsnewengland.org/

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

Education: The Career Design School

- Total Facilities Management (offered at Boston Location)
- Warehouse and Fulfillment
- Power of Possible
- Hospitality
- Culinary Training Program
- At Your Service- Hotel Training (Certificate Program)
- Get Ready! (offered at Boston Location)

Economic Development

- Food Service & Catering
- Mailroom Operation Services

- Packaging and Fulfillment Center

Occupational Health

CWS has a long history of serving people with Intellectual and Developmental Disabilities (I/DD) and delivering innovative services designed to help them achieve their greatest potential

Workforce Development

- Work Readiness
- Job Placement
- Post-Placement
- Case Management
- Legal Assistance & Benefits Counseling

Service hours: Office and Program Hours: M – F: 8am - 4:00pm

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

Languages: English, Spanish

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

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.

COVID-19 Update: Currently in the process of remodeling their building and due to COVID staff are working virtually. Currently in the process of moving up the street to another building until repairs are complete. It is best to call and contact them before coming to the office. Doing meetings on zoom and phone mostly.

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.

Father Bill's Place

See in Category: Shelters

Goodwill

See in Category: Clothing

Greater Boston Legal Services (GBLS)

See in Category: Legal

Haley House Transitional Employment Program

12 Dade Street

Roxbury, MA 02119

Phone: 617-445-0900

bakery@haleyhouse.org; haleyhouse.org/what-we-do/tep/

Services:

The Haley House Transitional Employment Program is presently on hold.

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.

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

House of Hope, Inc. –Lowell

See in Category: Housing

InnerCity Weightlifting (ICW)

PO Box 171313

Boston, MA 02117

Phone: 617-714-4529

felicianot@innercityweightlifting.org;

www.innercityweightlifting.org/

Services:

ICW offers their students the opportunity to learn a valuable skillset, personal training, and this experience allows students to meet clients from opposite socio-economic backgrounds, build an invaluable network, all while making a stable living.

ICW also offers a case management program where they offer their students the opportunity to become ready for employment through resume workshops, mock interviews, housing assistance, and more.

Service hours: Mon-Thurs: 9am - 5pm, Fri: 9am- 2pm (Hours may vary)

Other Locations:

1. Kendall Square, Cambridge MA
2. Dorchester, MA

Requirements & Restrictions: Prioritize individuals who have been referred by courts, jails/prisons, and organizations but is willing to help any individual who has been a victim/perpetrator of gun violence

Just-A-Start Corporation

1035 Cambridge Street #12

Cambridge, MA 02141

Phone (Main Office): 617-494-0444

Fax: 617-494-8348

contact@justastart.org; www.justastart.org/

Who to Contact: Varies by program, see Services description for contacts

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

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

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

Contact: 617-918-7520

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: 617-918-7520

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: 617-918-7514

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

Other Locations:

YouthBuild

1175 Cambridge St. Cambridge

617-242-1460

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

Massachusetts Access to Recovery (ATR)

See in Category: Substance Use

Massachusetts Department of Transitional Assistance (DTA)

See in Category: Emergency Assistance

Massachusetts Rehabilitation Commission, (MRC)

See in Category: Disability

Massachusetts Suffolk County Sheriff's Department

See in Category: Other Groups

MassHire Boston Career Center

1010 Harrison Avenue

Boston, MA 02119

Phone: 617-541-1400

contact@masshirebostoncareerctr.org;

www.masshirebostoncareerctr.org/

Services: MassHire Boston Career Center offers a number of services to help job seekers.

Programs & Services

- Hot Jobs
- Job Seeker Resources
 - Connect with a career advisor
 - Connect with Employers
 - Access to confidential job postings
 - Exclusive indeed job page
 - Virtual recruitment events
 - Workshops & Events
 - Job search strategies
 - Labor market exploration
 - Mock interviews
 - Resume writing
 - Jobseeker resources
 - Career advising
 - Job referrals
 - Skills training (eligibility requirements apply)

Are you between the ages of 18-24? Contact Skip Gonsalves (617-541-1474 or SkipGonsalves@MassHireBostonCareerCtr.org)

Are you over the age of 40? Contact Claudia Brashears (617-541-1481 or ClaudiaBrashears@MassHireBostonCareerCtr.org)

Are you a returning citizen or is your CORI impacting reemployment? Contact Jay Eloiseau (617-541-1476 or JEloiseau@MassHireBostonCareerCtr.org)

Are you a veteran? (Veteran's Receive Priority Of Service) Contact Mark Bryson (617-541-1487 or Mark.Bryson@detma.org)

COVID-19 Update: Currently offering all services remotely

Service hours:

Office: Monday - Friday 9:00 am - 5:00 pm

Program hours vary

Waiting time: Depends on individual requirements

New England Center and Home for Veterans

See in Category: Veterans

New England Culinary Arts Training

23 Bradston Street

2nd Floor

Boston, MA 02118

Phone: (617) 442-3600

Fax: (617) 442-3619

info@ne-cat.org; ne-cat.org/

Services: Culinary arts job training 12-week program, which includes technical training along with personal coaching and career readiness. Job placement assistance at the completion of the program. To learn more and to begin the application process, please attend one of the required information sessions, held every Tuesday morning via Zoom. Email Elise Brandwein at ebrandwein@ne-cat.org to RSVP and receive the link.

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

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 12-week program, Monday-Friday, 9 am – 4 pm
- At least 18 years old
- Legally able to work in the state of Massachusetts
- Able to show proof of a high school diploma or GED / HiSet
- Committed to staying in touch with NECAT for at least two years after the program

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

Out for Good, Inc.

See in Category: CORI

Parole Regional Reentry Centers

See in Category: Other Groups

Project Hope

See in Category: Families

Project Place

1145 Washington Street

Boston, MA 02118

Phone: 617-542-3740 x 434

Fax: 617-542-3860

617-542-3860

bcarter@projectplace.org; projectplace.org/

Who to Contact: Beth Carter, Director of Re-Entry Services and Programs

Services: Project Place Re-entry Services and Programs provide a path to success and self-sufficiency for men and women returning to the community after incarceration. Through a sense of belonging to the Project Place community that maintains high standards of accountability, participants can thrive as they pursue their goal of stabilization through employment.

Employment, Job Training, & Resource Services

Project Place Re-entry works with residents, residential facilities and agencies within Suffolk County and the expansive surrounding communities. They help all who are re-enter the community and need help in the Commonwealth of Massachusetts.

Project Place utilizes programs and curriculum developed specifically for individuals returning from incarceration and/or those who are system impacted. Courses include Financial Math and Budgeting for Society, Anger Management, Family Reunification and other educational resources. The Re-entry team provides individualized case management while assessing the needs of each person. Their services included guidance for obtaining identification and documentation, health insurance, assisting with housing, including transitional housing, and employment.

Project Place has a full Career Services Department that works closely with their Re-entry Department for their clients and focuses on each individual client and partnering employers. Career Services and the Re-entry Departments at Project Place are practiced in overcoming the hurdles of CORI challenges and windows in work history

Community Re-entry for Women (CREW) provides job readiness and life skills training to incarcerated women at the Suffolk County House of Correction. Through linking the participants with case management, career coaching and health care, the program seeks to foster the strength and independence of participants in

preparation for positive re-entry into the community. This program is only available to incarcerated females at the SCHOC. Upon release, the women are welcomed to the Project Place community and continue to work with a case manager for programming and support services.

Stabilization Programing Around Recovery and Resiliency Coaching (SPARRC) is one of several entry points into Project Place and is essential for many people before they begin job training. The program is for those who desire change but aren't quite prepared for or ready to commit to the Re-entry curriculum or Work Ready. Covered topics include:

- Recovery and mental health support
- One-on-one case management sessions
- Group counseling and skill development
- Structured guidance for personal and employment goals
- A welcoming and supportive community

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

Further Credentialing: Project Place offers a 4-week Customer Service Training with Professional Certification in Customer Service through the National Retail Federation Foundation. They 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. Their 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 their enterprises, clients must first complete Work Ready.

- *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.
- *The Logistics Enterprise Apprenticeship Program (LEAP)* is a social enterprise business that provides vending and delivery services throughout Greater Boston, preparing individuals for a career in logistics, transportation, warehousing, etc.
- *Working Opportunities for Women (WOW)* employs women to perform light manufacturing, order fulfillment, sales and marketing, and other small business operations to support local businesses seeking to expand their operations.

Housing

- Partnerships with various housing providers including Caritas and sober living communities
- *Rapid Rehousing*: Betty's Place 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 their 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.
- *Permanent affordable housing – Gatehouse*: The top floors of the Project Place building hold 14 affordable studio-apartments for single occupants. Each furnished unit contains a kitchenette and private bathroom with all amenities. Residents must have income, lead a sober lifestyle and qualify for disability (substance abuse can be considered a disability). Rental subsidies are available for all units, and residents should expect to pay one third of their income towards rent. Call 617-542-3740.

All programs are CORI friendly.

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

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

Languages: English, Limited Spanish

Roca, Inc.

See in Category: Other Groups

Roxbury YouthWorks, Inc.

See in Category: Families

SNAP Path to Work

SNAP Client Assistance: 877-382-2363

Provider Assistance: 508-856-3139

Toll Free Line: 888-483-0255

www.snappathtowork.org/

Services: SNAP Path to Work is the Department of Transitional Assistance's voluntary employment and training program that provides Massachusetts SNAP clients with the skills, training, experience, education and employment supports needed to find and keep good paying jobs.

Programs

1. Education: Prepares SNAP clients for the job market by helping them obtain the proper education, reading, and writing skills needed to compete
2. Vocational Training: Helps SNAP clients develop new skills in synch with job market requirements, so they have skills employers want
3. Job Search Training: Teaches SNAP clients how to search for a job and develop the tools they need to be successful, including resume help, interview skills, career testing, and more
4. Job Search: Assists SNAP clients with the right connections to help them find and secure a job

To find a provider, please visit the website and click "Find a Provider". This will allow clients to partner with education and training providers near them.

Languages: Spanish

Social Security: Benefits After Incarceration

See in Category: Administrative Issues

Solutions at Work

See in Category: Clothing

St. Francis House

See in Category: Emergency Assistance

St. Mary's Center for Women and Children

See in Category: Women

Straight Ahead Ministries

791 Main Street
Worcester, MA 01610
Phone: 508-753-8700
Fax: 508-438-0182

connect@straightahead.org; straightahead.org/

Services: They operate three Youth Re-Entry Programs in Massachusetts (serving Fall River, New Bedford, Lawrence, Lowell, Lynn, Taunton, and Worcester) that offer a variety of services for youth as they leave the juvenile justice system and transition back into their communities.

With the support of case managers, mentors, and peer leaders, youth work towards personal and professional goals through educational services, job-readiness training, leadership development, and volunteer service opportunities.

Straight Ahead's Engagement Model: Their youth commit to make challenging changes – to break ties with gangs, stop using drugs, complete their education, and develop a strong work ethic. Their engagement model is highly relational, integrating professional case management with adult and peer mentoring relationships and a comprehensive set of activities and opportunities

Straight2Work Job Readiness Training: Their most intensive re-entry program, *Straight2Work*, is a unique job readiness training program that combines practical, hands-on work experience with character and leadership development to ensure real, lasting change. Working closely with a case manager, youth gain employable skills and industry certifications, increase life skills and develop resumes before securing long-term employment in the community

Other Locations:

Northeastern Massachusetts

60 Island Street
Lawrence, MA 01840
P: 978-808-4054

Southeastern Massachusetts

360 Coggeshall Street
New Bedford, MA 02746
P: 508-642-9287

Languages: Spanish, English, Khmer

STRIVE – Boston Employment Services, Inc.

651 Washington Street
Dorchester, MA 02124
Phone: 617-825-1800

epowell@jri.org; jri.org/services/community/strive

Services: STRIVE Boston is a Workforce Readiness program that envisions a world where everyone has the opportunity to achieve economic self-sufficiency, dignity, and a promising future. STRIVE Boston helps chronically unemployed men and women realize their potential to find and keep jobs that promise sustainable livelihoods and personal growth. Please note that the bulk of their services are now being offered virtually. For more detail, please click on the STRIVE COVID 19 update: <https://jri.org/sites/default/files/2020-06/STRIVE%20COVID-19%20updated%20Letter%20623%20%281%29.pdf>.

The START program (adult) is a five-week, full-time workshop that simulates the rigors of a full-time job followed by an employer week where employers offer.

- Topics covered include defining professional development, attitudes, perceptions and stereotypes, writing resumes and thank-you notes, interviewing techniques, how to search for employment, coping with rejection, professional dress, and financial literacy
- Other curriculum components include vocabulary work, writing assignments, computer training, participation in mock interviews as well as GED/Hi-SET coursework offered in collaboration with their community partner X-Cel, Inc.
- They have employer partners in three pathways: Customer Service, Social Services and Healthcare
- This service includes case management, job placement and follow-up services

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.

Suffolk County Community Corrections Center (CCC)

See in Category: Education

United South End Settlements

See in Category: Education

United Way's 211 Helpline

See in Category: Hotlines

Urban League of Eastern Massachusetts

88 Warren Street

Roxbury, MA 02119

Phone: 617-442-4519

Fax: 617-442-0562

info@ulem.org; www.ulem.org

Services:

Customer Service & Leadership Training (CSLT) – 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 CSLT program gives graduates the work experience they need to build their resumes and promote their skills effectively. This is a Stipend eligible program.

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. Partnership with Tech Goes Home

Employment Resource Center (ERC) – The ERC provides resources and services to individuals that are looking to upscale their business or skills. The ERC is available to trainees, job seekers, entrepreneurs, and students to apply for jobs or research for business opportunities. The space offers the flexibility for small business owners, thought leaders, and entrepreneurs to use as its office space. This center grants its members access to computers, internet, printer, fax, and copy machine.

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 a computer programmer. 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. Students earn 14 credit hours towards a degree from Benjamin Franklin Institute Technology. Funded by Comcast, Verizon, BNY Mellon, and Bank of America. This is a stipend eligible program. Section 30 approved.

The Domestic and Sexual Violence Project for the Urban League of Eastern MA—This project is sponsored by the Office on Violence Against Women (OVW)- partners, Safe Havens Interfaith Partnership Against Domestic Violence (expertise in Domestic Violence and Faith), The Center for Hope and Healing (expertise in Sexual Assault), Casa Myrna, (expertise in Domestic Violence and homelessness) and two of the Boston Police Departments Domestic Violence Consultants. This project is an education and action program designed specifically for Boston's inner-city communities, to train service providers and clergy in culturally specific domestic and sexual violence intervention and prevention strategies. In addition, the project provides referrals and education to victims and survivors of domestic and sexual violence who are looking for support and referrals.

DigiUL: Urban League Digital Marketing Lab- A full-time 16-week program designed to teach all the fundamentals of graphic design, branding, marketing – both from the print and interactive perspective. At the end of the 16-week program, the knowledge gained can be used 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 the field. 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

See in Category: Administrative Issues

YMCA Training, Inc.

18 Tremont Street

Suite 400

Boston, MA 02108

Phone: 617-542-1800

IntakeTI@ymcaboston.org; ymcaboston.org/traininginc

Who to Contact: Raysa Stroud, Intake Coordinator

Services: The YMCA Training, Inc. program is an intensive 20-week, full-time (600 hours) computerized office skills training and employment program. Designed to replicate the expectations of a professional office environment, the training prepares participants with both the technical and job readiness skills to succeed.

The 20-week training program includes:

- Intensive computerized office skills and employment program training
- Microsoft Office 365 & Zoom, Customer Service, Resume Writing, Interview Practice, Job Search & Mentoring
- Opportunities for specialization in: Business Administration, Medical Office and Health Insurance, and Human Services

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.

Due to Covid-19 they no longer have in-person info sessions. Interested individuals should apply by visiting their program application at <https://sway.office.com/JCVZjxQMLotrsW8O?ref=email>.

Service hours:

M - F: 8:30am - 5pm

Requirements & Restrictions:

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

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

Languages: English

Youth Options Unlimited (YOU) Boston

7 Palmer Street

2nd floor

Roxbury, MA 02119

Phone: 617-541-2600

Fax: 617-541-2660

referrals@youboston.org; www.youboston.org

Services: Employment as well as Case Management Services for young adults ages 14-24 years old. Emphasis on HSD/Hiset completion, subsidized jobs and career trainings, as well as private sector job placement. Career Advisors and Case Managers will build a plan for independence through education attainment and consistent employment.

Service hours: 9am-5pm typically, however flexible

Requirements & Restrictions

- Boston Residents
- 14-24 years old
- Previous or current involvement in criminal justice system and or gang involvement

Waiting time: Case by case basis, typically none for intake.

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

YouthBuild Boston

See in Category: Education

Faith-Based Organizations

Arlington Street Church Friday Night Supper

351 Boylston Street

Boston, MA 02116

Phone: 617-221-6402

info@fridaynightsupper.org;

www.fridaynightsupper.org/

Who to Contact: Cameron McDonald

Services: COVID-19 Update: The Friday Night Supper Program is currently entirely to go at this point and until further notice. Bathrooms are available. Food is served out of the front of the Arlington Street Church.

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.

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: COVID-19 hours: 5:30-6:30pm

Berea Seventh Day Adventist

108 Seaver Street

Dorchester, MA 02121

Phone: 617-427-2201

bereasdabostonpastor@gmail.com;

www.bereaboston.org/

Services:

Church Food Pantry:

The pantry is open on the 1st and 3rd Thursday of each month from 8am – 11am. However, if you have an emergency for food, please call Berea Food Pantry at 617-427-2201.

Please note that due to COVID-19 they have postponed their regular registration process until further notice.

Covid-19 update: <https://www.bereaboston.org/covid-19-update>

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;

www.bethelbaptistchurchroxbury.com/

Who to Contact: Rev. Franklin Murray, Sr. - Pastor

Services:

Worship services: Sunday at 7:30am and 11am

Sunday School & New Member's Class: 9:30am

Additional programs, activities, groups:

Bible study: Wednesday at 5:30pm and 6:30pm

Prayer Service: Wednesday at 7:30pm

Free Meal and Food Pantry: Call for days, times and eligibility requirements.

Their church door is open- Please remember to wear a mask and practice social distancing.

Service hours: M-F 8am-4:15pm

Boston Rescue Mission

See in Category: Other Groups

Brighton Allston Congregational Church: Thrift Shop and Food Pantry

404 Washington Street

Brighton, MA 02135

Phone: 617-254-4046

brightonucc@verizon.net; brightonucc.org/whatwedo/

Services:

Thrift Shop:

Closed until further notice due to COVID-19.

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 9:30 a.m. and 1:00 p.m.

In November, there is only one distribution, the second Saturday before of the month. There is no need to call in advance but please bring a picture ID and proof of

residency in order to register for these baskets. They contain general groceries and 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, now being handled as a takeout, every Wednesday night from 4:30 to 6pm

Service hours:

Thrift Shop: Closed until further notice

Food Baskets: Second and fourth Saturdays of the month, 9:30am - 1pm

Community Supper: Takeout every Wednesday 4:30-6pm

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:

- Photo ID
- Current phone, gas or electric bill with your name & address (only one of these is needed)
- 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.

Cathedral Church of St. Paul

138 Tremont Street

Boston, MA 02111

Phone: 617-482-5800

cathedral@diomass.org; www.stpaulboston.org/manna

Services: The Monday Lunch program has been serving a freshly cooked hot lunch for anyone who desires it every week for thirty years. MANNA volunteers now

join their long standing partner parishes to welcome the broader homeless community every Monday at 11:30 a.m.

Lunch is served every Monday from 11:30 a.m. – 12:45 p.m. in Sproat Hall.

Monday Lunch is still running, but in a modified manner to comply with the CDC and other public health requirements. They will be serving individually prepared meals.

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

Catholic Charities Archdiocese of Boston

275 West Broadway

Boston, MA 02127

Phone: 617-464-8500

Fax: 617- 451-0337

info@ccab.org; www.ccab.org/

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

Programs:

- Basic Needs
- Child Care
- Children & Youth
- Counseling
- Community Interpreter Services
- Education
- Elder Services
- Family Support
- Nurse Assistant Training
- Post Adoption & Search
- Refugee Services
- Shelter Services
- Sunset Point Camp
- Teen Center at St. Peter's

For COVID-19 Program Updates, visit <https://www.ccab.org/CCAB-COVID-19-UPDATES>.

Service hours: See CCAB website

Other Locations:

Catholic Charities Program 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 Refugee and Immigration Services
275 West Broadway, South Boston
617-464-8100

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

Merrimack Valley Catholic Charities
70 Lawrence Street, Lowell
978-452-1421

Catholic Charities Child Care Locations
Yawkey Child Care Center
185 Columbia Road, Dorchester
617-506-6600

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

Lynn Child Care Center
37 North Federal Street, Lynn
781-598-5547 ext. 230

Malden Early Education and Learning Program
77 Salem Street, Malden
781-397-6055

Peabody Child Care Center
13 Pulaski Street, Peabody
978-532-6860

Labouré Child Care Center
275 West Broadway, South Boston
617-464-8500

Home Based Family Child Care
6 Pleasant Street, Suite 220
Malden, MA

781-605-3330

Centro Comunitário Vida Nova

320 Boston Ave
Medford, MA 02155
Phone: 781-901-9170

contato@ibvnchurch.com;

<https://ministeriovidanova.com/web/>

Who to Contact: Claudineia Araujo

Services: IBVN Church runs a community center that provides clothes, shoes, toys, books, furniture, and domestic utilities to those in need. The community center is run primarily by Portuguese speakers, but English speakers may also be available.

Service hours: Saturdays 9am-1pm

Other Locations:

29 Montvale Ave
Woburn, MA 01801

Requirements & Restrictions:

Please wear a mask.

Please bring bags.

Languages: Portuguese, English

Common Cathedral (Ecclesia Ministries, Inc.)

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

info@commoncathedral.org; commoncathedral.org/

Who to Contact: Amanda Grant-Rose

Services: Current Program Schedule

Sunday Worship:

Brewer Foundation on the Boston Common

12:30 PM ~ Simple Lunch

1:00 PM ~ Outdoor Sunday Worship

Tuesday Street Outreach:

Downtown Boston & Back Bay area

9:00 AM – 12:00 PM

Wednesday:

Emmanuel Church, 15 Newbury St.

8:30 AM – 2:00 PM ~ Morning check-in, common art,

Leadership Meeting (25 max)

Bathrooms, coffee & snacks open to all

Thursday:

Emmanuel Church, 12 Newbury St.

8:30 AM – 1:00PM ~ Morning check-in & BostonWarm
(25 max)

Bathrooms, coffee & snacks open to all

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

Faith Lutheran Church: Faith Kitchen

Faith Lutheran Church
311 Broadway
Cambridge, MA 02139
Phone: 617-945-4395

info@faithcambridge.org; www.faithkitchen.org/

Services: In partnership with Temple Beth Shalom, Faith Lutheran Church warm and nutritious serves to-go meals at 6:30 p.m. on the second and last Tuesdays of each month in the parking lot at 311 Broadway. You don't have to sign up ahead of time. Just come! There are often seconds, which they begin giving away at 7:00 pm.

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

First Church in Cambridge

11 Garden Street
Cambridge, MA 02138
Phone: 617-547-2724
Fax: 617-354-4185
info@firstchurchcambridge.org;
www.firstchurchcambridge.org

Who to Contact: Senior Minister

Services:

Homeless Ministries

The First Church Shelter

- Their 14-bed men's shelter operates 365 days a year and makes a long-term investment in individuals, including a full spectrum of support services to assist in residents' specific needs as they seek stable housing
- During non-COVID times, the Shelter opens at 6:00 every evening, and guests depart by 7:00 in the morning. In March 2020, however, the Shelter rapidly transitioned to become a daytime as well as a nighttime refuge for guests. It remains open 24 hours a day, 7 days a week.
- Contact: Jim Stewart
(jstewart@firstchurchshelter.org or 617- 661-1873)

The Friday Café

- The Friday Café, a weekly daytime drop-in program, offers a welcoming space where homeless and housed adults can gather and get to know each other
- During the COVID pandemic, the Friday Café has shifted to an outdoor format, serving meals to go and distributing clothing and other essentials on the church lawn
- COVID Hours: Fridays from 1:00-3:00pm
- Contact: Rev. Kate Layzer (kate@thefriday.cafe)

Online Worship Time: Sundays at 11am ET

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

Service hours: Limited Building Hours during COVID-19. During normal times their building is open from 7 am to 11 pm almost every day. Their office is staffed Monday-Friday, 9 am to 5 pm, during the program year. In the summer months, the office is closed on Fridays.

Requirements & Restrictions: Shelter: Agency referral only, no walk-ins; no registered sex offenders; must be drug and alcohol free.

First Parish Church: Tuesday Meals Program

3 Church Street
Cambridge, MA 02138
Phone: 617-876-7772
office@firstparishcambridge.org; firstparishcambridge.org/testing/

Who to Contact: Carol Lewis

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

Service hours: Tuesdays, 5:30pm

Requirements & Restrictions: Must be sober.

Greater Love Tabernacle, Inc.

101 Nightingale Street
Dorchester, MA 02124
Phone: 617-740-9480
Fax: 617-740-9484

greaterlovetab@aol.com; www.grltabernacle.org/

Services:

Church Office Hours:

Tuesday-Friday: 9:30AM-5:30PM

Sunday: 1PM-2PM

Service Times:

Wednesdays

Evangelistic Teaching Bible Study: 7:00PM

Sundays

Worship Experiences: 8:30AM & 10:30AM

Children's Sunday School: 11:00AM-12:30PM

COVID-19 Update: Due to the recommended government precautions outlined for the Coronavirus, Greater Love Tabernacle will not meet at its 101 Nightingale location until further notice. They will instead meet using their Facebook and Instagram LIVE platforms, in addition to the Greater Love Tabernacle Prayer Line

Programs

- **GLT Prison Prevention Ministry:** Under the leadership of Reverend Emanuel Hutcherson, the Future Hope Apprenticeship Program looks to assist with job opportunities in the construction trade, along with life-skills, education and job readiness training for a sustainable FUTURE. The program is committed to providing professional guidance and supportive resources to underserved neighborhoods. They aim to build community and family leaders by replacing fear and doubt with HOPE.
- **HIV/AIDS Ministry:** Their mission is to increase HIV & AIDS awareness in the Christian community, while empowering them to serve people infected and affected by HIV/AIDS. As an outreach ministry, they are particularly interested in reaching those with little knowledge about the disease to better assist in prevention and treatment.

Please feel free to reach out by calling the confidential GLT HIV/AIDS Service Helpline at (617) 740-9480.

Harvard Square Churches Meal Program

Zero Garden Street
Cambridge, MA 02138
Phone: 617-966-6217
Phone: 857-529-9461

hscmpinc@gmail.com; harvardsquaremeals.org

Who to Contact: Judith Siemen, co-director (617-966-6217)

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

Other Locations: The Harvard Square Churches Meal Program hosts an evening meal every Thursday night at 5:00 at Christ Church, Harvard Square, Cambridge.

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

49 Vine Street
Charlestown, MA 02129
Phone: 617-990-7314

tmacdonald@stmarystcatherine.org;
stmarystcatherine.org/resources/parish-directory/

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.

Service hours: The second Saturday of every month at 10 am; the last Tuesday of the month at 2 pm

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

open.door@hrocboston.org; hrocboston.org/

Services: *Open Door Soup Kitchen & St. Bridget's Food Pantry*

- They have been serving warm, nutritious, homemade meals every Monday evening for over 30 years!
- They serve Allston, Brighton, and neighboring communities
- St. Bridget's pantry also supplies grocery bags of food to their guests

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

Loaves and Fishes, First Korean Church

First Korean Church
35 Magazine St
Cambridge, MA 02139

www.firstkoreanchurch.org/Home/Ministry#mealProgram

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

Massachusetts Ave. Baptist Church: Project MANNA

146 Hampshire Street
Cambridge, MA 02139
Church Office: 617-868-4853
Fax: 617-868-1511

info@massavebaptistchurch.com; www.massavebaptistchurch.com/project-manna/

Services: Project Manna is the Massachusetts Avenue Baptist Church's outreach to the displaced and the community. Under the direction of Rev. Brenda A. Brown, Executive Director, nutritional assistance is provided to enhance the quality of life and decrease the incidence of hunger for low-income families and individuals

The Project Manna Soup Kitchen has resumed on Mondays ONLY from 1:30 p.m. to 2:30 p.m. Due to COVID-19 meals are served on a takeout basis only.

Once per month outreach to the community also includes the Epic Program, a food pantry that feeds an average of 100 families per month. Notifications for upcoming food pantries and Project Manna related events can be found here:

<https://www.massavebaptistchurch.com/project-manna/>.

Requirements & Restrictions: Must bring ID.

Paulist Center

5 Park Street
Boston, MA 02108
Phone: 617-742-4460
Fax: 617-720-5756

Info@paulistcenter.org; 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-adjacent 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;
www.pilgrimchurch1862.org/

Services:

- Free community lunch every Saturday from 12 p.m. – 1:30 p.m.
- Food Pantry every Wednesday from 10 a.m. – 2 p.m. (or until food boxes run out)
 - Please bring documentation of name and address
 - You must bring your own bags or a carriage
 - You can get food once a month (but not two weeks in a row)
 - Numbers for getting food are distributed starting at 7:00 a.m.
- Bible Study: Wednesdays at 1:00 p.m.
- On Saturdays, Pilgrim church distributes food on Boston Common (by Brewer fountain) to those who need a free lunch
 - 8:30 a.m. – 9:30 a.m.
- Thrift Shop
 - Open Tuesdays-Fridays 2:00 p.m. – 6:00 p.m.
 - Open Saturdays by chance
 - 617-807-0540

Flea Market

- Saturdays in the parking lot 7:00 a.m. – 3:00 p.m.

Languages: English, ASL Transportation Google Maps

Saint Cecilia Parish

18 Belvidere St.
Boston, MA 02115
Phone: 617-536-4548
Fax: 617-536-1781

info@stceciliaboston.org; www.stceciliaboston.org

Services: A Catholic parish where all are welcome.

Due to COVID-19, Saint Cecilia Parish is only offering two Masses (pre-registration required) at 5 p.m. on Saturday and 11:30 a.m. on Sunday.

Service hours:

Mass times:

Sat: 5p.m.

Sun: 11:30 a.m.

St. James Helping Hands Food Pantry

364 Rindge Avenue

Cambridge, MA 02140

foodpantry@stjamescambridge.org;

www.stjamescambridge.org/ministries-1

Who to Contact: JT Minor, Food Pantry Coordinator:
jt@stjamescambridge.org [Note: English only]

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: 9:30am-12:30pm on the second Saturday of each month

Requirements & Restrictions: Due to COVID-19, they ask that all guests arrived with a face covering. They also ask that all guests form a line on the ramp adjacent to the pantry entrance. A masked volunteer will bring you a produce bag as well as a box of dry goods

[Note: All volunteer staff will be wearing face-masks and gloves in order to maximize the safety of their guests]

Waiting time: 45 minutes

Languages: Spanish

Straight Ahead Ministries

See in Category: Employment

Weekend Emergency Food Pantry – Church of the Covenant

67 Newbury Street

Church of the Covenant

Boston, MA 02116

Phone: 617-266-7480

info@cotcbos.org; www.cotcbos.org/social-justice.html

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.

Families

365Dad Inc.

1 Westinghouse Plaza

Suite A101

Hyde Park, MA 02136

Phone: 617-248-7105

mneal@365dad.net; www.365dad.net

Who to Contact: 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.

Programs:

- Group & meeting facilitation
- Program trainings
- Outing coordination
- Professional development for other providers
- Consultations
- Service referrals

Service hours: M-F 8am - 6pm

Languages: English, Spanish

Asian-American Civic Association

See in Category: Education

Bay Cove Human Services

See in Category: Physical and Mental Health

Boston Centers for Youth & Families (BCYF) Adult Education

See in Category: Education

Boston Public Health Commission (BPHC)

See in Category: Physical and Mental Health

Casa Esperanza, Inc.

See in Category: Substance Use

Casa Myrna

See in Category: Domestic Violence

Catholic Charities Archdiocese of Boston

See in Category: Faith-Based Organizations

Centro Comunitário Vida Nova

See in Category: Faith-Based Organizations

City Mission: Homelessness Prevention

See in Category: Emergency Assistance

De Novo: Center for Justice and Healing

See in Category: Legal

EMERGE (Batterer's Intervention)

See in Category: Domestic Violence

FamilyAid Boston

3815 Washington Street

Boston, MA 02130

Phone: 617-542-7286

info@familyaidboston.org; www.familyaidboston.org

Services: FamilyAid Boston empowers parents and caregivers facing homelessness to secure and sustain housing and build strong foundations for their children's future. Services include:

- Homelessness prevention for families at risk of losing their homes
- Emergency shelter for families who become homeless
- Housing supports for families returning to housing after a period of homelessness

Service hours: M-F 9am – 5pm

Requirements & Restrictions: Different programs have differing requirements. All require that an individual or family's last established residency is in Boston. Income guidelines may apply to some programs. Ask when talking to staff.

Languages: Spanish, Haitian Creole, Cape Verdean Creole

Fathers' Uplift Inc.

12 Southern Avenue

Dorchester, MA 02124-2012

Phone: 617-708-0870

Fax: 617-516-8274

info@fathersuplift.org; www.fathersuplift.org

Services: Fathers' UpLift is the country's first mental health and substance abuse treatment facility for fathers and families, helping fathers become and remain emotionally stable for their children. Fathers' UpLift uses peer coaching, father-child therapy, trainings, youth programs, and support for incarcerated and recently released fathers to honor and rehabilitate the relationship between thousands of fathers and families in the Boston area. In their outpatient clinic, over 1,000 fathers and families have received mental health services from clinicians trained in trauma who reflect the population being served.

Service hours: Mon: 9am-7:30pm, Tues: 9am-5pm, Wed: 9am-7:30pm, Thurs: 9am-5pm, Fri: 9am-5pm, Sat: appointment only, Sun: Closed

Languages: French, Haitian Creole

Harbor Health

See in Category: Physical and Mental Health

Harvard Street Neighborhood Health Center

See in Category: Physical and Mental Health

Heading Home

See in Category: Shelters

House of Hope, Inc. – Lowell

See in Category: Housing

Institute for Health and Recovery – Project Promise

255 River St

Mattapan, MA 02126

Phone: 781-974-7787

jenniferquintana@healthrecovery.org;

www.healthrecovery.org/projects/project-promise/

Who to Contact: Jennifer Quintana, Intake and Services Coordinator

Services: IHR, in collaboration with Boston Medical Center's SPARK Center and Project RESPECT, designed Project Promise, 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.

Project Promise is now accepting referrals. To make a referral, please contact their Intake and Services Coordinator, Jennifer Quintana by phone or text at 781-974-7787 or by email at jenniferquintana@healthrecovery.org.

John F. Kennedy Family Services Center

15 Tufts Street

2nd Floor

Charlestown, MA 02129

Phone: (617) 241-8866 ext. 1352

cgalvin@kennedycenter.org; www.kennedycenter.org/

Who to Contact: Crystal Galvin

Services: The Kennedy Center develops and operates high quality programs that serve a wide range of ages and needs to residents of Charlestown and the greater Boston community. Services provided:

Eldercare Services:

- Daily social activities

- Monthly educational speakers
- Monthly health screenings and health education presentations
- Case management services
- Translation & interpretation services in Spanish, English, and Chinese
- Pickup and delivery of prescriptions medications for isolated, frail, and home bound elders
- Medical Escorts for medical appointments
- Trips to local shopping malls and recreational events are provided
- Weekly Fair Foods distribution program
- Cooking and healthy eating classes
- Heating fuel assistance application processing
- Emergency support service referrals
- Health screening/services and health services referrals
- Weekly senior exercise programs
- Access to a computer lab and computer training

Education Services:

- Preschool Programs
- Toddler Childcare/Early Head Start
- After-school Program
- Parent Handbooks

Community Services:

- Information and referrals to education and job training programs
- Weekly food distribution programs in collaboration with Fair Foods
- Positive parenting classes and food shopping on a budget
- Healthy cooking classes and food shopping on a budget
- Classes in budget preparation and financial literacy training
- Assistance in accessing all forms of local, State, Federal, and corporate low-income support services such as fuel assistance, food stamps (SNAP), housing vouchers, WIC, Summer Works jobs, and low cost internet and computers, etc.
- Emergency support services for those that are: in need of food, clothing, shelter, transportation

services to critical appointments; information about and/or referral to organizations that provide services for individuals/families dealing with issues of domestic violence, substance abuse/addiction, and/or mental health concerns.

- Information and referrals for basic health screening services for children and adults.
- Annual Holiday Gift Drive that provides seasonal gifts for over 500 children from low income families.
- Annual Community Pot Luck Luncheon.

Languages: English, Spanish, Chinese

Just-A-Start Corporation

See in Category: Employment

La Alianza Hispana

See in Category: Physical and Mental Health

Lamour Clinic Health Institute

See in Category: Physical and Mental Health

Louis D. Brown Peace Institute

See in Category: Physical and Mental Health

Margaret Fuller Neighborhood House

71 Cherry Street
Cambridge, MA 02139
Phone: 617-547-4680
Fax: 617-497-0166

info@margaretfullerhouse.org;
www.margaretfullerhouse.org/

Services: The mission of the Margaret Fuller House (MFNH) is to strengthen and empower youth, families, and community residents. They work to address the economic, social, and political inequities that shape the lives and futures of Cambridge area residents.

Programs:

Youth Services

- Leaders of Today Peace Academy Out of School Time Program (Ages 4-1/2 to 12)
- Leaders of Today Summer Peace Academy (Ages 4-1/2 to 12, youth councilors, ages 13-17)
- For more information, please contact Megan Ryan at mryan@ok4.a4b.myftpupload.com

Community Advancement Services

- Outreach and Positive Interventions

- Community Conversations and Community Events
- For more information, please contact Pierre Balthazar at pbalthazar@ok4.a4b.myftpupload.com

Food Services

- Emergency Food Pantry
- Thanksgiving Turkey Drive
- For more information, please contact Alex Veloria at aveloria@ok4.a4b.myftpupload.com

Adult Enrichment

- The Breakfast Club
- Upgraded Technology Lab
- For more information, please contact Pierre Balthazar at pbalthazar@ok4.a4b.myftpupload.com

Service hours: Depends on program, check website.

Languages: English with translation software assistance if needed

Massachusetts Society for the Prevention of Cruelty to Children (MSPCC)

125 Hartwell Avenue
Lexington, MA 02421
Phone: 781-861-0890
Fax: 617-983-5854
www.mspcc.org/

Services: MSPCC is a private, non-profit society dedicated to leadership in protecting and promoting the rights and well-being of children and families. Services include: pregnancy and parenting support, clinical mental health counseling and care coordination, adoptive and foster parent support, and adoption services.

Other Locations:

Holyoke

9 Sullivan Road
Holyoke, MA 01040
Telephone: 413-532-9446

Lawrence

15 Union Street
Building E, Suite 115
Lawrence, MA 01840
Telephone: 978-682-9222

Lowell

151 Warren Street
Lowell, MA 01852
Telephone: 978-937-3087

Worcester

108 Belmont Street
Worcester, MA 01605
Telephone: 508-753-2967

Massachusetts Suffolk County Sheriff's Department

See in Category: Other Groups

Mothers for Justice and Equality

See in Category: Women

Parenting Journey

366 Somerville Avenue
Somerville, MA 02143
Phone: 617-628-8815
parentingjourney.org/

Services: COVID-19 Update: Parenting Journey is currently offering groups virtually—their virtual delivery does not include a meal nor child care.

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
- Parenting Journey in Recovery
- 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.

Other Locations:

New York Office

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

Requirements & Restrictions: No matter where you are from, no matter what your background, you are welcome at Parenting Journey. They work with mothers, fathers, and caregivers from all walks of life, raising children of all ages.

Languages: English, Portuguese, and Spanish

Parents Helping Parents of Massachusetts

See in Category: Support Groups

Project Hope

550 Dudley Street
Roxbury, MA 02119
Phone: 617-442-1880
Fax: 617-238-0473

info@prohope.org; www.prohope.org/

Who to Contact: Main Office

Services: Project Hope provides shelter, education, job training, childcare, and housing support services to families. Below is the list of Project Hope programs with enrollment opportunities:

Housing Services

Project Hope partners with several community and city agencies, Boston Public Schools, and healthcare providers to identify and provide housing services to children and families experiencing housing instability. Project Hope is particularly proud of accomplishments with the Dudley Street Neighborhood Initiative (DSNI) and other community partners and city agencies to provide re-housing services and case management services to children and families at risk of or experiencing homelessness in neighborhood public schools.

For specific questions, please email Project Hope's Housing team housing_email@prohope.org or call at 617-442-1880 x242

Adult Education

The Academic Skill Building for Adults program prepares you to successfully enroll in a HiSET or GED program, increase employment opportunities, and improve overall communication skills. Curriculum is designed to maximize learning in the classroom and beyond. Dedicated Project Hope teachers and staff assist with educational, employment, and wellness goals through personalized support. This program is ideal for someone who hasn't been in a school setting for years or looking for next steps after completing an English for Speakers of Other Languages (ESOL) program.

For more information — Contact Patricia Goulbourne at 617-442-1880 x253 or email pgoulbourne@prohope.org.

Family Shelter

Founded in the early 1980s, Project Hope addressed the emerging problem of family homelessness in the Dorchester and Roxbury neighborhoods. The Family Shelter was one of the first homeless shelters for families in the state and remains a model for its respectful and empowering approach.

Today the Family Shelter offers a haven for 11 single mothers and their children. Each family has a private room and access to a communal kitchen, dining room, living room, and children's activity room. They receive assistance to find safe and affordable housing for their families and access to educational and workforce development programs. Their programming is designed to promote confidence and empowerment, helping women find the courage to prevail against tremendous odds to obtain a better life.

If you need more information about how to access emergency shelter in Massachusetts call the Washington Street branch of the Department of Housing & Community Development DHCD at 617-989-6100.

Workforce Development Programs

Take advantage of Project Hope's workforce training programs and job placement support. Click on the list below to learn more about each program that Project Hope offers.

- Tracks to Employment (Three-week job training program)
- Administrative Jobs in Healthcare
- DTA Works-Healthcare Administrative Support Training Program
- Project Hope Family Child Care

Workforce Development Interest form:

https://docs.google.com/forms/d/e/1FAIpQLSdKNixYFTXuMnOFFrGmCLik6tHLKDbXXUCRz_ztql-SNBQtQA/viewform?fbclid=IwAR1XL5Q2IXRJU8WFxVUrU-Ad1Fz6oWAnsGk4m7iz4RMG442WzEL1NlqHqOI

For general questions— Contact Tamera Boggs at 617-442-1880 x230 or tboggs@prohope.org or click on the link above to fill out an interest form. Someone from Project Hope will contact you.

Family Childcare

The Project Hope Family Childcare is a growing network of neighborhood-based family educators in Roxbury and surrounding communities that currently serve more than one hundred low-to mid-income children each year. Project Hope is excited to expand their network of phenomenal educators, and they invite you to consider becoming part of this successful initiative.

Project Hope will support educators with the annual certification and state compliance requirements from the Department of Early Education and Care. Project Hope also provides technical support for billing, data tracking, policies, and systems to help you with running a childcare business. Project Hope will promote your program to families seeking child care services, and will assist with enrollment and documentation. They also provide educators with training and professional development so you can achieve the highest level Quality Rating and Improvement System (QRIS).

For more information — Contact Djena Jacques, at djacques@prohope.org or 617-442-1880.

Service hours: M – F: 9am – 5pm

Requirements & Restrictions: Programs are primarily for homeless, formerly homeless or low-income women with children. The Adult Education program is open to women over the age of 18. The job training programs and housing services are open to all individuals.

Shelter requires referral from DTA. Financial assistance is only provided to families with children under the age of 18.

Languages: Spanish, Haitian Creole, Cape Verdean Creole

Respond, Inc.

See in Category: Domestic Violence

Roxbury Multi-Service Center

321 Blue Hill Avenue
Boston, MA 02121

Phone: 617-541-6859

Fax: 617-445-2125

www.roxmulti.org/

Who to Contact: Carole Montgomery, Executive Director

Services: Roxbury Multi-Service Center, Inc. (RMSC) serves children, adolescents, and their families within the communities surrounding their three locations. They've designed their behavioral health, education, and housing programs to respond to participants' needs where resources are most effective.

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

Languages: English, Spanish, French, Cape Verdean, Haitian Creole

Roxbury Youthworks, Inc.

841 Parker Street

Suites 104-106

Roxbury Crossing, MA 02120

Phone: 617-427-8095

malvarado@roxburyyouthworks.org;

www.roxburyyouthworks.org/index.html

Services:

1. The Community Service Network supports youth committed to the Department of Youth Services (DYS) as they transition from secure treatment facilities back to their home or an alternative placement. They work with youths until they "age out" of DHS or end their voluntary services, assisting them to complete their education, gain employment, receive behavioral/mental health and other services.
2. Gaining Independence For Tomorrow (GIFT) provides prevention, intervention, support, stabilization and therapeutic services to young girls who are current victims, former victims, or are at high risk of becoming victims of Commercial Sexual Exploitation (CSE).
3. Being United In Leading our Destiny (BUILD) applies the model used at GIFT, but exclusively serves cisgender males, transgender and gender nonconforming youth who are victims of Commercial Sexual Exploitation and/or sexual assault or are at high risk of becoming victims.
4. Through RYI's Dimock Street Lead Agency in Roxbury, they work with the Department of Children and Families (DCF) to facilitate and

monitor all contracted youth. They provide family support and stabilization services so that children are not removed from their family or are reunited in a safe and timely manner. They also identify programs for youth that need an alternative placement such as intensive foster care, group care, residential care or independent living.

Languages: RYI's staff is multi-cultural and multi-lingual reflecting the culture and language of the youth and families they serve.

Somerville Homeless Coalition

See in Category: Housing

St. Mary's Center for Women and Children

See in Category: Women

The Federation for Children with Special Needs

See in Category: Disability

The Home for Little Wanderers

10 Guest Street

Boston, MA 02135

Phone: 617-267-3700

Fax: 617-267-8142

www.thehome.org/site/PageServer?pagename=about_thehome

Services: The Home for Little Wanderers provides a variety of services for every stage of child and family development.

Primary service areas include: individual, group and family therapy; psychological and neuro-psychological testing; medication management; child and family skills development; therapeutic mentoring; birth parent counseling; life skills training; community connection and integration; behavioral stabilization; educational preparation; and social, vocational and daily living supports

Learn more about their services:

- Clinical & Family Support
- Residential Care
- Special Education
- Transitional Age Youth

Service hours: Mon-Fri: 9am - 5pm

The Salvation Army – Boston South End Corps Community Center

See in Category: Emergency Assistance

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

See in Category: Administrative Issues

Union of Minority Neighborhoods

See in Category: Other Groups

United Way's 211 Helpline

See in Category: Hotlines

Food

ABCD (Action for Boston Community Development)

See in Category: Education

AIDS Action Committee

See in Category: Physical and Mental Health

American Red Cross: Boston Food Pantry

1033 Massachusetts Avenue

Boston, MA 02118

Phone: 617-375-0735

Fax: 617-236-1289

david.andre@redcross.org;

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

Arlington Street Church Friday Night Supper

See in Category: Faith-Based Organizations

Asian-American Civic Association

See in Category: Education

Berea Seventh Day Adventist

See in Category: Faith-Based Organizations

Bethel Baptist Church

See in Category: Faith-Based Organizations

Boston Rescue Mission

See in Category: Other Groups

Bridge Over Troubled Waters

See in Category: Other Groups

Brighton Allston Congregational Church: Thrift Shop and Food Pantry

See in Category: Faith-Based Organizations

Brookline Food Pantry

15 Saint Paul St

St. Paul's Episcopal Church

Brookline, MA 02446

Phone: 617-800-5339

brooklinefoodpantry@gmail.com;

brooklinefoodpantry.org/

Services: The food pantry is open Tuesday-Thursday. 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:

Tuesday: 2-7pm (226 High Street Brookline)

Wednesday: 3-6pm (15 St. Paul Street Brookline)

Thursday: 11-2pm (15 St. Paul Street Brookline) & 3-7pm (55A Egmont Street Brookline)

Other Locations:

(1) 226 High Street Brookline, Ma 02445

(2) 55A Egmont Street, Brookline 02446

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 their 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.

Cambridge Economic Opportunity Committee

See in Category: Emergency Assistance

Cathedral Church of St. Paul

See in Category: Faith-Based Organizations

Catholic Charities Archdiocese of Boston

See in Category: Faith-Based Organizations

City Mission: Homelessness Prevention

See in Category: Emergency Assistance

Community Servings

179 Armory St.
Jamaica Plain, MA 02130
Phone: 617-522-7777
Fax: 617-657-1915

INFO@SERVINGS.ORG; www.servings.org/

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. High school diploma/GED/HiSET not required. CORI friendly; not SORI friendly.

Waiting time: 6 12-week sessions annually

Languages: English only

East End House: Emergency Food Program

105 Spring Street
Cambridge, MA 02141
Phone: 617-876-4444
Fax: 617-868-3616

miscelaine@eastendhouse.org;
eastendhouse.org/programs-and-services/emergency-food-program

Services: Their Food Pantry provides individuals and families in need with fresh fruits and vegetables, canned and dry goods, meats, and dairy products. Community members are welcome to come to the pantry two times per month.

Service hours:

Pantry Hours

Tuesday: 1:00 PM - 2:00 PM

Friday: 1:00 PM - 2:00 PM

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

See in Category: Faith-Based Organizations

First Church in Cambridge

See in Category: Faith-Based Organizations

First Parish Church: Tuesday Meals Program

See in Category: Faith-Based Organizations

Food Not Bombs

Carl F. Barron Plaza
1 Central Square
Cambridge, MA 02139
fnnboston@gmail.com;
www.bostonfoodnotbombs.com/

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 from 1PM-3PM every Saturday.

COVID-19 Protocols can be found on website.

Other Locations:

Cooking Address

14 Harvard Ave, Boston, MA 02134

Cooking info: 9AM-12PM every Saturday

Foodsource Hotline – Project Bread

See in Category: Hotlines

Haley House

See in Category: Housing

Harvard Square Churches Meal Program

See in Category: Faith-Based Organizations

Harvard Street Neighborhood Health Center

See in Category: Physical and Mental Health

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

See in Category: Faith-Based Organizations

Holy Resurrection Orthodox Church

See in Category: Faith-Based Organizations

Loaves and Fishes, First Korean Church

See in Category: Faith-Based Organizations

Margaret Fuller Neighborhood House

See in Category: Families

Massachusetts Ave. Baptist Church: Project MANNA

See in Category: Faith-Based Organizations

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

See in Category: Emergency Assistance

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

See in Category: Emergency Assistance

Paulist Center

See in Category: Faith-Based Organizations

Pilgrim Church

See in Category: Faith-Based Organizations

Rosie's Place

See in Category: Women

St. Francis House

See in Category: Emergency Assistance

St. James Helping Hands Food Pantry

See in Category: Faith-Based Organizations

**The Salvation Army – Boston South End Corps
Community Center**

See in Category: Emergency Assistance

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

See in Category: Faith-Based Organizations

Women's Lunch Place

See in Category: Women

Fuel Assistance

ABCD (Action for Boston Community Development)

See in Category: Education

Asian-American Civic Association

See in Category: Education

City of Cambridge Fuel Assistance Program/DHSP

51 Inman Street

Cambridge, MA 02149

Phone: 617-349-6252

dhsfuel@cambridgema.gov;

www.cambridgema.gov/DHSP/programsforadults/fuelassistance

Services: Serving both the cities of Cambridge and Somerville, the Fuel Assistance Program assists low-income households with winter heating costs incurred between November 1 and April 30. Eligibility for the program is determined by gross household income that falls within the Federal Poverty guidelines.

The Fuel Assistance Program notifies and pays heating vendors directly for program participants that pay out of pocket for their heating costs. Program participants whose heat is included in their rent could be eligible to receive a payment, made directly to them, for the “heat” portion of their rent.

Service hours: Mon-Thurs: 8:30am - 5:00pm,

Fri: 8:30am - 12:00pm

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

Massachusetts Department of Housing and Community Development (DHCD)

See in Category: Housing

Massachusetts Department of Transitional Assistance (DTA)

See in Category: Emergency Assistance

North End/West End Neighborhood Service Center (NSC)

See in Category: Emergency Assistance

Hotlines

Alcoholics Anonymous

See in Category: Substance Use

Asian Task Force Against Domestic Violence

P.O. Box 120108
Boston, MA 02112
Phone: 617-338-2355
Fax: 617-338-2354

info@atask.org; 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.

- Linguistically and culturally appropriate case management
- Legal advocacy
- Housing assistance
- Medical and healthcare advocacy
- Income stabilization
- Emergency shelter
- Life skills classes
- Information about domestic and intimate partner violence
- Safety planning
- Emotional support
- Crisis screening & triage
- Information about community resources
- Referral to an ATASK advocate
- ESOL classes
- 24-hour multilingual helpline

Service hours: Multilingual Helpline available 24/7

ATASK advocated available M-F, 9-5pm, if follow up is needed.

Other Locations: Lowell, MA

Languages: Bangla, Bhutanese, Cantonese, Chiu Chau (Teochew), English, Gujarati, Hindi, Khmer (Cambodian), Korean, Mandarin, Manipuri, Nepali, Punjabi, Shanghainese, Tagalog (Filipino), Taishanese, Thai, Taiwanese, Urdu, Vietnamese

Boston Area Rape Crisis Center (BARCC)

See in Category: Physical and Mental Health

Casa Myrna

See in Category: Domestic Violence

Eastern Regional Legal Intake (ERLI)

See in Category: Legal

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 and referrals to 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
- 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.

Languages: The Hotline has links to 180 languages – specify desired language when calling.

Gamblers Anonymous

See in Category: Support Groups

Massachusetts Child Abuse Emergency Line

Phone: 1-800-792-5200
jbcc.harvard.edu/child-risk-hotline

Services: The Massachusetts Child Abuse Emergency Line operated by Judge Baker Children's Center functions as the after-hours service for the MA Department of Children and Families (DCF). DCF is the state agency charged with the responsibility of

protecting children from child abuse and neglect. A 50+ 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 Emergency Line is NOT able to provide services on its website or by email.

Service hours:

Weekdays: Monday –Thursday 5:00 pm – 9:00 am (of the next morning)

Weekends: Friday 5:00 pm – Monday 9:00 am

Holidays: Friday 5:00 pm – Tuesday 9:00 am for Monday holidays; 5:00 pm of the day preceding a weekday holiday – 9:00 am of the weekday after the holiday

Massachusetts Substance Use Helpline

Helpline: 1-800-327-5050

helplinema.org/

Services: The Helpline is the only statewide, public resource for finding substance use treatment, recovery, and problem gambling services. Helpline services are free and confidential. Their caring, trained Specialists will help you understand the treatment system and your options.

Service hours: 24/7

Languages: Spanish, Interpreters for other languages

National Domestic Violence Hotline

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

TTY: 1-800-787-3224

www.thehotline.org/

Services: 24 hours a day, seven days a week, 365 days a year, the National Domestic Violence Hotline provides essential tools and support to help survivors of domestic violence so they can live their lives free of abuse (available via phone and live chat on website)

Contacts to The Hotline can expect highly-trained, expert advocates to offer free, confidential, and compassionate support, crisis intervention information, education, and referral services in over 200 languages.

Advocates attend extensive training sessions to prepare for crisis intervention support, safety planning, education, advocacy, and referrals for survivors; they also undergo training to support friends, family members, and others concerned about loved ones experiencing situations of abuse.

Service hours: Hotline and chat are 24/7.

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

National Sexual Assault Hotline

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

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 their 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

Languages: English, Spanish

National Suicide Prevention Lifeline

English: 800-273-TALK (8255)

Español: 1-888-628-9454

Veterans : 800-273-TALK (8255), Press 1

TTY: 800-799-4889

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. The National Suicide Prevention Lifeline number routes callers to the nearest accredited crisis center in the caller’s area. National suicide Prevention Lifeline calls are answered by staff at over 160 crisis centers across the United States who provide callers with crisis counseling and mental health referrals. Instant messaging services available by clicking “chat” on website.

Service hours: 24/7

Languages: English, Spanish (Note: network centers also have access to interpreting services for other languages)

New England Region of Narcotics Anonymous

See in Category: Substance Use

Parents Helping Parents/Parental Stress Line

See in Category: Support Groups

Rape Crisis Hotline – Pathways for Change

588 Main Street

Worcester, MA 01608
Office (M-F 9am- 5pm) : 508-852-7600
24/7 Hotline: 1-800-870-5905
TTY (M-F 9am-5pm): 888-887-7130
www.pathwaysforchange.help/pfc

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.

Other Locations:

Fitchburg Office

275 Nichols Road
Fitchburg, MA 01420

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

REACH Beyond Domestic Violence

See in Category: Domestic Violence

Registrants and Families Support Line

Phone (WAR): 800-311-3764

Phone (ACSOL): 818-305-5984

Phone (NARSOL): 888-997-7765

hotline@thesupporthotline.org;

www.womenagainstry.org/page-1730789

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

The Support Line is not a substitute for professional counseling, treatment or consultation with an attorney. Any actions or lack of actions by the recipient after contacting the Support Line is the sole responsibility of the recipient. Neither RSOL, SOSEN nor Women Against Registry will be held responsible or liable in any regard. The Support Line DOES NOT support nor can they 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

SafeLink

SafeLink 24/7 Hotline: 1-877-785-2020

info@casamyrna.org; 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: They provide a safe space in which to talk about what's happening in your relationship
- Direct connection to domestic violence shelter programs across Massachusetts
- Referrals to local domestic violence and community services
- Support and resources for anyone who is concerned about a victim of domestic violence
- Crisis Intervention

See Casa Myrna entry for more services.

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

Samaritans

41 West Street
4th Floor

Boston, MA 02111

Hotline: 877-870-4673

Office Phone: 617-536-2460

info@samaritanshope.org; samaritanshope.org/

Services: Samaritans' mission is to reduce the incidence of suicide by alleviating despair, isolation, distress, and suicidal feelings among individuals in the community, 24

hours a day; to educate the public about suicide prevention; to help those who have lost a loved one to suicide; and to reduce the stigma associated with suicide.

Samaritans provides life-saving suicide prevention services throughout Greater Boston, MetroWest, and across Massachusetts. Their services are free, confidential, and nonjudgmental.

24/7 Crisis Services – Each day, people who struggle with loneliness, depression, or suicidal feelings turn to Samaritans' 24/7 Helpline for non-judgmental support. On the other side of a phone call or text message, they find a caring listener ready to provide compassion. You can call or text their Helpline 24/7 at (877) 870-4673.

Grief Support Services – If you have lost a loved one to suicide, you can find support through events, meetings, and peer networks.

Community Education & Outreach – Learn how to help someone in crisis by hosting a suicide prevention workshop at your school, workplace, or organization.

Learn more about Samaritans' programs, including the latest information about their remote services during COVID-19, at www.samaritanshope.org.

Service hours: 24/7

Social Security: Benefits After Incarceration

See in Category: Administrative Issues

Stop It Now! Helpline

351 Pleasant Street

Suite B-319

Northampton, MA 01060

Helpline: 1-888-773-8368

helpline@stopitnow.org; www.stopitnow.org/

Services: The Resource Guide on this website lists a number of relevant organizations including resources for referrals for treatment providers. Stop It Now! also maintains a Helpline for adults who are at risk for sexually abusing a child, for friends and family members of sexual abusers and/or victims, and for parents of children with sexual behavior problems. The toll-free Helpline is confidential and no caller ID is used. The Helpline also offers an email service to answer individuals' questions and provide guidance and resources.

Chat option available on website.

Service hours: Phone and Chat is available M-F 12pm - 6pm ET. Email is usually responded in 72 hours or less.

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

Languages: English, some Spanish literature available online.

The Cambridge Women's Center

See in Category: Women

The Network – La Red

See in Category: LGBTQ+

U.S. Department of Veterans Affairs, IRIS

See in Category: Veterans

United Way's 211 Helpline

Phone: 211

Phone (Toll-free): 1-877-211-6277

TTY: 508-370-4890

Website: 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.

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

Housing

ABCD (Action for Boston Community Development)

See in Category: Education

AIDS Action Committee

See in Category: Physical and Mental Health

Asian-American Civic Association

See in Category: Education

Boston Center for Independent Living, Inc.

See in Category: Disability

Brooke House

107 Park Dr

Boston, MA 02115

Phone: (617) 867-0300

Fax: (617) 867-0344

crj@crj.org; www.crj.org/divisions/social-justice-services/programs/

Services: Brooke House is a 65-bed Community based Residential Reentry Program for male returning citizens. Residents receive evidence-based case management services and in-house clinical services that emphasize successful reentry.

Requirements & Restrictions: Men referred by the county sheriffs' departments, the Massachusetts Department of Correction, the Massachusetts Parole Board, or the Massachusetts Probation service.

Cambridge Economic Opportunity Committee

See in Category: Emergency Assistance

Cambridge Multi-Service Center

See in Category: Other Groups

Casa Esperanza, Inc.

See in Category: Substance Use

Catholic Charities Archdiocese of Boston

See in Category: Faith-Based Organizations

City Mission: Homelessness Prevention

See in Category: Emergency Assistance

Elizabeth Stone House

See in Category: Physical and Mental Health

FamilyAid Boston

See in Category: Families

Father Bill's Place

See in Category: Shelters

Foundation House

155 Mill St

Springfield, MA 01108

Phone: (413) 886-0110 ext. 3242

Fax: (413) 886-0122

crj@crj.org; www.crj.org/divisions/social-justice-services/programs/

Services: Foundation House is a 28-bed Community-based Residential Reentry Program for male and female returning citizens. Residents receive evidence-based case management services and in-house clinical services that emphasize successful reentry.

Requirements & Restrictions: Men and women are referred by county sheriff's departments, the Massachusetts Department of Correction, the Massachusetts Parole Board, or the Massachusetts Probation Service. These referrers must prepare a referral packet which will be reviewed based on availability and allocation.

Greater Boston Legal Services (GBLS)

See in Category: Legal

Haley House

23 Dartmouth Street

Boston, MA 02116

Phone: 617-236-8132

info@haleyhouse.org; haleyhouse.org/

Services:

Meal services: (All located at 23 Dartmouth Street)

Welcomes all genders/all ages to all meals during COVID-19

- Coffee: 6:15- 8:00am (Mon, Tues, Wed, Thurs, Fri & Sun)
- Breakfast: 8:00 – 9:30am (Mon, Tues, Wed, Thurs, Fri, & Sun)
- Lunch: 11:00 – 12:30pm (Two days only- Fri & Sun)
- Clothing: 9:30 – 11:00am (Tuesday)
- Groceries: 10:00 – 11:00am (Thursday)

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 their 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. They accept registrations on a rolling basis as their supply permits, but do not take drop-ins.

Heading Home

See in Category: Shelters

Hearth

1640 Washington Street
Boston, MA 02118

Intake/Resident Placement: 617-369-1578
info@hearth-home.org; www.hearth-home.org/

Who to Contact: Intake/Resident Placement

Services: Hearth is a non-profit organization dedicated to the elimination of homelessness among the elderly. Currently, Hearth, Inc. operates 174 units of permanent supportive housing located in six different buildings throughout the Greater Boston area.

- Anna Bissonnette House
 - Forty units of permanent supportive housing in the heart of the South End
- Elsie Frank House
 - Congregate housing for nine elderly women in peaceful Jamaica Plain
- Hearth at Burroughs Street
 - Congregate housing for fourteen formerly homeless seniors near beautiful Jamaica Pond
- Hearth at Olmsted Green
 - Fifty-units of permanent supportive housing near Franklin Park in Dorchester
- Ruggles Assisted Living
 - 100% affordable assisted living with forty-three studio apartments near Dudley Square
- Ruth Cowin House
 - Nine studio apartments in Brookline

In 2021, Hearth at Four Corners will open, adding 54 additional units.

Housing Applications can be found here:
<http://www.hearth-home.org/housing-application>.

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

Other Locations: Representation at all major shelter locations.

Requirements & Restrictions: Low income seniors age 55 and up

Waiting time: 1 to 3 weeks

Languages: English, Spanish

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; 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.

Housing Search: Their advocates work with clients from more than 50 shelters and programs to obtain apartments and subsidized housing. They provide support and compassion to help their clients navigate

the difficult and complicated process of transitioning from a shelter to permanent housing. Their 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. They help each participant reintegrate into the community; this may include money management programs, life skills training, and more. As of 2013 96% of their stabilization clients are still in housing one year later.

Homelessness Prevention: Their 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.

Homeless Set Aside: 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: Mon-Fri 9-12pm, 1-4:45pm (closed 12-1)
Since HomeStart is remote currently, it'd be better for clients to call or email instead.

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

HomeStart's Housing Search and Stabilization services generally use a closed referral process, please call to inquire about requirements. To inquire about receiving assistance from the Homelessness Prevention program, call (617) 542-0338 ext. 267 to speak with the Homelessness Prevention Hotline Coordinator.

Languages: English, Spanish

Hope House

See in Category: Substance Use

House of Hope, Inc. – Lowell

812 Merrimack Street

Lowell, MA 01854

Phone: +1-978-458-2870

info@houseofhopelowell.org; houseofhopelowell.org/

Services: House of Hope is dedicated to homeless families in Massachusetts, helping them gain stable housing.

Services include:

- Emergency Shelter for parents and their children
- Workforce Development with on the job training
- Stabilization Services for families rehoused in the community
- Affordable Housing with Supportive Services

Service hours: Mon-Fri: 9AM - 5PM

HousingWorks

P.O. Box 231104

Boston, MA 02123-1104

support@housingworks.net;

www.infoweb.org/HousingSeekers.html

Services: HousingWorks is a resource for Housing Advocates and Landlords to search and apply to all subsidized and affordable housing in New England. HousingWorks does not work with individuals or families; instead, they work with their case managers and advocates. HousingWorks lists all of the ex-offender housing they can locate.

People seeking low-income housing should watch the video (from the website link above). The video is recommended because it teaches you what you need to know *before* you search – and also helps you do the search at the same time. By the time you have finished the video, you will have also finished your housing search.

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

Just-A-Start Corporation

See in Category: Employment

Justice Resource Institute (JRI)

See in Category: Physical and Mental Health

Massachusetts Access to Recovery (ATR)

See in Category: Substance Use

**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

www.mass.gov/orgs/housing-and-community-development

Services: The DHCD website contains a number of resources on general Housing and Community Development issues. Visit this link 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).

For information on how to apply for housing assistance please visit:

- <https://www.mass.gov/guides/a-guide-to-obtaining-housing-assistance>
- <https://www.mass.gov/guides/how-to-apply-for-public-housing>
- <https://www.mass.gov/service-details/section-8-housing-choice-voucher-program-hcvc>
- <https://www.mass.gov/how-to/apply-for-a-rental-voucher>

Service hours:

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

Other Locations: Fuel Assistance Offices

Boston: Action for Boston Community Development, Inc. (ABCD)

178 Tremont Street, Boston 02111

(617) 357-6012

Chelsea, Revere, Winthrop:

Community Action Program Intercity, Inc. (CAPIC)

100 Everett Street, Unit 14; Chelsea 02150

(617) 884-6130

Cambridge & Somerville

City of Cambridge, Department of Human Services

51 Inman St. Cambridge, 02139

(617) 349-6200

Quincy: Quincy Community Action

1509 Hancock Street, 3rd Fl. Quincy, 02169

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

Requirements & Restrictions: Income restrictions apply.

Massachusetts Suffolk County Sheriff's Department

See in Category: Other Groups

McGrath House

699 Massachusetts Ave

Boston, MA 02118

Phone: (857) 317-6191

Fax: (857) 350-4401

crj@crj.org; www.crj.org/divisions/social-justice-services/programs/

Services: McGrath House is a 33-bed Community-based Residential Reentry Program for female returning citizens. Residents receive gender-specific evidence-based case management and in-house clinical services that emphasize successful reentry.

Requirements & Restrictions: Women referred by county sheriff's departments, the Massachusetts Department of Correction, the Massachusetts Parole Board, or the Massachusetts Probation Service. These referrers must prepare a referral packet which will be reviewed based on availability and allocation.

New England Center and Home for Veterans

See in Category: Veterans

Nuestra Comunidad Development Corporation

56 Warren St

Suite 200

Roxbury, MA 02119

Phone: (617) 427-3599

Fax: (617) 989-1216

Home Center fax: (617) 989-2700

info@nuestracdc.org; www.nuestracdc.org/

Services: Nuestra Comunidad is devoted to building the wealth and enhancing the physical, economic, and social well-being of Roxbury and other underserved populations in greater Boston through a community-driven process that promotes self-sufficiency and neighborhood revitalization.

Classes:

- First-time homebuyer classes
- Credit ready classes

Programs:

- Foreclosure prevention
- Your financial future
- Resident Services
- Community engagement
- Business and entrepreneurship
- Asset management
- Housing resource services

On the Rise, Inc.

See in Category: Women

Project Hope

See in Category: Families

Project Place

See in Category: Employment

Somerville Homeless Coalition

1 Davis Square

Somerville, MA 02144

Phone: 617-623-6111

TTY: 617-776-0750

Fax: 617-776-7165

www.somervillehomelesscoalition.org/

Services: The mission of the Somerville Homeless Coalition is to provide homeless and nearly homeless individuals and families with individualized supportive services and tailored housing solutions with the goal of obtaining and maintaining affordable housing.

Programs

- Adult and Family Shelters
 - For shelter information, please call the shelter at 617-623-2546
- Supported Housing
 - For more information about their supported housing, please complete an intake referral or call the main office
- Food Assistance
 - For more information, please complete an intake referral or contact them at 617-776-7687 or projectsoup@shcinc.org
- Homelessness Prevention
 - For Homelessness Prevention information, please complete an intake referral or call the main office

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

Languages: English, Spanish

St. Francis House

See in Category: Food

St. Mary's Center for Women and Children

See in Category: Women

The Cambridge Women's Center

See in Category: Women

**The Salvation Army – Boston South End Corps
Community Center**

See in Category: Emergency Assistance

United Way's 211 Helpline

See in Category: Hotlines

Victory Programs Inc.

965 Massachusetts Ave

Boston, MA 02118

Phone: 617-541-0222

Fax: 617-541-0094

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.

Legal

AIDS Action Committee

See in Category: Physical and Mental Health

American Civil Liberties Union of Massachusetts (ACLUM)

211 Congress Street
3rd Floor

Boston, MA 02110

Phone: 617-482-3170 ext. 301

Phone (Western MA): 413-5869115

Fax: 617-451-0009

info@aclum.org; aclum.org/

Who to Contact: Legal Resource Team X301

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 the government.

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

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

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

Note: Due to the Coronavirus, the ACLU of Massachusetts is working remotely. Given the office closure and the large number of requests for assistance they receive, they may not be able to respond promptly.

Requirements & Restrictions: Service is available by telephone. Requests can also be made by mail or fax, 617-451-0009.

Boston Center for Independent Living, Inc.

See in Category: Disability

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

www.gbbs.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.

Waiting time: Varies by complexity of complaint and staff availability

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

Cambridge Multi-Service Center

See in Category: Other Groups

Casa Myrna

See in Category: Domestic Violence

CORI & Re-entry Project: Greater Boston Legal Services

See in Category: CORI

CPCS-Alternative Commitment & Registration Support Unit

See in Category: Sex Offenders

De Novo: Center for Justice and Healing

47 Thorndike Street

Suite SB-LL-1

Cambridge, MA 02141

Phone: 617-661-1010

Fax: 617-661-1011

www.denovo.org

Who to Contact: Intake staff

Services: De Novo: Center for Justice and Healing provides free civil legal assistance to low-income clients on:

- Family law
 - Must be in the area they cover – Cambridge, Somerville, Medford, Everett, Chelsea, Arlington, Belmont, Brookline, Watertown, Boston (includes: Dorchester, Roxbury, W. Roxbury, Mattapan, Allston, Brighton, E. Boston, Jamaica Plain, Roslindale, Hyde Park, Charlestown)
 - Note: Only Cambridge residents can be helped if there is no presence of domestic violence
 - They are also not offering full representation at the moment and are not able to process emergency restraining orders either
 - What type of case? Divorce, child support, custody, visitation, restraining orders
- Housing and Homelessness Prevention
 - Intake Criteria: Cambridge and Somerville Residents only, who:
 - have received a notice to quit/notice of termination/notice of possible lease violation/cease and desist letter from their landlord
 - have been served court papers by their landlord/have an active eviction or housing court case
 - have received notice that their section 8 will be or has been terminated

- have been denied public housing or a section 8 voucher or preference
- have been locked out of their home by their landlord

- Disability benefits
 - Must be in the area they cover – Cambridge, Somerville, Medford, Everett, Chelsea, Arlington, Belmont, Brookline, Watertown, Boston (includes: Dorchester, Roxbury, W. Roxbury, Mattapan, Allston, Brighton, E. Boston, Jamaica Plain, Roslindale, Hyde Park, Charlestown)
 - What type of case? Denied, overpayment, reduction, termination
- Immigration and refugee rights (including psychological assessments of immigrant trauma victims who seek legal status in the U.S)
 - 6 weeks minimum before a court date if there is one
 - They are only taking cases from people who have not had an individual hearing yet

De Novo 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 De Novo 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.

Languages: English, Spanish, French, Farsi

Department of Mental Health and Forensic Services

See in Category: Physical and Mental Health

Disability Law Center

See in Category: Disability

Eastern Regional Legal Intake (ERLI)

7 Winthrop Square (Mail)

2nd Floor

Boston, MA 02110

Phone: 617-603-1700

vlpnet.org/get-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.

ERLI's service area includes the service areas of the Volunteer Lawyers Project, Metro West Legal Services, and Greater Boston Legal Services.

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 screens and refers potential clients to Greater Boston Legal Services.

Service hours: Mon, Wed & Fri: 9am-12pm, Tues & Thurs: 12:30pm-3:30pm

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

- Live in their service area.
- Have incomes under 125% or 200% of the federal poverty guidelines
- 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.

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

GLBTQ Legal Advocates and Defenders (GLAD)

See in Category: LGBTQ+

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.gbls.org/

Who to Contact: Intake Worker

Services: Due to COVID-19, GBLS' offices in Boston and Cambridge are closed to the public and their staff is working remotely assisting new and existing clients. If you are seeking services for the first time, please contact the Eastern Region Legal Intake (ERLI) at 617-603-1700 or call GBLS at 617-371-1234. Intake hours for problems that are not emergencies are Monday, Wednesday, and Friday 9:00am-12:30pm or Tuesday, Thursday 12:30-3:30pm. ERLI also offers online intake which can be found here: <https://vlpnet.org/get-help/>. For CORI record sealing help, see below.

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.

For help with criminal and juvenile record sealing, expungement & CORI problems: Email cori@gbls.org or leave a message with your name, address and phone number at 617-603-1797 (please call between 9:00am and 5:00pm Monday to Friday)

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. In addition to help with CORI, GBLS has units that help low income people with other kinds of legal issues.

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 Project: 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 debt collection, home foreclosures, and bankruptcies.

Elder Law issues: Includes housing, elder abuse, nursing home issues; guardianship; 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 is considering different ways to help people during the COVID-19 pandemic. Please check the website for updates: GBLS Services during the Coronavirus.

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

Service hours: Monday - Friday: 9:00am - 5:00pm

People who have not yet done intake are asked to call during the following times if it is not an emergency. Intake hours for non-emergency problems are Monday, Wednesday, and Friday 9:00am-12:30pm or Tuesday, Thursday 12:30-3:30pm.

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

Walk-in clinics on the 3rd Thursday of the month from 9:00am – 12:00pm will resume after COVID-19 emergency is lifted.

Dorchester Courthouse

410 Washington St. Dorchester, MA

Walk-in clinics on the 2nd and 4th Wednesday of the month from 9:00am – 12:00pm will resume after COVID-19 emergency is lifted

Requirements & Restrictions: Agency serves residents of Boston and 31 surrounding cities and towns, mostly within Route 128. Complete listing of geographic areas served is on web site. Income limitations (usually

restricted to persons with incomes less than 125% of federal poverty guidelines) are applicable, with the exception of elderly clients and Medicare beneficiaries who are not subject to the income guidelines.

Waiting time: Varies depending on volume.

Languages: Interpreters are available for non-English speakers.

Health Law Advocates

One Federal Street
5th Floor
Boston, MA 02110
Phone: 617-338-5241
Toll-free: 888-211-6168
Fax: 617-338-5242

paralegal@hla-inc.org; www.healthlawadvocates.org/

Who to Contact: Paralegal/Intake Coordinator

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

Intakes by phone, mail, or email (via form on website) only.

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.

Languages: English, Spanish, Able to assist in all languages through use of a language line

Lawyers Clearinghouse

7 Winthrop Square
2nd floor
Boston, MA 02110
Phone: (617) 544-3434 ext. 110
sthekkeparayil@lawyersclearinghouse.org;
lawyersclearinghouse.org/

Who to Contact: Legal Clinic Manager

Services: The Lawyers Clearinghouse operates free legal clinics throughout the year at eight shelter and social services locations, where volunteer lawyers from Boston law firms and in-house legal departments take

pro bono cases for homeless and very low-income individuals. In order to qualify, clients must be homeless, using shelter services, or otherwise income eligible for free legal services.

Due to public health and safety concerns surrounding the current coronavirus outbreak, the Legal Clinic is now operating remotely. They still want to serve clients in need of civil legal assistance. Please contact Clinic Manager Sean Thekkeparayil to discuss your civil legal matters: 617-544-3434 ext. 110 or email.

Other Locations: Clinics are operated at the following locations:

Boston Healthcare for the Homeless Program (BHCHP)

Address: 780 Albany St. Boston, Ma. 02118

Contact: Nicole (857) 654-1081

Bridge Over Troubled Waters

Address: 47 West St. Boston, MA. 02111

Contact: Lindsay (617) 423-9575 ex. 207

Cardinal Medeiros Center

Address: 1960 Washington St. Boston, MA. 02118

Contact: Muriel (617) 619-6962

Metro Housing Boston

Address: 1411 Tremont St. Boston, MA. 02120

Contact: Felisha (617) 425-6650

Pine Street Inn

Address: 444 Harrison Ave. Boston, MA. 02118

Men's contact: Ken (617) 892-9230

Women's contact: Julie (617) 892-9318

Southampton Shelter

Address: 112 Southampton St. Boston, MA. 02118

Contact: Pedro (617) 534-6136

St. Francis House

Address: 39 Boylston St. Boston, MA. 02116

Contact: Fabiana (617) 457-1034

Women's Lunch Place

Address: 67 Newbury St. Boston, MA. 02116

Contact: Minerva (617) 267-8104

Woods Mullen Shelter

Address: 794 Massachusetts Ave. Boston, MA. 02118

Contact: Diniz (617) 534-7157

Legal Services Center CORI Sealing Initiative

See in Category: CORI

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; 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.

Languages: Translator services available for many languages

**Massachusetts Commission Against Discrimination
(MCAD)**

1 Ashburton Place, Suite 601
Boston, MA 02108
Phone: 617-994-6000
mcad@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. They 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.

During the COVID-19 health crisis, the MCAD has made temporary emergency changes to its processes and procedures, including the closing of its offices to the public. If you wish to file a Complaint of Discrimination, please call 617-994-6000 to schedule a call with and MCAD intake specialist, or have your attorney email requesting instructions for filing on your behalf.

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

Other Locations:

MCAD Springfield Office

436 Dwight Street, Room 220

Springfield, MA 01103

MCAD Worcester Office

484 Main Street, Room 320

Worcester, MA 01608

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 other paperwork that will help investigate and establish your allegation of unlawful discrimination. You should also be able to give the date the alleged discrimination occurred.

For an employment case: You should have your employer's name, address, the approximate number of employees, and the name of the parent company, if applicable.

For a housing case: Supply the landlord's or property manager's name, the real estate company's name, or the real estate agent's name, if appropriate.

For public accommodations: Bring the name of the owner or manager of the establishment.

Languages: English, Portuguese, Creole, Chinese

Massachusetts Law Reform Institute (MLRI)

40 Court Street

Suite 800

Boston, MA 02108

Phone: 617-357-0700

Fax: 617-357-0777

info@mlri.org; www.mlri.org/

Services: MLRI works with many organizations at the local, state, and national level on numerous areas of law affecting those with low-incomes. MLRI also coordinates two statewide websites that provide legal information for low-income people and for legal services advocates on a wide variety of civil legal matters.

As a general matter, MLRI does not provide legal representation to individual clients.

Languages: English, Spanish

MassLegalHelp

See in Category: CORI

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; mhlac.org/

Services: Mental Health Legal Advisors Committee provides referrals, brief information, advice and, in some instances, direct representation. Priorities include access to mental health and related support services, public and private insurance matters, rights for psychiatric in-patient and out-patient programs, disability discrimination on the basis of mental illness, right to refuse treatment, visitation/custody for parents with mental illness, civil rights of DYS-involved adolescents, and special education.

Staff will respond to calls after the caller leaves a message on the intake line during the hours listed below. Intakes are not done on a walk-in basis.

Staff may provide services for those in jail, only if mental health care is denied or if a person is placed in solitary confinement.

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

Requirements & Restrictions: No criminal representation

Languages: Access to many languages via phone interpreters

National Lawyers Guild: Lawyer Referral Service (Mass. Chapter)

41 West Street

Suite 700

Boston, MA 02111

Phone: 617-227-7335

Fax: 617-227-5495

nlgmass-director@riseup.net;

www.nlgmass.org/lawyer-referral-directory/

Who to Contact: Lawyer Referral Service Coordinator

Services: The National Lawyers Guild Massachusetts Chapter maintains a Lawyer Referral Service geared towards low- or middle-income clients. A staff member will provide the caller with the contact information for an attorney with experience in the area of law where the client's legal problem exists. If calling outside of regular 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 is by telephone and e-mail. Walk-ins are not accepted.

Requirements & Restrictions: None

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

On The Rise, Inc.

See in Category: Women

ProCon.org: Voting Rights

See in Category: Administrative Issues

Public Counsel Services, Roxbury Defenders Unit

7 Palmer St.

Suite 302

Roxbury, MA 02119

Phone: 617-445-7581

Fax: 617-445-7587

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

The Cambridge Women's Center

See in Category: Women

United Way's 211 Helpline

See in Category: Hotlines

Veterans Legal Services

See in Category: Veterans

Volunteer Lawyers Project

7 Winthrop Square (Mailing address)

2nd Floor

Boston, MA 02110

Phone: 617-423-0648

Fax: 617-423-0061

info@vlpnet.org; 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:
<https://masslrf.org/en/home>.

If you do not want to use the Legal Resource Finder, you can contact the Legal Advocacy Resource Center (LARC) Legal Advocacy and Resource Center (LARC) hotline at 617-603-1700 or 1-800-342-5297 for intake.

Whatever you tell LARC is private and confidential. A LARC staff person will ask you some questions to find out if you qualify for legal services from VLP or another office. LARC may be able to give you information or advice about your legal problem.

Requirements & Restrictions:

- VLP does not handle criminal cases or represent incarcerated individuals on any matter whether related to their incarceration or not. If you do not have a kind of case that VLP handles, LARC can give you information or advice, and may be able to refer you to an agency that handles that kind of case.
- DCF cases are not accepted.
- Must live in greater Boston, must be a U.S. citizen or have green card, and must meet federal poverty guidelines. If residency is outside city of Boston, call to find out if address is in Volunteer Lawyers Project's service area.

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

Languages: Interpreters available for many languages.

WilmerHale Legal Services Center of Harvard Law School

122 Boylston Street

Jamaica Plain, MA 02130

Phone: 617-522-3003

Fax: 617-522-0715

www.legalservicescenter.org/

Who to Contact: Intake Staff

Services: Legal assistance is provided in the following civil law areas:

Disability Benefits: Social Security Disability representation for disabled clients

Estate Planning: Estate planning and probate, guardianship, debt counseling and private insurance cases for low- and middle-income individuals. This service is only provided for veterans.

Family Law: Divorce, Domestic Violence, Paternity, Child & Spousal Support, Adoption, Guardianship, Guardian ad Litem court appointments and English/Spanish Pro Se Divorce Clinics

Federal Tax Unit: The Federal Tax Unit provides free legal representation to clients in tax controversies with the IRS. The Unit works on a wide variety of matters, including family tax issues (e.g., earned income tax credit, child tax credit, and dependency exemptions), tax debt/collection cases (offers in compromise and installment payment agreements), injured and innocent spouse claims, and audit reconsiderations. Their work on behalf of taxpayers involves, among other things, requesting audit reconsideration, representing clients at IRS Appeals conferences, drafting and submitting advocacy letters to IRS Appeals, preparing and submitting innocent and injured spouse claims and offers in compromise, and representing clients before the U.S. Tax Court.

Housing Law: Eviction Defense due to foreclosure

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

Services are limited due to staff availability.

LGBTQ+ Advocacy: The LGBTQ+ Advocacy Clinic works with community members, advocates, non-profit organizations, educators, medical professionals, and governmental entities to advance the rights of LGBTQ+ people at both the national and local levels. The Clinic engages in impact litigation, policy advocacy, and direct representation on behalf of the LGBTQ+ community,

with a particular focus on issues affecting underrepresented groups within the LGBTQ+ umbrella.

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

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

Languages: Spanish-speaking interpreter and staff available.

Women's Prison and Re-Entry Project

105 Chauncy Street, 8th Floor

Boston, MA 02111

mruttenberg@publiccounsel.net

sgoldenhersh@law.harvard.edu; wbawbf.org/wbf-projects/womens-prison-and-re-entry-project

Who to Contact: Miriam Ruttenberg or Stephanie Goldenhersh

Services: When they are not in the midst of a pandemic, the Women's Prison and Re-Entry Project serves women incarcerated in Massachusetts' prisons and jails, or those who have been involved with the criminal justice system. The Project normally operates at South Bay House of Correction in Suffolk County. In teams, volunteer attorneys meet with women and answer questions regarding family law, child custody, care and protection, housing, CORI, and criminal warrant clearing. During COVID-19 they are not visiting prisons or jails in person but are available to do Zoom educationals as requested by facilities or re-entry programs.

WPRP is in the development stages of a Clemency Project which will offer representation in petitions for clemency and sentence commutation to elderly incarcerated women. The projected start date for the Clemency Project is Fall 2021.

Meetings are normally held quarterly at Women's Bar Foundation (WBF) Offices, 5:00-6:30 PM, but during the pandemic, they are held by Zoom (dates on website). Please contact Lola Remy at the WBF for Zoom link information at lremy@womensbar.org

LGBTQ+

AIDS Action Committee

See in Category: Physical and Mental Health

Boston Health Care for the Homeless; Jean Yawkey Place

See in Category: Physical and Mental Health

Fenway Health

See in Category: Physical and Mental Health

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; www.glad.org/

Who to Contact: Public Information Manager

Services: GLAD maintains GLAD Answers which provides legal information, referrals on issues related to sexual orientation, HIV status, and gender identity and expression. These issues include employment and housing discrimination, harassment, HIV testing rights and privacy, access to health care, family law, insurance, immigration, youth and student rights, and many others.

Although you can call, email, or chat online to get more information, during the COVID-19 pandemic, they are not able to answer phone calls live at this time but will return your call. Live chat is also unavailable. During this time, email is the quickest way to get a response.

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

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

Greater Boston Legal Services (GBLS)

See in Category: Legal

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

Housing Pathways Program:

Safefhome: The Safefhome program offers short-term (up to 1-month) emergency housing to survivors (individual or family) at a confidential location. Safefhome does not have one specific location; at any given time, it could be located anywhere in the state. Housing Pathways staff work with the survivor to select a location that feels safest for that survivor and best fits their current needs. The primary purpose of the Safefhome program is to provide respite in a place that feels safe for the survivor. Call the 24/7 hotline to receive updates about the status of space availability and to get connected with this service

Transitional Housing: Up to 2 years of financial support for housing. The type of housing is flexible and can look different for each survivor. Examples of Phase Two housing options include sober living programs, sublets, and apartments.

During both phases, participants can receive a wide range of services, such as advocacy, referrals, supportive counseling, and support group

Support Groups: 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.

Languages: Spanish, English

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.

Whittier Street Health Center

See in Category: Physical and Mental Health

Older Adults

ABCD (Action for Boston Community Development)

See in Category: Education

Age Strong Commission

1 City Hall Sq

Room 271

Boston, MA 02201

Phone: (617) 635-4366

agestrong@boston.gov;

www.boston.gov/departments/age-strong-commission

Services: Provides programming, resources, and connections to Boston residents who are 55+

Services include:

- Information and Referrals
- Transportation
- Food Resources
- Ways to Save
- Housing

Their services remain open and available by phone. In-person meetings are by appointment only. Please call 617-635-4366 (Monday through Friday, 9 a.m. – 5 p.m.) or email agestrong@boston.gov.

Service hours: M-F 9 am - 5 pm

Other Locations:

The following advocates hold office hours in the following neighborhoods:

Deolinda DaVeiga- Mattapan, North Dorchester, Roxbury, Cape Verdean Community (citywide)

Lorna Heron- Fenway/Kenmore, Hyde Park, South Boston

Connie Mohammed- Bay Village, Downtown, North End/Waterfront, West End

Meghan Bragg- Allston, Brighton

Nhung (Ivy) Pham- Chinatown, Roslindale, South Dorchester, Vietnamese Community (citywide)

Marissa Resnick- Back Bay, Beacon Hill, Jamaica Plain, West Roxbury

Tammy Sutton- Citywide (in-house)

Vilma Valentin- East Boston, Mission Hill, Latino Community (citywide)

Call 617-635-4366 if you'd like to meet with an advocate in your community.

Requirements & Restrictions: Must be 55 or older.

Bay Cove Human Services

See in Category: Physical and Mental Health

Boston ElderINFO

89 South St

Boston, MA 02111

Phone: (617) 292-6211

bei@bshcinfo.org; www.elderinfo.org

Services: It is the mission of Boston ElderINFO to be the resource that meets all the information needs of every Boston elder, person with a disability, and caregivers to live with dignity, safety, and independence in our communities. Information and referral programs on the following:

- Healthy aging classes
- Boston money management program
- Options counseling
- Resources for home care services

Service hours: M-F 9 am - 5 pm

Requirements & Restrictions: Must be an older adult.

Boston Project Rebound Reentry Services

See in Category: Other Groups

Boston Senior Home Care

89 South St. Suite 501

Boston, MA 02111

Phone: (617) 451-6400

Fax: (617) 451-6631

TTY: (617) 451-6404

bostonseniorhomecare.info/

Services: Boston Senior Home Care (BSHC) is a private, nonprofit human services agency dedicated to ensuring that older adults and individuals with disabilities, particularly those of limited means, can remain safely in their homes with dignity and independence. Since 1974, BSHC has provided adults 60 years of age and older with affordable in-home care and community-based services. Today, BSHC also offers long-term services and supports for people with disabilities of all ages, education to help individuals maintain a healthy lifestyle and manage their chronic diseases, as well as resources and supports for caregivers.

Their mission is to empower individuals to achieve the highest level of health, wellbeing and social connection by providing a wide range of services and supports, including:

- Home Care program
- Senior Care Options (SCOs)

- One Care Program
- Adult Foster Care
- Family Caregiver Support Program
- Supportive Housing
- Options Counseling
- Evidence-based Program
- Accountable Care Organization (ACO) Program
- Long-term Services and Supports

Service hours: M-F 9 am- 5 pm

Requirements & Restrictions: Must be an elder or an individual with disabilities above the age of 16 years of age, or a caregiver.

Ecumenical Social Action Committee (ESAC)

434 Jamaicaaway
Jamaica Plain, MA 02130
Phone: (617) 524-2555
Fax: 617-524-2430
www.esacboston.org/who-we-are

Services: ESAC works with vulnerable residents of many Boston neighborhoods by creating stability in homes and for families. ESAC strives to promote healthy, stable, and integrated neighborhoods and communities by connecting residents with necessary services and resources. Services include:

- Senior home repair and falls prevention
- Foreclosure prevention
- Benefits enrollment center
- ESAC Youth Opportunity Collaborative (EYOC)
- Housing stabilization

Service hours: Varies by program.

Requirements & Restrictions: Child or Older Adult. Some programs require Boston residency or low to moderate income.

Executive Office of Elder Affairs (EOEA)

1 Ashburton Pl. 5th floor
Boston, MA 02108
Phone: (617) 727-7750
Toll Free Elder Abuse Hotline (24/7): (800) 922-2275
Fax: (617) 727-9368
information.resources@MassMail.State.MA.US;
www.mass.gov/orgs/executive-office-of-elder-affairs

Services: Executive Office of Elder Affairs promotes independence, empowerment, and well-being of older people, individuals with disabilities, and their families by providing access to services through partnerships

with agencies throughout Massachusetts. Services include:

- Executive Office of Elder Affairs Public Records
- Reporting Elder Abuse and Neglect
- In-Home Services
- Health Insurance Counseling
- Prescription Drug Assistance
- Senior Housing Resources
- Councils on Aging & Senior Centers
- Nutrition Program for Seniors
- MassHealth for Seniors and People who need Long-Term Care Services
- Family Caregiver Support Program
- Senior Community Service Employment Program (SCSEP)
- Dementia Friendly Massachusetts
- Assisted Living
- Advocacy Services
- Legal help for elders

Service hours: Varies by program.

Requirements & Restrictions: Older adults and individuals with disabilities.

John F. Kennedy Family Services Center

See in Category: Families

Lamour Clinic Health Institute

See in Category: Physical and Mental Health

Massachusetts Bay Transportation Authority (MBTA)

See in Category: Transportation

North End/West End Neighborhood Service Center (NSC)

See in Category: Emergency Assistance

Senior Centers & Council on Aging (COA)

806 Massachusetts Ave
Cambridge Senior Center
Cambridge, MA 02139
Phone: (617) 349-6220
www.cambridgema.gov/DHSP/programsforadults/seniorcouncilonaging

Services: The COA aims to promote and safeguard the health and independence of Cambridge seniors by providing information and referrals. The two senior centers provide a variety of services and classes including:

- Senior food pantry
- Counseling and support groups
- Vision and blood pressure screening
- Breakfast and lunch service
- Men's group
- Computer classes
- Educational and recreational offerings

Service hours:

M 8:30 am - 8 pm

T-T 8:30 am - 5 pm

F 8:30 am - 12 pm

Other Locations:

North Cambridge Senior Center

2050 Massachusetts Ave. Cambridge, MA. 02140

Requirements & Restrictions: Must be a senior over the age of 60

South Boston Neighborhood House & Senior Center

136 H St

South Boston, MA 02127

Phone: (617) 268-1619 ext. 301

csullivan@sbnh.org; www.sbnh.org/senior-services

Who to Contact: Carole Sullivan

Services: South Boston Neighborhood House and Senior Center aim to reduce isolation by offering activities and services that maintain dignity, health, independence, and self-confidence for seniors. These services aim to enhance physical, intellectual, and creative well-being through exercise, interaction, technology, and art classes. Services include:

Health and Information Programming:

- Yoga
- Weight listing
- Exercise
- Dance
- Bowling
- Health seminars

Recreational Programming:

- Bingo
- Games and movies
- Shopping
- Special events
- Holiday parties
- Trips

Due to the COVID-19 pandemic programming has been limited. Please call ahead for details.

Service hours: COVID Hours: 8:30am - 1:00pm (with limited programming)

Veronica B. Smith Senior Center

20 Chestnut Hill Ave

Boston, MA 02134

Phone: (617) 635-6120

agestrong@boston.gov;

www.boston.gov/departments/elderly-commission/veronica-b-smith-senior-center

Services: The Veronica B. Smith Senior Center offers the following services and programs:

Health and Nutrition Services: Free preventative health care screenings such as vision, hearing, and podiatry are available along with free flu shots. Fitness programs such as weekly exercise, wellness, and line dancing classes, educational workshops, and seminars pertaining to health and nutrition are also offered.

Direct Services and Programming: A wide range of social services can be obtained at the Center, including special seminars and workshops on legal issues and government health benefits. Comprehensive programs targeted for seniors in the greatest economic and social needs are also in place, as well as on-site English as a Second Language classes and translation services. Medical escort services for non-English speaking seniors can also be accessed at the Senior Center.

Public Information: Senior Spotlight is a monthly newsletter published and distributed by the Veronica Smith Senior Center with a circulation base of over 600 community seniors and dozens of community locations such as nursing homes and elderly housing. Topics include issues such as health benefits, upcoming programs and services available at the Center.

Service hours: Everyday 8:30 am - 4 pm

Other Groups

ABCD (Action for Boston Community Development)

See in Category: Education

Back On My Feet Boston

361 Newbury Street

Boston, MA 02115

Phone: 857-293-0845

jake.willis@backonmyfeet.org or

Jennifer.hyde@backonmyfeet.org;

www.backonmyfeet.org/

Who to Contact: Jennifer Hyde

Services: Members commit to running/walking with one of their 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 their 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

Requirements & Restrictions: After 3 days of participation members are eligible to receive team gear. After 30 days participation they are able to enter the Next Steps Program to be eligible for financial aid.

All interested members and volunteers must complete paperwork prior to attending their first run.

Potential members must be clean and sober to participate. Cannot accept level 3 sex offenders.

Boston Project Rebound Reentry Services

7 Balfour Street #3

Dorchester, MA 02125

Main Office: 857-217-5935

bostonprojectrebound@gmail.com;

bostonprojectrebound.org/

Services: Programs

- BPRRS Aftercare Support Program
- Peer Navigation Program
- Senior Peer Navigator Program
- Employment Training
- Veterans Specialist
- Recovery Coach

Website provides additional resources for people returning to their communities.

Service hours:

M 9am-4pm

T 9am-5pm

W 9am-12pm

Th 9am-5pm

F 9am-5pm

Sat. & Sun. CLOSED

Closed on all federal holidays

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).
- 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: During the chilly winter months, their 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.

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.

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

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

Languages: Spanish, English

Cambridge Economic Opportunity Committee

See in Category: Emergency Assistance

Cambridge Multi-Service Center

362 Green Street

Cambridge, MA 02139

Phone: 617-349-6340

www.cambridgema.gov/DHSP/programsforadults/camb-ridgemultiservicecenter/mscprograms

Services:

City Programs:

- Case Managers
- Transitional Housing Program
- Support for Tenants at Risk (STAR)

Community Programs:

- Heading Home
- Eliot Community Human Services
- HomeStart
- LIFT-Cambridge
- Legal Services
- Cambridge Haitian Services
- Classes in English as a Second Language

Service hours:

Monday: 8:30 AM - 8:00 PM

Tuesday - Thursday: 8:30 AM – 5 PM

Friday: 8:30 AM – noon

New client walk-in hours: 9:00 - 10:30 AM and 3:30 - to 5:00 PM

Please call for appointment

Requirements & Restrictions: Must live in Cambridge or in a Cambridge shelter. Some other restrictions may apply for specific services. Ask when calling for information on services.

Languages: Spanish, Portuguese, Haitian Creole

Dorchester Bay Economic Development Corporation

See in Category: Employment

EMERGE (Batterer's Intervention)

See in Category: Domestic Violence

Institute for Health and Recovery – Project Promise

See in Category: Families

John Jay College Institute For Justice And Opportunity

See in Category: Education

Margaret Fuller Neighborhood House

See in Category: Families

Massachusetts Suffolk County Sheriff's Department

20 Bradston St

Boston, MA 02118

Phone: (617) 635-1000

www.scsdma.org/programs/re-entry-services/

Services: Massachusetts Suffolk County Sheriff's Department (SCSD) offers comprehensive reintegration assistance to our returning citizens, including the following re-entry programs and services on-site and also in partnership with multiple community-based organizations:

Reintegration Team: The Reintegration Team secures a wide range of basic, essential re-entry services and is available to all sentenced inmates and pre-sentence detainees. Individual discharge planning begins when an inmate enters the institution and continues throughout his/her sentence until release. Re-entry services, information and referrals are delivered through individual consultation, group workshops, discharge panels, classes and presentations, as well as through virtual technology tools. Areas of re-entry service include housing, recovery treatment, halfway house residential placement, health insurance, identification documents, child support, Parole and Probation liaising, benefits and entitlements, veterans' support, and other related re-entry resources. They also provide workforce development to those returning citizens preparing for post-release employment. Emphasis is placed on offering vocational instruction, counseling and training; career development; resume writing; viable job leads; employment retention skills; addressing CORI-related issues; improving communication expertise and fostering good "work culture" habits. Their Reintegration Team also maintains ongoing partnerships with a repertoire of area businesses, private companies and employment-assistance agencies that can offer hiring opportunities to inmates returning to their communities.

Family Matters: Family Matters is a program developed to help inmates and their families work toward positive relationships that strengthen the family unit, reunite inmates with their children, and stabilize employment and housing with the goal of reducing recidivism. The

family/household of the incarcerated participant is also provided community-based resources and services to ease the challenges that are a byproduct of incarceration. Issues of fatherhood, family engagement, parenting skills and family support services are addressed in partnership with a network of local agencies.

Community Supervision: The objective of this program is to mentor and manage inmates in community settings with the goal of early reintegration into the community with no adverse effect to public safety. Community Supervision participants must have a home plan approved by field officers. While in the community, the client must maintain employment or attend school (part-time or full-time).

Community Works Program (CWP): The Suffolk County Sheriff's Department, through the Community Works Program (CWP), sends properly classified inmates nearing the completion of their sentences into communities, under the constant watch of an armed Sheriff's deputy, to provide labor for many city, state and town projects. Cleaning vacant lots, beautifying roadway intersections, painting street lamps, boarding and securing abandoned homes and shoveling senior citizen housing walkways are just some of the many innovative jobs the inmates complete. CWP is an essential part of vocational and job training services provided to offenders before release from the Suffolk County House of Correction.

On with Living and Learning, Inc. (OWLL)

See in Category: Education

Parole Regional Reentry Centers

60 Clayton Street
1st Floor

Dorchester, MA 02122

Phone: 617-376-6262

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:

Regions 1 and 2

60 Clayton Street, 1st Floor, Dorchester, MA 02122
(617) 376-6262

Region 3

100 Willow St., Lynn MA 01902
(978) 750-1900

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) 687-6342

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

ProCon.org: Voting Rights

See in Category: Administrative Issues

Roca, Inc.

101 Park Street

Chelsea, MA 02150

Phone: 617-889-5210

Fax: 617-889-2145

Email: chelsea@rocainc.com Website: rocainc.org/

Services: Roca's mission is to be a relentless force in disrupting incarceration, poverty, and racism by engaging the young adults, police, and systems at the center of urban violence in relationships to address trauma, find hope and drive change.

Programs

- Young Men Program:
<https://rocainc.org/work/young-men-program/>
- Young Mother's Program:
<https://rocainc.org/work/young-mothers-program/>

Covid-19 Update: <https://rocainc.org/covid-19-update/>

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 Multi-Service Center

See in Category: Families

Union of Minority Neighborhoods

42 Seaverns Avenue
Jamaica Plain, MA 02130
Phone: 617-942-7577
Fax: 617-522-3351
unionofminorityneighborhoods.org/

Services: The Union of Minority Neighborhoods (UMN) is committed to fully engaging communities of color as active participants in their 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

Physical and Mental Health

ABCD (Action for Boston Community Development)

See in Category: Education

AIDS Action Committee

75 Amory Street

Roxbury, MA 02119

Client Services: 617-437-6200

information@fenwayhealth.org; www.aac.org/

Who to Contact: Client or Stabilization Advocate

Services: Assists returning citizens with HIV with housing search and advocacy, rental assistance, legal services, case management, peer support, medical transportation, nutrition and food, medication adherence, check-in, support groups and mental health services. Will refer clients to health care detox, and substance abuse treatment. Other services include PrEP counseling and referral, needle exchange, opioid overdose prevention/Naloxone distribution and HIV, Hepatitis C & STI prevention, testing, and education.

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

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

Service hours:

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

Call Client Services for appointments.

Other Locations:

Cambridge

359 Green St.

Cambridge, MA 02139

617-437-6200

North Shore

583 Chestnut Street

Suite 6

Lynn, MA 01904

857-313-6785

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

Waiting time: Wait list for some housing services; wait times vary Languages: Spanish, Portuguese, Haitian Creole, English

Alcoholics Anonymous

See in Category: Substance Use

Arlington Street Church Friday Night Supper

See in Category: Faith-Based Organizations

Asian-American Civic Association

See in Category: Education

Back On My Feet Boston

See in Category: Other Groups

Barbara McInnis House (BHCHP)

Jean Yawkey Place

780 Albany Street

Boston, MA 02118

Walk-in phone: 857-654-1605

Fax: 857-654-1112

www.bhchp.org/about/locations/barbara-mcinnis-house

Who to Contact: Walk-in clinic

Services: This is a short-term medical respite program for seriously ill homeless men and women – those individuals who are too sick for a shelter but not sick enough for a hospital. The program provides short-term medical and recuperative services that include dermatology, optometry, HIV related services, dental, and behavioral health testing.

Requires a referral from a social worker, an agency case manager or clinician who has appropriate medical information, or a DOC nurse, or some other medically-knowledgeable professional. If you do not have a referral, you may call/walk-in the Jean Yawkey Place to obtain one. See Jean Yawkey Place listing for more information.

Requirements & Restrictions: Must have a referral from a hospital, shelter, clinic, social worker, or other health care service provider. Patients cannot self-refer for admission. Can be given through walk-in clinic.

Bay Cove Human Services

66 Canal Street

Boston, MA 02114

Phone: 617-371-3000

Fax: 617-371-3100

info@baycove.org; www.baycove.org/

Services: Bay Cove Human Services is a private, not-for-profit corporation that provides services to individuals and families who face the challenges of developmental and intellectual disabilities, mental illness, substance use disorder, homelessness and/or aging. Call the main

office number to be directed to the appropriate program.

Substance Use Services: Bay Cove provides a continuum of services which offer effective treatments individually tailored to each person, including acute detoxification treatment; inpatient transitional support services; recovery homes for men and women; a shelter for homeless adults struggling with active addiction; and outpatient medication-assisted treatment.

Adult Day Health Services: Adult Day Health programs provide supports that enable participants to receive individualized health, wellness, and social services designed to help them remain in their home and community and live as independently as possible.

Child and Family Services: Bay Cove's Child & Family Services promote the physical, mental and emotional development of children. The Early Intervention (EI) program serves children under three years of age who are developmentally delayed, have a known disabling condition, or who are at risk of developmental delays due to biological or environmental factors. Their Small Wonders Nursery School serves children from 16-36 months of age and provides exceptional early childhood education for children with and without disabilities.

Healthcare Integration Services: Bay Cove's Healthcare Integration Services offer two specialized, integrated care coordination programs (One Care Health Home and Community Partner Program) with the overarching objective of helping individuals with complex behavioral health and long-term support needs navigate complex healthcare and social services systems

Housing and Homeless Services: Resources include proactive intervention programs for individuals with behavioral health issues, in an attempt to prevent homelessness before it starts; a homeless street outreach team; daytime and overnight shelters for specialized sections of the homeless populations, including one of the area's only shelters for individuals dealing with active substance use disorders; and transitional housing programs.

Long Term Support Services: These services range from family supports, which help identify and address the unique challenges faced in keeping a disabled family member in the family home; to individual supports for people with disabilities living independently in their community; to supervised residences and day programs that promote the development of skills geared toward helping individuals achieve greater autonomy.

Mental Health Services: Services include emergency psychiatric evaluations and diversionary services, specialized residential services, clubhouse, and peer-led recovery supports and care management that promotes improved integration of psychiatric and primary care.

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.

Bay State Community Services

1120 Hancock Street

Quincy, MA 02169

Phone: 617-471-8400

Fax: 617-376-0619

Info@baystatecs.org; baystatecs.org/

Who to Contact: Front Desk

Services: Bay State Community Services is a comprehensive social services agency that provides counseling outpatient services, day programming, recovery center (peer support), recovery coaching, and child and family home-based services. BSCS hosts the Quincy and Plymouth Family Resource Centers.

Service hours: Please call main number 617-471-8400 or program(s) directly.

Other Locations:

Quincy – A New Way Recovery Center

85 Quincy Avenue, Suite B

617-302-3287

Quincy – Family Resource Center

1120 Hancock Street

617-481-7227

Braintree – Home Based Child & Family Services

400 Washington Street

781-817-6675

Plymouth – Home Based Child & Family Services

36 Cordage Park Circle, Suite 305

508-830-3444

Plymouth – Family Resource Center

430-3 Court Street

774-283-6531

Walpole – Turning Point Recovery Center

32 Common Street

508-668-3960

**Beth Israel Deaconess Medical Center's (BIDMC)
Center for Violence Prevention and Recovery (CVPR)**

See in Category: Domestic Violence

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
info@barcc.org; barcc.org

Services: The Boston Area Rape Crisis Center provides free, confidential support and services to survivors of sexual violence ages 12 and up and their families and friends. They work with survivors of all genders from the immediate crisis after sexual violence to years and decades later, and their goal is to empower survivors to heal and seek justice in ways that are meaningful to them. They assist survivors as they navigate the health-care, criminal justice, social service, and school systems.

Services include the following:

- Hotline: by phone 24-7 at 800-841-8371 and webchat at barcc.org/chat
- 24-7 Medical Advocacy
- Case Management (assistance with housing, health care, and more)
- Individual and Group Counseling
- Legal Advocacy, including immigration services

Services in English and Spanish, with other languages upon request.

Service hours: Hotline and medical advocacy: 24-7

Office hours: Monday through Friday, 9:00 a.m.-5:00 p.m.

Other Locations:

Family Justice Center

989 Commonwealth Avenue
Boston, MA 02215

Waltham Office:

24 Crescent Street, Suite 202
Waltham, MA 02453

Requirements & Restrictions: Anyone 12 years or older welcome.

Languages: Services in English and Spanish, with other languages upon request

Boston Center for Independent Living, Inc.

See in Category: Disability

**Boston Health Care for the Homeless Program Office
Based Addiction Treatment (OBAT)**

See in Category: Substance Use

**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; 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. 8am to 4pm; Thur. open until 8pm for Transgender Program

Boston Public Health Commission (BPHC)

1010 Massachusetts Ave, 6th Floor
Boston, MA 02118
Phone: 617-534-5395
Fax: 617-534-5358
info@bphc.org;

www.bphc.org/whatwedo/Pages/What-We-Do-by-Topic.aspx

Services: The Boston Public Health Commission, the country's oldest health department, is an independent public agency providing a wide range of health services and programs.

The Commission's more than 40 programs are grouped into six bureaus: Child, Adolescent & Family Health; Community Health Initiatives; Homeless Services; Infectious Disease; Recovery Services; and Emergency Medical Services.

Programs & Services:

- Father Friendly Initiative (FFI):
<https://www.bphc.org/whatwedo/childrens-health/father-friendly/Pages/Father-Friendly.aspx>

- Healthy Baby/Healthy Child (HBHC):
<https://www.bphc.org/whatwedo/childrens-health/healthy-baby-healthy-child/Pages/Healthy-Baby-Healthy-Child.aspx>
- Men's Health and Recovery:
<http://www.bphc.org/whatwedo/Recovery-Services/roadmap-to-recovery/Programs-and-Services/Pages/Men's-Health-and-Recovery.aspx>
- The Mom's Project/ Women's Health and Recovery:
<http://www.bphc.org/whatwedo/Recovery-Services/roadmap-to-recovery/Programs-and-Services/Pages/MOM'S-Project.aspx>
- Entre Familia:
<https://www.bphc.org/whatwedo/Recovery-Services/roadmap-to-recovery/Programs-and-Services/Pages/Entre-Familia.aspx>
- Southampton Street Shelter:
<http://www.bphc.org/whatwedo/homelessness/homeless-services/Pages/locations.aspx>
- Wyman Recovery Home:
<http://www.bphc.org/whatwedo/Recovery-Services/roadmap-to-recovery/Programs-and-Services/Pages/Wyman-Community-Reentry-Program-.aspx>

Service hours: The Help Desk Hours are from 8:00 AM until 5:00 PM, Monday-Friday.

Requirements & Restrictions: Varies by Program

Bowdoin Street Health Center

230 Bowdoin Street
Dorchester, MA 02122

Phone: 617-754-0100

Fax: 617-754-0230

Bowdoinstreethealth@bidmc.harvard.edu;

www.bidmc.org/locations/bowdoin-street-health-center

Services: Bowdoin Street Health Center is proud to provide health services to you and your family. They have been an active participant in the Dorchester community for over 40 years and offer care for infants, children, teens, adults and seniors.

Recognizing how social and economic factors in the community can also influence an individual's health status, Bowdoin Street actively engages with community organizations and public entities to prevent violence, improve access to healthy, affordable foods

and promote wellness through exercise and stress reduction.

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:

- Adult Medicine
- Family Practice
- Family Planning
- HIV Services
- Geriatrics
- OB/GYN
- Pediatrics
- Optometry (Eyecare)
- Physical Therapy
- Mental Health and Counseling
- Nutrition Services
- Podiatry (Foot care)
- Community Health Programs

Service hours: Mon-Thurs, 8:00am - 7:00pm; Fri, 8:00am-5:00pm; most Saturdays, 9:00am - 1:00pm

COVID-19 Testing Hours of Operation: Mon-Fri: 10:00am - 4:00pm, Sat: 10:00am - 1:00pm

Waiting time: New patient appointments within two weeks

Languages: English, Spanish, Cape Verdean Creole, Haitian Creole, Portuguese, French, Vietnamese, Polish

Bridge Over Troubled Waters

See in Category: Other Groups

Cambridge Economic Opportunity Committee

See in Category: Emergency Assistance

Casa Esperanza, Inc.

See in Category: Substance Use

Casa Myrna

See in Category: Domestic Violence

CASPAR, Inc.

See in Category: Substance Use

Catholic Charities Archdiocese of Boston

See in Category: Faith-Based Organizations

De Novo: Center for Justice and Healing

See in Category: Legal

Department of Mental Health and Forensic Services

25 Staniford Street

Boston, MA 02114

Phone: (617) 626-8000

dmhinfo@state.ma.us; www.mass.gov/service-details/forensic-services

Services: Court-based forensic mental health assessments and consultations for people facing criminal or delinquency charges and civil commitment proceedings. Services provided:

Forensic Mental Health Services:

- Court based forensic mental health assessments and consultations who are facing criminal or delinquency charges and civil commitment proceedings.
- The Forensic Transition Team provides reentry services for DMH clients who are transitioning from prisons, jails, and other places of detention to the community.
- Jail diversion activities.

Check out DMH Forensic Mental Health Services at a Glance for more program information.

Adult Services:

- Adult Community Clinical Services
- Formerly Community Based Flexible Supports
- Respite Services
- Program of Assertive Community Treatment (PACT)
- Clubhouses
- Recovery Learning Communities (RLCs)
- DMH Case Management
- Homelessness Services

Child, Youth, and Family Services:

- Child/Adolescent Case Management
- Individual and Family Support Services
- Day Services
- Caring Together Services
- Clinically Intensive Residential Treatment (CIRT)
- Intensive Residential Treatment Programs (IRTP)
- Parent and Family Support Services
- Transition Age Youth
- School and Community Therapeutic Support

- Information and Referral
- Consultation and Education
- Juvenile Forensic Court Services
- Continuing Care Inpatient Services
- Massachusetts Child Psychiatry Access Program (MCPAP)

Disability Law Center

See in Category: Disability

Elizabeth Stone House

8 Notre Dame Street

Roxbury, MA 02119

Main Line: 617-427-9801

Fax: 617-427-6252

cleeslow@elizabethstone.org;

www.elizabethstonehouse.org/

Services: The Elizabeth Stone House partners with adult and child survivors of domestic violence and related trauma – mental illness, housing instability and substance misuse – to achieve safety, stability, and overall wellbeing. Service offerings include: counseling, support groups, a transitional housing program, housing assistance, emergency shelter, parenting classes, financial skills development, and more.

COVID-19 Update: The Elizabeth Stone House building is not open to non-residents, but staff are still available to assist individuals via phone.

Languages: Spanish

Fathers' Uplift

See in Category: Families

Fenway Health

Arsin Building

1340 Boylston Street

Boston, MA 02215

Phone (Arsin Building): 617-267-0900

Phone (Fenway: South End): 617-247-7555

Phone (Sidney Borum, Jr. Health Center): 617-457-8140
myfenway@fenwayhealth.org; fenwayhealth.org/

Services: Services provided by Fenway Health Providers include primary care (adults & children), women's health, transgender health, behavioral health, eye care, and dental care. The Sidney Borum, Jr. Health Center, is a program of Fenway Health that provides safe, non-judgmental care for young people ages 12-29 who may not feel comfortable going anywhere else.

Service hours: Due to the ongoing COVID-19 public health emergency, hours of operation at 1340 Boylston Street and Fenway: South End have changed.

- 1340 Boylston Street: Mon-Fri 8:00am - 5:30pm; Saturday 9:00am - 1:00pm
- Fenway: South End: Mon-Fri 8:00am - 5:30pm
- Sidney Borum, Jr. Health Center: Mon-Thurs 9:00 am - 7:00pm; Friday 9:00am - 5:00pm

Other Locations:

Fenway: South End (142 Berkeley Street, Boston, MA 02116)

Sidney Borum, Jr. Health Center (75 Kneeland Street, Boston, MA 02111)

Languages: Spanish

GLBTQ Legal Advocates and Defenders (GLAD)

See in Category: LGBTQ+

Greater Boston Legal Services (GBLS)

See in Category: Legal

Harbor Health

1135 Morton Street
Mattapan, MA 02126-2834
Phone: 617-533-2300
Fax: 617-533-2301
www.hhsi.us/

Services: Harbor Health Services Inc. is a non-profit public health agency with a mission to help individuals achieve their full potential through access to local, affordable services that promote health. Harbor provides medical, behavioral health, dental, and support services to more than 34,000 patients in Boston, the South Shore, and Cape Cod.

Harbor Health operates five community health centers:

- Geiger Gibson Community Health Center
- Daniel Driscoll – Neponset Health Center
- Harbor Community Health Center – Plymouth
- Harbor Community Health Center – Hyannis
- Ellen Jones Community Dental Center – Dennis

Service hours: Varies by location, check website.

Other Locations:

Geiger Gibson Community Health Center

250 Mt Vernon St
Dorchester, MA 02125
617-288-1140

COVID-19 Update: open for video/phone appointments, dental care, and pharmacy delivery and curbside pick up.

Daniel Driscoll – Neponset Health Center

393 Neponset Avenue
Dorchester, MA 02122
617-282-3200

COVID-19 Update: open for video/phone and in-person appointments, flu shot clinics for patients, and COVID-19 testing for patients

Harbor Community Health Center – Plymouth

10 Cordage Park Circle
Plymouth, MA 02360
508-778-5470

COVID-19 Update: open for video/phone and in-person medical, dental, and behavioral health appointments

Harbor Community Health Center – Hyannis

735 Attucks Ln
Hyannis, MA 02601
508-778-5420

COVID-19 Update: open for video/phone and in-person appointments, flu clinics for patients, and COVID-19 testing for patients

Ellen Jones Community Dental Center

Patriot Square
516 Route 134
South Dennis, MA 02660
508-778-5400

Languages: Interpreter services available.

Harvard Street Neighborhood Health Center

632 Blue Hill Avenue
Dorchester, MA 02121
Phone: 617-825-3400

contact@harvardstreet.org; www.harvardstreet.org/

Services: Harvard Street Health Center provides the following services:

- Adolescent Clinic
- Adult Medicine
- Behavioral Health
- Dental
- Laboratory
- Nutrition
- OB/GYN
- Pediatrics

- Pharmacy

Programs

- Food Pantry
- Veterans Center
- WIC

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

Other Locations:

Behavioral Health Address & Telephone:

895 Blue Hill Avenue
Dorchester, MA 02124
Phone: 617-822-7129

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

Languages: English, Spanish, French, Haitian Creole, Korean, various West African

Institute for Sexual Wellness

See in Category: Sex Offenders

Justice Resource Institute (JRI)

160 Gould Street, Suite 300
Needham, MA 02494
Phone: 781-559-4900
Fax: 781-599-4901
jri.org/

Services: JRI works in partnership with individuals, families, communities and government to pursue the social justice inherent in opening doors to opportunity and independence. JRI offers a wide array of services including: long-term intensive residential treatment programs and short-term stability support for youth, youth education programs, outpatient mental health services, in-home and community-based, residential and day programs for individuals who have developmental disabilities, foster care and childhood services, and specialized health and housing services for individuals living with and at risk for HIV and HCV.

Service hours: Mon-Fri: 9am - 5pm

La Alianza Hispana

1000 Massachusetts Avenue #101
Boston, MA 02118
Phone: 617-427-7175
Fax: 617-442-2259

info@laalianza.org; www.laalianza.org/

Services: La Alianza Hispana is a community-based organization providing culturally and linguistically

appropriate health and education programs to the Latino Community of Greater Boston.

Programs

- Mothers and Children in Process
- Adult Day Health Care
- Senior Programs

COVID-19 Update: <https://laalianza.org/es/covid-19-consejos-y-mas/>.

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

Requirements & Restrictions: None

Languages: Spanish, English

Lamour Clinic Health Institute

44 Diauto Drive
Randolph, MA 02368
Phone: 781-885-7252

info@lamourclinic.org; lamourclinic.org/

Services: Lamour Clinic Health Institute offers community-based services for adults, children, and adolescents focused on restoration, enhancement, maintenance of health and wellness, and alleviation of symptoms that interfere with daily life. Please refer to the Lamour Clinic Health Institute website for a full list of programs for Geriatrics, Adults, Adolescents, and Children.

Service hours:

M-Th: 8:30am-7:30pm

F: 8:15am-5pm

Sat: 9am-4pm

Other Locations:

Medford, MA.

Dorchester, MA.

Languages: Cambodian, Cape Verdean Creole, Chinese, English, French Creole, Haitian Creole, Portuguese, Spanish, Vietnamese

Louis D. Brown Peace Institute

15 Christopher St.
Dorchester, MA 02122
Phone: 617-825-1917
Fax: 617-265-2278

info@ldbpeaceinstitute.org;
www.ldbpeaceinstitute.org/

Services: The Louis D. Brown (LBD) Peace Institute is a center of healing, teaching, and learning for families and communities impacted by murder, trauma, grief,

and loss. The LBD Peace Institute offers various services for survivors of trauma and families of incarcerated loved ones services as well as the Survivors Leadership Academy.

Louis D. Brown Peace Institute provides services that are consistent and compassionate for families of murdered loved ones and families of incarcerated loved ones to prevent cycles of retaliatory violence.

Services include:

- Survivors Outreach Services
- Community Re-Entry Preparation Services
- Wholistic Healing Workshops
- Stars & Stripes Girls Group
- Healing & Recovery Support Group
- Writing Workshops
- Support group for boys and men who have been impacted by community violence
- Mindfulness course

Massachusetts Access to Recovery (ATR)

See in Category: Substance Use

Mental Health Legal Advisors Committee

See in Category: Legal

Multicultural AIDS Coalition

9 Palmer Street
Roxbury, MA 02119
Phone: 617-442-1622
Fax: 617-442-6622
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. They also provide various groups both educational and support groups. Follow-up support services and navigation to treatment is provided. MAC follows all COVID-19 protocols for clients and staff.

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.

AFIA- Africans for Improved Access provides HIV/STI prevention, education, and support services to the African immigrant and refugee community in Massachusetts. They also facilitate cultural competency training for providers who serve African immigrants and refugees. AFIA offers group-level and individual-level services tailored for individuals from the Sub-Saharan African community.

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

Other Locations:

Multicultural AIDS Coalition- Dorchester Location

409 Blue Hill Ave
Dorchester, MA 02121

Women Connecting Affecting Change

409 Blue Hill Avenue
Dorchester, MA 02121

Waiting time: Clients can make appointments to received services or drop into their locations.

Languages: Spanish, Some African Languages, English

National Sexual Assault Hotline

See in Category: Hotlines

National Suicide Prevention Lifeline

See in Category: Hotlines

Network of Care (Massachusetts)

massachusetts.networkofcare.org/mh/services/index.aspx

Services: Network of Care Massachusetts offers a directory of over 5,000 programs and organizations across the Commonwealth, searchable by keyword and zip code. This comprehensive directory can help individuals find resources and services to help with

mental health, substance use, and social service to support good health and recovery within communities
[Covid-19 Behavioral Health Information Hub for Massachusetts](https://massachusetts.networkofcare.org/mh/content.aspx?cid=9261): <https://massachusetts.networkofcare.org/mh/content.aspx?cid=9261>

New Beginnings Re-Entry Services (NBR)

See in Category: Women

New England Center and Home for Veterans

See in Category: Veterans

New England Forensic Associates

See in Category: Sex Offenders

New England Index: Information on Disabilities Exchange

See in Category: Disability

On The Rise, Inc.

See in Category: Women

Out For Good, Inc.

See in Category: CORI

Parole Regional Reentry Centers

See in Category: Other Groups

Planned Parenthood League of Massachusetts

1055 Commonwealth Ave

Boston, MA 02215

Phone: 800-258-4448

customerservice@pplm.org;

www.plannedparenthood.org/planned-parenthood-massachusetts

Services:

- Routine gynecological care
- Abnormal Pap Test Management
- Birth Control Options
- Emergency Contraception
- Pregnancy Testing
- Abortion
- Sexually Transmitted Infections Testing and Treatment
- HIV Testing
- PrEP
- HPV Vaccinations
- Free condoms at all their health centers
- A sexual health counseling and referral hotline
- PEP
- Gender Affirming Hormone Therapy

Online and text chat service available: Individuals may chat online or text “PPNOW” to 774636 (PPINFO) to get answers about pregnancy, birth control, emergency contraception, STDs, and abortion. Standard message and data rates may apply.

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

Other Locations:

Central MA Health Center:

470 Pleasant Street

Worcester MA 01609

Western MA Health Center:

3550 Main Street

Springfield MA 01107

Metro West Health Center:

91 Main Street

Marlborough MA 01752

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

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

Languages: Translation services are offered for most languages

Right Turn

See in Category: Substance Use

Rosie’s Place

See in Category: Women

Roxbury Multi-Service Center

See in Category: Families

Roxbury Youthworks, Inc.

See in Category: Families

Samaritans

See in Category: Hotlines

Spectrum Health Systems

10 Mechanic St., Suite 302

Worcester, MA 01608

Phone: 508-792-5400

www.spectrumhealthsystems.org/

Services: Spectrum Health Systems, Inc. is dedicated to improving the lives of individuals impacted by addiction and/or mental health disorders.

Today, they offer a continuum of addiction treatment services across Massachusetts, including inpatient detoxification, residential rehabilitation, medication-

assisted treatment, outpatient counseling and peer recovery support.

Spectrum also operates a number of residential programs for the Massachusetts Department of Youth Services. And, they have state contracts throughout the country to provide specialized programming for criminal offenders with histories of substance abuse.

Service hours: Mon-Fri: 8am - 5pm

Other Locations: Several locations, please check website.

Languages: Spanish

St. Francis House

See in Category: Emergency Assistance

Steppingstone Incorporated

See in Category: Substance Use

The Cambridge Women's Center

See in Category: Women

The Dimock Center

55 Dimock Street
Roxbury, MA 02119

Phone: 617-442-8800

info@dimock.org; 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 – their 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

Other Locations:

Educational Facility:

1800 Columbus Avenue, Roxbury

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

Waiting time: Open-enrollment

The Federation for Children with Special Needs

See in Category: Disability

The Home for Little Wanderers

See in Category: Families

The Women's Center

See in Category: Women

Therapy Matcher

Phone: 617-720-2828

Toll-free: 1-800-242-9794

info@therapymatcher.org; www.therapymatcher.org/

Services: Therapy Matcher is a free, confidential telephone referral service offered by the National Association of Social Workers, MA Chapter. Provides professional, personalized counseling referrals matched for location, specialty, and insurance or fee requirements.

Service hours: Call or email any time, and a staff person will get back to you.

United Way's 211 Helpline

See in Category: Hotlines

Upham's Corner Health Center

415 Columbia Road
Dorchester, MA 02125
Phone: 617-287-8000
Fax: 617-287-1500

info@uphams.org; uphamscornerhealthcenter.org/

Who to Contact: Registration

Services: Health center and social services for adults and children. The health center provides a range of services including:

- Medical Care – Family Medicine & Primary Care; Pediatrics (Children); Adult Medicine; Family Planning; OB/GYN & Midwifery; Prenatal Care; Pharmacy; Laboratory Services; HIV Rapid Testing service – confidential HIV testing; Podiatry (foot); Dermatology (skin); Eye Care; and Adult Day Health
- Pharmacy – Please call 617-265-1310
- Home Care
- Nutrition, Women, Infants and Children (WIC) Program
- Behavioral Health and Social Services
- Dental Services
- Elder Service Plain

Service hours: M – Th: 8:30am – 8pm; F: 10am – 5pm; Sat: 9am – 12:30pm

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

Requirements & Restrictions: Dorchester residents

Waiting time: 7-10 days

Languages: Spanish, English, Creole, Portuguese, French, Vietnamese, and Arabic

V.A. Boston Healthcare System for Women Veterans

See in Category: Veterans

Victory Programs Inc.

See in Category: Housing

Whittier Street Health Center

1290 Tremont Street
Roxbury, MA 02120
Phone: 617-427-1000
Fax: 617-989-3247

contact@wshc.org; www.wshc.org/

Services: At Whittier Street Health Center, they are dedicated to providing high quality and accessible clinical services to all of their patients.

Clinical Services

- Primary Care
- Specialty Care
- Oral & Eye Care
 - General Dentistry, Oral Surgery, and Orthodontics
 - Eye Care
 - Eye Wear Dispensary
- Pharmacy
- Community Health Programs

Anti-Violence Programming

- Community Outreach and Education Services
- Post Prison Release/ Re-Entry Program

Whittier Street Health Center accepts walk-ins. When the Center is closed, a 24/7 live answering service will attend to all calls and direct to a provider on call.

Service hours: M-F: 8:30am – 8pm; Sat: 8:30am – 5pm

Other Locations:

Whittier Street Health Center – Satellite Clinic

278 Blue Hill Avenue
Roxbury, MA
617-858-2550
M-F: 8:30am – 5pm

Requirements & Restrictions: Whittier will not deny services to any patient due to the inability to pay, disability, race, color, sex, sexual orientation, national origin, or religion.

Discounts are available for patients based on family size and income.

Languages: English, Spanish, Swahili, Arabic, Bosnian, Krio, Portuguese, Yoruba, Russian, Farsi, Somali, Urdu, Haitian Creole

Women's Lunch Place

See in Category: Women

Sex Offenders

Boston Release Network

PO Box 51275
Boston, MA 02205
Phone: 857-243-7979
BostonReleaseNetwork@gmail.com;
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

CPCS-Alternative Commitment & Registration Support Unit

100 Cambridge St. 14th Floor
Boston, MA 02114
Main Office: 617-482-6212
Fax: 617-988-8493

ac@publiccounsel.net;

www.publiccounsel.net/pc/sorb/

Who to Contact: Assignment Coordinator at the Alternative Commitment & Registration Unit

Services: The Alternative Commitment and Registration Support Unit (ACRSU) is a unit of the private counsel

division that 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.

Institution for Sexual Wellness

53 Winter Street
Weymouth, MA 02188
Phone: 617-479-4501
Fax: 617-479-8109

info@instituteformsexualwellness.org;
instituteformsexualwellness.org/

Services: The Institution 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, firesetting evaluations, forensic evaluation and consultation, group and individual therapy, as well as psycho-pharmacological therapy.

Call the Institution 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

Languages: English

Massachusetts Association for the Treatment of Sexual Abusers (MATSA)

P.O. Box 920811
Needham, MA 02492
Phone: 857-244-1413

MSRobin500@aol.com; 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 here: <http://matsa.info/resource-directory/>. Messages should be left on the answering machine.

New England Forensic Associates

22 Mill St. #306
Arlington, MA 02476
Phone: 781-643-0610

Fax: 781-643-1609

nefa@nefacorp.com; 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

Waiting time: Less than a month for appointments

Languages: English, Spanish

Registrants and Families Support Line

See in Category: Hotlines

Sex Offender Registry Board (SORB)

P.O. Box 392

North Billerica, MA 01862

Main Office: (978) 740-6400

www.mass.gov/sorb

Who to Contact: Registration Unit 978-740-6503,
Classification Unit 978-740-65

Services: Website provides Board forms as well as summaries of information on registration requirements and fees, the requirement that sex offenders verify their registration every 30 days if homeless or living in a homeless shelter (registration is required annually in-person at live address, police department for level 2 and 3; by mail if level 1 or unclassified), and penalties for failure to comply with the various requirements. The site also lists recent changes in relevant Massachusetts General Laws and other information and regulations for sex offenders. The site also lists Level 3 and Level 2 (if classified after July 12, 2013) offender information including photos, searchable by last name, community, county, zip code, incarcerated or violators, and provides numerical counts for Level 2 and 3 offenders by city, town, or Boston neighborhoods.

The website provides information on reclassification hearings, as well as information on waiving the

registration fee for individuals who qualify as indigent. The website provides an updated sex offender brochure. Staff at SORB can also answer questions and offer support for community-based programs.

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)

See in Category: Physical and Mental Health

Boston Public Health Commission (BPHC)

See in Category: Physical and Mental Health

Boston Rescue Mission

See in Category: Other Groups

Bridge Over Troubled Waters

See in Category: Other Groups

Bristol Lodge Men's Shelter

27 Lexington Street

Waltham, MA 02452

Phone: 781-893-0108

Fax: 781-647-3249

BL@MHSaInc.org; www.mhsaInc.org/mensshelter

Services: The Bristol Lodge Men's Shelter provides temporary, emergency shelter accommodations for 45 homeless adult men. It operates on a first-come, first-served basis. If you are in need of a bed, you must go through the pre-screening process by calling 781-893-0108, Monday through Friday. Phone calls are accepted beginning at 9:00am.

Upon completion of the intake process, clients are given access to individualized case management services, meant to address and provide referrals for a wide spectrum of topics, including housing, employment, mental health, substance abuse, financial insecurity, nutrition and more.

Requirements & Restrictions:

- 18+
- Dry facility: Participants must remain sober and free of intoxicating substances of any type
- 90-day maximum stay, plus a 30-day waiting period before readmission

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; www.mhsaInc.org/womensshelter

Services: The Bristol Lodge Women's Shelter provides temporary, emergency shelter accommodations for 12 homeless adult women. It operates on a first-come, first-served basis. If you are in need of a bed, you must

go through the pre-screening process by calling 781-893-0108, Monday through Friday. Phone calls are accepted beginning at 9:00am.

Upon completion of the intake process, clients are given access to individualized case management services, meant to address and provide referrals for a wide spectrum of topics, including housing, employment, mental health, substance abuse, financial insecurity, nutrition and more.

Requirements & Restrictions:

- 18+
- Dry facility: 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

CASPAR, Inc.

See in Category: Substance Use

Catholic Charities Archdiocese of Boston

See in Category: Faith-Based Organizations

Father Bill's Place

38 Broad Street

Quincy, MA 02169

Phone: 617-770-3314

helpfbms.org/help/

Services: Father Bill's Place is an emergency shelter for individual adults experiencing homelessness. The main goal is to help people get stabilized and on a pathway toward permanent housing and self-sufficiency. Father Bill's Place provides supportive services, access to on-site shower facilities and a medical clinic, and 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

Other Locations:

54 North Main Street

Brockton 02301

508-587-5441

Requirements & Restrictions: Guests must prove tie or connection to the greater Quincy/Brockton/South Shore area; Must speak to assessment specialist; Male or Female, 18+; Sex offenders must register with Quincy/Brockton Police Department.

Waiting time: Lottery system. No referrals are taken.
Languages: Languages are provided on an at-need basis

First Church in Cambridge

See in Category: Faith-Based

Harvard Square Homeless Shelter (HSHS)

66 Winthrop Street

University Lutheran Church

Cambridge, MA 02138

Phone: 617-547-2841

Toll-free: 1-888-285-4038

hsbs@pbha.org; hshshelter.org/

Services: The Harvard Square Homeless Shelter serves the community of individuals experiencing homelessness in Cambridge and Boston. They provide guests with shelter, food, security, and a supportive environment of mutual respect. In addition to providing these fundamental needs, HSHS works individually with those who seek their assistance as they strive to attain their own goals and make the transition into independent living.

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.

COVID-19 UPDATE: HSHS will remain closed this winter due to the COVID-19 pandemic. Student volunteers, working with UniLu, will provide nightly street outreach around Harvard and Central Squares with food, blankets, hygiene products, and other donated goods. HSHS's resource advocacy team is operating a helpline with information about resources related to food, donated goods, health care, benefits, and more. Call (888) 285-4038 for assistance. Helpline hours are Monday-Friday 1pm-5:30pm, Saturday and Sunday 10am-7pm.

Service hours: 7:00pm until 8:00am Sunday through Friday, Saturday until 9:00am. HSHS runs between November 1 and April 15.

Requirements & Restrictions:

- Self-referral

- Dry shelter – no drugs, no alcohol

Heading Home

The Schrafft Center

529 Main Street, Suite 100

Charlestown, MA 02129

Phone: 617-864-8140

Fax: 617-864-2541

info@headinghomeinc.org; www.headinghomeinc.org/

Services: Heading Home offers a variety of services available to individuals and families. These include:

Shelters & Emergency Services:

Dorchester and Roxbury Family Shelters: 6 emergency assistance shelters for 42 families.

Cambridge Shelter: Emergency shelter with capacity for 21 individuals.

Transitional Housing:

Medford Family Life Education Center: Emergency shelter for 6 families and transitional shelter for 2 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

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 Michael Montanille, Individual Services Intake Coordinator at 617.864.8140, ext. 119 or download a copy of their 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

New England Center and Home for Veterans

See in Category: Veterans

Pine Street Inn

444 Harrison Avenue

Boston, MA 02118

General Information: 617-892-9100

info@pinestreetinn.org; www.pinestreetinn.org/

Services: Pine Street Inn partners with homeless individuals to help them move from the streets and shelter to a home, and assists formerly homeless individuals in retaining housing. They provide street outreach, emergency services, supportive housing, job training and connections to employment.

Programs

- Emergency Services
 - Street outreach
 - Front Door Triage
 - Emergency shelter
- Permanent Housing
- Workforce Development
 - iCater
 - Housekeeping
- Additional Services
 - Homeless Court
 - Recovery Services

COVID-19 Updates:

<https://www.pinestreetinn.org/about-us/covid-19-update>.

Other Locations:

Women's Inn at Pine Street: 363 Albany Street, Boston

Shattuck Shelter: 170 Morton Street, Jamaica Plain

Requirements & Restrictions: Must be homeless; Ages 25 and older only; Alcohol/drugs/drug paraphernalia/weapons are not permitted on premises. Unregistered sex offenders are prohibited from the premises.

Waiting time: Depends on availability

Languages: English, Spanish

Project Hope

See in Category: Families

RESPOND, Inc.

See in Category: Domestic Violence

Rosie's Place

See in Category: Women

Somerville Homeless Coalition

See in Category: Housing

St. Francis House

See in Category: Emergency Assistance

The Network – La Red

See in Category: LGBTQ+

Women's Lunch Place

See in Category: Women

Substance Use

Adcare Treatment Centers

50 Congress
Suite 430

Boston, MA 02109

Criminal Justice Services: 508-763-2101

Boston Outpatient Services: 617-227-2622
adcare.com/

Services: The AdCare mission is to improve the lives of their patients and families by providing safe, effective, recovery-based alcohol and drug treatment.

Programs:

- Inpatient
- Outpatient
- Families
- Criminal Justice Services
 - Includes Substance Abuse Treatment, Adult Education, Life-skills Programs and Vocational Readiness, Reentry Support, and many more.
 - Contact acjs@adcare.com for more information

Online Services:

- Virtual Support Meetings
- AdCare Telehealth Services

Service hours: M – F: 8:30am – 8pm

Other Locations: Outpatient Services

- 1419 Hancock St.
Suite 201
Quincy, MA 02169
617-328-0639
- 88 Faunce Corner Road
North Dartmouth, MA 02747
508-999-1102
- 95 Lincoln Street
Worcester, MA 01605
508-453-3053
- 117 Park Avenue
West Springfield, MA 01089
413-209-3124

AIDS Action Committee

See in Category: Physical and Mental Health

Alcoholics Anonymous

12 Channel St., Suite 604

Raymond L. Flynn Marine Park
Boston, MA 02210

Phone (English): 617-426-9444

Phone (Spanish): 617-623-1570

www.aaboston.org/

Services: Information on alcohol abuse and treatment. Meetings and hotline available.

VIRTUAL MEETINGS: Local on-line and in-person meetings listed on website. Listings of online meetings outside the area can be found at <https://aa-intergroup.org/>

Service hours: M - F: 9am - 9pm; Weekends and holidays: 12pm - 9pm

Languages: English, Spanish, Portuguese

Bay Cove Human Services

See in Category: Physical and Mental Health

Bay State Community Services

See in Category: Physical and Mental Health

Boston Health Care for the Homeless Program Office Based Addiction Treatment (OBAT)

Boston Health Care for the Homeless Program JYP Clinic

780 Albany Street

Boston, MA 02118

Phone: 857-654-1628

Fax: 857-654-1487

www.bmcobat.org/

Services:

- Case Management
- Recovery Coaching
- Behavioral Health
- Suboxone (Buprenorphine) maintenance,
- Sublocade (subcutaneous Buprenorphine)
- Naltrexone (Vivitrol)

OBAT HOC program: BHCHP has partnered with the Suffolk County House of Correction to implement a novel intervention to expand access to medication for addiction treatment (MAT) for incarcerated, homeless individuals. This work is being funded by the Substance Abuse and Mental Health Services Administration (SAMHSA) and takes place at South Bay House of Correction (SBHOC). Prior to release, individuals receive comprehensive opioid use disorder (OUD) care to include intensive care coordination, individual and/or group behavioral health care, recovery coaching, and medication (in the 30 days prior to release).

The goal is to serve 200 unique individuals total across the three-year grant period. To be eligible for this service, individuals must meet the following criteria:

- Homeless in Boston, and/or connected to BHCHP for care
- Opioid Use Disorder
- Sentenced
- Located at SBHOC

For more information about this project, please contact Kamala Smith, BHCHP's Project Director, at (857) 291-5086 or ksmith@bhchp.org

Service hours: Mon. - Fri. 7am to 4pm; Tues. and Thurs. open until 7pm; Tues. closed from 12p-4p

Walk-ins welcome

Requirements & Restrictions: Serving individuals who are currently experiencing homelessness, "doubled up" (not on the lease of where they are staying), or at risk of becoming homeless with substance use.

Languages: All languages made possible through phone interpreter services

Boston Project Rebound Reentry Services

See in Category: Other Groups

Boston Public Health Commission (BPHC)

See in Category: Physical and Mental Health

Boston Rescue Mission

See in Category: Other Groups

Casa Esperanza, Inc.

302 Eustis Street

Roxbury, MA 02119

Intake: 617-445-1123

www.casaesperanza.org/

Services: Casa Esperanza, Inc. is a bilingual/bicultural behavioral health facility that specializes in serving men and women with a history of substance abuse in Massachusetts.

Programs:

- **Men's Program:** four-to-six-month residential treatment program for men recovering from alcohol and drug addiction. For more information, visit <https://www.casaesperanza.org/wp-content/uploads/2018/12/Mens-1-Pgr.pdf>
- **Latinas y Niños Center:** 6-12 month residential treatment program that focuses on the unique

cultural and social needs of Latina women in recovery and their children

- **Familias Unidas Relapse Prevention & Outpatient Services Program:** For more information, visit <https://www.casaesperanza.org/wp-content/uploads/2018/12/FUOP-1-Pgr.pdf>
- **Conexiones Clinical Stabilization Services:** 14-day bedded program providing clinical stabilization services to men and women in recovery from alcohol and substance use
- **Peer & Graduate Services**
- **Supportive Housing**

Service hours: Varies by program.

Requirements & Restrictions: Varies by program.

Waiting time: Varies by program

Languages: Spanish, English

CASPAR, Inc.

240 Albany Street

Cambridge, MA 02139

Phone: 617-661-0600

Fax: 617-492-3939

www.casparinc.org/

Services: CASPAR (Cambridge And Somerville Program for Addiction Recovery) is a community-based non-profit organization founded in 1970 in response to growing community need for substance use disorder treatment.

FirstStep: The FirstStep Street Outreach program offers life-saving alternatives to unsheltered homeless men and women who are affected by substance use disorder, 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: Their 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 use disorder addiction.

Waiting time: First come, first served basis

Languages: English, Spanish

Catholic Charities Archdiocese of Boston

See in Category: Faith-Based Organizations

Father Bill's Place

See in Category: Shelters

Gavin Foundation

70 Devine Way

Boston, MA 02127

Phone: 617-268-5000

www.gavinfoundation.org/

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

- 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.

Collaboration Programs

- Access to Recovery (ATR) serves individuals in the Boston area involved with the criminal justice system and affected by substance use.
- 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.

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; hopehouseboston.org/

Who to Contact: Front Desk

Services: Hope House's mission is to provide individualized treatment to those living with a substance use disorder (SUD). Individuals will receive education and support allowing them to pursue their life interests with families, employers, and be self-sufficient members of their communities.

Programs

- Residential
- Outpatient

Requirements & Restrictions: Varies by program.

Institute for Health and Recovery – Project Promise

See in Category: Families

Lamour Clinic Health Institute

See in Category: Physical and Mental Health

Massachusetts Access to Recovery (ATR)

Toll-free and Confidential Help Line: 1-855-491-4567

atr@ahpnet.com; www.ma-atr.org/

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 regions: Boston, Springfield/Holyoke, Worcester, and New Bedford. ATR provides services to help participants on the road to recovery. The 6-month program supports recovery with five types of services:

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 items, etc.)
3. *Career Building Initiative* to help participants explore careers, become more employable, and to find a job. ATR 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 \$10 per hour for every session hour they attend during a training program.
4. *Sober Home Service* provides eligible ATR participants with up to 5 months of rental assistance in a MASH Certified Sober Home, as well as individualized support through a Recovery Coach to help the individual adjust to this transitional living environment and work towards self-sufficiency.
5. *Care Coordination* through an ATR Coordinator to tie all the pieces together.

Service hours: Help Line: Mon. - Thur. 9am - 4pm (excluding holidays)

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: Patricial 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

Requirements & Restrictions: PARTICIPANTS CANNOT REFER THEMSELVES. In order to be referred, individuals must already be working with a treatment provider who is authorized to make ATR referrals. ATR only accepts referrals from authorized referral portals. Check with your provider to see if they're authorized to make ATR referrals, or contact the BSAS Substance Use Helpline to discuss your options.

Massachusetts Substance Use Helpline

See in Category: Hotlines

Massachusetts Suffolk County Sheriff's Department

See in Category: Other Groups

Network of Care (Massachusetts)

See in Category: Physical and Mental Health

New England Forensic Associates

See in Category: Sex Offenders

New England Region of Narcotics Anonymous

Phone: 1-866-NA-HELP-U (1-866-624-3578)

info@newenglandna.org; www.nerna.org/

Services: This website and helpline contain information about Narcotics Anonymous in Massachusetts and Rhode Island for those who wish to attain and maintain a drug-free lifestyle. NA meetings are held in person across the two states and online. They are arranged on the website by day, time, location, and service area. In addition, they are displayed together by type: in person, virtual, or hybrid. Please check the website or call the helpline for further information.

Service hours: Hotline is 24/7; Meetings as listed on website

Languages: English, Spanish, & Vietnamese

On The Rise, Inc.

See in Category: Women

Out For Good, Inc.

See in Category: CORI

Parole Regional Reentry Centers

See in Category: Other Groups

Right Turn

440 Arsenal Street

Watertown, MA 02472

Phone: (781) 646 3800

Phone (Intake): (781) 646-3800, ext 101

Fax: (833) 331-0784

cynthia.wachs@right-turn.org; right-turn.net/

Services: Right Turn provides a broad range of evidence-based treatment programs for individuals, and families recovering from substance use disorders and co-occurring disorders.

Programs/Services

- Partial Hospital Program (PHP)
- Intensive Outpatient Program (IOP)
- Medication Assisted Treatment (MAT)
- Individual Outpatient Therapy
- Family Services
- Alumni Group
- Family Group – Family Matters
- Artists in Recovery Group
- Interventions

Requirements & Restrictions: All programs and services are covered by certain Blue Cross Blue Shield, Tufts Health Plan and other private insurance carriers. Please call for more information.

Spectrum Health Systems

See in Category: Physical and Mental Health

Steppingstone Incorporated

522 N Main St.

Fall River, MA 02720

Phone: 508-674-2788

www.steppingstoneinc.org/

Services: Steppingstone Incorporated's mission is to strengthen quality of life among individuals and families of our community through providing comprehensive client-center programs and services that enhance well-being and promote independence.

Programs:

Residential Rehabilitation

- New Bedford Women's Therapeutic Community
- Fall River Women's Therapeutic Community
- Fall River Men's Recovery Home
- Transition House

Outpatient Treatment

- Outpatient Clinic
- Gambling Treatment Program

Housing for Homeless

- Next Step Home
- Welcome Home
- Stone Residence
- First Step Inn
- Home First
- William B. Webster House
- New Bedford Women's Graduate Program

Peer Recovery Support

- Peer2Peer
- Recovery Coaching

Projects

- ROAR
- SOAR
- FAIHR
- EdNA

Other Locations: Various locations based on program

Requirements & Restrictions: Admission Criteria varies by program (criteria is available on website)

Languages: Spanish, Portuguese

Suffolk County Community Corrections Center (CCC)

See in Category: Education

Victory Programs Inc.

See in Category: Housing

Support Groups

365Dad Inc.

See in Category: Families

AIDS Action Committee

See in Category: Physical and Mental Health

Alcoholics Anonymous

See in Category: Substance Use

Bay State Community Services

See in Category: Physical and Mental Health

Boston Area Rape Crisis Center (BARCC)

See in Category: Physical and Mental Health

Bridge Over Troubled Waters

See in Category: Other Groups

Cambridge Sharing Circle

Phone: 617-642-1615

office@fmcquaker.org;

fmcquaker.org/community/committees-and-groups/

Who to Contact: Patricia Wild

Services: Every Wednesday at 6:00 pm the formerly incarcerated and those who care about them meet for dinner and sharing. For more information contact office@fmcquaker.org with subject "attn. Patricia Wild".

Service hours: W: 6pm – 9pm

Languages: English

Casa Esperanza, Inc.

See in Category: Substance Use

Casa Myrna

See in Category: Domestic Violence

Domestic Violence Ended (DOVE)

See in Category: Domestic Violence

Elizabeth Stone House

See in Category: Physical and Mental Health

EMERGE (Batterer's Intervention)

See in Category: Domestic Violence

Gamblers Anonymous

MA Hotline: 1-855-222-5542

isomain@gamblersanonymous.org;

gamblersanonymous.org/ga/

Services: Hotline for referrals to meetings throughout Massachusetts. Information about meetings is also available on the website.

Service hours: 24/7

Requirements & Restrictions: None

Gavin Foundation

See in Category: Substance Use

Greater Love Tabernacle, Inc.

See in Category: Faith-Based Organizations

Hope House

See in Category: Substance Use

Louis D. Brown Peace Institute

See in Category: Physical and Mental Health

Mothers for Justice and Equality

See in Category: Women

New England Forensic Associates

See in Category: Sex Offenders

New England Region of Narcotics Anonymous

See in Category: Substance Use

On with Living and Learning, Inc. (OWLL)

See in Category: Education

Out For Good, Inc.

See in Category: CORI

Parents Helping Parents of Massachusetts

108 Water St.

Watertown, MA 02742

Phone: 617-926-5008

24/7 Hotline: 1-800-632-8188

info@parentshelpingparents.org;

www.parentshelpingparents.org/

Services:

Support Groups:

- Due to the COVID-19 virus, all community support groups are suspended. The stress line is available 24/7 at 1-800-632-8188
- Online virtual support groups are available
- Before attending a group please contact Richie: richie@parentshelpingparents.org

Support Line:

- 1-800-632-8188
- 24/7
- All languages available

Waiting time: Hotline: 2 minutes; Groups: none
Languages: Translation services available for Parental Stress Line calls.

RESPOND, Inc.

See in Category: Domestic Violence

Roxbury Multi-Service Center

See in Category: Families

Roxbury Youthworks, Inc.

See in Category: Families

Steppingstone Incorporated

See in Category: Substance Use

The Home for Little Wanderers

See in Category: Families

The Network – La Red

See in Category: LGBTQ+

The Women's Center

See in Category: Women

Tiffany Club of New England

See in Category: LGBTQ+

United Way's 211 Helpline

See in Category: Hotlines

Transportation

Massachusetts Access to Recovery (ATR)

See in Category: Substance Use

Massachusetts Bay Transportation Authority (MBTA)

10 Park Plaza

Suite 5610

Boston, MA 02116

Phone: 617-222-3200

Toll-free: 1-800-392-6100

TTY: 617-222-5146

Elevator/Escalator Hotline: 617-222-2828

www.mbta.com/

Who to Contact: Customer Support Services

Services: The MBTA operates the greater Boston public transportation system. The MBTA no longer uses tokens. The system now uses a plastic CharlieCard or paper CharlieTicket.

Information on special rates for Seniors and Disabled/Handicapped, higher fares which may apply to longer distances, Commuter Rail passes or single rides, MBTA Boat tickets and passes, and the purchase of annual passes can be obtained at many subway stations or from the website. At locations where purchasing a ticket is not possible, a commuter may be able to pay on the bus or train; a surcharge may apply.

For travel information, schedules, comments, or complaints:

- Visit the website: 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.

For COVID-19 updates please click here:

https://www.mbta.com/covid19?utm_campaign=curatedcontent&utm_content=Coronavirus+Updates&utm_medium=banner&utm_source=homepage&utm_term=null.

Service hours: See website for T, bus, and commuter rail hours

Languages: Website information offered in: Arabic, Chinese, French, Haitian Creole, Italian, Khmer, Korean, Polish, Portuguese, Russian, Spanish, and Vietnamese

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

PO Box 55889

Boston, MA 02205

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

www.massrmv.com

Who to Contact: Customer Assistance

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

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

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

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

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

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

For RMV COVID-19 Information please visit the website.

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

Veterans

Boston Project Rebound Reentry Services

See in Category: Other Groups

Boston Rescue Mission

See in Category: Other Groups

Harvard Street Neighborhood Health Center

See in Category: Physical and Mental Health

HomeStart, Inc.

See in Category: Housing

Massachusetts Department of Veterans' Services

600 Washington Street. 7th Floor

Boston, MA 02111

Phone: 617-210-5480

Fax: 617-210-5755

www.mass.gov/veterans/

Who to Contact: Local Veterans' Services Officer

Services: The mission of the Department of Veterans' Services is to advocate on behalf of all the Commonwealth's veterans and provide them with quality support services and to direct an emergency financial assistance program for those veterans and their dependents who are in need.

Actions & Services:

- Chapter 115 Benefits/Safety Net Program: If you are facing financial difficulties during the current COVID 19 emergency, the MA Department of Veterans Services may be able to provide you with financial assistance
- Veterans' Cemeteries
- Statewide Advocacy for Veterans' Empowerment (SAVE): The fundamental principle of the SAVE program is to advocate for veterans who are not able to obtain the benefits they have earned due to institutional or personal barriers
- Veterans' Job Programs and Services
- Veterans' Bonus Inquiry
- Economic Empowerment for Veterans
- Military and Veteran RMV Information
- MVPvets
- Civil Service for Veterans

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): 617-371-1756

Phone (Case Management): 617-371-1824

info@nechv.org; 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.

Transitional Housing Programs: NECHV has various Transitional Programs and models available to provide housing services to Veterans experiencing homelessness. A Veteran who resides in any of the Transitional Housing Programs has access to the same services and support at NECHV (e.g.: case management, behavioral health care, housing search services, employment assistance, medical care, etc.). All Veterans who reside in Transitional Housing at 17 Court Street work with a Case Manager and Housing Specialist with the goal of obtaining permanent housing or transitioning to another setting within 90 to 180 days. Veterans also work toward increasing their income, benefits and any other goals of their choosing. The Center's Case Managers and Housing Specialists work as a Team alongside the Veteran to enable their success. All programs utilize Harm Reduction and Trauma Informed Models of Care.

Transitional Housing Programs Include:

- Safe Haven
- Low Demand
- WORTH (Working On Recovery from Triage to Housing)
- Clinical Treatment
- Veteran 360
- Women Veterans Support Program (Separate Female Transitional Housing)

For more information regarding our Transitional Housing Program or to make a referral please see:
<https://www.nechv.org/g> <https://www.nechv.org/get-help/housingfaq/et-help/covidintake/>
<https://www.nechv.org/get-help/housingfaq/>

Providers referring to NECHV's Transitional Housing Program, please use this form: Provider Referral Form (<https://form.jotform.com/200486336947160>)

Community Based and Permanent Supportive Housing Programs: NECHV offers a variety of community based and permanent supportive housing programs to assist Veterans in locating and maintaining permanent housing.

Community Based and Permanent Supportive Housing Programs Include:

- Supportive Services for Veteran Families (SSVF): <https://www.nechv.org/programs-and-service/supportive-services-for-veteran-families-ssvf/>
- Community Based Case Management
- Home Front
- Veterans Welcome Home
- Permanent Housing On-Site

Employment and Training Program: With the goal of assisting Veterans obtain and retain competitive employment, the Employment and Training team helps Veterans develop the skills necessary to re-enter workforce.

The Team provides:

- Employment Services: skills assessment, goal setting, job matching, follow along services, resume writing assistance, transportation, interview preparation and vocational training.

Medical Care:

- Boston Healthcare for the Homeless

Service hours: Services open 24/7, Office hours are M – F: 9am – 5pm

Requirements & Restrictions: Any person who has served in the U.S Military (active, Guard, Reserve), regardless of era, length or character of service, is a Veteran, and is eligible for services and support from the NECHV.

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

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: 1-800-865-3384

Website: www.boston.va.gov

Who to Contact: Women Veterans Program Manager

Services: These programs are part of the United States Department of Veterans Affairs, Veterans Healthcare Administration.

The Women Veterans Program provides a wide spectrum of care to women Veterans, including primary care, gynecology, mammography, mental health care (inpatient, residential, transitional, and outpatient), services for those who have experienced intimate partner violence and/or sexual assault, surgical services, inpatient medical, spinal cord injury and nursing home level of care. To be referred to the nearest Women Veterans Program Manager, call or text the Women Veterans Call Center.

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-VA-Women (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 x62556 or x 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:

- Routine medical care
- Breast health and mammography
- Cholesterol and blood pressure screening
- Contraception and family planning
- Gynecology services
- Medication management
- Menopause management
- Osteoporosis treatment, including bone density studies
- Primary care Behavioral Health
- Post-menopausal care
- Women's Pain Clinic
- Social Work Services
- Urinary incontinence management and Pelvic Floor PT
- Urgent Care
- Whole Health Coaching
- Coordination of care including referral to: specialty clinics, mammography, bone density, ultrasound, menopause treatment

Contact: To reach the Patient Call Center, dial 1-800-865-3384, available 24 hours per day.

Primary Care Hours: Mon.– Fri. 8am – 4pm with additional hours at select locations.

Women's Trauma Recovery Team: The Women's Trauma Recovery Team (WTRT) is an outpatient mental health clinic that offers evidence-based, recovery-oriented outpatient services for PTSD and other trauma-related issues. Veterans served by WTRT represent diversity on all dimensions – race, ethnicity, country of origin, first language, age, ability, sexual orientation, gender identity, gender expression – and strives to be a safe and inclusive program where the inherent rights and dignity of all are valued, honored, and respected. Services include individual and group psychotherapies, comprehensive diagnostic assessments, and psychiatry. Contact: 857-364-4012.

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

Other Locations:

Edith Norse Rogers VA Medical Center – Women Veterans Program

200 Springs Road, Bedford, MA 01730
Tel (781) 687-2000
Toll-Free 1-800-VETMED1 (800-838-6331)
Fax (781) 687-2101

VA Central Western Massachusetts – Women Veterans Program

421 North Main Street, Leeds, MA 01053-9764
413-584-4040, Ext. 2288
Phone: (413) 584-4040
VA CWM HCS Call Center at 413-582-3027
Fax: (413) 582-3121

Community Housing options for Women Veterans also include:

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.

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 Center 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

Requirements & Restrictions: For female veterans, V.A. eligible. If unsure of V.A. eligibility, call for more information.

To speak to someone in our eligibility office, please call:

- Brockton Campus: (774) 826-2515 or (774) 826-2513
- Jamaica Plain Campus: (857) 364-5269
- West Roxbury Campus: (857) 203-5463 or (857) 203-3167

All veterans are encouraged to enroll in the VA Health Care System.

<https://www.boston.va.gov/patients/eligibility.asp>

Veterans Legal Services

P.O. Box 8457

Boston, MA 02114

Office Phone: 857-317-4474

Fax: 844-621-2797

info@veteranslegalservices.org;

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.

Due to the COVID-19 Pandemic, their in-person clinics are temporarily suspended until further notice. Given this necessary change, they are conducting intakes over the phone. Veterans seeking assistance are encouraged to call their office during business hours for an initial eligibility screen and intake, if applicable.

Service hours: M - F 9am - 5pm

Other Locations: Services are available through the following legal clinics for low-income veterans only. Please call their 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

Women

AIDS Action Committee

See in Category: Physical and Mental Health

Beth Israel Deaconess Medical Center's (BIDMC) Center for Violence Prevention and Recovery (CVPR)

See in Category: Domestic Violence

Boston Public Health Commission (BPHC)

See in Category: Physical and Mental Health

Bristol Lodge Women's Shelter

See in Category: Shelters

Cambridge Commission on the Status of Women (CCSW)

51 Inman Street

Cambridge, MA 02139

Phone: 617-349-4697

Fax: 617-349-4766

ksansoucy@cambridgema.gov

eshield@cambridgema.gov;

www.cambridgewomenscommission.org/index.php

Services: As a department of the City of Cambridge, the Commission on the Status of Women (CCSW) works to promote equity for women and girls and advocates on their behalf with other City departments and officials, local organizations, and state government to increase their opportunities through policy recommendations, program development and public awareness in key issue areas identified by the Commission as significantly affecting women and girls.

The Cambridge Women's Commission recognizes, supports, and advocates for all who self-identify as women or with womanhood, including transgender, gender fluid, and non-binary persons. CCSW stands with and for all women and girls regardless of immigration status, sexuality, race, ethnicity, ability or religion.

COVID-19 update: Due to the pandemic, all city buildings remain closed to the public without an appointment.

Service hours:

Mon: 8:30am - 8:00pm

Tues-Thurs: 8:30am - 5:00pm

Fri: 8:30am - 12:00pm

Casa Esperanza, Inc.

See in Category: Substance Use

Casa Myrna

See in Category: Domestic Violence

Domestic Violence Ended (DOVE)

See in Category: Domestic Violence

Dress for Success Boston

See in Category: Clothing

Elizabeth Stone House

See in Category: Physical and Mental Health

Fenway Health

See in Category: Physical and Mental Health

Institute for Health and Recovery – Project Promise

See in Category: Families

La Alianza Hispana

See in Category: Physical and Mental Health

McGrath House

See in Category: Housing

Mothers for Justice and Equality

2201 Washington Street

3rd Floor

Boston, MA 02119

Phone: 617-516-8086

Fax: 617-708-1026

info@mothersforjusticeandequality.org;

mothersforjusticeandequality.org/

Who to Contact: Jessica McCaffery - Health Equity and Community Wellness Family Advocate, Vanessa Cordero - Adult Education Program Manager/Workforce Readiness, or Genesis Bautista - Young Adult Education Program Manager

Services: MJE was founded by mothers who had lost children to community violence. Their founders sought to share their voice and vision to the fight against violence.

- All events are currently via Zoom
- 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 their current staff are past program participants and they

have strong community relationships allowing them 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 their impact to address the needs of young adult incarcerated men coming back into the community
- Health and Wellness workshops involve curriculum and activities surrounding trauma and resilience, healthy relationships, physical and mental health, and healing through art. MJE partners with the Grove Hall Senior Center to provide Health and Wellness workshops.
- MJE provides services through the Neighborhood Trauma Team. Services include case management, neighborhood canvassing, and linking survivors of violence to a larger network of trauma informed services.
- MJE has an Emergency Funds Program, which helps to provide food, winter coats, gift cards, and rental assistance to people in need. MJE also helps to provide their members with computers.
- MJE has access to Spanish-speaking translators
- MJE is leading parenting trainings for parents of youth attending Boston Public Schools.
- MJE responds to emerging needs by designing specific modules for unique populations, such as a new Homeless Teen Mothers and Fathers program in partnership with area shelter services.
- Empowerment breakfasts, Corner Café Voter Engagement, an annual Mothers of Courage Award Ceremony. These events are currently held virtually, due to COVID19.

MJE provides services at their main location in Roxbury and also within the Suffolk County House of Corrections, in area affordable housing complexes, and at partner sites within their communities.

Waiting time: None

Languages: English

New Beginnings Re-Entry Services (NBRS)

Phone: 857-237-2780

stacey.borden@newbeginningsreentryservices.org;
www.newbeginningsreentryservices.org/

Services: New Beginnings Reentry Services, Inc. works in partnership with community agencies to empower and provide supportive services to formerly incarcerated women to successfully rejoin their communities. NBRS addresses the critical issues of education, physical and mental health, as well as personal development through programs and services.

Languages: Spanish

On The Rise, Inc.

341 Broadway
Cambridge, MA 02139
Phone: 617-497-7968
Fax: 617-492-9814

info@ontherise.org; www.ontherise.org

Who to Contact: Community Advocate

Services: On The Rise provides a Safe Haven for homeless women or women in crisis to access other agencies to address many issues, including:

- Childhood and adult abuse and assault;
- Domestic violence;
- Addiction;
- Housing;
- Address for receiving mail;
- Medical care;
- Mental health care;
- Legal and criminal issues;
- Education and training.

The Safe Haven is a safe place where women may go to attend to personal needs which may have been neglected during years of homelessness. These include a shower, meals, clothing, and some privacy for a nap. Safe Haven will provide connections to other resources as well.

Community advocates will accompany women to appointments in the community to provide support and assistance in navigating services.

On The Rise also sponsors other activities: cultural outings, weekly creative groups such as painting and writing, and activities like massage.

Service hours: At 341 Broadway: Monday-Friday 9am-1pm, closed Saturdays

At First Parish: Tuesday, Thursday, Friday 9am-1pm

Other Locations:

First Parish Church

1446 Massachusetts Ave
Cambridge, Ma 02138

Requirements & Restrictions: Safe Haven is not a drop-in program. Please call 617-497-7968 if interested in scheduling an intake. For homeless women or women in crisis only. There is no formal referral process.

Languages: English, Spanish, Haitian Creole

On with Living and Learning, Inc. (OWLL)

See in Category: Education

Planned Parenthood League of Massachusetts

See in Category: Physical and Mental Health

Rosie's Place

889 Harrison Avenue
Boston, MA 02118
Phone: 617-442-9322
Fax: 617-442-7825

info@rosiesplace.org; www.rosiesplace.org/

Who to Contact: Front Desk

Services: The mission of Rosie's Place is to provide a safe and nurturing environment for poor and homeless women to maintain their dignity, seek opportunity, and find security in their lives.

Directory of Programs and Services:

http://www.rosiesplace.org/site/assets/docs/Winter_FY20.pdf

Food Programs

- Dining Room:

Monday-Friday

- Breakfast: 7:30 – 8:15 a.m.
- Lunch: 11:30 a.m. – 1:00 p.m. (lunch served 12:00 – 12:30 p.m.)
- Dinner: 4:30 – 7:30 p.m. (dinner served 6:00 – 6:30 p.m.)

Saturday and Sunday

- Brunch: 10:30 a.m. – 12:00 p.m. (brunch served 11:00 – 11:30 a.m.)
- Dinner: 3:30 – 5:00 p.m. (dinner served 4:00 – 4:30 p.m.)

- Food Pantry

Tuesday – Friday

- 9:00 a.m. – 12:00 p.m. (80 guests maximum)

Monday-Friday

- 4:00 p.m. – 6:30 p.m. (40 guests maximum)

Emergency Services

- Essential services: Women living on the street know that they can count on Rosie's place for a place to launder their clothes, take a shower, store their belongings in a locker or rest in our Sitting Room, all free of charge. They also provide guests with lifelines like a mailing address and use of computers and phones
- Overnight shelter: Rosie's Place Overnight Program provides emergency shelter to 20 women for up to 21 days at a time
 - Lottery (when beds are available)
 - Monday-Friday: 8:00 a.m.
 - Saturday, Sunday, Holidays: 10:00 a.m.
- Health and Wellness
 - The Wellness Center at Rosie's Place provides an opportunity for women to receive sound health and medical assistance under their roof
 - Hours available here:
http://www.rosiesplace.org/how_we_help/emergency_services/health_and_wellness.

Service hours: Hours vary by program

Requirements & Restrictions: Women and anyone who self-identifies as a woman. Target population: homeless and low-income women

Waiting time: Varies

Languages: English, Spanish, Haitian Creole, Portuguese, Cape Verdean Creole, and Chinese. Language Line available for other languages.

St. Mary's Center for Women and Children

90 Cushing Avenue

Dorchester, MA 02125

General Information: 617-436-8600

Donations (Phone): 617-436-8600 ext. 493

Donations (Fax): 617-288-8961

contact@stmaryscenterma.org; stmaryscenterma.org/

Services: St. Mary's Center offers a wide variety of programs for women and children. St. Mary's serves as a safety net for vulnerable families and children—providing a haven and home as well as life-changing programs and services.

Programs

- Crossroads Family Center provides families with shelter and support as they transition from homelessness to independent living in the community
- Margaret's House prepares women and their families to move from transitional housing to affordable permanent housing by offering skills to overcome obstacles, manage finances, and pursue education and employment
- Massachusetts Maternity First Home is a transitional, supportive housing program that provides 12 formerly homeless families with the tools, developmental experience and learning opportunities that enable families to find success and secure permanent housing
- St. Mary's Home provides pregnant and parenting teens with skills to improve the emotional, educational and economic well-being of themselves and their children
- Women's Learning Center provides women with classroom instruction and tutoring so they can earn their high school credentials and plan for future educational and career goals
- Women@Work Plus offers women course curriculum, including college credit courses, and a real job

For COVID-19 Updates visit:

stmaryscenterma.org/covid-19-update/

Steppingstone Incorporated

See in Category: Substance Abuse

The Cambridge Women's Center

46 Pleasant Street

Cambridge, MA 02139

Office: 617-354-6394

Helpline: 617-354-8807

info@cambridgewomenscenter.org;

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, and two computer labs in a large comfortable house. Pre-COVID women and their children could come in 10am-8pm weekdays and 10am-3pm Saturdays. They could 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 though a Helpline and in-person at the Center. The population using the center is very diverse, and includes many experiencing homelessness, women of color, trauma survivors, of different ages and backgrounds. Participant's confidentiality is respected and they are not subjected to intake questioning.

Currently drop-in hours are restricted and takes place at the front door and in the backyard. Offerings include: take out food and other material goods, laptop use with internet access and printing, resource referrals, emotional support, and connection to a caring and supportive community. Check the website for the specific hours.

Service hours: Pre-COVID: M - F: 10am - 8pm; Sat 10am - 3pm. Check website for current hours

Requirements & Restrictions: The Center is for women, and those who identify as women, and children (boys up to 14 years accompanied by mother or caretaker).

Languages: English; volunteers speak other languages as well, and they have a Spanish/English language exchange and an ESL class.

The Home for Little Wanderers

See in Category: Families

The Women's Center

405 County Street

New Bedford, MA 02740

Phone: 508-996-3343

Fax: 508-999-7139

info@thewomenscentersc.com;

www.thewomenscentersc.com/

Services: The Women's Center offers comprehensive FREE and confidential services to ALL (men and children included) survivors and victims of domestic violence, sexual assault, and child trauma. They provide counseling, education, outreach, referrals and resources.

Other Locations:

Fall River Office:

209 Bedford Street

Fall River, MA 02720

Phone: 508-672-1222

TTY: 508-996-1777

24-Hour Hotline: 508-999-6636

Languages: Spanish, Portuguese

V.A. Boston Healthcare System for Women Veterans

See in Category: Veterans

Women's Lunch Place

67 Newbury Street

Boston, MA 02116

Phone: 617-267-1722

info@womenslunchplace.org; womenslunchplace.org/

Services: Women's Lunch Place (WLP) opened its doors in November of 1982 to serve women a hot lunch in a safe welcoming place. They have grown from serving lunch three times a week into a vibrant and supportive day community that is open six days a week. They serve healthy breakfasts and lunches, and they also provide basic necessities and services that help restore dignity and hope.

Medical care is provided free. Advocates and support staff assist women in crisis, struggling with domestic violence, addiction, mental illness, or the stress of being homeless. Women interested in pursuing employment, housing, and other opportunities use their resource center and library, which provides access to computers and phones, free Wi-Fi, the Internet, and office supplies. The Creative Expression Program offers classes in painting and drawing, photography, sewing and knitting, and writing. Additional classes are offered in yoga, meditation, and wellness to provide women the chance to heal and respite from the stressors of poverty and loneliness.

Services provided:

- Direct care
- Healthy meals
- Health and wellness
- Advocacy
- Resource Center & Library
- Creative Expressions

COVID-19 has forced them to shift their meals to takeout. They are busily providing all their program core service areas—healthy meals, direct care, and advocacy as outreach. Toiletries, undergarments, feminine hygiene products, and other basic necessities are always available. Their advocates are providing housing + stabilization services and delivering mobile food

pantry boxes to their elderly and shut-in guests. To read their latest updates regarding COVID-19, click [here](#).

Service hours: Mon-Sat 8:00AM-1:00PM

Requirements & Restrictions: Anyone that identifies as a woman is welcome and their children (though services are for adult women only).

Women's Prison and Re-Entry Project

See in Category: Legal

Women's Transition Program, SMOC

7 Bishop Street

2nd Floor

Framingham, MA 01702

Phone (Opportunity Center): 508-620-2690

www.smoc.org/women-transition-program.php

Who to Contact: The 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:

1. Recently released from a Massachusetts Correctional facility (within the past 6 months)
2. Currently incarcerated at a Massachusetts Correctional facility (will be released within the next 6 months)
3. Currently on Probation or Parole

YW Boston

See in Category: Education

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:

Melinda Czaja's leadership as project manager and years of expertise working on the Directory were of invaluable help to the Directory team. Melinda kept the team organized and on track to ensure the Directory continues to benefit the Boston community.

Karina Zeferino became an integral part of the Directory work for this 2021 edition. Karina worked tirelessly to contact and update over 250 agency descriptions and every day was thinking of ways to improve the Directory. Karina, you went above and beyond for the Directory and we could not have done 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@cjinstitute.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"/> Older Adults <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@cjinstitute.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



Published by Crime and Justice Institute at Community Resources for Justice

Sponsored by the Gardiner Howland Shaw Foundation

355 Boylston Street • Boston, MA 02116

www.cjinstitute.org • www.cominghomedirectory.org